



Pegasystems Investor Presentation Q1 2026

NASDAQ: PEGA

pegainvestorrelations@pega.com

April 21, 2026

Safe Harbor Statement

Certain statements in this presentation may be “forward-looking statements” as defined in the Private Securities Litigation Reform Act of 1995, including the size of the current and future market opportunity, and growth of the business. Words such as expects, anticipates, intends, plans, believes, will, could, should, estimates, may, targets, strategies, intends to, projects, positions, forecasts, guidance, likely, and usually or variations of such words and other similar expressions identify forward-looking statements. These statements represent our views only as of the date the statement was made and are based on current expectations and assumptions.

Factors that could cause our results to differ materially from those expressed in forward-looking statements include unanticipated changes in the market for the our products and services, our future financial performance and business plans, the successful execution of investments in artificial intelligence, variation in demand for our products and services, reliance on key personnel, our client retention rate, competitive pressures, management of our growth, and other factors listed in our press release announcing our Q1 2026 results and in our filings with the Securities and Exchange Commission, including our Annual Report on Form 10-K for the year ended December 31, 2025 and other recent filings with the SEC.

Investors are cautioned not to place undue reliance on such forward-looking statements, and there are no assurances that the results included in such statements will be achieved. Although subsequent events may cause our view to change, except as required by applicable law, we do not undertake and expressly disclaim any obligation to publicly update or revise these forward-looking statements, whether as the result of new information, future events, or otherwise. Any forward-looking statements in this presentation represent our views as of April 21, 2026.

Non-GAAP Financial Measures

Our non-GAAP financial measures should only be read in conjunction with our consolidated financial statements prepared in accordance with GAAP. We believe that these measures help investors understand our core operating results and prospects, which is consistent with how management measures and forecasts our performance without the effect of often one-time charges and other items outside our normal operations. Management uses these measures to assess the performance of the company's operations and establish operational goals and incentives. They are not a substitute for financial measures prepared under U.S. GAAP. Constant currency measures are calculated by applying the March 31, 2025 foreign exchange rates to current period shown. Reconciliations of GAAP and non-GAAP measures are in our press release announcing our Q1 2026 results and at the end of this presentation.

Additional Notes

This presentation may contain industry market data, industry forecasts, and other statistical information. Such information was obtained from publicly available information, industry publications, and other third-party sources, and we make no representations as to the accuracy of such information. We have not independently verified any such information. Certain information in this presentation is based upon management forecasts and reflects prevailing conditions and management's views as of the date of this presentation, all of which are subject to change.

Pega overview

The future belongs to the Autonomous Enterprise

Our vision

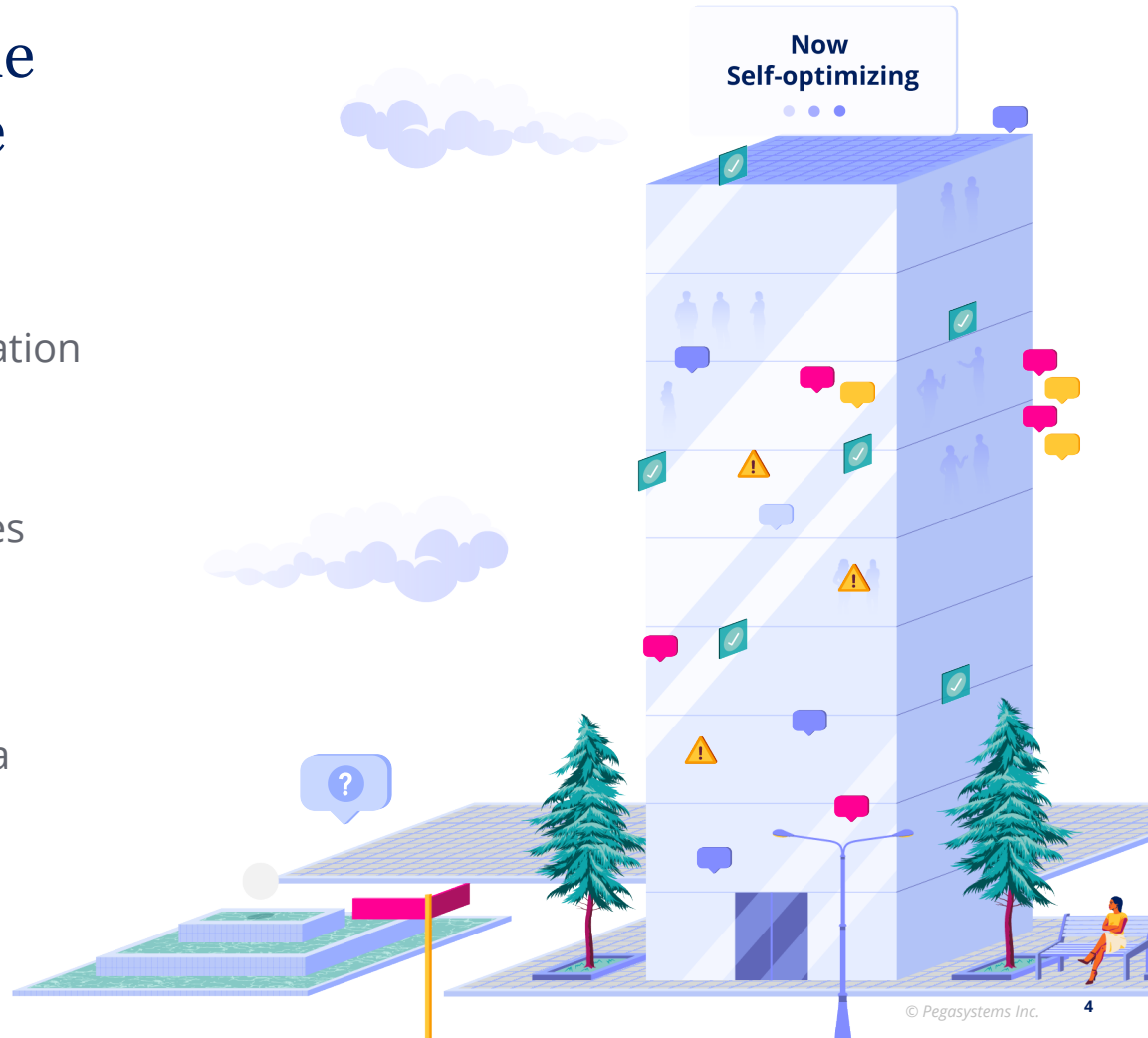
To change the way the world builds software to reimagine AI transformation

