

Pegasystems

G-Cloud 14 Software Service Pricing

Pega Cloud Software

Pega Government Platform

CRM / Customer Service

Citizen Decision Hub / Marketing

Robotics

Workforce Intelligence

Pega GenAI for Government

Pega Cloud

Training

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Pricing Summary

Pega Government Platform

User pricing listed below are unit fees, per user per month.

User Type:	Fee, per user per month (pupm): 1 year term	Fee, per user per month (pupm): 2 year term	Fee, per user per month (pupm): 3 year term
Regular User	£103	£94	£85
Occasional User	£84	£64	£44
Sporadic User	£43	£29.50	£16

A "Regular User" is a person who uses the Software more than 50 hours in a calendar month.

An "Occasional User" is a person who uses the Software between 10 and 50 hours in a calendar month.

A "Sporadic User" is a person using the software for less than 10 hours per calendar month.

Note: the lower banding will apply for longer term contracts.

A 3 year committed term will attract the lowest banding.

A 2 year committed term will attract mid banding. Being: Reg = £94 pupm, Occ = £64 pupm, Spo = £29.50 pupm.

A 1 year committed term will attract the highest banding.

Options for Pega CRM Applications

Depending on whether Pega's CRM applications are a requirement, there could be an expected uplift to the above costs for Pega Government Platform of between 15% to 50%.* This is dependent upon the edition and if any additional options required. Editions are as follows:

*Case Management = 15% uplift, Enterprise Edition = 32.5% uplift, Digital Edition = 50% uplift.

These solution requirements will be discussed on a client-specific basis and any corresponding commercials clearly outlined to meet those requirements.

Citizen Decision Hub - Marketing (CDH)

CDH pricing is dependent upon the editions required and whether Strategy Optimiser Bundle (SOB) is also required.

Pricing below reflects a customer requiring all editions with SOB who has metric requirements as detailed below. Pricing will vary should customer metric requirements differ.

Metric Type	*Unit Rate p.a.
B2C Customer	£0.27
B2C Prospect	£0.06

*Min volume of £30k per month.

Attended (RDA) and Unattended Robots (RPA)

Attended and Unattended Robots can assist customers in process automation and should there be a requirement for such, we are happy to discuss to ensure meeting customer needs if required. Software needs installation on client devices for use with Cloud based applications.

Attended RPA	Unattended RPA
200 Users (min): £20 per user per month	5 Robots (min): £197 per robot per month
201+ Users: £18 per user per month	6+ Robots: £195 per robot per month

Workforce Intelligence

Workforce Intelligence (WFI) is also available and costings are dependent upon duration and number of users contracted. Pega is happy to discuss specific customer requirements if required.

200 User min	£27 per user per month
201 + Users	£25 per user per month

Pega GenAI for Government

Pega GenAI for Government Knowledge Buddy provides concise, trusted answers to employees and customers, enabling them to efficiently get things done (progress workflows). Pega GenAI for Government Knowledge Buddy uniquely combines an innovative AI architecture with security features so organizations can transform how users access knowledge while adhering to high standards of trust and responsibility.

- Deliver self-service by enabling answers directly in customer-facing sites and digital channels
- Guide service agents with concise, contextual answers and instructions to better serve customers
- Accelerate work in the back office by unlocking insight and guidance from procedure documents
- Assist Sales reps to better serve clients at each stage of the buying cycle

The Pega GenAI for Government bundle provides a way for your organisation to benefit from the success achieved by utilising GenAI as it bundles various GenAI features in a cost-effective manner compared to buying individually:

- Pega GenAI for Government Analyse: Summarise cases and data, build insights, summarise conversations
- Pega GenAI for Government Automate: Automate manual work, compose content, train agents
- Pega GenAI for Government Coach: Coach team members

*Pega Gen AI Bundle: Includes Analyse, Automate and Coach	£36 per user per month
Pega Knowledge Buddy: Min 200 Users	£16 per user per month

*Includes 100 responses per day. Additional responses available in blocks of 200k for £7,860 p.a.

