G-Cloud 14
Service Definition Document

Aaseya Pega Modernisation & Cloud Migration Services

2. Overview

Aaseya, a Pega accredited Global Elite Partner, is expert in supporting customers on their Pega Modernisation Journey which includes modernising applications and infrastructure by providing services including strategy, planning, deployment, migration to cloud and ongoing support. Aaseya provides leadership and guidance in getting to the latest Pega technical platform, driving delivery transformation through automation and leveraging the features of the Pega Platform to drive better business outcomes. Aaseya and its consultants have vast experience in the Pega Platform, Pega Customer Services, Pega RPA / RDA and many of the Pega Strategic Applications.

With a specific focus on the Public Sector, Aaseya works with Public Sector and Government bodies globally to implement and manage their Pega Platform and digital solutions.

Aaseya has an Executive Leadership Team that has worked for / and with Pega spanning 12 – 22 years. Aaseya delivers Pega services both on customer site, offshore and hybrid delivery models.

Our 430+ expert Pega consultants specialise in agile delivery of the Pega Infinity Platform building solutions in the areas of Customer Experience, Business Operations, Legacy Modernisation, Case Management and CRM.
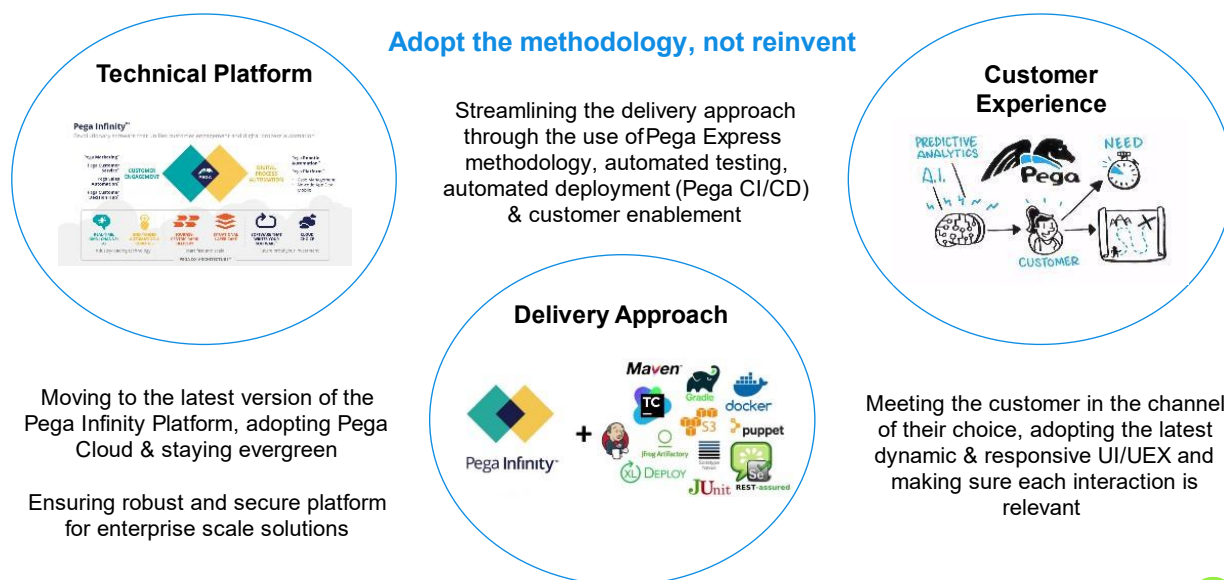
3. Scope of Services

The Aaseya Pega Modernisation & Cloud Migration Service provides:

- Getting the most from your Pega Infinity Platform
- Supporting move to latest version of the Pega Infinity Platform
- Migration from On-Premise to Cloud choice of customer
- Guidance on adopting and staying evergreen
- Optimising the platform's speed, efficiency, scalability for better overall performance
- Implementation of automated testing using Selenium and Neoload
- Setup of an automated deployment process leveraging Pega CI/CD
- Planning and execution of customer enablement
- Knowledge adoption from the Modernisation & Migration experiences with a large numbers of customers

