



GCloud 15

Service Definition

Pega Cloud including Pega Government Platform and Pega Customer Services.

**Lot 2b Software as a Service
(SaaS)**

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INTRODUCTION

Company Overview

Pegasystems Limited (Pega) is a leading provider of low-code platform technology for AI-powered decisioning and workflow automation. Established in 1983, we deliver innovative software that helps organisations crush business complexity through our unified platform. Our technology enables large enterprises to build secure, scalable, and maintainable applications that drive operational efficiency while enhancing customer experiences. Pega's solutions are deployed across multiple sectors including government, healthcare, financial services, telecommunications, and insurance, helping organisations streamline service delivery, boost efficiency, and adapt quickly to changing requirements.

Headquartered in Cambridge, Massachusetts, Pegasystems operates globally with offices in over 30 countries, serving some of the world's most recognised brands and public sector organisations. For more than four decades, Pega has pioneered technologies that combine workflow automation, case management, and advanced AI capabilities; including generative AI for insights and rule-based governance for predictable outcomes. Our low-code approach empowers organisations to innovate rapidly, reduce technical debt, and deliver personalised experiences at scale. With a strong commitment to security, compliance, and interoperability, Pega supports mission-critical processes across industries, enabling clients to achieve measurable business outcomes and accelerate digital transformation.

Value Proposition

The UK public sector faces increasing pressure to deliver efficient digital services while managing limited resources, adapting to policy changes, and meeting growing citizen expectations. Pega addresses these challenges through a flexible, unified platform that accelerates application development, automates complex processes, and orchestrates intelligent decisioning. By combining generative AI for insights with rule-based governance, Pega delivers predictable, trustworthy AI outcomes that enhance operational efficiency and citizen engagement. Our technology breaks down data silos, enables end-to-end automation, and provides consistent services across channels—all while reducing technical debt and supporting rapid adaptation to policy changes. This empowers government organisations to achieve better outcomes with existing resources, scale digital transformation securely, and deliver personalised experiences that meet the evolving needs of citizens.

What the Service Provides

Pega provides an enterprise-grade, low-code platform designed for AI-powered decisioning and workflow automation. The technology enables organisations to rapidly configure and deploy secure, scalable applications that streamline complex processes, improve operational efficiency, and deliver consistent, personalised experiences across channels.

Our unified platform combines case management, process automation, and advanced AI capabilities - including generative AI for insights and rule-based governance for predictable outcomes - within a single, cloud-ready solution.

Key features and capabilities of Pega's software solutions include:

- **Case Management:** Pega enables organisations to manage complex processes and cases by providing a unified view of information, tasks, and workflows.
- **Customer Services** and Customer Relationship Management (CRM): Pega's solutions help businesses and governments better understand and engage with their customers, offering personalised experiences and improving customer satisfaction.
- **Business Process Automation:** Pega's software allows for the automation of manual and repetitive tasks, reducing errors and improving process efficiency.
- **Decisioning:** Pega incorporates artificial intelligence and machine learning to make real-time decisions and recommendations based on data and business rules.
- **Analytics and Reporting:** Pega provides robust analytics and reporting tools to help organisations gain insights into their processes and customer interactions.
- **Low-Code Development:** The Pega Platform includes low-code development tools, making it easier for organisations to create and modify applications with minimal coding.
- **Omni-Channel Engagement:** Pega helps businesses and governments engage with customers across multiple channels, including web, mobile, email, and social media.

Pega's software is used by a wide range of industries, including public sector, banking, insurance, healthcare, telecommunications, and more, to improve operational efficiency, enhance customer experiences, and adapt to changing business requirements.

Pega's technology and solutions are used in a variety of ways. Typical examples include the following:

- **Fraud and error investigation, management, and reduction.** Provides common and specialised processes to capture relevant information, manage investigations, prompt actions, and reduce fraud. Using sophisticated business rules, dynamic case management and a combination of adaptive and predictive AI, Pega can evaluate cases that have the highest likelihood of being fraudulent and probability of a successful outcome after investigation to help customers prioritise their efforts. The platform also offers the ML and data to enable learning and adaptation of processes and campaigns to yield better outcomes.
- **Debt Collections.** Provides lenders the ability to engage customers with personalised, responsive service while accelerating collections rates, ensuring compliance, and reducing operational costs. Only Pega combines intelligent process automation with adaptive analytics for real-time decisioning to streamline collections from end-to-end. Pega Collections may be required and pricing available on request.
- **Grants Management.** Pega enables customers to significantly improve grants by providing the basis for consistent policies and streamlined processes which can be easily adapted to suit the needs of particular programmes. Capabilities include Grant Applications Processing, Payment Administration & Reporting. These make operational control, compliance, fraud reduction, financial management, and benefits measurement significantly easier.
- **Recruitment and candidate engagement.** Pega has demonstrated the ability for customers to build and continuously improve talent acquisition, including application tracking, personalised candidate interactions, streamlined hiring workflows, aptitude testing and alignment, long-term candidate engagement (relationship management), and a steady flow of qualified candidates, transforming recruitment into an efficient, candidate-centric, and adaptable process.
- **ERP Enhancement.** Pega is the ideal platform to replace and automate the wide number of ad hoc manual workarounds and off system processing in Finance, Human Resources, Payroll and Procurement. Using case management, AI enabled workflow, and decisioning you empower your back-office professionals and enable them to focus on the things that really matter, reducing costs, increasing productivity and delivering intelligent self-service through your existing portals

- **Offender management.** Allows for the management of an offender and associated needs through their end-to-end journey from initial offence and evidence capture, attendance and logistics associated with courtroom trial, to the rehabilitation back into society.
- **Transport management.** Optimises the flow of traffic through transport systems reacting to alerts on incidents such as asset failure and need for remediation via internet of things and sensors. Provides asset information to expedite repair.
- **Asset Management, Equipment Support, Logistics.** Pega can be the basis for a centralised tool to track asset information, including location, maintenance history, and performance data. It will automate maintenance scheduling, work order management, and asset lifecycle tracking, ensuring efficient maintenance processes and optimised asset utilisation. Pega's analytics and reporting capabilities provide valuable insights for proactive decision-making, helping organisations reduce downtime and improve asset performance while staying compliant with regulation
- **Incident management.** Provides the ability to report, capture, and take remedial actions to resolve any type of incident that may occur including prioritisation and routing to resources that are available and have the appropriate qualifications.
- **Regulatory & Compliance Management.** Pega can be utilised as a Regulatory & Compliance management tool by automating and optimizing regulatory compliance processes within an organisation. It helps ensure adherence to industry regulations and standards by providing real-time monitoring, audit trails, and reporting capabilities, allowing businesses to minimise compliance risks and efficiently manage compliance-related tasks.
- **Intelligent / Investigative Case Management.** Utilises information that pertains to a case to allow the most informed view to complete an investigation together with next best action and decision based on case features and rules.
- **Omni-channel self-service platform.** Allows the citizen / business to complete the online transaction without need for intervention by others. Provides online context sensitive guidance with end-to-end automation and AI where appropriate.

- **Contact and service centre customer engagement.** Provides latest context on the citizen or business to service centre agents when contact is made and guides through the relevant service request. Uses chat, social media, co-browse and traditional channels such as E-Mail, online, and phone to interact. Pega Customer Service may be required and pricing available on request.
- **Customer Relationship Management (CRM).** Pega is a comprehensive CRM tool that enables organisations to build and manage personalised customer interactions and experiences across various channels. It leverages automation, AI, and analytics to streamline customer-related processes, enhance engagement, and make data-driven decisions to improve customer satisfaction and retention.
- **Robotic desktop process automation and intelligence.** Allows common desktop activities to be captured, including calls to multiple supporting systems, and used on demand thus improving user productivity and process consistency. Provides end to end automation supported by AI. It also provides intelligence on service-centre productivity and potential for further automation through workforce intelligence capabilities.
- **Workforce intelligence.** These AI-powered discovery bots work around the clock, collecting information so you get a full view of the day in the life of your employee. Desktop information reveals application usage, processes performed, and more, allowing managers to understand the obstacles and distractions that undermine productivity and allows areas for further automation.

Support

We offer comprehensive onboarding, training, and ongoing technical support to ensure successful implementation and continuous optimisation. Our global support network and certified professionals help organisations maximise value from the platform.

Outcomes

By reducing technical debt and accelerating time-to-value, Pega empowers organisations to achieve measurable improvements in service delivery, citizen engagement, and compliance, while maintaining agility to adapt to changing requirements.

SOCIAL VALUE

Pegasystems demonstrates proportionate commitment to social value delivery across the four identified PPN002 themes. Our initiatives are governed through established corporate programmes with measurable outcomes tracked through annual reporting frameworks and published in our annual Impact Report.

Kickstart Economic Growth

Pega supports economic growth by helping build digital capability across the UK technology workforce. Through freely accessible learning resources, professional certification pathways, and skills focused initiatives, we enable individuals and organisations to develop competencies in workflow automation, low-code development, and responsible use of AI. Our internal talent programmes and wider industry engagement contribute to enhancing digital skills pipelines without committing to specific volumes or outcomes.

Make Britain a Clean Energy Superpower

Pega contributes to environmental sustainability through longstanding corporate commitments to reduce our operational carbon footprint and improve energy efficiency. We follow recognised reporting frameworks, pursue renewable energy usage where feasible, and maintain a cloud-first delivery model that helps minimise reliance on customer hosted infrastructure. These practices support wider UK ambitions for lower carbon public services while avoiding prescriptive or contract specific targets.

