G-Cloud 14

Service Definition Document

fusionAIx Pega Implementation Services

1. About Us

fusionAIx is a Pega Authorised Partner specialising in digital transformations and provides implementation services across the globe using Pega Constellation, and Pega PRPC (earlier versions). Our leadership carries over 100+ years of combined Pega implementation experience and have been trusted advisors to many governments and customers worldwide. Our consultants have vast experience in Pega framework implementations including Customer Service, Customer Decision Hub, and many other strategic applications.

With a specific focus on Public Sector, fusionAIx works with Public Sector and Government bodies globally to implement and manage their Pega Platform and digital solutions. fusionAIx delivers Pega services including onsite, offshore and hybrid models.

fusionAIx worked very closely with the Pega product team and contributed to the Constellation Migration tool with enhancements and feedback to build new features.

2. Scope of Services

fusionAIx provides a comprehensive suite of services including Pega Implementation, architecture consulting, BA services, Upgrades etc. and are outlined here.

Architecture Consulting & CoE Enablement
Consult on the best practices and provide direction. Assist in setting up your CoE and regular business design and technical review

Pega Trainings
Conduct enterprise low code modular design trainings and bootcamps on Pega App Studio and new way of working

Pega BA services
Enable your Pega BA teams to adapt to App Studio way of working and embrace citizen development

Pega UEX
Guide and ensure business teams understand the Constellation design system with OOTB designs and patterns

Pega Constellation Upgrade
Complete ownership of your upgrade to Pega Constellation from Theme Cosmos or UI Kit

Custom Component Services
Guide you to decide the need for custom components and best practices to create custom components

Other Services
Pega Implementation Services, Pega Application support, Devops Acceleration QA Automation & Performance Engineering

3. Pega Enablement & Training Programs

fusionAIx provides three enablement and training programs focused on Pega Constellation. Our aim is to ensure customers get their business outcomes delivered with the right usage of Pega.

Training Program Name	High Level Details	Duration	Pre-requisites	Target Audience	Offer
fusionAIx Constellation Bootcamp	- Identify a business problem from your organization and get MVP solution delivered in 3 weeks - Pega's new way of working - App studio based fusion development - Channel agnostic approach via SDK, web-embedded and portals - Constellation patterns and accelerators	3 weeks	- Citizen & Low code developers - Basic understanding of Pega	- Maximum 10 attendees	2 weeks paid + 1 week free
fusionAIx Custom DX Component Bootcamp	- Introduction to DX Component, - Manage & Extend DX API - DX API & Usage, Best practices, Debugger, Network response, and other problem solving	2 weeks	- Need React knowledge - Front end dev, Pega LSA and SSAs	- Maximum 5 attendees	2 weeks paid
fusionAIx Constellation Hackathon	- Build a working constellation application with accelerator based modular design and patterns in a center out way completely out of App studio with sample use cases - Direct Capture of Objectives - Re-useable features, Channels, localization - UI/UX and process design configurations	3 days	- Citizen & Low code developers - Basic understanding of Pega	- Maximum 10 attendees	2 days paid + 1 day free

4. Specialised Services

In addition to the Pega services outline in scope of services section above, fusionAIx offers specialised services including

Project Management

- Agile/Scrum certified individuals
- Experience across entire project lifecycle
- Project governance and Scrum ceremonies
- Follow Pega delivery methodologies

Business Analysis

- Experienced Principal/Lead and Senior Business Analysts
- Pega App Studio led Direct Capture of Objectives (DCO) sessions
- Business outcome focused Business Analysts
- Domain knowledge across multiple industries
- Liaise between business and development teams

UI/UX

- Best-in-class designers
- Liaise between customer designers, Business Analysts and Dev teams
- Working knowledge of Pega OOTB design patterns and templates
- Achieve desired business outcomes with minimum customisation

Quality Assurance (QA)

- Experienced QA engineers
- Functional and non-functional testing
- Automation testing including Selenium, Katalon and Tosca services
- Support User Acceptance Testing

5. fusionAIx Governance Framework

fusionAIx governance framework includes the below roles and corresponding responsibilities and activities performed.

