



G-Cloud 15 Service Definition

Accenture Pega Cloud Services

Jan 2026

Contents

- 1.0 Scope of our services 1
- 2.0 Approach..... 3
- 3.0 Assets and Tools..... 5
- 4.0 Expected Outcomes 6
- 5.0 Pricing 7
- 6.0 Contacts..... 8
- 7.0 About Accenture..... 9

1.0 Scope of our services

These specialist services provide the skills to deliver Pega based Business Process and Case Management, Customer Relationship Management and Robotics solutions which are built on Pegasystems' market leading Pega infinity platform.

Accenture provides the following services for Pega-based BPM applications:

- Change Management to help define an organisation's strategy, develop business cases, and implement change across the enterprise
- End-to-end specialisation to deliver strategy, process, design, build, test, training, change management and operations
- Business Process specialists to facilitate the capture of as-is & to-be process and requirements definition, including Pega Certified Business Architects
- Delivery resources including:
 - Certified Pega System Architects (all levels) to drive Pega BPM applications
 - Certified Pega decision architect and CRM specialists to drive CRM engagements
 - Certified Pega Robotics architects and specialists to drive Robotics automation
 - Certified Pega Marketing consultants to drive Marketing automation
- Application Maintenance teams to provide one-to-many incident resolution/problem resolution & request fulfilment
- Service Management provision accredited with ISO 20000, following ITIL methodology.
- Assured Delivery Approach following agile scrum, waterfall or a combination which best suits your needs whilst leveraging Accenture's proven methodology
- Optimal Delivery Model combining onshore and offshore resources, to provide a bespoke and cost-effective delivery model which suits unique requirements
- One-to-Many services in a delivery centre environment, to share the most experienced resources across projects to reduce cost
- Security Cleared resources - Accenture has over 20 years of experience in the delivery of large-scale projects for Government, including the development & support of IL5 systems with ISO27001 Information Security accreditation from our UK Advance Technology Center (ATC) in Newcastle

Accenture Capabilities in Pega

Globally Accenture is the only platinum partner of Pegasystems and has delivered over 550 implementations of Pegasystems based applications, across a variety of industry segments including Public Service. In addition, we are their largest partner for Pega decisioning or CRM applications with over 150 clients. Recently we have been partnering closely with Pegasystems around delivery Pega robotics based projects for several clients.

Accenture + Pega by the numbers



#1

Accenture is Pega's most strategic SI and #1 partner



9 X

Pega Partner of the Year (2013-2021)



30

Pega partner awards since 2013



47

Countries with Pega-skilled practitioners

7

Tier 1 focus industries for partnering

15

Pega Advanced Technology Centers, R&D and CoE teams

150+

Pega clients

94

Pega Robotics certifications

536

Pega Marketing/Decisioning certifications held

540

Pega knowledge assets & 25 Pega software tools

550+

Pega implementations in the past 5 years

3,502

Pega certifications held

8,080 +

Pega practitioners

613,700+

Hours of training in the past 24 months

2.0 Approach

Our services for Pega utilise either an Agile delivery approach or an iterative delivery approach for waterfall style deliveries. Both styles of delivery utilise our unique Form approach combined with the power of Pega Express methodology which helps you maximise return on your Pega investment.

Working in partnership with your organisation, we identify and group business requirements and use cases using the key design patterns and paying attention to the likelihood of change and persistence based on the component. Our tools and processes simplify and streamlines the overall Pega implementation process, with tools tailored to your industry to drive faster, higher-quality Pega development projects—while helping you keep a close watch on operating costs.

We reduce costs by minimising customisation and delivering as much as 80 percent of your solution using out-of-the-box Pega functionality, augmenting those capabilities with proven components. This minimises the effort needed to create solutions that are reusable in other parts of your organisation with minimal modifications.

Accenture Pega Agile Delivery Approach

Agile delivery approach

Accenture's value driven approach, based on our unique FORM approach combined with power of Pega Express methodology, helps you maximize the ROI of your Pega investment

- + Accenture's Delivery Approach is a light, design-focused methodology that uses Pega Express low code experience, best practices and scrum to deliver meaningful outcomes quickly.
- + Accenture's Delivery Approach to Pega is built using agile methodology and incorporates the best of Pega's agile tools and model-driven development capabilities.
- + Organizations focused on agile should already be comfortable with our methodology.

