

Red Kite BPM

G Cloud 13 Service Definition



About Us

- REDKITE is a digital transformation and services consultancy. We specialize in providing expertise to Pega, and Pega's strategic partners and customers
- Deep Pega consulting expertise in domains like Public Sector, Banking & Financial Service and Insurance
- When delivering Pega solutions, we bring experience and certified resources across the whole delivery lifecycle, including User Experience, Agile Project Management, Business Analysis, and Quality Assurance Services
- Our vision, mission and values are testament to our day-to-day efforts. Right from inception phase, we excel in identifying pain points in existing processes and resolve them resulting in optimized outputs in terms of time and effort



Our Services

Pega Delivery

Experts in the implementation of the Pega solutions built on the platform. Whether that be Pega Customer Service, Pega Client Lifecycle Management, or Pega Sales Automation, we have the skills and experience to ensure you maximise the capabilities of these and other Pega solutions.

Consulting / Advisory

Complement your delivery with specialist advisory services, including Design Review, User Experience Review, and Performance Health check, to ensure your solution delivers the expected outcomes. Driving governance, quality and the extendibility of the Pega toolset.

Enablement

Accelerating the development of other Pega consultancy suppliers. Passing on our standards and experience to your teams for maximised performance. Setting up CoE, Graduate Academy Setup, Joint Development Focussed on reduced TCO



Our Consulting/Advisory Services

Services

Delivery & Planning <ul style="list-style-type: none">- Support project planning, and delivery best practices	Sizing & Estimation <ul style="list-style-type: none">- Hardware, Software sizing, Project sizing & validations	Enablement <ul style="list-style-type: none">- Proactive sessions for new features and framework offerings	ROI, Measurements & Justifications <ul style="list-style-type: none">- Able to create periodic reports of Advisory team achievements to justify funding	POC <ul style="list-style-type: none">- Develop Quick POCs- frameworks
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Governance

Enterprise policies <ul style="list-style-type: none">- Security, Mobility, Dev-ops, Backup, Archival, Data migrations	Methodology <ul style="list-style-type: none">- Guides, Templates, Case Studies, Recommendations	Tollgates & Certifications <ul style="list-style-type: none">- Certifications of Design, Architecture & Approaches as Implementations tollgates	Competency Building <ul style="list-style-type: none">- Trainings- Hiring of resources- Conducting Interviews- Create assets	Process optimization <ul style="list-style-type: none">- Ideas for Automations, STP, implementing improvement cycle
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Foundations

Knowledge Repository <ul style="list-style-type: none">- Reusable artefacts, Tools, Case studies, Metrics	Benchmarks <ul style="list-style-type: none">- Performance benchmarks & NFRs at org level	Components <ul style="list-style-type: none">- Abstracting & creating re-usable components from project implementations	Ad-hoc SR support <ul style="list-style-type: none">- Guidance & Support for critical & emergency production issues
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Enablement

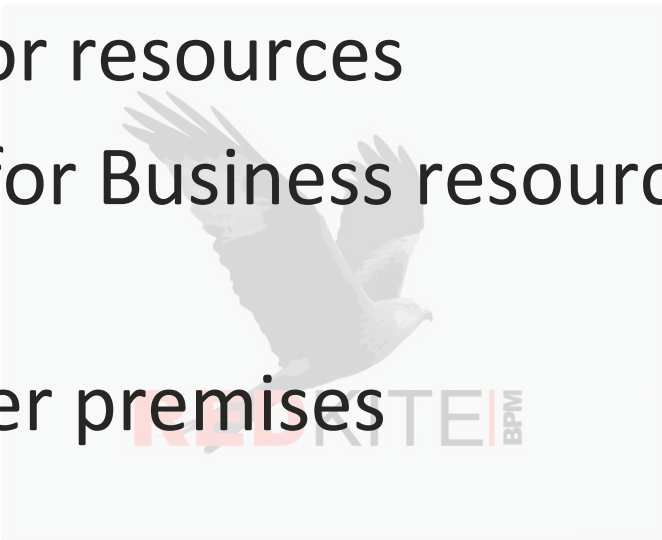
Customer Enablement | Upskilling Team | Co-Development