1. Steering Committee:
   Role: Provides oversight and strategic direction for the project.
   Responsibilities:
   - Approving project objectives, scope, and budget.
   - Resolving escalated issues and conflicts.
   - Monitoring project progress and performance.
   - Reviewing and approving major deliverables and changes.

   Activities:
   - Conducting regular meetings to review project status.
   - Setting project priorities and direction.
   - Ensuring alignment with organizational goals.
   - Providing guidance and support to project managers.

2. Project Sponsor:
   Role: Champions the project within the organization and ensures its success.
   Responsibilities:
   - Securing funding and resources.
   - Defining project goals and success criteria.
   - Advocating for the project at the executive level.
   - Removing obstacles and providing support to the project team.

   Activities:
   - Communicating project vision and objectives.
   - Engaging stakeholders and managing expectations.
   - Monitoring project risks and dependencies.
   - Celebrating project milestones and successes.

3. Project Manager:
   Role: Leads the project team and manages day-to-day operations.
   Responsibilities:
   - Planning and scheduling project activities.
   - Assigning tasks and managing resources.
   - Monitoring project progress and budget.
   - Communicating with stakeholders and reporting on project status.

   Activities:
   - Developing project plans and timelines.
   - Conducting team meetings and status updates.
   - Tracking project metrics and performance.
   - Identifying and addressing project risks and issues.

4. Project Team Members:
   Role: Execute tasks and deliver project objectives.
   Responsibilities:
   - Completing assigned tasks on time and within budget.
   - Collaborating with team members and stakeholders.

- Providing regular updates on task progress.
- Contributing expertise and problem-solving skills.

Activities:
- Performing assigned work according to project standards.
- Participating in meetings and discussions.
- Seeking clarification and guidance when needed.
- Proactively identifying and addressing obstacles.

5. Stakeholders:

Role: Have an interest or influence in the project's outcome.

Responsibilities:
- Providing input and feedback on project requirements.
- Reviewing and approving project deliverables.
- Supporting change management efforts.
- Ensuring project alignment with organizational objectives.

Activities:
- Participating in project meetings and workshops.
- Reviewing project documentation and deliverables.
- Communicating concerns or requirements to the project team.
- Promoting project awareness and buy-in within their respective areas.

6. Governance Office (Optional):

Role: Provides administrative support and ensures adherence to governance processes.

Responsibilities:
- Establishing and maintaining project governance frameworks.
- Facilitating project governance meetings and reviews.
- Documenting decisions and actions.
- Providing guidance on governance best practices.

Activities:
- Developing governance policies, procedures, and templates.
- Tracking project compliance with governance standards.
- Conducting governance maturity assessments and improvement initiatives.
- Serving as a central point of contact for governance-related inquiries.

6. Business Benefits

fusionAIx provides the following business benefits:

- Business outcome focused development ensures quicker time to market
- Enhanced focus on business design and ensures 'Build once and re-use many times' philosophy
- Fusion development using low code and AI ensures business SMEs are involved in every stage of the process ensuring lesser rework
- Cost effective milestone or outcome-based commercial models
- Provide specialist resources based on specific requirements
- Simplified solutions for complex business processes / problems
- Business managed applications and processes
- Leverage fusionAIx core domain expertise for multiple customers across the globe

7. Pricing

fusionAIx offers services based on either fixed price (fixed scope and timeline) or as time & material (variable scope and timeline). The pricing depends on multiple factors including the project scope, services required, duration of the project, data migration, integrations requirements, and location of the services (onsite/offshore/hybrid). Based on these specifications, fusionAIx will provide a commercial offer for a fixed bid. If the services required are based on time & material, our price is as per the attached SFIA rate card.

8. fusionAIx Implementation Service – Contact Information

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