Break Down Barriers to Opportunity

Pega promotes inclusive opportunity through global programmes focused on diversity, community engagement, and skills access. Employee Resource Groups, volunteering initiatives, and partnerships with organisations supporting under-represented groups help foster a fair and supportive environment for employees and the communities we serve. Our approach centres on creating enabling conditions for participation and progression without committing to fixed levels of activity or quantified outcomes.

Build an NHS Fit for the Future

Pega has extensive experience supporting public sector and healthcare organisations to modernise services through workflow automation, case management, and AI-driven decisioning. We share knowledge and good practice through content, collaboration, and sector engagement activities where appropriate. Our technology and expertise help NHS

and health adjacent teams improve operational efficiency and patient centered service delivery, aligned to the broader modernisation goals of the health system.

OVERVIEW OF THE G-CLOUD SERVICE

Our Portfolio of Products

Pega Infinity™ is the umbrella name for our core offerings – all of them built on the latest version of our low-code, cloud-native platform – which turbocharges digital transformation with:

- Rapid delivery through the Pega Express™ Methodology and Pega App Studio.
- Increased agility with the Center-out™ business architecture.
- Seamless orchestration and transparency with Pega Process Fabric®.

Industry Solutions



Business Solutions

One-to-one Customer Engagement

Maximize top-line growth with a centralized, real-time AI-powered customer decision hub that delivers next best actions a every customer interaction, across all channels.

Pega Customer Decision Hub™

Customer Service

Axe cost and streamline service experiences for customers and employees with a state-of-the-art customer service application and out-of-the-box, industry-specific Microjourneys®.

Pega Customer Service™
Pega Sales Automation™

Intelligent Automation

Eliminate cost and complexity by driving automation, transparency, and speed, while empowering business and IT with low-code case management and RPA at enterprise scale.

Pega RPA™ Pega Platform™

Pega Express™ Methodology and low-code Pega App Studio

Future-proof technology



Pega Cloud is Pega's platform-as-a-service (PaaS) offering, providing access to the Pega Infinity™ family of products through a fully managed cloud service. It enables organisations to configure and operate Pega applications without the need to manage underlying platform infrastructure. The sections below describe each Pega product included in the service and outline their core features and capabilities.

Pega Products: PegaCloud

Pega Cloud delivers a fully managed, enterprise-grade cloud infrastructure built on Kubernetes container orchestration architecture, enabling government organisations to deploy, scale, and manage applications without infrastructure complexity. The platform provides seamless deployment and scaling of applications, efficiently handling workloads whilst optimising resource utilisation and enhancing operational resilience. This architecture supports both development and production environments, allowing

organisations to focus on delivering value to citizens without infrastructure management overhead.

High Availability and Resilience

The service incorporates high availability deployment across multiple availability zones with automatic failover capabilities, ensuring operational resilience and meeting strict service level agreements. Pega designs, architects, and deploys cloud environments with significant fault tolerance and survivability, integrating best practices from hyperscaler partners to ensure compliance with the Pega Cloud Service-Level Agreement. The platform provides comprehensive data backup and restoration capabilities with robust data durability provisions to support recovery during service disruptions.

Cloud Characteristics

Cloud elasticity automatically adjusts computational resources based on real-time demand, optimising performance during peak periods whilst maintaining cost-efficiency during lower activity times. This dynamic resource management ensures optimal performance when citizens require services most whilst reducing costs during quieter operational periods. Deployment regions include UK-compatible data centres with data residency options that meet government requirements. Pega Cloud for Government specifically supports dedicated UK data storage where client data remains within territorial boundaries, addressing sovereignty and compliance requirements critical to public sector organisations.

Security and Compliance

The platform incorporates comprehensive security controls encompassing technical and organisational measures, physical and environmental protections, and network infrastructure safeguards. Security features include host-based virus protection, DDoS attack protection, intrusion prevention systems, continuous security monitoring, and data encryption both at rest and in transit. A dedicated security team manages compliance, vulnerability remediation, and incident response, with regular security updates applied without client intervention. The platform maintains 12-month storage of security audit logs, supporting forensic analysis and compliance reporting. Pega Cloud for Government meets specific regulatory requirements including FedRAMP Low or Moderate authorisation where applicable, ensuring government organisations can securely manage sensitive data.

Managed Service Operations

Environment monitoring and management includes proactive response to infrastructure issues and failures, resource utilisation monitoring, and tuning of environments to support guardrail-compliant and license-compliant applications across all client environments. Database monitoring and management support availability and performance for compliant applications, including database changes required by clients that are not enabled by standard platform features. Network monitoring and management encompasses firewall and security group configuration, network and system level access monitoring, and comprehensive audit logging.

Operational Support and Self-Service

Government organisations benefit from operational system support, fault tolerance, comprehensive data backup and restoration services, and data durability provisions. The managed service model allows agencies to focus on delivering citizen services rather than managing infrastructure, with Pega handling hosting, monitoring, maintenance, and security operations. Service maintenance includes all scheduled Pega Platform, CRM, and Pega Government Platform software updates, as well as cloud infrastructure updates and upgrades applied systematically to ensure security and functionality.

Global and Regional Support

Pega Cloud provides 24/7 global and regional support models through Pega Global Client Support (GCS) Premium level service for assistance with problems encountered during application development, issues encountered during standard use or testing, environmental issues including performance and configuration problems, and upgrade or migration challenges. Clients access the Pega Support Centre for comprehensive assistance, supported by self-service capabilities including the My Pega Cloud self-service portal, Pega Community resources, Pega Documentation, Pega Academy training materials, Pega Diagnostic Centre for application performance monitoring, Pega Deployment Manager for DevOps pipeline orchestration, and database management features including Schema Tools and Query Runner capabilities.

Deployment Flexibility

Pega Cloud offers several deployment models including fully managed cloud services and client-managed cloud options, providing flexibility for organisations to choose the model that best supports their business requirements and compliance obligations. Enhanced Disaster Recovery options are available as add-ons for catastrophic failure scenarios, providing additional resilience for mission-critical government services.

Pega Products: Pega Government Platform

Pega Government Platform (PGP) provides a comprehensive suite of capabilities specifically designed for public sector organisations, built on the Pega Infinity framework. The platform accelerates solution delivery through pre-configured government-specific components including government data models, UI templates, dashboards, reports, workflows, and case types tailored for public sector requirements. These components enable rapid implementation whilst maintaining the flexibility to configure solutions to specific agency needs without extensive custom development.

Pega Infinity Low-Code Development

The platform incorporates low-code development tools enabling both business users and IT professionals to collaboratively build applications using model-based design within Pega App Studio and Pega Dev Studio. This citizen developer approach allows for easy reuse of components including UI elements, flows, user actions, and case types, accelerating application development and reducing reliance on scarce technical resources. The low-code paradigm empowers business subject matter experts to participate directly in solution design and configuration, ensuring applications accurately reflect operational requirements and policy frameworks.

Centre-out Business Architecture

The platform employs Centre-out Business Architecture supporting a holistic view of case management and allowing better integration and management of data across various government functions. This architecture breaks complex citizen journeys into manageable Microjourneys, facilitating rapid application development, iterative enhancement, and organisational change management. The microjourney approach enables agencies to deliver incremental value whilst maintaining architectural coherence across the complete citizen experience.

Pre-configured Government Components

PGP includes pre-configured, persistent data classes that model commonly used data elements in government processes. These data entities serve dual purposes: entity instances persist in data stores for operational use, and entity data classes act as types for embedded pages to support case processing. The government data model accelerates implementation by providing ready-to-use structures for common public sector data requirements, reducing development time and promoting consistency across agencies.

Pega Mobile Client

Pega Mobile provides professional and citizen developers alike the intuitive low-code application development tools and templates they need to build and deploy enterprise-grade mobile apps in minutes. Pega Mobile Client is our mobile solution that provides secure access for any Pega application to be deployed as a standalone native mobile app running on iOS or Android devices. This allows applications to take advantage of device-specific capabilities, as well as work in a limited capacity when the user is disconnected from any network (offline). Pega Mobile Client includes a license to use the hosted build server that is used to build a custom, branded mobile app for any Pega application.

Comprehensive Case Management

The platform provides comprehensive case management capabilities connecting people, systems, and processes for end-to-end visibility and resolution of government cases. Dynamic case management supports complex, adaptive case processing where case progression is determined by case-specific factors rather than rigid predefined workflows. This flexibility enables agencies to handle the variability inherent in public sector casework whilst maintaining appropriate controls and audit trails.

Pre-configured Workflows and Case Types

PGP provides configurable workflows supporting intake, routing, review, and resolution of citizen requests. The platform includes multiple business components and case types designed for government agencies to streamline operations and deliver better services. These pre-built components work together to provide complete solutions for government agencies, addressing common use cases including investigations, event management, audits, and citizen service delivery. Agencies can configure and extend these components to meet specific operational requirements without starting development from scratch.

Government Journeys

The platform supports end-to-end processes designed to deliver better services, handle cases more efficiently, and reduce operational costs. These government journeys streamline processes and improve operational efficiency by providing proven patterns for common public sector scenarios. The journeys incorporate best practices whilst remaining configurable to accommodate agency-specific requirements and policy frameworks.

Dashboards, Reporting, and Transparency

Customisable UI templates and dashboards provide insights into government casework and processes, enhancing user experience and productivity. The 360-degree case lifecycle view through portals and dashboards improves transparency and citizen engagement, enabling case workers to access comprehensive case information and supporting

management oversight of operational performance. Dashboards provide real-time information on processes, work assignments, and key performance indicators, supporting data-driven management and continuous improvement.