4. Modernisation Approach

Pega Application Modernisation can be categorized under the following 3 broad pillars:

Adopt the methodology, not reinvent

Technical Platform

Streamlining the delivery approach through the use of Pega Express methodology, automated testing, automated deployment (Pega CI/CD) & customer enablement

Customer Experience

Moving to the latest version of the Pega Infinity Platform, adopting Pega Cloud & staying evergreen

Ensuring robust and secure platform for enterprise scale solutions

Delivery Approach

Meeting the customer in the channel of their choice, adopting the latest dynamic & responsive UI/UEX and making sure each interaction is relevant

The overall Modernisation journey on a high-level consists of the below mentioned phases as depicted in the diagram below. However, note that the Approach will be customized based on the requirement from client.
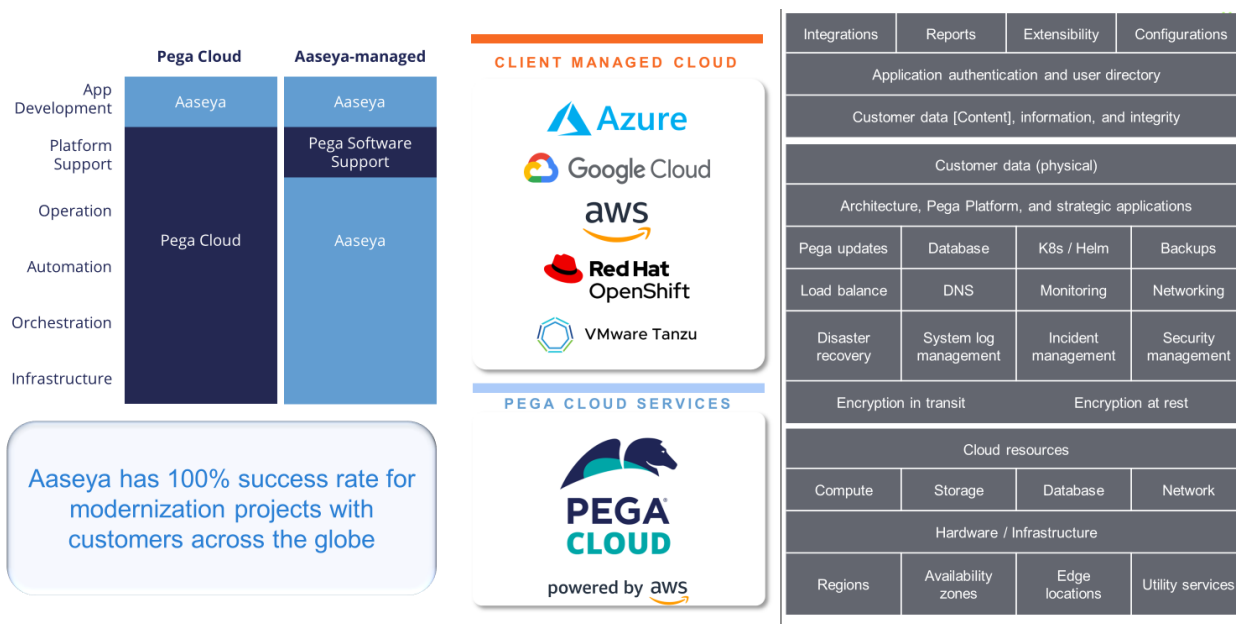
Discovery → **Determine Offerings** → **Execution** → **Add-ons**

Discovery	Determine Offerings	Execution	Add-ons
• Gather existing technology landscape • Determine size of the Modernization effort • Decide on Modernization options and offerings • Propose high-level commercials and plan	• Determine the path ex: On-prem to Cloud, Cloud to Cloud Containers • Perform detailed assessment and come up with team composition • Prepare low-level execution plan • Publish actual commercials and Modernization Plan	• Execute cloud migration • Execute cloud containerization • Execute In-Place / Out-of-Place • Application validation • UI/UX transformation • Inclusion of latest features • Go-Live, Hypercare	• Upgrade traditional applications to Constellation application • **Additional assessment required

5. Migration to Cloud

Migration to Pega Cloud is a subset of the overall Modernisation Journey can save up to 30% of the infrastructure cost. When assessing the changes required for modernization, Aaseya will categorize the work in the initial phases to ensure alignment while planning the migration to Cloud. When migrating to Cloud, the focus will be on completing the initial phases of Modernisation to ensure the initial release on the Cloud Platform is stable, secure, and performant.

