



G-Cloud 15 Service Definition Document

Pega Implementation Services



1. Scope of Services

Red Kite's Pega Implementation Service delivers end-to-end digital transformation through high-velocity workflow-automation & AI-powered decisioning. Leveraging Pega-Infinity platform, we integrate PegaGenAI to accelerate application development via intelligent-blueprints and automate real-time customer insights. From automating complex case-management to deploying Agentic-AI, our services empower departments to scale rapidly, adapt-to-change, achieve faster time-to-value. Specifically, Red Kite can deliver:

Consulting Services

- Digital Process Automation Consulting
- Implementation Expertise and Platform ROI
- Rapid design/discovery through AI-based "blueprints" for new solutions
- Redesign Pega-solutions to use modern, view-based Constellation architecture
- Pega Government Platform (PGP) expertise
- Pega Robotics (RPA & RDA) Consulting
- Platform Modernisation & Migration Consulting

Project Implementation

- Full Lifecycle Delivery
- Strategic Application Implementations E.g. Customer Service, Collections
- Rapid Delivery Approach
- Agile Journey Centric Delivery
- DevOps & CI/CD Pipeline

Pega COE Consultancy

- Partnering to initiate and build a customer's COE
- Expert advice to mature a customer's existing COE

Staff Augmentation

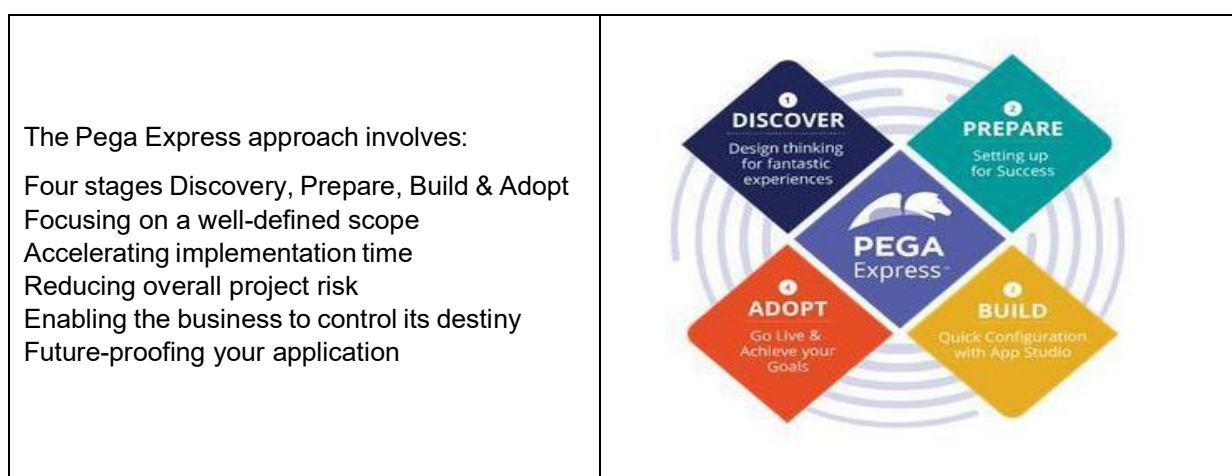
- Providing Expert Pega Professionals
- Coach customer's staff to be self sufficient



2. Approach

Red Kite has experience in delivering projects using the **Pega Express** methodology and the latest **Blueprint Delivered Methodology**.

Pega Express focuses on delivering Journeys that cut across departmental and channel boundaries. By endorsing and adopting the Pega Express Implementation Methodology, Red Kite along with the client can jointly deliver quick wins (Minimum “Loveable” Product), usually within 90 days and set the foundation for simple and repeatable new features throughout the program lifecycle.



The **Discover** phase is all about understanding the proposed solution, ensuring it will deliver the right business outcomes with the right team. This starts by identifying the journeys and microjourneys™ that deliver the most business benefit.

The **Prepare** phase includes defining key activities, such as identifying dependencies, milestones, training and briefing the team for co-production. We would also provision the development environment to work in. During this phase we would also refine two sprints worth of work using Pega’s Direct Capture of Objectives capability and tools, establish the development standards.

The **Build** Phase uses Agile iterative methodology to plan, build, and test in a mini-development cycle, called a Sprint. Pega technology is highly aligned to Scrum, the most popular Agile framework, although other Agile frameworks can also be used. Each Sprint, a Sprint’s worth of work from the Product Backlog is selected and then allocated to the project team to build. Team Leads are involved to shape the delivery, and testers are embedded within the Sprint team to continuously test.