Our software

AI-powered platform that accelerates enterprise transformation

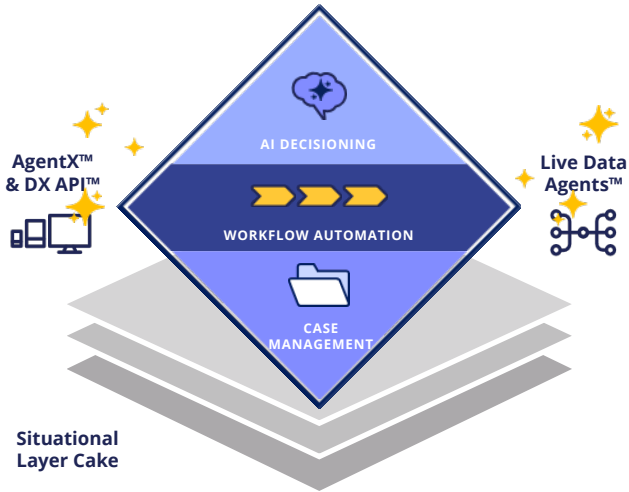
What we do

Accelerate transformation with Pega Blueprint™ and Predictable AI™



Pega Infinity™

Software built on a Center-out® agent architecture



Industry solutions



Business solution

1:1 Customer Engagement

Drive more growth and retention with real-time AI to deliver next-best actions, orchestrate customer journeys, and optimize engagement across channels to improve outcomes and maximize enterprise value.

Pega Customer Decision Hub™

Customer Service

Enhance customer satisfaction and reduce costs with AI-powered case management automation and journey orchestration to streamline processes, improve responsive, and drive efficient resolutions.

Pega Customer Service™
Pega Sales Automation™

Workflow Automation

Increase operational efficiency and reduce costs by automating workflows end-to-end with AI-powered orchestration, low-code tools, and unified data to streamline processes, improve agility, and drive fast deployment.

Pega Platform™
Pega RPA™

Legacy Transformation

Accelerate enterprise modernization and eliminate costs by retiring legacy systems fast with AI-driven analysis and low-code automation to redesign workflows, integrate operations, and deploy cloud solutions.

Pega Platform™
Pega Blueprint™

Pega ✨ **Blueprint™**

Pega Cloud®



The world's leading enterprise-scale organizations

They are using Pega to connect workflows and interactions across the customer lifecycle



Communications service providers

- 1:1 customer engagement
- Customer service
- Order management
- Network operations
- Shared services
- Sales management



Financial services

- 1:1 customer engagement
- Onboarding & KYC
- Lending
- Customer service
- Operations
- Payment exceptions
- Financial crime



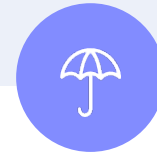
Government

- Acquisition & supply chain modernization
- Citizen service
- Enterprise modernization
- Investigative case management
- Grants & financial management
- Licensing
- Customer engagement



Healthcare

- Customer engagement
- Onboarding & enrollment
- Customer service
- Claims
- Operations
- Care management services



Insurance

- Personalized engagement
- High performing sales
- Carrier distribution management
- Underwriting automation
- Service excellence
- Claims optimization