Integration Capabilities

The platform integrates seamlessly with existing government systems through comprehensive integration capabilities, allowing agencies to modernise service delivery without wholesale replacement of existing technology investments. Integration features enable connection with legacy systems, enterprise applications, and cross-government platforms, ensuring smooth information flow across government systems and maximising the value of existing infrastructure.

This integration-first approach supports incremental modernisation strategies, reducing implementation risk and enabling agencies to deliver value whilst managing technical debt.

Advanced Search and Enhanced Selection

Advanced search and selection capabilities enhance workflow efficiency by enabling rapid location and selection of entities or case types within PGP applications. These features streamline configuration for developers and improve operational efficiency for case workers managing complex inventories of cases, citizens, and related entities.

Pega Process AI™

Pega Process AI optimises and accelerates workflows with self-optimizing case management, AI-driven decisions, and real-time event processing. Process AI hypercharges our core intelligent automation capabilities with our proven, highly scalable, low code AI engine – the same one which powers one-to one customer engagement. Clients can license both ‘AI & Decisions’ and ‘Event stream triage’ separately or bundled.

Data Portal for Development

The Data Portal allows uploading sample data and performing updates within development environments, supporting rapid prototyping and user acceptance testing. This capability accelerates the development cycle by enabling developers and business users to experience the application with realistic data, identifying issues and refinements before production deployment.

Accessibility and Inclusion

The platform supports accessibility features ensuring all users, including those with disabilities, can effectively engage with government services. This inclusive design approach ensures agencies meet accessibility obligations whilst improving usability for all citizen populations.

Reusable Features Library

PGP provides a robust set of reusable components designed to accelerate application development, promote consistency, and reduce implementation effort across government solutions. These components embody best practices and proven patterns, enabling agencies to benefit from collective public sector experience and Pega's platform investments.

Pega Process Mining

Pega Process Mining an add-on product, works with the Pega Government Platform™ to empower users of all skill levels – from business users to data scientists – to truly understand where their key process optimisation and automation opportunities lie. With Process Mining and the Pega Platform™, you get an easy-to-use solution for rooting out process inefficiencies and implementing optimisation initiatives – all within a single, seamless solution.

This is a service offered in Pega Cloud only.

Pega Fabric

Fabric is the family name given to two products;

Agentic Process Fabric

Agentic Process Fabric is an orchestration capability that enables AI agents, workflows, applications, and systems to operate cohesively under governed enterprise workflows. It provides a unified registry of agents and workflows, allowing organisations to manage autonomous actions with consistent oversight. The capability supports agent collaboration, delegation, and state-sharing using standard protocols and interfaces. It includes design-time validation to ensure all agentic steps are compliant with established workflow patterns. Operational visibility is delivered through centralised monitoring and reporting tools that present a consolidated view of agent and workflow activity across applications. The solution is built on the Process Fabric architecture and supports modern UI experiences. It can be deployed alongside, or independently from, existing Process Fabric implementations to coordinate agent-driven automation at scale.

Case Fabric

Case Fabric provides cross-application orchestration and a unified operational view of cases, tasks, and assignments. It enables users to access and manage work items from multiple applications through a single hub, supporting consistent triage and task execution. Case Fabric includes registration services for connected applications, operator mapping, and centralised task visibility. Users can create new cases across registered systems directly from the hub, with inline case viewing to reduce context switching.

Real-time updates ensure users always see the latest status of distributed work. Case Fabric enhances governance and efficiency by providing a consolidated point for oversight, routing, and management of casework across the enterprise.

Pega Business Intelligence Exchange (Batch & Realtime)

Pega Business Intelligence Exchange is an add-on product for the Pega Platform that enables you to extract case and other data from Pega applications for use in third-party business intelligence and analytics tools. It allows a data analyst to select and automate the extraction of specific data from one or more Pega applications into external files (in XML format) or to a relational database for use in a data warehouse or other analytics environment.

Pega Blueprint (*free to use as at date of publication*)

An AI-infused, collaborative workflow design tool that enables business and technical teams to describe a business need in natural language and rapidly generate an application blueprint. Blueprints include case types, lifecycles, data models, and personas, and can be imported directly into Pega Infinity to create a working application foundation.

Key capabilities:

- AI-assisted workflow and application design using industry templates and best-practice patterns
- Rapid generation and refinement of case structures, data models, and user personas
- Collaborative design environment to align stakeholders during early discovery and planning
- Ability to analyse legacy process and data artefacts to support modernisation initiatives
- Secure, web-based access with encrypted content, granular sharing controls, and optional regional data residency
- Export of validated designs into Pega Platform to accelerate prototyping and delivery

Access and cost

Pega Blueprint is available to use at no charge (as at date of publication) and can be accessed independently of a Pega Government Platform subscription, enabling early-stage discovery, design, and collaboration before implementation.

Pega Products: GenAI for Government

Pega GenAI for Government enhances public sector operations through artificial intelligence capabilities integrated within the Pega Government Platform, providing real-time insights, streamlining processes, and augmenting case worker capabilities.

GenAI Coach

GenAI Coach is an embedded AI assistant that provides contextual guidance to users as they work within a case or workflow. It surfaces relevant insights, recommended actions, policy information, and best-practice instructions based on the live state of the case and the underlying data model. The capability can be tailored to specific roles or case types, ensuring that guidance aligns with organisational standards. GenAI Coach supports both predefined guided interactions and more flexible question-and-answer experiences, enabling users to understand case history, interpret documents, and determine next steps efficiently. It operates natively within the platform's workflow engine to ensure auditability, governance, and consistent application of rules.

GenAI Connect

GenAI Connect enables the creation of custom generative-AI powered functions within applications through configurable prompts, model selection, and controlled generation settings. It allows authors to define system prompts, temperature controls, and context parameters to produce consistent and governed AI outputs for tasks such as summarisation, document generation, content drafting, and multilingual communication. GenAI Connect supports multiple enterprise-grade LLMs, allowing alignment with organisational model standards.

GenAI Analyse

GenAI Analyse transforms natural-language questions into actionable insights by generating summaries, reports, and data-driven findings from case information and organisational datasets. It enables users to “chat with their data” to rapidly identify patterns, extract key details, and obtain concise interpretations of complex information. This capability supports decision-making by simplifying data exploration and making analytical outputs accessible directly within case workflows. GenAI Analyse is designed to

increase efficiency by reducing manual effort required to interpret large volumes of structured and unstructured information.

GenAI Automate

GenAI Automate executes bulk updates, scheduled actions, and repetitive tasks across cases to reduce manual workload. It supports users by generating follow-up activities, performing multi-case changes, and automating routine operational steps based on contextual instructions. The capability improves throughput by handling high-volume operational actions reliably and consistently, ensuring that repetitive work is performed in line with organisational rules and case structures. GenAI Automate is designed to enhance productivity by streamlining tasks that would otherwise require significant manual intervention.

AI-Powered Investigative Insights

For investigative case management, AI-powered insights provide investigators with valuable information guiding decision-making processes. By leveraging data analytics and machine learning, these insights enhance the ability to identify patterns and anomalies critical in investigations involving fraud, compliance violations, or complex cases requiring sophisticated analysis.

The system analyses case data, historical patterns, and contextual information to surface insights that might not be immediately apparent through manual review. This augmented intelligence approach combines human expertise with machine analytical capabilities, enabling more thorough, efficient, and effective investigations whilst maintaining appropriate human oversight and accountability.

Specific Government Applications

These GenAI capabilities collectively improve case management efficiency, enhance accessibility of policy documentation, automate document analysis and validation, and provide actionable insights for investigative purposes. Applications span multiple public sector domains including benefits administration, regulatory compliance, investigative case management, citizen service delivery, policy implementation, and administrative processing. The capabilities streamline government operations, improve service quality, reduce processing times, and enable case workers to deliver more informed, consistent, and effective citizen services.

Pega Products: Agents for Government

Agent capabilities are add-on components to the Government Platform.

Knowledge Agent

Pega Knowledge Agent provides an AI-driven knowledge experience designed to deliver instant, accurate answers using an organisation's existing knowledge assets. It integrates directly with Pega Knowledge Management and can ingest content from approved sources such as PDF, Word, and text documents. The agent deploys a single configurable "Buddy" within an application, enabling users to obtain contextual responses drawn from curated knowledge articles and external repositories. It supports intent-specific prompt configuration and fine-tuning to ensure responses remain aligned with organisational policy and guidance. Knowledge Agent improves operational efficiency by providing frontline users with immediate access to relevant knowledge in the flow of work, reducing search effort and ensuring consistency in responses.

Document Agent

The Document Agent analyses and validates submitted documents using AI, verifying authenticity, identifying missing or inaccurate information, and generating concise, insight-rich summaries to accelerate decision-making.

This capability transforms document processing from a manual, time-intensive task into an intelligent, automated capability that enhances both efficiency and accuracy.

The system extracts and analyses data from various document types, maintaining compliance and ensuring all necessary information is accurately captured and processed. This capability is vital for government agencies handling large volumes of documentation including citizen applications, supporting evidence, identity documents, legal instruments, and administrative records. Document Intelligence validates document authenticity, identifies inconsistencies or anomalies, extracts structured data from unstructured documents, and generates summaries highlighting key information requiring review or decision.

Email Channel

The email channel processing bot provides a complete email automation strategy. Email Bot uses adaptive natural language processing (NLP) and text analytics to automate email interpretation and routing along with case management to get work done and provide timely and engaging responses. Email conversation is inherently unstructured and attachment-heavy – Pega Email Bot addresses this with case entity recognition and document processing / optical character recognition (OCR) analysis for attachments. Pega Email Bot is the only email automation solution that offers seamless case management integration to achieve end-to-end outcomes; other solutions can triage emails, but would

require clients build expensive, customised components to get work done, delaying time to value and driving up deployment and maintenance costs.