Pega Cloud

Pega Cloud provides a fully-managed Cloud Service platform running Pega Infinity and Pega's Strategic Applications in an as-a-service model. Pega Cloud is managed by Pega, with global and regional support models for 24 x 7 operations, security, and monitoring to help support our clients' enterprise applications. Clients forgo the complexities of operating and managing a Pega ecosystem in favour of letting Pega manage their Pega application(s) for them. Pega Cloud allows Pega clients to work to get started quickly (within days of contract signature) and work to realize the value of Pega solutions more rapidly.

Pega Cloud fees above assume a commercial agreement with a value of at least £120k per annum, with at least a three year commitment. 20% increase apply for a shorter one year term and 10% increase for a two year term. Pega Cloud includes a production environment, large sandbox and standard sandbox. Production environment is sized to meet the relevant customer metrics. Large Sandbox will cater for dev/test and allows for up to 45 developers and testers. Standard Sandbox allows for 15 developers and testers. Premium support is also included. 100GB of data storage for production environment and 500GB of file storage for all environments are included as standard.

Additional purchase options for Pega Cloud

Product	Fees
Pega Business Intelligence Exchange (BiX)	£900 per month per application
Large Sandbox (including 100GB storage)	£4,800 per month
Standard Sandbox (including 50GB storage)	£2,400 per month
Cloud Data Storage 100GB block	£200 per month
Cloud File Storage 500GB block	£155 per month
Pega Cloud Secure Connect	£950 per month per region
Production Mirror	100% scale = 30% of subscription fee / dependent upon size of production environment

Pega Training Courses

Pega can deliver projects for public sector organisations via our Cloud Support Services (Lot3), pricing for which is contained within G-Cloud 14 Cloud Support Services; however, many of our Public Sector clients build their knowledge and skills via Pega's comprehensive Training Programme. To reflect Pega's desire for customers to become self-sufficient in Pega software configuration and changes, on-line self-study courses can be taken free of charge. Full details of all enablement and options can be found at <https://academy.pega.com/>.

- Online Self-Study Training – Free
- Public Scheduled Training (delivered remotely): £540 per person per day
- Private Training (delivered at client's office* or remotely):
 - £2,400 per day for up to 6 people.
 - £3,000 per day for up to 9 people.
 - £3,600 per day for up to 12 people.

Certification Exams (via Pearson VUE) – 175 USD per attempt

Should customers require instructor led training then the following are two examples:

- Business Architect Essentials, 5 days - £2,700 per person for a public class seat or £12,000* for up to 6 people for a private on-site class.

- System Architect Essentials, 8 days - £4,320 per person for a public class seat or £19,200* for up to 6 people for a private on-site class.

* Instructor travel/subsistence expenses are charged in addition.

Government Blended Case Pricing:

- 12-month committed term contract, Fee = £668,000
- 250,000 Case Volume of Pega Government Platform Software.
- Additional blocks of 10,000 cases can be purchased based on £3.66 per case.

Pega Collections for Government

Pega Collections is designed to support collections organisations by integrating process automation with real-time decisioning and machine learning analytics. This combination helps eliminate inefficiencies within collections operations, enabling more streamlined and effective management.

Metric Type	Price Per Case
0-400,000 Cases (min 400,000)	£0.96 per case
400,000 Cases +	£0.91 per case

About Pegasystems

Pega delivers innovative software that crushes business complexity. From maximizing customer lifetime value to streamlining service to boosting efficiency, we help the world's leading brands solve problems fast and transform for tomorrow. Pega clients make better decisions and get work done with real-time AI and intelligent automation. And, since 1983, we've built our scalable architecture and low-code platform to stay ahead of rapid change. Our solutions save people time, so our clients' employees and customers can get back to what matters most.

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