Driving growth and free cash flow



Founded: 1983
HQ: Waltham, MA
Employees: 5,000+

Q1 2026

11%

ACV Growth
(in constant currency)⁽¹⁾

27%

Pega Cloud ACV Growth
(in constant currency)⁽¹⁾

\$207M

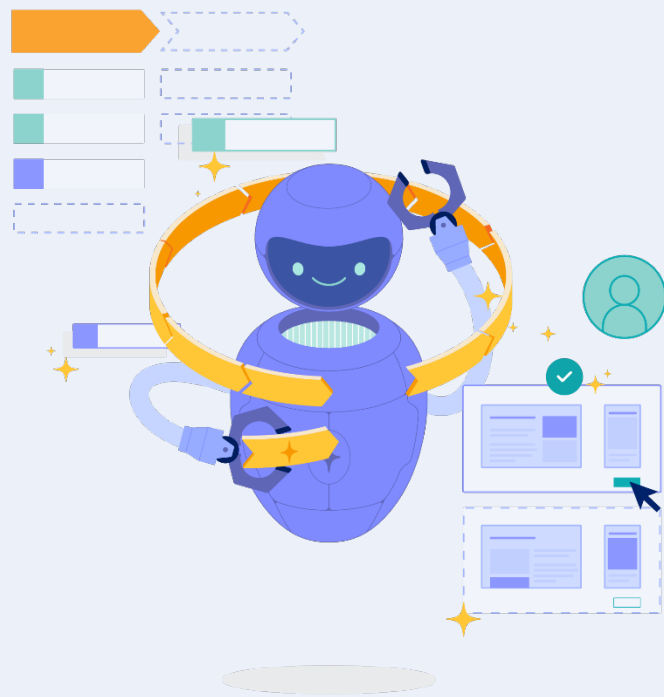
Q1 2026
Free Cash Flow ⁽²⁾

(1) Constant currency change since March 31, 2025.

(2) Our non-GAAP free cash flow is defined as cash provided by operating activities less investment in property and equipment. Investment in property and equipment fluctuates in amount and frequency and is significantly affected by the timing and size of investments in our facilities and equipment. We provide information on free cash flow to enable investors to assess our ability to generate cash without incurring additional external financings. This information is not a substitute for financial measures prepared under U.S. GAAP.

Key investment highlights

- Growing enterprise software company, with a view towards a **\$150B+ market opportunity**
- **Large enterprise client base in key verticals:** Communications service providers, financial services, government, healthcare, and insurance
- A proven **technology leader** in AI decisioning and business orchestration and automation
- **Mission critical** to our clients
- Managing the business with a **Rule of 40** mindset



Solution overview



Enterprises accelerate their transformation with Pega Blueprint™ and Predictable AI™

Reimagine and replace brittle technology on a pragmatic, powerful platform
architected for AI, agents, and automation

TRANSFORM Legacy

Cut costs, reduce risk,
unlock data & innovation



GO-LIVE in 40 HOURS

TRANSFORM Operations

Boost efficiency 45%+



FROM 1 DAY to <3 SECS

TRANSFORM Service & Sales

Save \$10Ms &
raise satisfaction



30%+ NPS GAINS

TRANSFORM Personalization

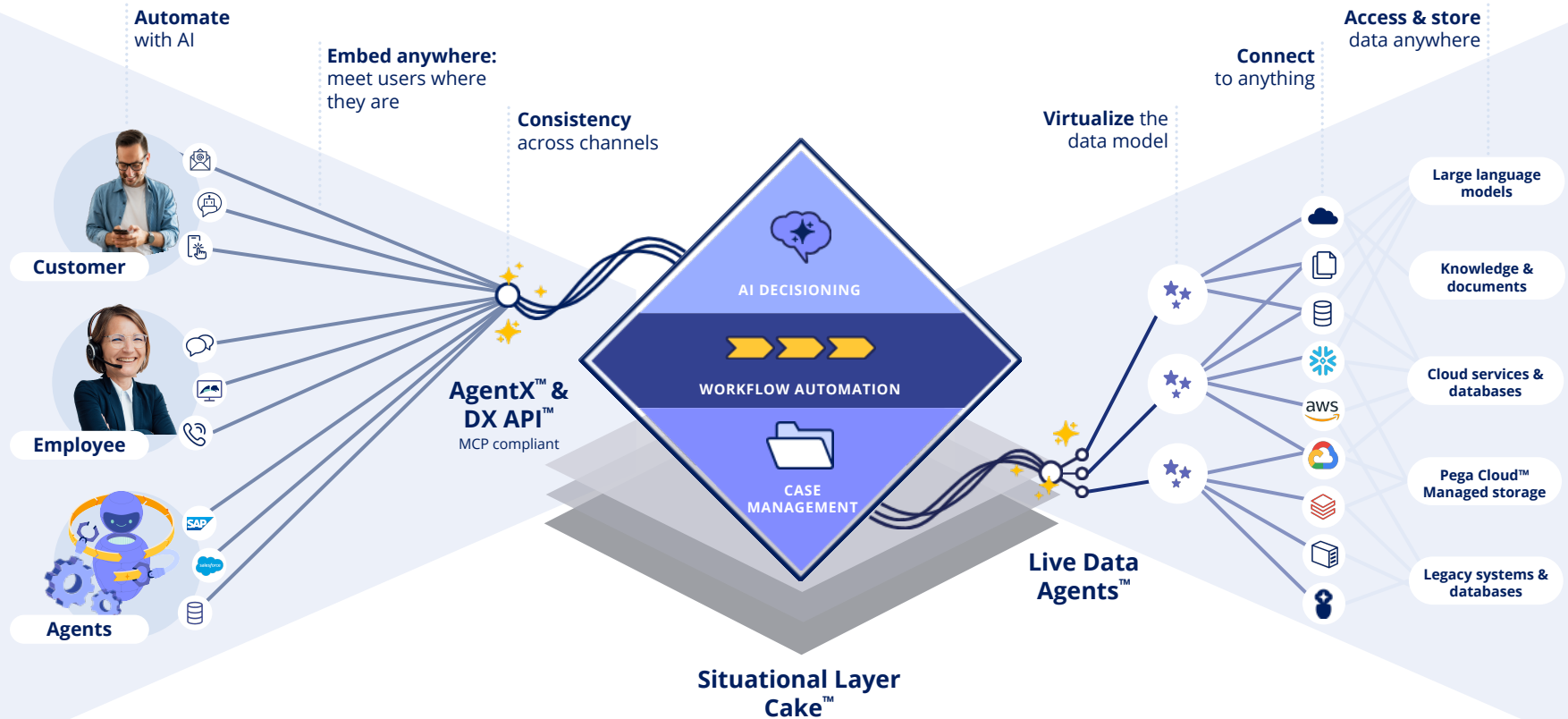
Generate \$200M
incremental revenue yearly