By automating initial document review and validation, Document Intelligence allows case workers to focus on substantive assessment and decision-making rather than administrative document processing. The system flags potential issues including missing information, inconsistent data, suspected fraudulent documents, or documents requiring additional verification, enabling case workers to direct attention where human judgment is most valuable.

Pega Products: CRM/Customer Service

Customer Service Editions

We currently have three powerful Customer Service Editions:

Digital Customer Engagement Edition

The Digital Customer Engagement Edition provides a full omnichannel, AI-powered customer service experience focused on digital-first interaction. It includes everything from Enterprise Edition and adds capabilities that transform web, mobile, and messaging channels. This edition enables organisations to deliver personalised, guided service across web chat, messaging apps (including SMS, Facebook Messenger, and WhatsApp), and intelligent self-service via chatbots, IVR, and email automation. With real-time Messaging AI, digital agents can resolve issues faster, while customers benefit from seamless transitions between channels. It supports powerful self-service capabilities through DX API, mashups, Intelligent Chatbot, Intelligent IVR API, and Email Bot for Self-Service. Digital engagement tools such as co-browse, web messaging, and AI-powered knowledge experiences further elevate service quality, making this edition ideal for organisations prioritising scalable, digital-first interactions.

Enterprise Edition

The Enterprise Edition builds on Case Management Edition with a unified, productivity-focused agent desktop designed for end-to-end service operations. It provides role-based agent and supervisor portals, back-office case handling, and embedded analytics to improve operational visibility and coaching. Agents gain access to personalised dashboards, surveys, interaction guidance, workforce intelligence, and AI-driven recommendations through Customer Decision Hub (optional). Knowledge Management for employees and Pega GenAI tools enhance decision-making and streamline work. Voice engagement capabilities are included through CTI connectors, with optional Voice AI for

real-time speech intelligence. The Enterprise Edition equips service teams to manage complex, multi-step customer journeys with consistency, automation, and insight across departments.

Case Management Edition

The Case Management Edition offers core case management and workflow orchestration capabilities, enabling organisations to embed best-in-class case handling into their existing desktop or service environment. This edition provides foundational tools including work automation, business rules, audit trails, out-of-the-box Microjourneys, Live Data, DX API, and unlimited integration connectors. It allows teams to efficiently manage customer service cases—such as address changes, billing enquiries, or service requests—while maintaining full transparency over case progression. Pega GenAI Autopilot assists developers during build-time, accelerating workflow creation and documentation. Case Management Edition is ideal for organisations that want robust case handling without adopting a full agent desktop or advanced engagement capabilities.

Omnichannel Capabilities

The platform provides the ability to deliver consistent and personalised customer service experiences across multiple channels without losing conversation context. Customer service representatives access customer history and context seamlessly, enhancing the citizen experience regardless of communication channel. This omnichannel approach ensures that citizens receive consistent service quality whether they initiate contact via phone, email, web chat, or digital self-service, and that interactions can transition between channels without requiring citizens to repeat information or restart their service journey.

Webchat

As part of our CS digital messaging service Pega Web Chat enables organisations to service customers effectively and efficiently through web-based chat interactions. It provides an integrated chat interface within a Pega application, enabling users to accept an incoming chat, see and respond to the chat conversation, and push frequently used sayings (text) and links (URLs). Combined with Pega Customer Service, Pega Chat lets users manage the overall customer chat interaction which includes customer identification and verification, execution of multiple service requests, and wrap-up.

Application Agent

The Application Assistant is a key capability of the Pega Platform and Customer Service and easily extends Pega applications into smart chatbot assistants in any conversational interface, from SMS to Facebook, Alexa, Slack, and more. Intelligent Virtual Assistant

extracts critical case data based on the intent of end users using easy-to-train, out-of-the box natural language processing (NLP) and text analytic capabilities.

Using the Platform's case management capabilities, Intelligent Virtual Assistant gets real work done, fully automated from end to end to provide rapid, personalised responses to end-users. Unlike other chatbots, Intelligent Virtual Assistant continually learns, improving accuracy over time, and provides a consistent user experience across applications and channels.

Pega Co-Browse

Pega Co-Browse is the fastest way to resolve self- service customer issues by giving agents the power to securely view the customer's screen. Customers elect to share their webpage or mobile browser screen and agents can view it just as if they were looking over their shoulder.

Agents can visually guide customers to increase sales, enable customers to be more self-sufficient and enhance the overall customer experience.

Dynamic Case Management

Dynamic case management connects people, contact centre systems, and processes for end-to-end visibility and resolution of service cases. The platform provides comprehensive case management capabilities allowing customer service representatives to manage interactions effectively with all relevant information accessible within integrated workspaces. This unified approach eliminates the need to switch between multiple applications to update information, reducing handling time, minimising errors, and improving representative productivity.

360-Degree Citizen Views

Customer service representatives access 360-degree views of citizen accounts, interaction history, case information, and related context, enabling informed decision-making during live interactions. This comprehensive view consolidates information from multiple systems into a single interface, providing representatives with the complete picture needed to resolve issues efficiently and provide personalised service. The platform maintains detailed interaction history across all channels, enabling representatives to understand the full context of the citizen's relationship with the agency.

Contact and Identity Management

Representatives can manage interactions with new and returning citizens, maintaining accurate identity information and relationship context. The platform supports sophisticated contact management including household relationships, authorised representatives, and complex organisational structures common in government service delivery.

Pega Call

The Pega Call adapter ensures that your customer service application communicates with your telephony systems for a seamless customer experience. When a customer call is routed to a customer service representative (CSR), a screen pop up provides the caller's account number, reason for calling, and other information from computer telephony integration (CTI) systems and interactive voice-response systems (IVRs).

Real-Time AI with Guided Interactions

Pega Voice AI is an artificial intelligence tool assisting customer service representatives during live phone interactions by providing contextually relevant, real-time suggestions that save time and enhance user experience for both representatives and citizens. Voice AI analyses the conversation in real-time, understanding intent and context to provide representatives with intelligent guidance including suggested responses, relevant knowledge articles, required procedures, and recommended next actions.

Intelligent guidance suggests the most appropriate actions during interactions, providing more consistent, personalised experiences based on citizen needs and historical patterns. This AI-powered support helps ensure service consistency across representatives whilst accommodating the unique circumstances of each citizen interaction. Pega GenAI features enable low-code application development and customisation, helping organisations accelerate implementation whilst maintaining the low-code approach that empowers business users.

Email Management Features

The platform supports comprehensive functionality for both inbound and outbound email use cases, allowing multi-party conversational email interactions for interaction management and notifications. Email capabilities include sophisticated routing, response management, template-based communications, and tracking of email interactions within the comprehensive case history. This enables asynchronous citizen communications whilst maintaining the same case management and knowledge capabilities available for real-time channels.

Self-Service Capabilities

Digital self-service options allow citizens to resolve issues independently through web and mobile channels, reducing demand for live agent interactions whilst improving satisfaction through immediate issue resolution and 24/7 availability.

The platform supports contextual self-service that integrates with backend systems to provide real-time information and transaction capabilities including status inquiries, form submissions, document uploads, appointment scheduling, and simple transactions.

Chatbots and virtual assistants handle simple requests and escalate complex issues to live agents when required, providing intelligent triage that ensures citizen inquiries are directed to the most appropriate resource. Self-service capabilities reduce operational costs by deflecting routine inquiries whilst ensuring complex issues receive appropriate human attention. Citizens benefit from immediate response for simple inquiries whilst maintaining access to knowledgeable representatives for complex situations.

Integration and Productivity Tools

The platform integrates seamlessly with existing government systems through comprehensive integration capabilities, connecting with case management systems, citizen databases, document repositories, payment systems, and cross-government platforms. This integration enables representatives to access required information and complete transactions without leaving the customer service workspace, streamlining operations and improving service delivery.

Productivity tools within the interaction portal eliminate the need for representatives to switch between multiple applications, with automated communication among desktop applications updating information across systems. Role-based views provide purpose-designed interfaces meeting the needs of specific roles within contact centres, with the Interaction Portal focused on supporting representatives during live interactions and back office work whilst supporting managers through reporting and insights.

Dashboards and Reporting

Dashboards provide real-time information on processes, work assignments, and key performance indicators, enabling representatives to manage their workload effectively and managers to monitor operational performance. The platform includes comprehensive reporting capabilities providing insights into contact centre metrics including average

handle time, first contact resolution, customer satisfaction, channel utilisation, and agent performance. These analytics support data-driven management, resource planning, quality improvement, and strategic decision-making.

Manager Tools

Manager tools enable contact centre oversight, performance review, quality monitoring, and scripted dialogue configuration for consistent citizen experiences. Managers access real-time operational dashboards, historical performance reports, quality monitoring capabilities, and workforce management features supporting effective contact centre operations.

Language Support and Localisation

Language packs support localisation requirements, enabling agencies to deliver services in multiple languages appropriate to their citizen populations. Available language packs include Italian, French, Japanese, German, Spanish, Simplified Chinese, and Portuguese, with field value translations for buttons, prompts, labels, and user interface elements.

Off-the-Shelf Delivery

Pre-configured service request types and sample data enable rapid implementation of common government service scenarios. The platform delivers enterprise-grade customer service capabilities that can be configured to government-specific requirements without custom development, supporting faster deployment, lower implementation risk, and reduced total cost of ownership.

Collections

Pega Collections, an optional add-on for Customer Service, helps collections teams by combining process automation with real-time decisioning and machine learning analytics to drive inefficiencies out of collections operations. It helps collections, default management, and risk executives improve collections outcomes by selecting the most effective communication channel and intelligently guiding agents through personalised offers with interactive decisioning, while balancing customer needs, business objectives, and regulatory requirements.