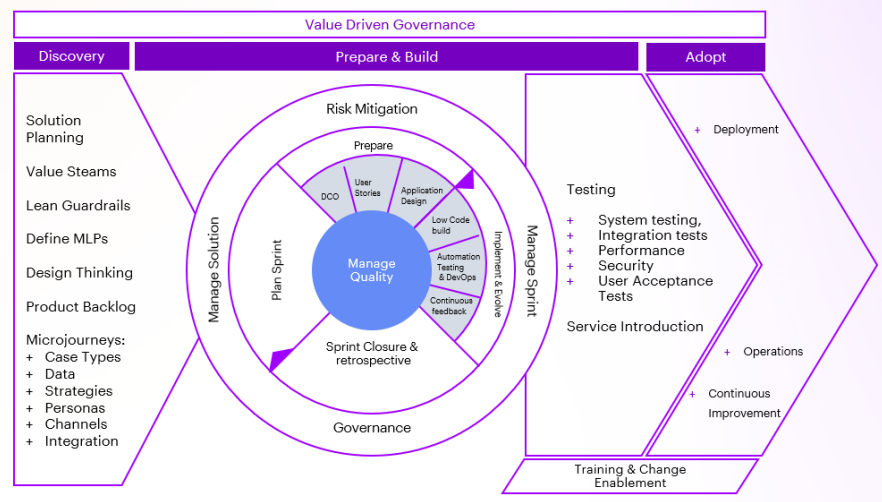


Figure 1: Accenture Pega Agile Delivery Approach

Accenture Pega Iterative Delivery Approach

Iterative delivery approach

Accenture's value driven approach, based on our unique FORM approach combined with power of Pega Express methodology, helps you maximize the ROI of your Pega investment

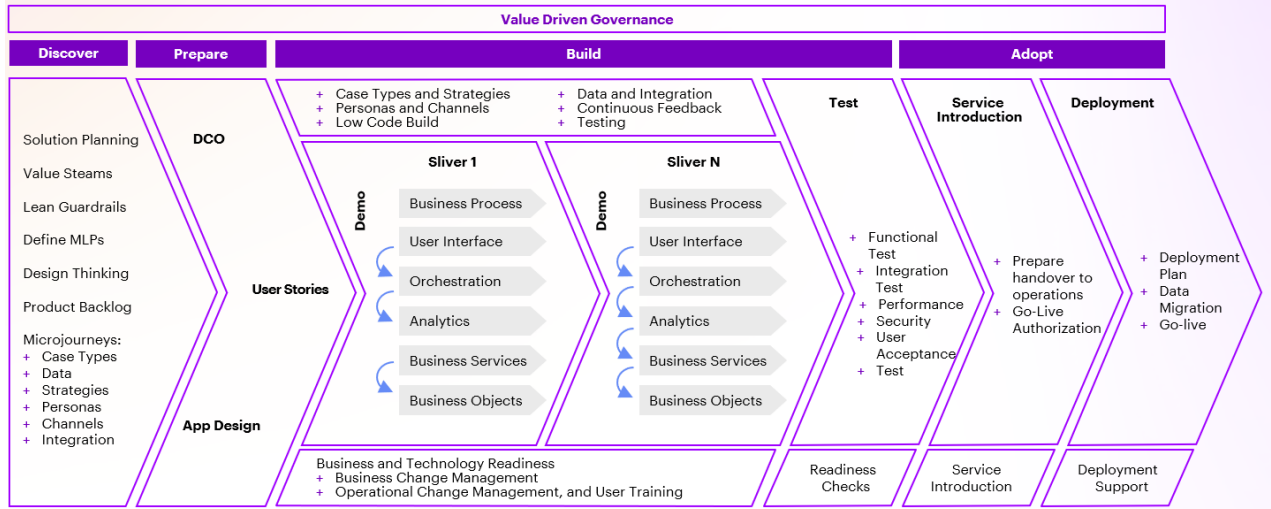


Figure 2: Accenture Pega Iterative Delivery Approach

Both Approaches take advantage of:

- Reference architectures and models to accelerate design
- Leading practices for Pega implementations to cost-effectively reduce risk
- Design, construction, testing, and deployment guides to drive predictability and repeatability in your development processes
- Template-driven requirements gathering and process design to help ensure consistency and quality while eliminating wasted effort of reinventing everything for each implementation
- Pre-build components to add proven functionality while significantly reducing development time
- An approach specially focused on delivering your Pega solution in a repeatable, consistent fashion – lowering your total cost of ownership

3.0 Assets and Tools

In addition to a leading-practice methodology, the Accenture tools and accelerators also provides a wealth of reference material, document templates and solution accelerators for Pega implementations.

