



G-Cloud 15

Service Definition Document

fusionAlx Pega Implementation &
Constellation modernisation Services

1. About Us

fusionAlx is a Pega Specialised Partner in digital transformations and provides implementation services across the globe using Pega Constellation and UIKit technologies. Our leadership carries over 100+ years of combined Pega implementation experience and have been trusted advisors to many governments and customers worldwide. Our consultants have vast experience in Pega framework implementations including Customer Service, Sales Automation, React, Customer Decision Hub, and many other strategic applications.

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

fusionAlx works very closely with the Pega product team and also contributed to the Constellation Migration tool with enhancements and feedback to build new features enabling smooth migration and modernisation.

2. Scope of Services

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

 Architecture Consulting & CoE Enablement <p>Consult on the best practices and provide direction. Assist in setting up your CoE and regular business design and technical review</p>	 Pega Trainings <p>Conduct enterprise low code modular design trainings and bootcamps on Pega App Studio and new way of working</p>	 Pega BA services <p>Enable your Pega BA teams to adapt to App Studio way of working and embrace citizen development</p>	 Pega UEX <p>Guide and ensure business teams understand the Constellation design system with OOTB designs and patterns</p>
 Pega Constellation Upgrade <p>Complete ownership of your upgrade to Pega Constellation from Theme Cosmos or UI Kit</p>	 Custom Component Services <p>Guide you to decide the need for custom components and best practices to create custom components</p>	 Other Services <p>Pega Implementation Services, Pega Application support, Devops Acceleration QA Automation & Performance Engineering</p>	

3. Specialised Services

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

Project Management

- Agile/Scrum certified individuals
- Experience across entire project lifecycle
- Project governance and Scrum ceremonies
- Follow Pega's blueprint and app studio driven delivery methodologies

Business Analysis

- Experienced Principal/Lead and Senior Business Analysts
- Pega App Studio led requirement gathering
- Business outcome focused Business Analysts
- Domain knowledge across multiple industries
- Liaise between business and development teams

UI/UX

- Best-in-class designers
- Liaise between customer designers, Business Analysts and Dev teams
- Working knowledge of Pega OOTB design patterns and templates
- Experience in delivering Pega SDKs and custom DX components
- Achieve desired business outcomes with minimum customisation
- Accessibility compliance

Quality Assurance (QA)

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

4. fusionAlx Governance Framework

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

1. Steering Committee:

Role: Provides oversight and strategic direction for the project.

Responsibilities:

- Approving project objectives, scope, and budget.
- Resolving escalated issues and conflicts.
- Monitoring project progress and performance.
- Reviewing and approving major deliverables and changes.

Activities:

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

2. Project Sponsor:

Role: Champions the project within the organization and ensures its success.

Responsibilities:

- Securing funding and resources.
- Defining project goals and success criteria.
- Advocating for the project at the executive level.
- Removing obstacles and providing support to the project team.

Activities:

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

3. Project Manager:

Role: Leads the project team and manages day-to-day operations.

Responsibilities:

- Planning and scheduling project activities.
- Assigning tasks and managing resources.
- Monitoring project progress and budget.
- Communicating with stakeholders and reporting on project status.

Activities:

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

4. Project Team Members:

Role: Execute tasks and deliver project objectives.

Responsibilities:

- Completing assigned tasks on time and within budget.
- Collaborating with team members and stakeholders.
- Providing regular updates on task progress.
- Contributing expertise and problem-solving skills.

Activities:

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

5. Stakeholders:

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

Responsibilities:

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

Activities:

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

6. Governance Office (Optional):

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

Responsibilities:

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

Activities:

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

6. Business Benefits

fusionAlx provides the following business benefits:

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

7. Pricing

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

8. fusionAlx Implementation Service – Contact Information

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