The **Adopt** phase carries out industry specific testing, and then deploys the software to production with any required post live support and transition to business as usual. Before any product is released into production,

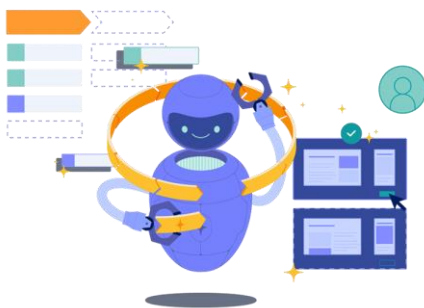
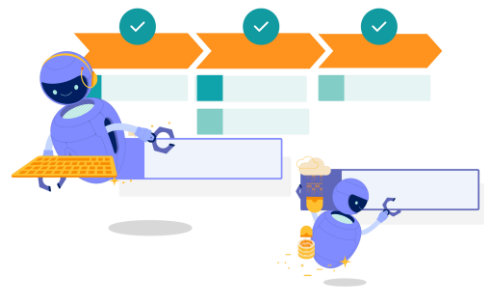


Pega Blueprint Delivered is Pega's latest methodology leveraging Pega's AI-powered suite of integrated technologies to orchestrate the transformation of Pega Blueprint designs into production ready applications

Blueprint Delivered guides you through three distinct phase: Blueprinting, Authoring, and Value Activation, each structured to streamline the process from concept to deployment with increased speed and effectiveness.

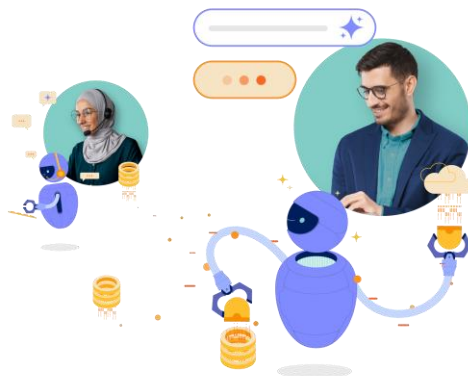
The **Blueprinting** phase launches the Blueprint Delivered methodology by uniting discovery and design to form a clear application vision through three steps: Discover, Design, and Prepare.

Blueprinting replaces traditional, lengthy discovery with a focused, collaborative process that rapidly defines business outcomes, captures the application vision, generates a high-fidelity solution design using Pega GenAI Blueprint™, and ensures you are ready to start Authoring your application.



The **Authoring** phase is where the high-fidelity blueprint is transformed into a working application through a structured five step approach where you will: import and validate the blueprint in App Studio; set up security and data integrations; refine case configuration for operational logic and user experience; add advanced business logic and platform features; and implement CI/CD practices for efficient testing and deployment.

The **Value Activation** phase ensures the built application delivers real business value by validating, testing, and deploying it into production. Value Activation includes final user acceptance testing, performance and security checks, defect resolution, business sign-off, and where required data migration.





3. Expected Outcomes

Red Kite is an established and highly regarded UK based partner, that delivers services to multiple government organisations. The expected outcomes and benefits in working with Red Kite are:

- Outcome based commercially innovative models
- Agile and responsive engagement, with a customer first mindset
- Cost effective delivery models - onshore, offshore and hybrid
- Higher quality Pega application implementations
- Methodology choice – Pega Express, Blueprint or customer choice
- Adherence to the GDS standards
- A specialist provider with the expertise to build your platform
- Early benefit realisation through faster delivery timescales
- Maximise the value of your Pega platform investment

4. Pricing

Red Kite's Pega Implementation Service is priced either as fixed price or time and materials depending on the customer's requirements. Daily rates are specified in the SFIA Rate Card.

5. Contact Information

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6. About Red Kite

Established in 2020, Red Kite is a SME (Small Medium Enterprise) IT Services organisation, headquartered in the UK.

It has a significant practice focussed on Business Orchestration and Automation Technologies and an enviable Track record in delivering IT Services to UK Public Sector

Over the last 6 years, Red Kite has built Strategic relationships with leading SIs supporting a number of strategic engagements across multiple accounts.

In 2025, Red Kite opened its first off-shore delivery centre in Bangalore - India, providing cost effective delivery to customers.

As a business we also have the following Security Accreditations:

- ISO27001:2013
- Cyber Essentials Plus