Pega Collections includes automated client communications and promise-to-pay management to improve efficiency in collections management as well as a seamless integration with the Pega Customer Decision Hub to empower businesses to create and manage collections treatment strategies, across multiple channels and devices.

Pega Products: Citizen Decision Hub/Marketing

Pega Customer Decision Hub provides real-time decision management and customer engagement optimisation through AI-powered analytics and Next-Best-Action strategies, enabling government organisations to determine the optimal action for every citizen interaction and deliver the right message at the right time through the right channel.

Real-Time Decisioning Capabilities

The platform combines predictive and adaptive analytics with real-time decision management to dynamically manage multichannel conversations throughout the entire customer lifecycle, from action design to action fulfilment.

The unified data and analytics framework supports instantaneous decision-making, enabling organisations to predict citizen needs and deliver personalised interactions across multiple touchpoints. This real-time capability ensures that engagement decisions reflect current context including citizen circumstances, preferences, interaction history, and agency priorities.

The Customer Decision Hub manages multichannel conversations comprehensively, coordinating engagement across paid and owned channels including email, SMS, web, mobile applications, contact centre interactions, and physical mail. This orchestration ensures consistent, coordinated citizen engagement across channels, avoiding communication conflicts whilst maximising engagement effectiveness.

Next-Best-Action Strategy

The Next-Best-Action Designer allows decision architects to create tailored customer experiences by defining business structures, implementing constraints, and configuring prioritisation rules. This visual design environment enables business users to configure sophisticated engagement strategies without technical development, using intuitive tools to define what actions are available, which citizens should receive which actions, when and through what channels communications should occur, and how competing actions should be prioritised.

The platform evaluates multiple potential actions in real-time, selecting the optimal engagement based on individual customer context, preferences, predicted outcomes, business priorities, and operational constraints. This dynamic decisioning ensures each citizen receives the most relevant, valuable communication whilst respecting their

preferences and agency priorities. The Next-Best-Action approach moves beyond campaign-based marketing to continuous, personalised engagement that adapts to changing citizen needs and circumstances.

AI-Powered Personalisation

Adaptive analytics continuously learn from customer interactions, refining decision strategies based on observed responses and outcomes without requiring explicit reprogramming. This machine learning capability enables the system to improve engagement effectiveness over time, identifying which messages, channels, and timing work best for different citizen segments and automatically adjusting strategies accordingly.

Predictive models forecast customer behaviour and needs, enabling proactive engagement. This predictive capability supports early intervention, prevention of issues, and proactive service delivery that improves outcomes whilst reducing costs.

The platform optimises treatment selection, channel preference, timing, and message content to maximise effectiveness whilst respecting customer preferences and regulatory constraints. This comprehensive optimisation considers multiple factors simultaneously, balancing engagement effectiveness with operational constraints including contact frequency limits, channel capacity, budget constraints, and citizen preferences.

Intelligence Features

Intelligence capabilities combine predictions, decision strategies, volume constraints, engagement policies, and business rules to optimise interactions. Decision strategies incorporate sophisticated logic including eligibility rules, prioritisation frameworks, propensity models, value calculations, and constraint management, enabling agencies to implement complex engagement policies whilst maintaining business user control.

Volume constraints manage operational capacity by limiting the number of communications sent through specific channels or to specific populations, ensuring agencies do not exceed capacity limitations for fulfilment or response handling.

Engagement policies ensure appropriate contact frequency, respecting citizen preferences regarding communication volume and preventing over-communication that could damage citizen relationships.

Analytics and Monitoring Tools

Comprehensive monitoring and reporting tools enable organisations to browse customer and decision data, gain insights about action performance, review key performance indicators, monitor adaptive and predictive models, and create reports retrieving various types of data. The Impact Analyzer assesses effectiveness of different engagement strategies by comparing outcomes across different approaches, supporting evidence-based optimisation and continuous improvement.

Value Finder tools help identify high-value opportunities within customer interactions, highlighting which engagement strategies deliver greatest value and which citizen populations represent highest-value opportunities. These analytical capabilities support strategic decision-making regarding resource allocation, program design, and engagement prioritisation.

The platform provides customisable dashboards consolidating key metrics and insights for different roles including decision architects, campaign managers, data scientists, and executives. These role-based views ensure users access information relevant to their responsibilities, supporting effective oversight and management.

The configurable nature allows adaptation to specific public sector requirements including compliance with government communication standards, accessibility requirements, language preferences, and privacy regulations.

Multiple Applications

The consolidated portal allows creation of multiple Customer Decision Hub applications within a single system to serve different agencies, regions, citizen segments, or program areas, each with tailored decision strategies. This multi-tenancy capability enables shared infrastructure whilst maintaining appropriate separation and customisation for different organisational units or purposes.

Pega Products: Robotics (RPA) for Government

Pega Robotic Process Automation delivers comprehensive desktop automation capabilities enabling government organisations to automate routine, repetitive tasks so staff can focus on higher-value, citizen-oriented work. The platform supports both attended automation that assists users on their desktops and unattended automation that operates independently to execute specific tasks without user intervention.

Desktop Automation Capabilities

Pega RPA automates commonly performed tasks and synchronises data across unrelated applications, reducing manual errors and allowing staff to focus on higher-value tasks requiring human judgment and citizen interaction. Automation capabilities include synchronising desktop applications with account information, automatically launching or closing applications, sending updated information from Pega Platform applications to web or desktop systems, and streamlining user workspaces by automating communication among various applications.

By automating communication among desktop applications, users do not need to switch between multiple applications to update information, reducing cognitive load, minimising errors from manual re-entry, and accelerating processing times. This desktop integration creates seamless workflows even when underlying systems lack direct integration capabilities.

Attended and Unattended Automation

Attended automation assists users by automating simple tasks during their workflow, providing desktop-based support that accelerates processing whilst maintaining human oversight for complex decisions and exceptions. Attended robots work alongside users, handling routine aspects of processes whilst users focus on substantive work requiring expertise and judgment.

Unattended automation executes tasks independently without user intervention, handling high-volume, routine processes including data migration, report generation, financial reconciliations, batch processing operations, system updates, and scheduled maintenance tasks. Unattended robots operate continuously, processing work outside business hours and handling volumes that would be impractical for manual processing.

Legacy System Integration

The platform integrates seamlessly with legacy systems that lack accessible APIs, enabling government organisations to automate processes involving older applications without costly system replacements. RPA can retrieve information from legacy systems, perform data entry, trigger processes, synchronise information across disconnected systems, and bridge technology gaps whilst maintaining existing infrastructure investments.

This capability is particularly valuable in government environments where legacy systems often contain critical functionality and data but lack modern integration capabilities. RPA

provides a practical modernisation path that delivers automation benefits without requiring wholesale replacement of functioning legacy systems, reducing implementation risk and enabling incremental modernisation strategies.

Pega Robot Manager

Robot Manager is the control centre providing web-based control and management of robotic projects through centralised dashboards and monitoring capabilities. The platform enables prioritisation and scheduling of automation work, deployment of updated automations, performance tracking, resource allocation, and operational monitoring across the robotic automation estate.

Robot Manager provides visibility into robot utilisation, processing volumes, error rates, processing times, and business outcomes, enabling data-driven management of automation operations. This centralised management ensures robotic automations remain aligned with business priorities, perform reliably, and deliver expected value.

Robot Studio

Pega Robot Studio is a complete set of tools for building effective and efficient automations. It provides a user-friendly visual interface for designing and building robotic processes, allowing automation developers to create automations through graphical design rather than extensive coding. Robot Studio enables automation of repetitive tasks across various applications including web applications, desktop applications, mainframe systems, and document processing.

The development environment includes comprehensive capabilities for application interrogation, workflow design, data manipulation, exception handling, and testing. This enables developers to create robust automations that handle normal processing and exceptions appropriately, ensuring reliable operation in production environments.

Robot Runtime

Robot Runtime is the thin-client environment that executes automations created using Robot Studio. Runtime can operate on desktop machines for attended automation or on servers for unattended automation, handling both simple task automation and complex, multi-system processes through the same infrastructure.

Runtime includes comprehensive capabilities for execution management, error handling, logging, and recovery, ensuring automations operate reliably and issues are captured for

analysis and resolution. The runtime environment is optimised for performance and resource efficiency, enabling organisations to scale robotic automation effectively.

Pre-built Connectors

The platform includes pre-built connectors enabling integration with common government systems, accelerating automation development and reducing implementation complexity. Connectors provide ready-to-use integration with common application types, reducing the effort required to automate processes involving these systems.

Off-the-Shelf Robotic Automation

The complete toolset includes everything needed to build, deploy, and manage robotic automations without custom development. The platform handles both simple task automation and complex, multi-system processes through the same infrastructure, providing scalability from initial pilot projects to enterprise-wide automation programs.

This comprehensive, integrated approach reduces complexity, accelerates implementation, and ensures automation capabilities can scale with organisational needs.

Associated Services

Pega Cloud Software includes a comprehensive set of platform capabilities, application modules, and supporting services. The subscription includes access to the core Pega Government Platform with case management, workflow automation, and low-code development tools.

Additional capabilities included in the service:

- API management and integration services
- Data management and analytics
- Security services and compliance features
- Monitoring and performance management tools
- Application lifecycle management tools
- Automated testing capabilities

Optional bolt-on services available separately through the rate card include:

- Additional environments beyond the standard production and development instances
- Enhanced storage capacity
- Advanced analytics and reporting
- Integration with specialised government systems
- Business Intelligence Exchange for enhanced data extraction

Professional services for implementation, training, and ongoing support are available but not included in the base subscription. Please refer to our rate card within Lot 3 for detailed pricing information on these associated services.

