

Unlock extraordinary results.

Pega Cloud Support Service
(Business Value as a Service)

G-Cloud 14 Service Definition Document



Contents

1. Areteans Overview
2. Our Service Offering Portfolio
3. Detailed Service Definition
4. Additional Service Information
5. Contact Us

Areteans Services and Offerings





Areteans is a Pegasystems Global Elite Enterprise Transformation Partner.

We enable the digital enterprise by collaborating with our customers across business, consulting & technology.

We work with them to define quantifiable outcomes and then build business solutions using Pega unified technology to deliver upon those commitments to drive their digital transformation.

1:1 Customer Engagement | Intelligent Automation | Customer Service



100% PEGA FOCUS

Single Minded Focus on providing Pega based services, solution and high-value business outcomes



GLOBAL DELIVERY MODEL

Immaculate delivery track record driving high value outcomes leading to expanding footprint with a team of 850+



BEST OF BREED PEGA CONSULTANTS IN THE MARKET

Many referenceable clients globally rely on us across Financial Services, Insurance, Telco, Government and FMCG industries.



GROWING RAPIDLY

Partner of choice for dozens of organizations worldwide, achieved significant revenue growth for 3 years in a row



alterDomus*



SUNCORP



850+

Employees Globally

40+

Pega Clients

310+

Projects Delivered across Industries

7

Pega Specializations



Market Maker Award



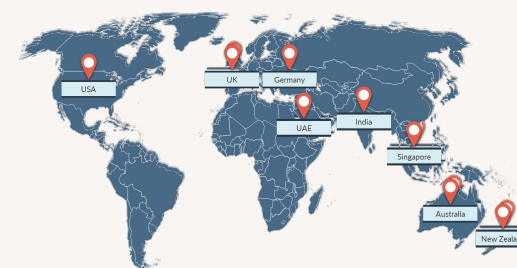
Rising Star & Delivery Excellence



Great Place to Work Certified



Sustainable Product Award



Catalyzing Growth: Our Service Offerings Across Industries

OUR SERVICE OFFERINGS



DIGITAL TRANSFORMATION SOLUTIONS BY INDUSTRY



DIGITAL EXPERIENCE DESIGN



INTELLIGENT AUTOMATION POWERED BY PEGA



CRM (CUSTOMER RELATIONSHIP MANAGEMENT)



MARTECH CONSULTING, ADVISORY & IMPLEMENTATION



MANAGED SERVICES SUPPORT

Shaping Digital Change with Smart Ideas backed by Unique Solutions

OUR PACKAGED OFFERINGS



Customer Engagement as a Service (CaaS)