The Accenture Pega tech delivery edge

Tools and accelerators on the Pega platform across the delivery lifecycle

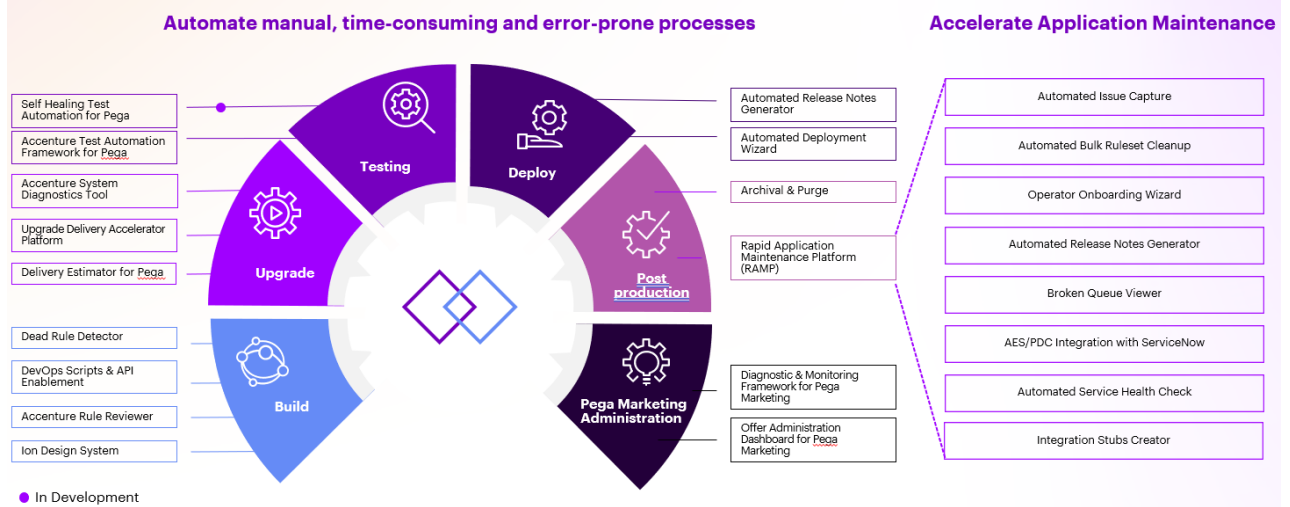


Figure 3: Accenture's Tools and Accelerators Platform for Pega

4.0 Expected Outcomes

Accenture brings with it experience of delivering transformation programs for over 150 clients and 550 projects. This experience is critical to guiding the client through the transformation journey. The key benefits our services bring include the following

- Experience in process automation, Pega CRM and Pega Robotics to drive the client's digital agenda
- Reduce customer churn, increases cross sell, and upsell through Pega marketing
- Automate processes using Pega Robotics and case management
- Unlocks trapped value in existing systems through comprehensive out-of-the-box integration
- Standardises and automates regulatory reporting
- Assured project implementation by utilising Accenture's methodology for Pega solutions
- High requirements/solution match through local acumen, engagement, and delivery
- Right price and location delivered through 3-tier model
- Industry leading Pega DevOps capability through Accenture assets
- Industry leading Quality Assurance capability through Accenture assets

Additional Information

For further information, please visit our website: <http://www.accenture.com/pega>

5.0 Pricing

Please refer to the associated pricing document/ rate card relevant for this service.

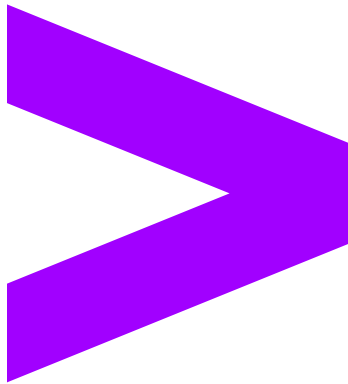
6.0 **Contacts**

Email: UK.TenderMonitoring@accenture.com

Telephone: +44 (0) 20 7844 4444

7.0 About Accenture

Accenture is a leading global professional services company that helps the world's leading businesses, governments and other organisations build their digital core, optimise their operations, accelerate revenue growth and enhance citizen services—creating tangible value at speed and scale. We are a talent- and innovation-led company with approximately 799,420 people serving clients in more than 120 countries. Technology is at the core of change today, and we are one of the world's leaders in helping drive that change, with strong ecosystem relationships. We combine our strength in technology and leadership in cloud, data and AI with unmatched industry experience, functional expertise and global delivery capability. We are uniquely able to deliver tangible outcomes because of our broad range of services, solutions and assets across Strategy & Consulting, Technology, Operations, Industry X and Song. These capabilities, together with our culture of shared success and commitment to creating 360° value, enable us to help our clients reinvent and build trusted, lasting relationships. We measure our success by the 360° value we create for our clients, each other, our shareholders, partners and communities



Copyright © 2026 Accenture
All rights reserved.
Accenture and its logo are trademarks of Accenture.