10x CONVERSION

Center-out[®] Agent Architecture

Orchestrate AI agents, workflows, and decisions to accelerate enterprise transformation



Reimagine your AI transformation journey with a Blueprint

Securely build smarter, more automated workflows – all integrated with best-practices



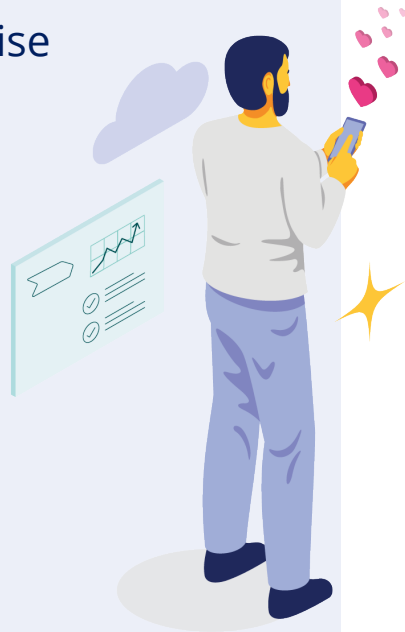
Rapid discovery

Optimize workflows, fast

Unlock data to the cloud

Analyst firms recognize Pega as a leader

for our AI-powered platform for enterprise transformation



The Forrester Wave™
AI Decisioning Platforms, Q2 2025

The Forrester Wave™
Real-Time Interaction Management, Q4 2025

The Forrester Wave™
CRM Software, Q1 2025

2025 Gartner® Magic Quadrant™
for Business Orchestration and Automation
Technologies

2025 Gartner® Magic Quadrant™
for Process Mining Platforms

The Forrester Wave™
Digital Process Automation Software, Q3 2025

Business overview



Why Pega wins



**Differentiated
architecture**



**Ease of
integration**



**Depth of
platform
functionality**



**Strong
team**



**Deep Vertical
Expertise**



**Robust
ROI**

Selling high-value use cases to the world's largest enterprises

Legacy transformation

CIO / IT Leaders

Reduce maintenance costs, improve resiliency, innovate for better efficiency & experiences with an AI-led approach to legacy transformation that enables clients to retire legacy apps – reimagining business processes as modern, cloud-native workflow applications + moving data to the cloud.

Modernization | Integration | Scale
Total Cost of Ownership (TCO)

Workflow automation

COO / Operations Leaders

Enhance efficiency, improve customer experience & boost employee productivity with intelligent automation that transforms workflows into streamlined, automated processes that are connected and orchestrated end-to-end.

Efficiency | Cost reduction
Speed | Resilience | Risk

Customer service

CXO / Contact Center Leaders

Deliver efficient, personalized experiences with end-to-end workflow automation that drives consistency and empowers customers to self-solve – implementing incrementally from one low-code platform.

Net Promoter Score | AHT
Cost reduction | Self-service

Customer engagement

CMO / Marketing Leaders

Optimize Customer Lifetime Value (CLV) with an *always-on brain* for the business that unifies data, analytics, and channels into a single connected experience – to build meaningful customer centricity into how they engage while also driving growth.

