

G- Cloud 14

Service Description : Pega Managed Services (Product Support)

The Coforge logo is located in the bottom right corner of the slide. It features the word "Coforge" in a white sans-serif font, with the "Co" portion highlighted in orange. A thin orange curved line starts from the bottom left and extends towards the top right, passing behind the logo.

Coforge

Coforge at a glance

KEY STATS

\$1.1 B+
FY24 Revenue Est.

18.0%
Adj. EBITDA Margin
(Q3 FY24)

\$974Mn
Executable Order Book
(at end of Q3FY24)

CLIENTS

250+
Clients

10+ years
Average tenure for
Top 10 clients

94%
Repeat client business
(Q3FY24)

61
Forbes Global 1000 clients

PEOPLE

24,600+
Employees worldwide

12.1%
Attrition rate (Q3FY24)

21
Countries

25+
Delivery Centers



Public Sector

Strong domain coverage in Public Sector that includes Central Government, Local Authorities and Not For Profits across UK, Germany, Australia, US, Singapore, Middle East and India

10+ Years of experience		30+ IT and Digital transformations delivered for Central and Local governments	
50+ Clients served in Europe, Americas, Australia and Asia		10+ Pega and Salesforce implementations	
Data and Analytics		Digital Process Automation	
Cloud		Infrastructure Services	
Cognitive AI		Business Process Solutions	
		Digital Engineering	
		Cyber Security	
		Quality Assurance	



Our ESG Ambitions, Pledge and Strategies

ESG Ambition: “Our ESG commitment is to make our planet a better place for all, which is embed in the core pillars that constitute our ESG strategy. We continue to endeavor our actions and activities for climate action, social inclusiveness, community development, and good governance; to be a responsible global citizen, adding value to its stakeholders. Our good governance and business ethics are the cornerstone of our sustainability action and long-term objective.”

Sudhir Singh

Our comprehensive ESG strategy and approach towards a responsible and sustainable organization considers both, a long-term objective, as well as short-term implications of our initiatives, activities and business decisions.

Our Commitment and Goals

Reduce Environmental impact		Social Inclusiveness and Development of Communities		Follow strong ethics and code of conduct	
Be Carbon Neutral by 2030	Be Zero Waste by 2030	Drive holistic well-being, health & wellness of the workforce	Enhance livelihood of communities, through social & community development initiatives	Secure digital assets with Cyber Security	Encourage business partners to adhere with Coforge’s ethical standards of business conduct
Be Water Positive by 2030	Drive sustainable supply chain practices	Enhance gender parity across the organization		Adhere to strong Code of Ethics	
		Drive equality and inclusiveness at all levels			

Our Technology Partners



Case Study : Website Transformation to Improve Accessibility and Responsiveness for a Leading UK Knowledge Institution

Business Challenge:

Our client was facing website usability challenges due to outdated legacy code and a complicated user interface, resulting in poor user experience.

Coforge Solution:

Coforge embarked on a transformative journey implementing a headless architecture that significantly improved accessibility and performance. Our strategy involved using Sitecore JavaScript Services (JSS) and React JS, transforming the legacy code into a white-labelled, AA level accessibility compliant website. We also introduced a responsive design and a phased implementation approach, allowing both the new and old websites to run in parallel.

Results:

- Made over 70,000 pages accessible and responsive, benefiting approximately 8 million users annually.
- Improved Website performance by 30-40% with the implementation of Sitecore 9.2 & React 17.
- Established a reusable component library for future use, introducing new productive ways of working to the client's team.

Key Highlights:

Built a modern website adhering to all required performance parameters, which increased daily active users while creating a reusable component library for future projects.

Case Study: Revolutionizing Data Analytics using Azure Data Platform for UK's Telecom and Broadcasting Regulator

Business Challenge:

The client wanted the ability to research on full datasets rather than sample ones to understand telecom providers' performance. It required ingestion and transformation of large volumes of mobile and broadband data to the tune of terabytes of new data on a weekly basis.

Coforge Solution:

- Set up a centralized Data Platform using multiple PaaS services on MS Azure. This platform enables storage, processing, and consumption of large volumes of complex data from any source.
- Designed and implemented security standards for the data platform, including private endpoints and user access via Azure Virtual Desktops for secure connectivity.
- Automated infrastructure creation using Infrastructure as Code (IaaS) with Terraform and Azure DevOps pipelines.
- Facilitated rapid onboarding of datasets, trained end-users on new Azure data tools, and set up necessary Data Governance processes

Results:

- Dedicated service team trained to manage Service Requests on the Data Platform, which can analyze multi-terabytes of data using Azure data tools with assurance on data security and governance.
- Prompt support on the Data Platform has boosted client confidence in using new technologies.

Key Highlights:

Built a data platform to handle business demand effectively empowering clients to take timely and effective regulatory decisions.

Pega Managed Services (Product Support)

Service Description

Coforge's team has a methodology for designing, developing and managing production support for Pega BPM applications on cloud. Our proven methodologies help reduce cost of development, cost of managing applications and reduce operational inefficiencies.

Features

- **Process Fitment Analysis as part of Change Requests**
- **Programme, Project and Service Management Services**
- **Business Requirements Definition Services**
- **Planning and Integration Services**
- **Solution Architecture Design & Engineering Services using iDEA framework**
- **Functional, Performance and User Testing Services**
- **Performance and Fine tuning**
- **Deployment Services**
- **Production Support, Business change management**

Benefits

- **Deliver Waterfall and Agile Methodologie depending on client requirements**
- **Global Delivery model to ensure best value for money**
- **Unique Diamond Staffing model ensuring greater level of experience**

For more information, please connect.

Registered Office Address : 280 Bishopsgate, London, United Kingdom, EC2M 4RB.

Email Address: bids.eu@coforge.com

Coforge