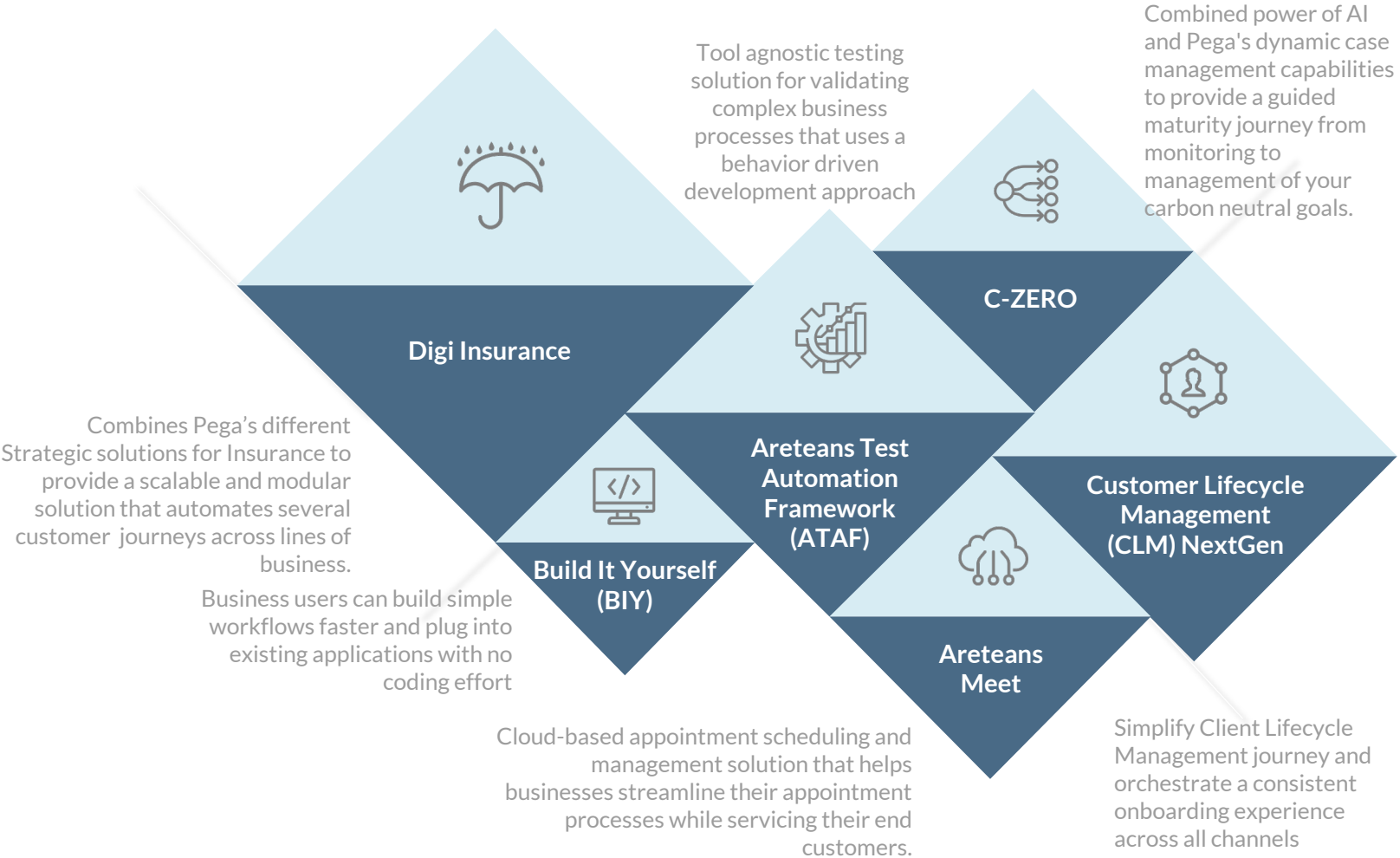
Areteans Customer Engagement as a Service (CaaS) offers rapid 1:1 personalization through omnichannel interactions, including decisioning accelerators and full decisioning lifecycle support.



Areteans Modernization

Areteans Modernization offerings ensure holistic modernization, focusing on business value enhancement during legacy upgrades or cloud migration, supported by a Pega Cloud-first approach for versatility.

OUR SOLUTIONS



Offshore Expertise: Our Proven Practices and Capabilities



Our Global Delivery Experience Summary

Project Execution Methodologies

- Waterfall
- Agile
- Scrum
- DevOps
- Rapid Application development

Engagement Models

- Fixed Price
- T&M
- Fixed Capacity
- AMS (BVAS)

Utilization% : 89

Pyramid ratio :-
Senior : Junior : 15: 85

Diversity ratio: 35%

Leverage Ratio :-
Onsite : Offshore : 17 : 83

We take pride in our extensive and versatile project execution capabilities, allowing us to work seamlessly in various models to best suit our clients' needs

On-shore
offshore model

Complete
Offshore
model

Nearshore-
Onshore-
Offshore model

Nearshore-
Onshore
model

7+

Years of delivery excellence

8

Offshore centres

- We embrace ownership
- 24X7 Support
- Thought leadership & Innovation
- Culturally Inclusive teams
- Interdisciplinary Teams

WHO ARE WE PART OF ?