DATA PROTECTION

Information Assurance

Pega operates a comprehensive security and compliance programme aligned to internationally recognised standards. The programme is independently assessed and supported by a range of certifications and accreditations, including:

- ISO/IEC 27001 (Information Security Management)
- ISO/IEC 27017 & ISO/IEC 27018 (Cloud Security & Privacy)
- SOC 1 & SOC 2 Type II
- PCI DSS (Payment Card Industry Data Security Standard)
- CSA STAR Level 2
- Cyber Essentials & Cyber Essentials Plus
- HITRUST (Healthcare data protection)
- FedRAMP (for U.S. federal compliance)
- ISO 9001

Current certifications and compliance statements are published within Pega's Trust and Compliance documentation, which is maintained by Pega and made available to customers for assurance and audit purposes.

Processes & Facilities

- AES-256 encryption for data at rest; TLS 1.2/1.3 for data in transit
- Role-based access control and multi-factor authentication
- Continuous monitoring, vulnerability management, and annual penetration testing
- Secure development lifecycle incorporating OWASP best practices

Policies & Standards

- Compliance with GDPR, UK Data Protection Act, and other regional privacy laws
- Alignment with NIST and ISO frameworks for risk management and incident response

Data Back-Up and Restoration

Backup Frequency: Daily backups of all customer environments, with multiple restore points retained.

Control: Backups are managed by Pega Cloud; customers can request restoration through support.

Testing & Review: Backup and restoration processes are regularly tested and updated as part of Pega's business continuity and disaster recovery programme.

Customisation: Specific client requirements can be agreed and documented in the Order Form prior to service commencement.

Business continuity statement/plan

Overview and Scope of the Plan

The Pega Cloud managed software-as-a-service (SaaS) is a fully virtualised cloud service designed to support high availability, resilience, and continuity of operations. Pega Cloud is architected on top of Amazon Web Services (AWS) infrastructure, which provides the underlying compute, storage, and networking services.

The business continuity plan applies to **all Pega Cloud production environments**, including Cloud Data Storage, Decision Data Storage, and customer application environments deployed within selected regions. The plan addresses both **localised availability zone failures** and **region-wide disaster scenarios**.

Key Business Areas Covered:

- **Pega Cloud Environments** – Customer production and non-production environments deployed within configured regions
- **Cloud Data Storage** – Application and case data stores with multi-zone resilience
- **Decision Data Storage** – Clustered decisioning data services spanning multiple zones
- **Global Support Operations** – 24x7x365 monitoring, incident response, and operational support delivered through globally distributed teams

Critical Functions

- **Data durability and availability** through real-time replication and redundancy
- **Automated failover** for availability-zone level faults
- **Backup and restoration** services for production and non-production environments
- **Disaster recovery** for both zonal and region-wide service disruptions
- **Monitoring and incident response** with continuous situational awareness

Dependencies Between Business Areas and Functions

- Pega Cloud environments depend on a **multi-availability zone architecture** within deployment regions to avoid single points of failure
- Cloud Data Storage depends on **standby database availability** in separate availability zones
- Decision Data Storage depends on a **multi-node clustered architecture** spanning zones

- Region-wide disaster recovery depends on **geographically separate deployment regions** for customers using enhanced disaster recovery
- Incident response and recovery activities depend on **globally distributed support teams** operating a follow-the-sun model

Acceptable Downtime for Each Critical Function

- **Availability-zone failure (automated failover):** Recovery Time Objective (RTO) of approximately **4 minutes**
- **Full data restoration from backup:** RTO dependent on environment size and data volume
- **Region-wide disaster (production, enhanced DR):** RTO of **150 minutes**
- **Region-wide disaster (non-production, enhanced DR):** RTO of **24 hours**

Data Recovery Point Objectives (RPO)

- **Availability-zone failure:** RPO of approximately **1 minute**, often less due to synchronous replication
- **Backup-based restoration:** RPO of **10 minutes**
- **Region-wide disaster (production, enhanced DR):** RPO of **15 minutes**
- **Region-wide disaster (non-production, enhanced DR):** RPO of **24 hours**
-

Outline Plan to Maintain Operations

Prevention and High Availability

- Real-time synchronous replication between primary and standby databases across multiple availability zones
- Multi-node clustering for decisioning data services
- Automated failover for zone-level failures without manual intervention

Backup and Restoration

- Continuous automated backups for production environments with retention of up to 30 days
- Unlimited full restore capability for production environments
- Limited monthly full restores for non-production environments
- Backup data retained solely for recovery purposes

Disaster Recovery Response

- Continuous 24x7x365 monitoring and alerting
- Pre-defined disaster recovery activation and response procedures
- Coordinated response calls with recovery teams and affected customers
- Global operational support ensuring continuity even during localised incidents

Enhanced Disaster Recovery (Optional)

- Secondary deployment region geographically separate from the primary region
- Continuous data synchronisation between regions
- Automated regional failover for production workloads
- Post-recovery validation and service restoration support
- Customer communications throughout recovery activities

Communication and Notification

- Customer notifications for major incidents via service status communications and email
- Regular updates on incident progress and service restoration during disruption events

Plan Governance and Testing

- Business continuity and disaster recovery plans define clear roles, responsibilities, activation thresholds, recovery procedures, and validation steps
- Disaster recovery and business continuity tests are conducted at least annually
- Outcomes of tests are reviewed and used to update policies and procedures
- Senior management provides oversight and formal sign-off for testing and plan updates

A more detailed plan can be provided to the buyer on request.

Privacy by Design

Pega embeds privacy principles throughout its software development lifecycle:

- **GDPR Compliance:** Privacy impact assessments conducted for new features; data minimisation and purpose limitation enforced.
- **Proactive Measures:** Encryption, pseudonymisation, and strict access controls implemented from design stage.
- **User Rights:** Built-in capabilities for data subject rights (access, rectification, erasure).
- **Continuous Review:** Regular audits and updates to maintain compliance with evolving regulations.

USING THE SERVICE

Ordering and Invoicing

Current clients initiate service orders through their designated Pega Account Executive or Solutions Consultant.

New clients can contact:

Simon Haydn-Lee

Managing Director, Government & Public Sector

ukpublicsector@pega.com

The process begins with a requirements discussion workshop where the Pega team gathers customer-specific information including project scope, technical requirements, and deployment preferences.

The Pega Cloud Business Development team then completes a comprehensive order form encompassing contract information, customer details, environment sizing, and architecture specifications. This form captures essential elements including contract numbers, related agreements, project names, technical specifications (PRPC version, required applications and frameworks), support model requirements, and customer operational details (hours of operation, primary time zone, maintenance windows).

Pega provides full assistance throughout the order form completion process. Upon contract signing, the deal is formally documented and submitted to Cloud Operations for processing, with any variances reviewed and approved via the Deal Triage process. The Pega team guides clients through each step, ensuring all necessary information is captured accurately before contract execution.

Availability of Trial Service

Pega offers 30-day trial services for specific solutions, hosted on Pega Cloud in a secure trial environment. These trials are designed for organisations seeking to evaluate Pega's capabilities for their specific use cases.

Trial environments provide real-world scenarios with guided implementation steps, requiring no prior training to begin evaluation.

Trial service availability is subject to qualification and business requirements. To confirm trial access, organisations must provide business contact information including business email addresses and current phone numbers. Trial environments are configured to demonstrate core platform capabilities relevant to the prospective implementation.

For pricing information related to trial extensions, production implementations, or additional services beyond the standard trial period, please refer to our published rate card and pricing schedules available through the procurement framework.

On-Boarding, Off-Boarding, Service Migration, Scope etc.

Pega follows a structured onboarding process designed to ensure successful service adoption and value realisation:

Project Kick-off and Governance Establishment

Following contract execution and environment provisioning, Pega conducts a formal project kick-off meeting with all key stakeholders. This meeting introduces team members, establishes project governance structures, and provides an overview of the implementation process and timeline. Project governance includes daily stand-ups with the core team, weekly project plan and risk review meetings, and monthly stakeholder meetings.

Dedicated Support Roles

Clients are assigned dedicated resources throughout the engagement:

Client Success Manager (CSM): Serves as the primary trusted advisor, governing the client relationship post-sale and measuring success at a strategic level. The CSM drives client adoption, reinforces best practices, and continuously measures client value. This role continues beyond initial implementation to support long-term success.

Project Delivery Leader (PDL): Manages project implementation, focuses on rapid outcomes delivery, drives best practices, and executes project governance during the implementation phase.

Service Assurance Advisor (SAA): Manages technical escalations, provides upgrade support, and oversees Pega Cloud technical matters.

Client Success Architect (CSA): Provides deeper technical support, development guidance, and product collaboration (where assigned based on account requirements).

Sales-to-Delivery Transition

A comprehensive handoff workshop occurs on day 1 of the project, covering client information, solution proposal, delivery approach, governance structures, and training requirements. This ensures continuity from sales through implementation.

Documentation and Resources

Comprehensive documentation is provided throughout implementation, including project plans, technical architecture documents, training materials, and user guides. Clients receive access to the Pega Community, knowledge base resources, and support portals.

Client Success Plans and Scorecards

Pega develops Client Success Plans that establish mutual success criteria, business objectives, and value realisation metrics. Client Success Scorecards track progress against adoption goals, value creation targets, and delivery quality measures. Multi-level governance (executive and project-level) and multi-party collaboration (client, Pega, partner) are established based on KPIs.