Personalization | Growth
Retention | Acquisition

Financial details

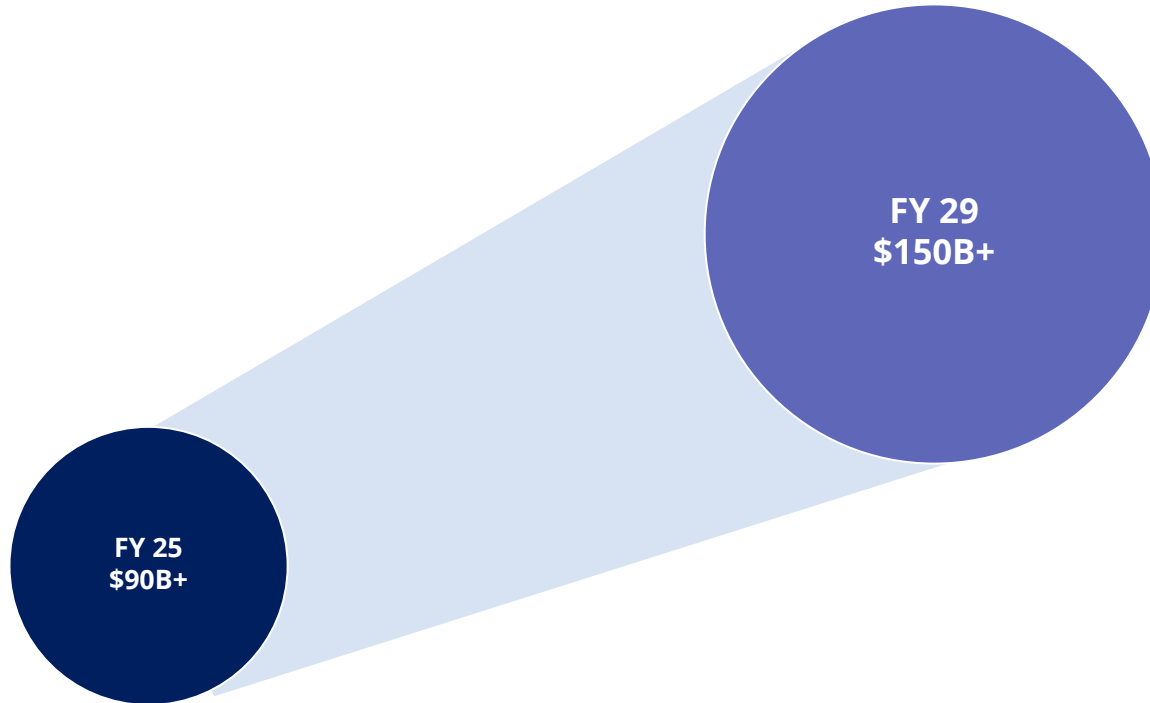


Financial outlook

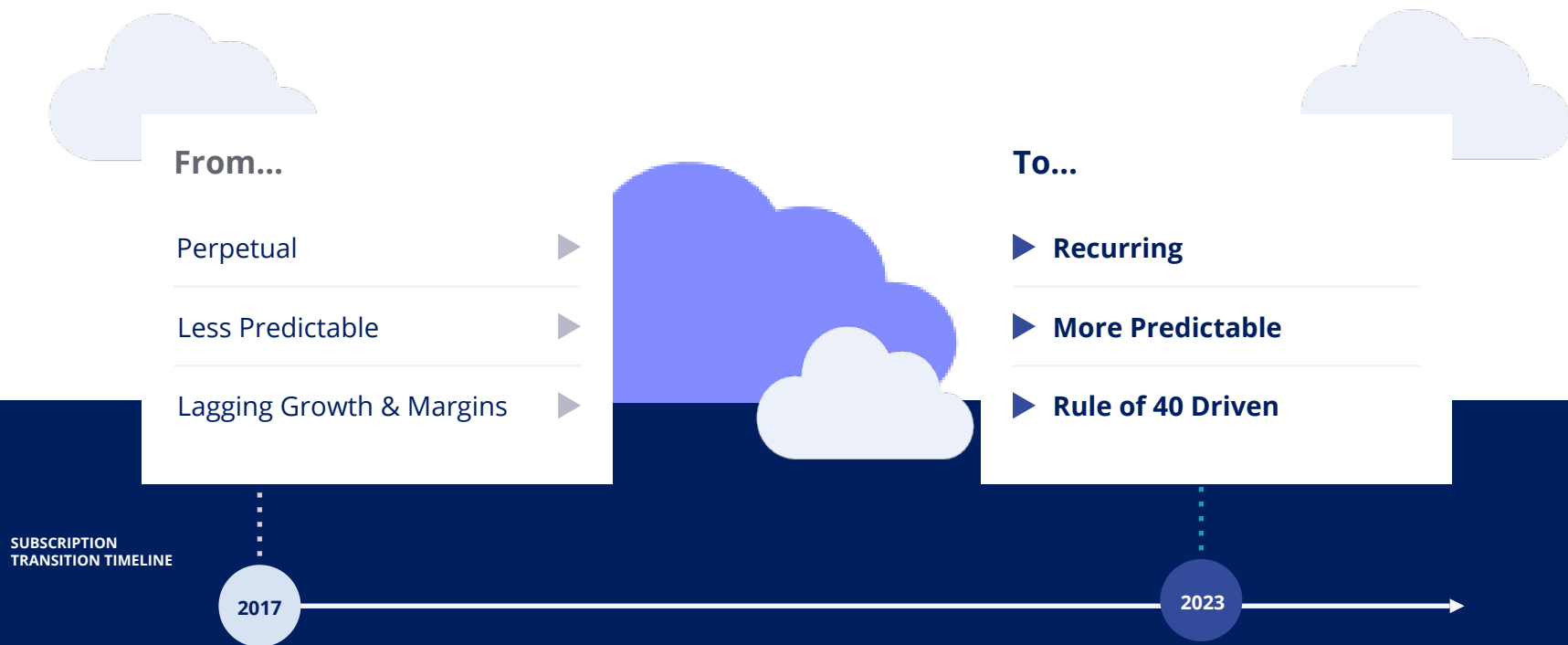
- Massive market opportunity
- Subscription journey
- Recurring model
- Margin expansion opportunities