Areteans is part of Omnicom Group. Omnicom Group is a global leader in Customer Experience, Customer Engagement, Marketing, Communications/Media Strategy and Technology consulting with more than 5000+ clients in over 70 countries



OmnicomGroup

USD 14+ Bn

Revenues

7,000+

Communication professionals

70+

Countries worldwide

30+

Customer engagement and Marketing disciplines

5000+

Clients

71000+

Employees Globally

NORTH AMERICA

CHICAGO	NEW YORK	DETROIT
DALLAS	SAN FRANCISCO	CINCINNATI
FORT KNOX	ALEIGH	HOUSTON
LOS ANGELES	TORONTO	DENVER

SOUTH AMERICA

BUENOS AIRES
MEXICO CITY
SÃO PAULO
COSTA RICA

EMEA

BERLIN	PARIS	SOFIA	LONDON
DUBAI	MADRID	PRAGUE	RUSSIA
LONDON	BARCELONA	BRUSSELS	LEEDS
MOSCOW	ITALY	DÜSSELDORF	MANCHESTER

APAC

BANGKOK	MELBOURNE	SHANGHAI
BEIJING	MUMBAI	SINGAPORE
MAURITIUS	PHILIPPINES	SYDNEY
HYDERABAD	CHENNAI	AUCKLAND
KOLKATA	BANGALORE	

OUR EXPERIENCE

We bring deep public sector experience

Our wider team has helped organisations of all sizes across the public sector with initiatives spanning strategy, transformation, cloud, data, and engineering



Pega Modernisation Service

Modernisation isn't just about upgrading an existing system or replacing it. It's about building a future-proof platform. But can this be achieved without affecting business continuity or becoming an expensive proposition? Areteans has the answer. Our approach fosters innovation, collaboration, and enhanced decision-making, unlocking the full potential of your business.

Features

- Quantification of modernisation business benefits
- Understanding application modernisation needs
- Providing immediate short-term business benefits
- Pega Cloud-first approach to ensure future-ready
- 100% delivery assurance
- Utilisation of automated testing tools to reduce regression times
- Break out of IT and Business upgrade tasks
- Discovery sessions to showcase new features, create road-map plan
- Usability workshops with end-users to propose UX enhancements

Benefits

- Reduced technical debt
- Assessments by specific built for the task tools
- Involvement of Credera testing practice to ID any regressions
- Reduced cost of implementation by leveraging the factory resource model
- Road map planning to adopt the latest features
- Improved UX plan by running useability workshops
- Minimise client involvement in critical tasks

Pega Modernisation Service

SERVICE DEFINITION

OUR PERSPECTIVE

- We believe that modernisation with Pega is not just about upgrading or replacing existing systems; it's about building a future-proof platform that enables your business to thrive in the long term. At Credera, we leverage Pega's advanced capabilities to provide solutions that foster innovation, collaboration, and enhanced decision-making, unlocking the full potential of your business.
- We often see clients fail to future proof their systems and processes and neglect managing costs.

SERVICE PURPOSE AND OBJECTIVES

- Our primary purpose is to enable future growth and innovation by modernising your systems and processes. We aim to build a future-proof platform that supports your evolving business needs and enables you to stay ahead in a rapidly changing market landscape.
- We understand the importance of minimising disruption and cost during the modernisation process. Our objective is to provide solutions that enable seamless transition and minimise the impact on business continuity while ensuring that modernisation remains a cost-effective proposition for your organisation.

OUR APPROACH

- Our modernisation approach for each client is tailored specifically to the required features and, size, and complexity of existing applications. It is centred on three principles;
- Predictable – reduce variances between initial estimations and actual timelines by leveraging standardised tools and methodologies for assessment and implementation.
- Cost Effective – reduced end-to-end cost of upgrade due to standardisation of processes and guardrail (automated quality checks) compliance.
- Deliver Right Business Value – provide business benefits to end-users and customers in addition to technology and security related features.