Ongoing Account Management

Account management continues post-implementation through regular business reviews, health and adoption checks, usage maturity assessments, and collaborative benefit measurement. The CSM maintains the relationship, ensuring clients stay current with platform updates and realise continued value from their Pega investment.

There is no fixed time limitation on CSM support; the relationship continues as long as the client maintains their Pega services, with support levels tailored to the client's tier and requirements.

Pega supports clients through service transition with the following provisions:

Termination Notice and Planning

Termination notice requirements are aligned to the GCloud-15 T&Cs. Upon receiving notice, Pega engages with the client to develop a comprehensive offboarding plan, ensuring orderly service transition and data extraction.

Data Export Capabilities

Clients retain full ownership of their data and maintain capabilities to export data throughout the service period. The Pega platform provides standard data export functionality enabling clients to extract their business data, application rules, and

configurations. For Pega Cloud services, data export processes are coordinated with the Pega Cloud Operations team to ensure complete and accurate data retrieval.

Migration Assistance

Where clients are migrating to alternative solutions, Pega can provide:

- Technical documentation of existing configurations and integrations
- Data extraction support through coordinated export processes - Access to application rules and configuration details
- Consultation on data formats and export procedures

The same migration expertise and tools used for onboarding can be leveraged to assist with orderly offboarding, ensuring clients can successfully extract their data and transition to new platforms.

Service Access Timeline

Service access is maintained through the agreed termination date as specified in the contract. A detailed timeline for service wind-down is established collaboratively, ensuring adequate time for data export, knowledge transfer, and transition activities.

Pega offers additional professional services that can be procured separately to support specific client requirements:

- Advisory Services: Strategic programme-level guidance including technical architecture reviews, migration planning, and data transition strategies.
- Assurance Services: Proactive technical management for complex migration scenarios, including pre-migration assessments and post-migration validation.
- Technical Account Management: Dedicated technical resources providing guidance on data extraction, platform transition planning, and exit strategy development.

Bespoke exit planning services can be scoped based on the complexity of the environment, data volumes, integration points, and timeline requirements. These services are priced separately and detailed in our professional services rate card.

Training

Pega offers various training approaches to buyers. These options are designed to accommodate different learning preferences, organisational needs, and implementation scenarios.

Pega Academy

Pega Academy serves as our primary training platform, offering a comprehensive range of courses designed to help users effectively utilise Pega products. The Academy provides structured learning paths that include hands-on exercises and assessments, ensuring learners can apply their knowledge in real-world scenarios. The platform also features sample applications and additional resources to enhance the learning experience, making it accessible for users at various skill levels. Pega also offers a Pega Academy Live – Flex and Mentored training combining self-paced learning with mentor guidance, in addition to Public Instructor-Led training courses.

Socrates

Socrates is an interactive learning experience available within Pega Academy that takes a personalised approach to education. This innovative tool engages learners through dialogue, addressing their specific learning needs via a series of modules and challenges. Socrates helps users of all experience levels gain deeper understanding of application development concepts within the Pega Platform by adapting to individual learning requirements.

Gen AI Technology

Pega incorporates generative AI tools, particularly Pega GenAI Autopilot, to enhance the learning experience and accelerate skill development for developers. Autopilot provides detailed information, instructions, and context-specific suggestions for building and editing applications, making it easier for users to navigate the development process. This technology improves productivity by offering real-time guidance and recommendations while ensuring adherence to best practices throughout the learning journey.

Bespoke Classroom Training

For organisations seeking tailored learning experiences, Pega offers customised classroom training sessions that can be adapted to meet specific organisational needs. These sessions provide in-depth knowledge and hands-on experience with Pega products, allowing participants to engage directly with experienced instructors and ask questions in real-time. The classroom format facilitates collaborative learning and immediate feedback.

Customised Consultancy Delivered Courses

In addition to classroom training, Pega provides consultancy services that deliver customised training courses, and hands-on knowledge transfer, designed to address unique organisational challenges. These courses can be tailored to focus on specific Pega functionalities or business processes, ensuring the training is both relevant and immediately applicable to your buyers' specific implementation contexts.

Additional Training Delivery Methods

Pega also utilises various complementary methods for training delivery, including online webinars, workshops, and self-paced e-learning modules. These options provide flexibility for learners to engage with material at their own pace and convenience, accommodating different learning styles, schedules, and geographical locations.

All of these training approaches work together to empower Pega buyers by providing them with the knowledge and skills necessary to effectively utilise Pega solutions, ultimately driving better business outcomes and maximising return on their Pega investment.

Implementation Plan

A detailed implementation plan can be provided to the buyer on request.

Service Management

Pega Cloud provides comprehensive service management based on industry best practices:

- Service constraints include scheduled maintenance windows (typically weekends) with advance notification
- Adherence to IT Service Management procedures aligned with industry standards
- Comprehensive monitoring through replicated Network Operations Centers (NOC) with 24x7x365 coverage
- Three-tiered technical support structure with defined escalation paths
- Regular service performance reviews and proactive capacity management

Service Constraints

Service constraints for Pega Cloud include:

- Scheduled maintenance windows typically performed over weekends with advance notification
- Customer-specific customisations limited to application layer configurations
- Service changes subject to Change Advisory Board (CAB) approval
- Feature deprecation scheduled with advance notice and migration paths
- API versioning and backward compatibility managed according to published policies

Service Levels

Pega Cloud production environments are provided with a 99.95% availability SLA. Specific service levels can be discussed and agreed upon prior to order placement, covering:

- Application performance metrics
- Support response times based on severity levels
- Environment availability commitments
- Incident resolution targets

Outage and Maintenance Management

Pega Cloud employs comprehensive outage and maintenance management practices built on enterprise-grade infrastructure:

Outage Avoidance: Pega Cloud operates on fault-tolerant, highly available architecture designed for uninterrupted service. The platform maintains 24x7 monitoring through strategically located Global Operations Centers staffed by Pega application experts, database administrators, and service reliability engineers. Continuous observability tracks system health, performance metrics, and potential issues before they impact service delivery.

Service Performance Planning: Pega Cloud implements automated capacity planning that analyses usage patterns and forecasts future resource needs to maintain adequate infrastructure capacity. The platform automatically scales infrastructure up or down to meet contracted demand without client action required. Regular backups and automated failover systems ensure continuity in case of component failures.

Measuring Downtime: Pega Cloud monitors scheduled availability with a Monthly Uptime Percentage calculation. All production environments include comprehensive monitoring through Pega Diagnostic Center (PDC), which continuously collects and analyses operational data to proactively identify and resolve issues. Real-time health information is available via Pega Status website.

Preparing for Ad-Hoc Service Needs: Maintenance and patching occur during pre-agreed maintenance windows (typically off-peak hours such as 10 p.m. to 5 a.m.). Clients work with Pega to set maintenance windows that minimise disruption. Infrastructure patching is handled seamlessly with rolling restarts through web pods to achieve zero or minimal downtime. Change management processes ensure all changes are planned, reviewed, tested before implementation, then validated afterward.

Financial Recompense Model for not Meeting Service Levels

Pega Cloud Production Subscriptions include service credits where the guaranteed service availability level is not met. Pega provides a 99.95% monthly availability service level objective for production environments.

If this availability level is not achieved in a given month, customers are entitled to service credits equal to 10% of the monthly subscription charge, subject to the terms and conditions defined in the Pega Cloud Service Level Agreement. Service credits are applied in line with Pega's published SLA measurement and claims process.

PROVISION OF THE SERVICE

Customer Responsibilities

Under the Pega Cloud Responsibility Model, customers have specific obligations:

Data Responsibilities

- Notify Pega of specific data domiciling or regulatory requirements (e.g., UK-only data storage)
- Ensure accuracy, integrity, and legality of all content and data
- Manage data classification, minimisation, retention, and quality
- Ensure production data exists only in production environments (not in development/staging)
- Manage Pega Cloud storage volume to remain at or under contracted levels through archiving, purging, or purchasing additional storage
- Not include Protected Health Information (PHI) unless using Pega Cloud HIPAA/HITECH Edition

Application Responsibilities

- Configure guardrail-compliant applications
- Verify application design adheres to performance best practices using Pega Diagnostic Center
- Configure appropriate security controls and monitor application security
- Configure appropriate masking for private or confidential customer data
- Take responsibility for any third-party software, tools, libraries, or components installed
- Manage third-party data flows integrated into environments
- Perform required client tasks during major and minor release updates (e.g., regression testing)
- Remain only one minor release behind current release

Connectivity Responsibilities

- Establish connectivity between Pega Cloud and client systems
- Choose appropriate Pega Cloud connectivity options
- Ensure network connectivity meets requirements
- GenAI Responsibilities (if applicable):
- Validate and verify accuracy of Pega GenAI outputs before use
- Comply with applicable terms of service for GenAI providers (Microsoft Azure, OpenAI, AWS Bedrock, Anthropic Claude, Google Gemini)

Pega manages infrastructure, platform updates, backups, failover, capacity planning, security standards, and product compatibility.

Technical Requirements and Client-Side Requirements

Network Connectivity

- Internet connectivity to access Pega Cloud environments
- Secure connectivity options available including Private Link, VPN, or public internet
- Network configuration to support integration with client systems
- Bandwidth adequate for user concurrency and data transfer requirements

Browser Requirements

- Supported modern browsers as per Pega Platform support guide
- Browsers should be kept current for optimal performance and security

Client Resources

- Named contacts for Pega Support
- Personnel for application development and management
- Resources for testing during application updates
- Network administration support for connectivity configuration

Storage Considerations

- Standard package includes 500 GB Cloud File Storage (shared across environments per customer account) and 100 GB Cloud Data Storage
- Additional storage available for purchase if requirements exceed base allocation

People and Time Resources

- Development team for application configuration
- Testing resources for regression testing during Pega Platform updates
- Project management for change coordination
- Admin resources for user management and access control

Hardware/Infrastructure (Client-Managed)

- No client-side infrastructure required as Pega Cloud is fully managed
- Client devices require standard business specifications to run supported browsers

- All technical requirements should be discussed during pre-sales and documented in Schedule/Order Form to ensure appropriate environment sizing and configuration.