Pursuing a massive market opportunity in platform & CRM

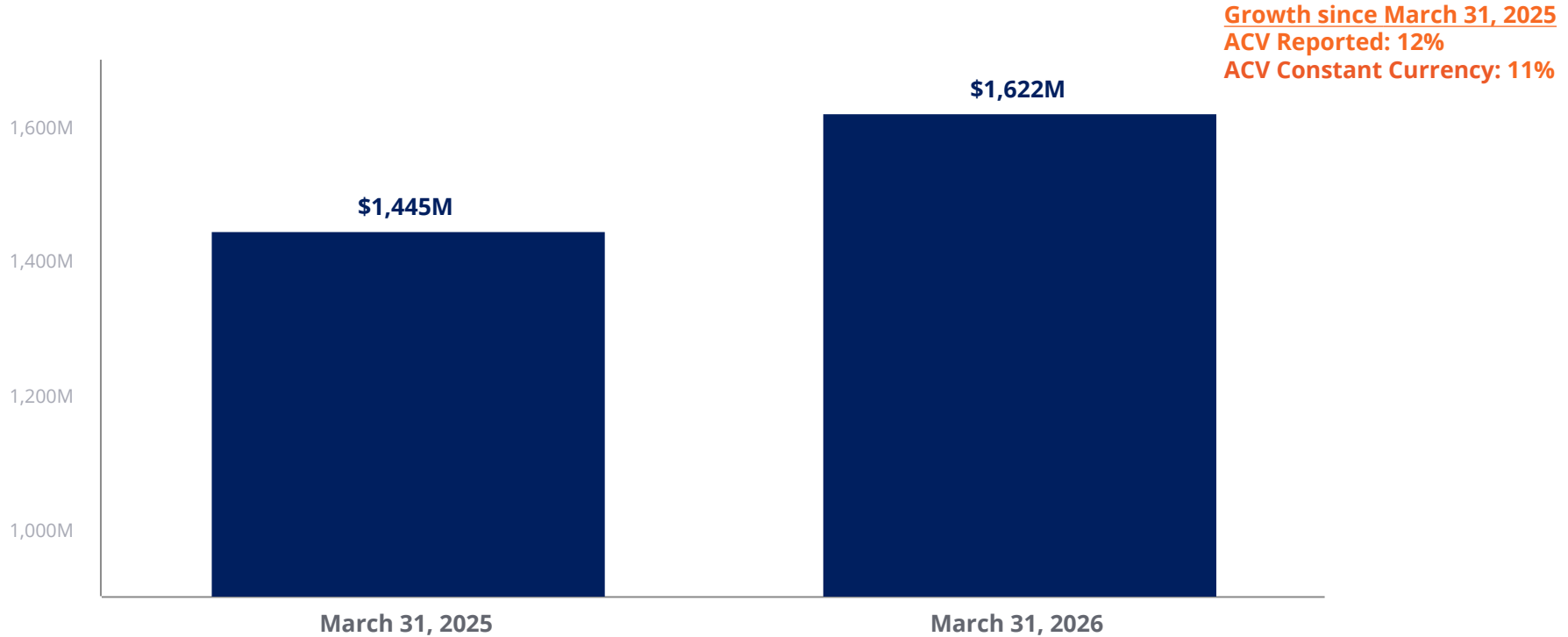


Evolution of our subscription journey



Recurring subscription model

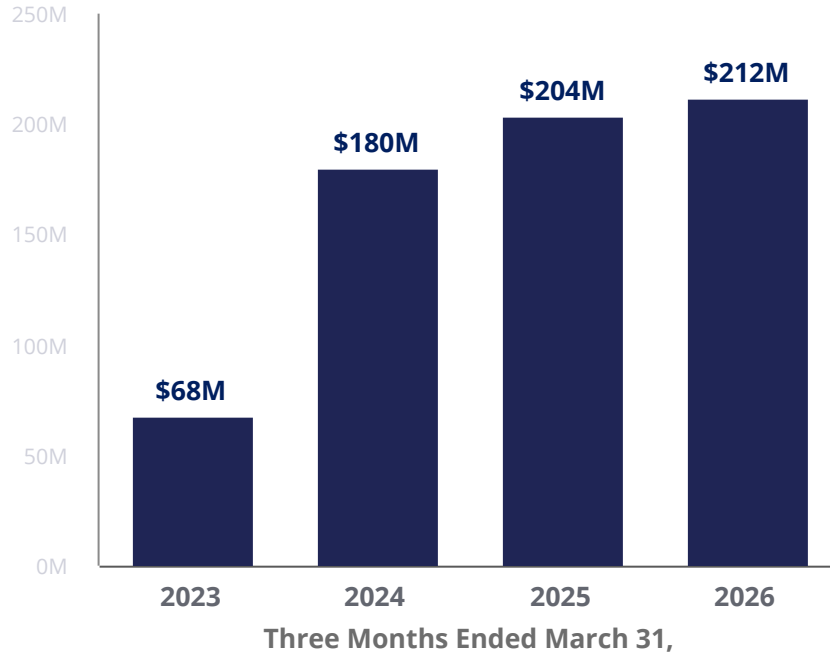
Annual Contract Value (ACV) as reported



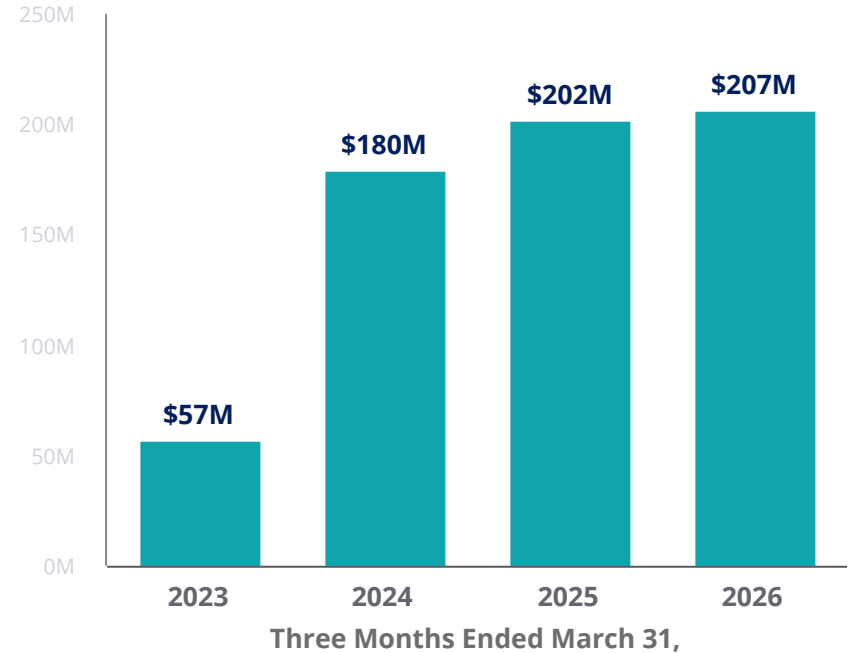
ACV represents the annualized value of our active contracts as of the measurement date. The contract's total value is divided by its duration in years to calculate ACV. ACV is a performance measure that we believe provides useful information to our management and investors.

Cash flow growth

Operating Cash Flow Growth



Free Cash Flow Growth



Note: For additional information refer to explanatory notes on slide [31](#)

What this all means

Striving to build a growing, recurring business to drive increased value

Sustain
growth

While
expanding
margins

And
increasing
cash flow

To drive
shareholder
value

With a view towards:

- Continuing our technology leadership
- Improving sales productivity
- Executing our target organization go-to-market strategy
- Driving ACV growth
- Leveraging Pega Cloud
- Balancing growth & margin
- Returning capital to shareholders
- Rule of 40 driven



Corporate Social Responsibility at Pega

E

ENVIRONMENTAL

We are committed to reducing the environmental impact of our operations on air, land, and water



S

SOCIAL

We strive to be a responsible corporate citizen and active contributor in communities where our employees, partners, and clients' work



G

GOVERNANCE

We believe that corporate governance is important to ensure that Pega is managed for the long-term benefit of all our stakeholders