Aaseya offers application migration to cloud following the key steps below. Note the final approach for Migration to Cloud is customised based on the requirements of the client.

- Assessment and Planning
- Application Migration & Remediation
- Application Validation
- Data Migration Dry Run
- Prod Migration & Go Live
- Continuous Improvement & Evolution

In terms of Cloud Modernisation Aaseya offers to manage the end-to-end activities for Client Managed Cloud Services. The diagram below gives an overview of how Aaseya provides various cloud offerings:

6. Aaseya Migration Made Easy (AMME)

AMME is an Aaseya in-house proprietary migration tool that allows wizard-based easy configuration and execution. It accelerates the background processing, streamlines data mapping and provides 360-degree view of migration activities during run-time.

The key benefits are:

- Configurable wizard for migration process
- Execution made simple by creating cases automatically.
- Easy to understand complex requirement and process with 360 degrees view
- User friendly screens to schedule, monitor and tracking migration process
- Generates reports to do final reconciliation of the data
- Allows business to concentrate only on functional requirement

7. Expected Outcomes

Aaseya provides vast experience in Pega Modernisation & Cloud Migration Services for clients globally. This experience provides the following key benefits:

- Quality Delivery due to experienced resources with in depth understanding of Upgrade, Cloud, Kubernetes, Constellation, React UX and AI trends
- Lowered Risks due to Upgrade expertise on latest Pega versions
- Cost effective delivery models - onshore, offshore and hybrid
- Personalised Modernisation services, unique to every Organisation
- Early benefit realisation through faster delivery timescales
- Maximising the value of your Pega platform investment
- Latest platform capabilities available for configuring new and existing solutions
- Lower operational costs by moving to Pega on Cloud
- Reduce delivery timescales through automation and CI/CD
- Benefit from Aaseya's experience across a wide customer base
- Reduced risk by moving from end-of-life software

8. Pricing

The Aaseya Pega Modernisation & Cloud Migration Service is priced either as fixed price or time and materials depending on the customer's requirements. The price is dependent on the following key aspects:

- Scope of the migration project
- Additional services required (e.g. development, testing, automation, business analysis etc.)
- Use of the Pega Platform and Strategic Applications
- Project Leadership (Aaseya led or customer/third party led)
- Duration
- Percentage of the work to be completed by Aaseya versus customer or third party
- Location of the services provided

By understanding the above dimensions, Aaseya can quickly provide a commercial proposal.

Alternatively, Aaseya can provide the service on a Time & Materials Rate Card, priced per the attached SFIA Rate Card.

9. Aaseya Pega Modernisation & Cloud Migration Service – Contact Information

Graham Dawkes – Senior Vice President, Sales

Email: sales@aaseya.com

David Sharpe - Vice President, Client Success

Email: sales@aaseya.com

10. About Aaseya

Aaseya is a leading professional services company, specialising in Digital Transformation through the rapid delivery of Low Code and Digital Process Automation technologies. Aaseya's 600+ consultants specialize in the agile delivery of leading Low Code Software Platforms which include **Pega Systems, OutSystems and Camunda** delivering faster time to business value for their customers.

Aaseya, operates in 13 countries, working with Banking, Insurance, Manufacturing and Government organizations, delivering innovative enterprise solutions in the areas of Customer Experience, Business Operations, Legacy Modernisation, Case Management, and CRM.

Aaseya is a subsidiary of YASH Technologies, a Global System Integrator, with 8,000 employees serving 400 customers globally, including 70+ Fortune 500 clients, delivering business transformation through IT.

As a business we also have the following Security Accreditations:

- ISO27001:2013
- Cyber Essentials

Websites: www.aaseya.com, www.yash.com