Outcomes/Deliverables

Clients receive comprehensive deliverables and outcomes from Pega Cloud Services:

Environments:

- Production environment with fault-tolerant, highly available architecture
- Development environment (Standard Sandbox supporting 15 concurrent users)
- Staging/pre-production environment (Large Sandbox supporting 45 concurrent users)
- All environments isolated for security and stability

Platform and Applications:

- Latest release of Pega Platform installed across all environments
- Subscribed Pega applications (as per contract) including Government Platform, Customer Service, Process AI, RPA, etc.
- Regular updates to keep environments current with latest features and security patches

Cloud Services:

- 24x7 premium-level Pega Support
- Global monitoring and operations support
- Deployment Manager service for CI/CD pipelines
- Pega Diagnostic Center (PDC) for application health monitoring
- Pega Status for real-time service health information

Infrastructure and Operations:

- Secure, encrypted environments (minimum 256-bit encryption at rest)
- Automated backup and disaster recovery
- Automatic scaling to meet contracted demand
- 99.95% production availability SLA
- Regular maintenance and patching during agreed windows

Enablement:

- Access to Pega Academy for online self-study training
- Instructor-led training options (public and private classes)
- Documentation and support resources

Business Outcomes:

- Accelerated time to value compared to client-managed infrastructure
- Reduced operational overhead and IT complexity

- Predictable subscription costs
- Ability to focus resources on application development rather than infrastructure management
- Scalable platform that grows with business needs

Development life cycle of the solution

Pega employs Agile methodology as the foundation for software development, with support for iterative, Scrum-based delivery models. The development lifecycle includes:

1. Identify Problems/Needs

Capture and prioritise stakeholder requests with customer-centric focus. Central intake process evaluates incoming demand and determines implementation approach. Business requirements are gathered and aligned with objectives.

2. Plan

Identified needs are organised into a prioritised backlog. Requirements are prepared for implementation sprints. Project teams align development activities with business objectives. The Pega Express Methodology enables rapid delivery planning.

3. Design

Development teams create application blueprints using Pega's low-code tools. The Center-out business architecture approach ensures reusability and integration. Model-driven design ensures applications meet identified needs and follow best practices.

4. Build

Developers utilise Agile practices to create applications using Pega Platform's low-code development tools including App Studio. Changes are committed to branches in shared development environments enabling parallel development. Leveraging multiple built-on applications allows smaller component applications that move through pipeline faster.

5. Test

Automated and manual testing provides rapid feedback to developers. Continuous integration practices include frequent check-ins with automated test execution. Pega Diagnostic Center monitors application health and provides performance recommendations. Regression testing performed during updates. User acceptance testing conducted in staging environments.

6. Deploy

Deployment Manager orchestrates automated deployment pipelines. Applications packaged and promoted through progressive stages (development → staging → production). Both manual and automated deployment methods supported. Quality gates applied before promotion. Rolling deployments minimise downtime.

7. Maintain

Post-deployment monitoring through Pega Diagnostic Center with AI-powered analytics. Continuous delivery enables ongoing updates and improvements based on user feedback. Pega manages platform updates to latest generally-available releases. Clients perform application-level maintenance and enhancements. Iterative improvements align with changing business requirements.

Supporting Practices

- Branching and merging for parallel development
- DevOps integration for continuous integration/continuous delivery (CI/CD)
- Guardrail compliance verification
- Performance optimisation and monitoring
- This Agile approach enables applications to be delivered 12X faster than traditional coding methods whilst maintaining quality and adaptability.

After-sales Account Management

Buyers are typically assigned dedicated resources throughout the engagement:

Account Executive, Solutions Consultant and Consulting Solutions Executive:

Throughout pre-sales these resources will lead the engagement with the buyer to define the services required under lot 3 and lot 2b if applicable. They will then ensure a well-structured and efficient transition into delivery and support with ongoing account management as part of the buyer's account team.

Client Success Manager (CSM): Serves as the primary trusted advisor, governing the buyer relationship post-sale and measuring success at a strategic level. The CSM drives buyer adoption, reinforces best practices, and continuously measures value. This role continues beyond initial implementation to support long-term success for certain accounts.

Project Delivery Leader (PDL): Manages project implementation, focuses on rapid delivery, drives best practices, and executes project governance during the implementation phase.

Service Assurance Advisor (SAA): Manages technical escalations, provides upgrade support, and oversees Pega Cloud technical matters.

Client Success Architect (CSA): Provides deeper technical support, development guidance, and product collaboration (where assigned based on account requirements).

Client Success Plans and Scorecards

Pega develops Client Success Plans that establish mutual success criteria, business objectives, and value realisation metrics. Client Success Scorecards track progress against adoption goals, value creation targets, and delivery quality measures. Multi-level governance (executive and project-level) and multi-party collaboration (Buyer, Pega, partner) are established based on KPIs.

Ongoing Account Management

Account management continues post-implementation through regular business reviews, health and adoption checks, usage maturity assessments, and collaborative benefit measurement. The Pega Account Team typically made up of an Account Executive, Consulting Solutions Executive and CSM maintain the relationship, ensuring buyers stay current with platform updates and realise continued value from their Pega investment.

There is no fixed time limit on Pega Account Team support; the relationship continues as long as the buyer maintains their Pega services, with support levels tailored to the buyer's tier and requirements.

This ongoing Account Management will include all appropriate governance is in place to support a successful outcome for the buyer from both the delivered services in Lot 3 and associated Lot 2b contract. This includes a senior executive engagement between the parties as part of a quarterly business review to align future strategic initiatives for both Pega and the buyer.

Termination Process

As subscription term end approaches, clients have several options:

- **Renewal:** Clients can renew their subscription for an additional term to continue leveraging their Pega deployment and expand to new areas.
- **Migration to Client-Managed Cloud:** Clients may elect to bring Pega applications in-house and operate on client-managed cloud environments, continuing to leverage their Pega investment with an alternate deployment model.

Client Rights and Obligations

- Client must submit written request for data return within 15 days of termination date
- Data from production environment will be returned in common industry-standard format (e.g., database export)
- Data will be encrypted to customary standards

- Client responsible for requesting data within specified timeframe

Pega Responsibilities

- Upon client request (within 15 days), Pega will return client data from Pega Cloud production environment stored in Cloud Data Storage
- After returning client data, Pega will delete any client data persisted to Pega Cloud
- Pega follows decommissioning standard operating procedure consistent with NIST 800-88 Guidelines for Media Sanitisation
- Pega will notify client when decommissioning occurs via standard communication channels

Data Exclusions

Pega does not return data for Pega Workforce Intelligence, Pega Process Mining, Pega Co-Browse, Digital Messaging, or Voice AI. Upon termination, Pega will delete any persisted client data using industry-recognised secure erasure methods.

Early Termination

The specific terms regarding early termination costs, minimum periods, and renewal terms are defined in the client's Pega Cloud Subscription Agreement, Certificate, or Order Summary. These contractual documents specify any applicable early termination fees or penalties.

Transition Support

For clients choosing alternative deployment models, Pega can provide guidance on migration to client-managed environments to ensure continuity of Pega applications.

OUR EXPERIENCE

Case Studies

Pega delivers transformative solutions across a wide range of industry domains, supporting hundreds of leading organisations globally with mission-critical workflow, decisioning, and case management capabilities. Our technology underpins operations in financial services, healthcare, telecommunications, and the public sector, helping clients streamline services and improve outcomes at scale. The following three case studies illustrate the impact Pega has delivered within government and public sector environments

National Settlement Application Programme

Pega's **low-code development platform** enabled mobilisation of a functioning demonstrator within one week, with a production platform delivered in under three months by partner teams. The service processed applications at national scale rapidly and reliably, demonstrating how **agile delivery capabilities and configurable workflows** can meet urgent policy needs with speed and assurance.

Investigative Case Management Platform

Built using Pega and aligned to GDS best practice, this platform demonstrates **Investigative Case Management (ICM)** capabilities providing joined-up investigative case handling to tackle fraud and error. The platform's **end-to-end case lifecycle management and automated audit trails** focus resources where they matter most, strengthen controls, and protect public funds while improving services for people in genuine need.

Military Recruitment Transformation Platform

Pega enables a modern recruitment experience for armed forces candidates through **case management and process automation capabilities**. The digital recruitment system was built within nine months, putting **process ownership and change capability** in the department's hands. Most recently, Pega has been selected as part of the consortium to deliver a new generation recruitment service, supporting rapid acquisition of critical skills through **digital onboarding and workflow automation**.

Clients



CONTACT DETAILS

Current clients initiate service orders through their designated Pega Account Executive or Solutions Consultant.

New clients can contact:

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Managing Director, Government & Public Sector

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About Pega

Pega delivers innovative software that crushes business complexity. From maximising customer lifetime value to streamlining service to boosting efficiency, we help the world's leading brands solve problems fast and transform for tomorrow. Pega clients make better decisions and get work done with real-time AI and intelligent automation. And, since 1983, we've built our scalable architecture and low-code platform to stay ahead of rapid change. Our solutions save people time, so our clients' employees and customers can get back to what matters most. For more information, visit us at:

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