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SERVICE DEFINITION
PEGA

INTRODUCTION

Decillion Digital provides expert implementation services for Pega Digital Process Automation, CRM, and GenAI solutions. Our certified specialists support full-cycle planning, configuration, and robotic process automation. Leveraging Pega GenAI Blueprint, we accelerate delivery while enabling low-code development, optimised case management, and full alignment with GDS standards.

SERVICE FEATURES

- Provide end-to-end strategy, process design, build, and testing services.
- Apply reference architectures to accelerate and standardise technical solution design.
- Deliver specialist application maintenance and rapid issue resolution.
- Utilize ISO20000 and ITIL-aligned service management for consistent, high-quality operations.
- Offer a flexible blend of onsite and offshore delivery models to optimise cost and expertise.
- Deploy security-cleared personnel and operate under ISO27001-accredited practices.
- Design and orchestrate business processes to streamline operations and improve outcomes.
- Enable real-time reporting and business activity monitoring for better visibility and control.
- Support agility and future-ready delivery through Pega's "Build for Change" principles.
- Integrate Pega seamlessly with existing enterprise systems and technology stacks.



SERVICE BENEFITS

- Accelerate low-risk digital government transformation with proven delivery frameworks.
- Enable rapid adoption of industry best practices for customers and operational teams.
- Optimise end-to-end customer journeys using AI-driven insights and automation.
- Deliver applications up to 12× faster than traditional development methods.
- Provide real-time dashboards to track KPIs, SLAs, and service performance.
- Ensure full compliance with GDS design principles and accessibility standards.
- Integrate seamlessly with complex legacy estates and existing enterprise systems.
- Reduce total cost of ownership through scalable low-code solutions.
- Streamline, automate, and continuously improve business processes.
- Foster seamless collaboration between business and technical teams to accelerate value.



SOLUTION APPROACH



ABOUT US

As a Decillion we partner in bridging technology and business innovation. With an extensive background across diverse technological verticals, we are dedicated to empowering your business through tailored digital solutions.

Our Expertise

Microsoft Dynamics	Technical Consulting	Azure DevOps	Technology Training	E-commerce Solutions
We specialize in MS Dynamics to streamline CRM and ERP systems, enhancing efficiency and productivity for businesses of all sizes.	Our expert consultants are adept at diagnosing your technical challenges and crafting strategic solutions that align with your business objectives.	We leverage Azure to improve your software development lifecycle, enabling faster deployment, reliable operations, and seamless integration of disparate systems.	Decillion Digital offers comprehensive training programs designed to upskill your team and keep them abreast of the latest technological advancements.	We create robust e-commerce platforms tailored to your specific needs, ensuring scalable, secure, and user-friendly shopping experiences.

At Decillion, we believe in the power of technology to transform businesses. Our approach combines innovative strategies with cutting-edge technologies to deliver measurable results. We are committed to providing exceptional service and building long-lasting relationships with our clients.

OUR MISSION

To enable businesses to achieve their full potential through the strategic implementation of technology.

OUR MISSION

To be a leading provider of technology solutions, known for our commitment to innovation, quality, and client satisfaction.

Explore how Decillion Digital can drive your business forward. Connect with us today to learn more about our services and how we can assist you in achieving your technological and business goals.