OUR CAPABILITIES

- We offer a blend of AWS and Pega certified professionals with real-time implementation experience on cloud migrations. We have experience in advanced security with AWS networking services. Including Advanced Application and Infrastructure monitoring, both within Pega and AWS
- Experience in delivering business benefits with end-to-end infrastructure provisioning and automated application deployment.
- Our team possesses expertise in providing comprehensive modernisation services with Pega, including system upgrades, replacements, and architectural redesigns.

OUR EXPERIENCE

- We have a proven track record in delivering successful modernisation programs for our clients, across a variety of industries. This includes both application upgrades and cloud migration, application refactoring and multi-program upgrades.



Global Elite
Partner

OMNICOM GROUP CENTER OF EXCELLENCE

Pega's Largest Pure Play Global Partner

Areteans leads the global alliance and Pega Center of Excellence for Omnicom Group. We have significant experience implementing and using the Pega platform to create rich, data-driven experiences for clients around the world.

CAPABILITIES



Case Management



DevOps and Testing



Pega Intelligent Virtual Assistant



Pega Robotic Process Automation



Pega Workforce Intelligence

CREDENTIALS

- Largest Pure Play Global Elite Partner
- 1,000+ certifications globally
- Omnicom Group Center of Excellence leadership
- Dedicated agency alliances management team

Additional Information



PRICING

This service is priced in accordance with the SFIA rate card provided and can be modelled using a range of commercial approaches e.g. time & materials, fixed price, risk/reward and velocity based, etc.. Please refer to our pricing document for more information.

ORDERING/INVOICING

Unless otherwise agreed in the proposal, all fees and charges associated with the engagement will be invoiced monthly in arrears. Invoices shall be paid by the client within thirty (30) days of the date of the invoice.

ONBOARDING / OFFBOARDING

Areteans's cloud support services can be ordered by contacting our team via the detailed given in the 'Contact Us' section of this document. Clients can terminate their engagement with us with 30 days' notice.

Additional Information



CONSUMER RESPONSIBILITIES

Consumer responsibilities are closely aligned with the specific requirements of the engagement. As such, these responsibilities must be discussed and agreed upon with the customer before the engagement begins. All responsibilities are clearly outlined in the call-off contract/order form.

TECHNICAL REQUIREMENTS

The technical requirements and dependencies for the services offering under G-Cloud 14 are tailored to each individual call-off. It is essential to discuss and agree on these details with the customer before the engagement commences.

SERVICE CONSTRAINTS

There are no constraints to this service. We work collaboratively with our clients to identify their needs.

TRAINING

Areteans strives to facilitate a seamless transfer of knowledge and skills from our consultants to our clients' teams, ensuring an effective and beneficial learning experience.

The Credera Difference

Working with the right partner is crucial to program success. At Credera, consulting is not just solving a tough problem or creating growth, it's that and so much more.

Our clients consistently tell us that working with Credera feels different. Our collaborative approach leaves them feeling empowered, supported, and secure and makes tackling challenges together enjoyable.

That's the Credera Difference.

“

Excellent engagement with experienced people providing good quality guidance and advice, responding to changing situations quickly and effectively, and producing substantive materials for us to build on.

Stuart Moore

Head of Crown Hosting,
HMRC

“

Credera's advice, professionalism and collaborative ways of working over a three-year period have been instrumental to the successful delivery of this major transformation programme.

John Quinn

COO, Government of Jersey

Contact Us



Jatin Patel

Europe Lead

Jatin.patel@areteanstech.com

Areteans Bid Central

Bid Management

presales@areteanstech.com

For more information about this service or any of our G-Cloud services, please contact our Public Sector/Bid Team. In your communication to us, please include the following details:

- The name of this service
- The name of your organisation
- Your name and contact details
- A brief description of your business situation
- Your preferred timescales for starting the work



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