G-Cloud 15 Service Definition Document

Pega Managed Services & Support

1. Scope of Services

Application Support (Levels 1–4)

This covers the direct health and usability of Pega applications.

- **L2 (Functional Support):** Proactive monitoring, incident management, data fixes, and identifying "Known Errors."
- **L3 (Technical Support):** Deep-dive troubleshooting, rule-level analysis, and fixing complex defects within the application code.
- **L4 (Vendor Liaison):** Coordinating with Pegasystems for core product bugs or specialized hotfixes.

Platform & Infrastructure Management

Red Kite's Managed services ensure the "engine" (the Pega Infinity platform) is running optimally, whether on Pega Cloud, AWS, Azure, or on-premise.

- **Health Monitoring:** Using **Pega Diagnostic Cloud (PDC)** to track performance alerts, slow queries, and memory usage.
- **Security & Compliance:** Regular execution of the **Pega Security Checklist**, managing access groups/roles, and applying security patches.
- **Performance Tuning:** Database optimization, cleaning up work tables, and tuning agents/job schedulers.

Maintenance & "Evergreen" Upgrades

Our Modern Pega support is focused on keeping the platform "current" rather than performing massive upgrades every five years.

- **Patching:** Applying Pega Platform and application patches (e.g., moving from 8.x.1 to 8.x.2).
- **Evergreen Upgrades:** Strategic planning and execution for major **Pega Infinity** version updates (e.g., Pega '25 updates).
- **Hotfix Management:** Assessing, testing, and installing critical hotfixes provided by Pega Support.

Release & Change Management

This involves the governance of how new features and fixes move from development to production.

- **Deployment Automation:** Managing CI/CD pipelines using **Deployment Manager**.

- **Minor Enhancements:** Small, low-complexity changes (CRs) that improve UI/UX or business logic without requiring a full project team.
- **Code Reviews:** Ensuring all changes meet **Guardrail Compliance** to maintain high application health scores.

2. Approach

Performing Pega Managed Services requires an approach that balances **Business-As-Usual (BAU) stability** with the **continuous evolution** of the platform. This approach is heavily driven by AI-powered monitoring and "Evergreen" maintenance strategies.

The standard operating model follows a three-phased lifecycle: **Transition, Steady State, and Continuous Optimization.**

The Transition Phase (Onboarding)

Before taking over support, a structured transition ensures no knowledge gaps.

- **Knowledge Transfer (KT):** Deep-dive workshops on the "As-Is" architecture, integrations, and custom rule-sets.
- **Environment Audit:** Running the **Pega Guardrail Compliance** checker and **Security Checklist** to establish a performance baseline.
- **Access & Tooling Setup:** Configuring access to the **My Support Portal**, establishing **Pega Diagnostic Center (PDC)** connectivity, and setting up **Deployment Manager** pipelines.

Steady State Operations (The Core)

Once live, the focus shifts to meeting Service Level Agreements (SLAs) through a tiered support structure.

- **Proactive Monitoring:** Using **PDC** to catch "PEGA0001" (long-running queries) or "PEGA0017" (cache effectiveness) alerts before they impact users.
- **Incident & Problem Management:** * **L1/L2:** Handling user access, simple data fixes, and functional "how-to" queries.
    - **L3:** Senior System Architects (SSAs) fixing complex rule bugs and integration failures.
- **Release Governance:** Managing the **Route-to-Live (RTL)**. This ensures that every hotfix or enhancement passes through Dev, Test, and Staging before hitting Production using automated CI/CD.

Continuous Optimization (The "Evergreen" Approach)

Modern Pega support avoids the "big bang" upgrade every few years by adopting a continuous improvement mindset.

- **Patch Management:** Regularly applying minor patches (e.g., Pega '25.x to '25.y) to stay secure and functional.
- **Modernization (UI Kit to Constellation):** Iteratively moving legacy UI components to the modern **Constellation** architecture for better performance.
- **AI-Driven Tuning:** Using **Pega GenAI Blueprint** to analyze existing workflows and suggest optimizations for process bottlenecks.

3. Expected Outcomes

The expected outcomes include:

- Cost effective delivery models - onshore, offshore and hybrid
- Technical Health & Risk Mitigation
- Financial Impact (ROI)
- Operational Excellence & Efficiency
- Maximise the value of your Pega platform investment
- Specialized Govt, Manufacturing, Intelligent Automation, Delivery, Training, & Customer Service

4. Pricing

Red Kite's Pega Implementation Service is priced either as fixed price or time and materials depending on the customer's requirements. The price is dependent on the following key aspects:

- Scope
- User Stories
- Interface Requirements
- Reports
- Correspondence
- Channels
- Services required (e.g. development, testing, automation, business analysis etc.)
- Use of the Pega Platform and Strategic Applications

- Duration
- Location of the services provided

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