We can help customers enhance their knowledge in Digital Strategy, through Pega

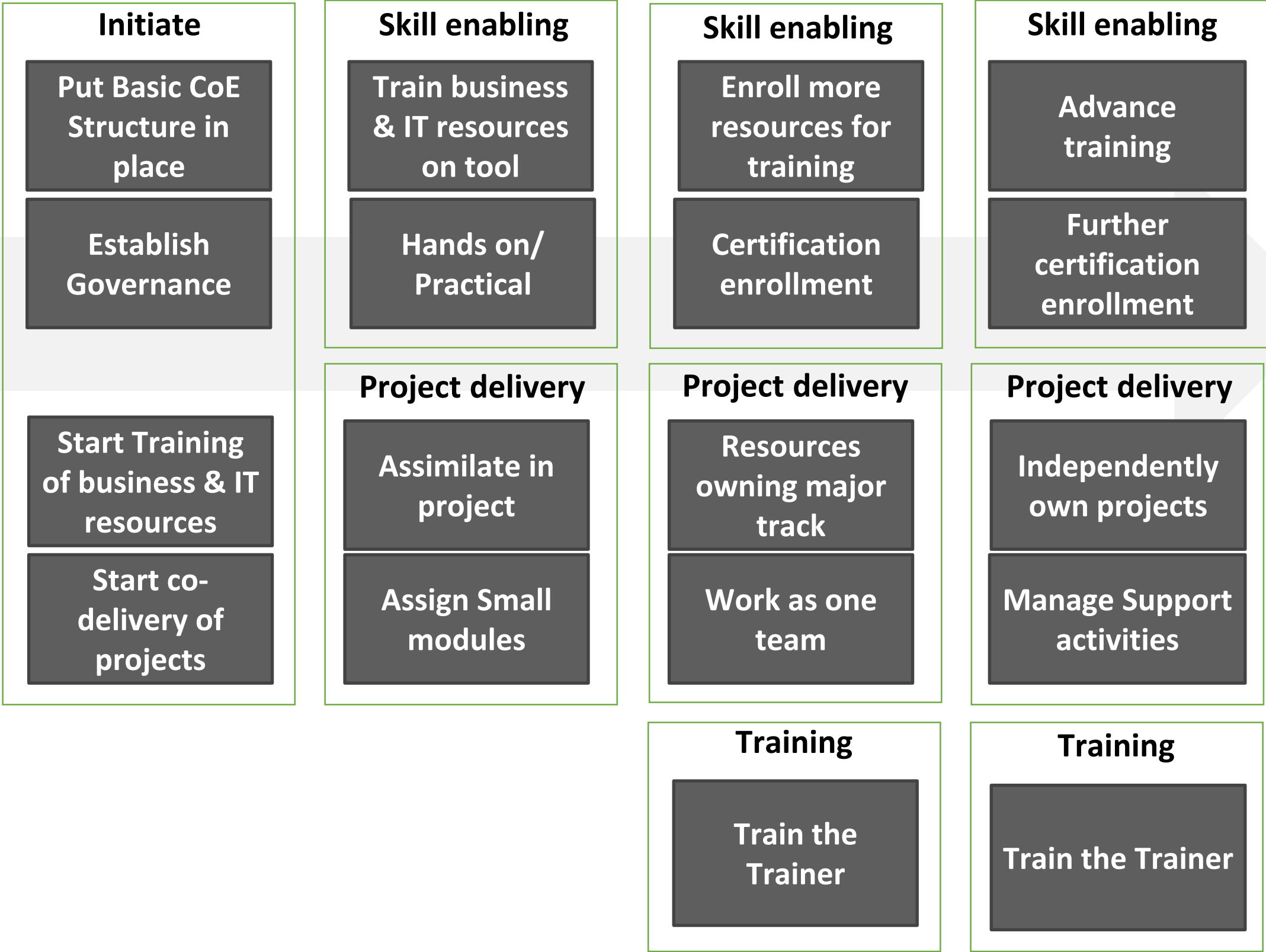
For Pega, we can help increase the knowledge of Pega platform, features for Pega Platform, Customer Service, Virtual Assistants, AI Automation to name a few.

We can do:

- Joint Development & On-the-Job Training
- Knowledge sharing sessions on implementation best practices
- Set up joint Technical Design Authority, Architecture review boards
- Provide in-person /classroom trainings for resources
- Conduct technology awareness sessions for Business resources to enable common understanding of terms
- Assisting by providing services at customer premises



Training / Enablement Template



Benefits

- Quicker time-to-market using low code development
- Reduction in total cost of ownership (TCO)
- Simpler solutions for complex business problems/processes
- Customer Cross-sell & Up-sell using Decisioning
- Proactive customer service
- Automation & Process optimization of Operations
- Business-managed applications & process
- Citizen development