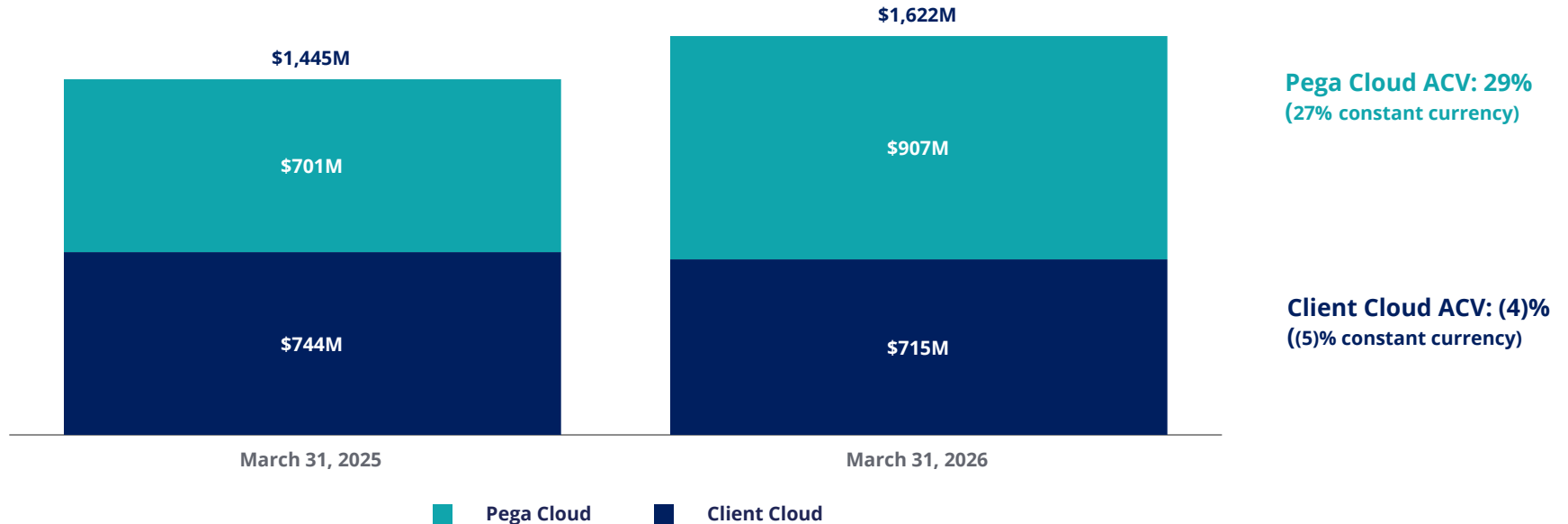


<https://www.pega.com/corporate-social-responsibility>

Reported ACV:

Pega Cloud ACV up 29% as reported

Growth since March 31, 2025:



Total ACV: 12%
(11% constant currency)

Pega Cloud ACV: 29%
(27% constant currency)

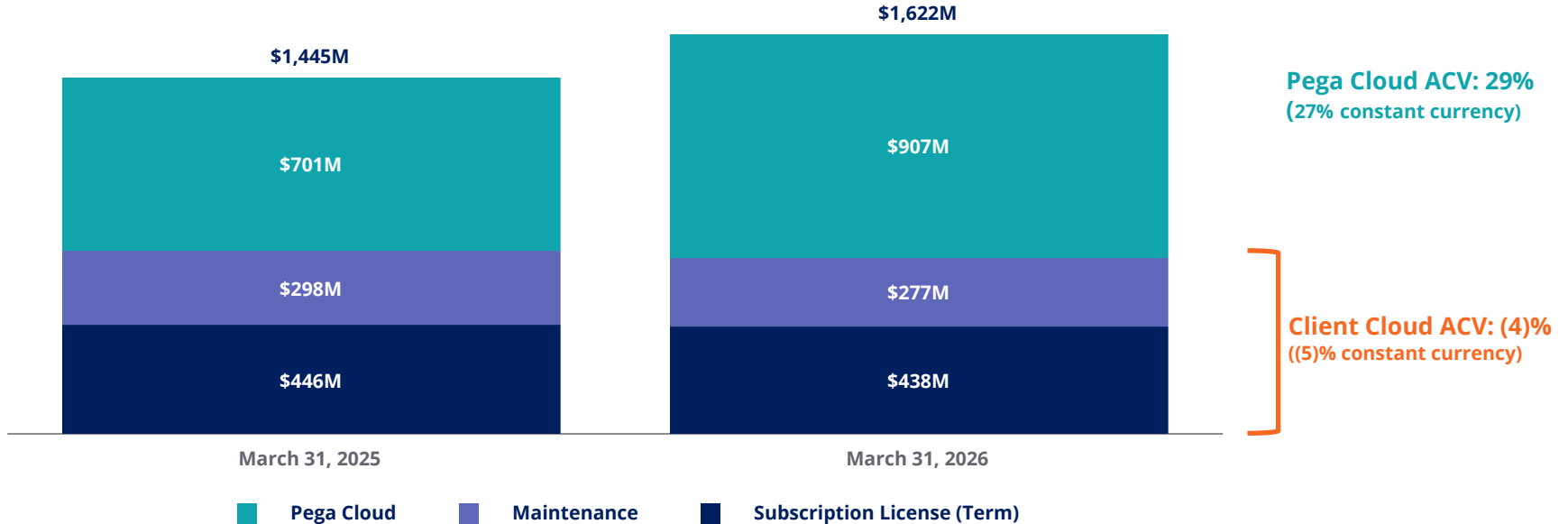
Client Cloud ACV: (4)%
(5)% constant currency)

ACV represents the annualized value of our active contracts as of the measurement date. The contract's total value is divided by its duration in years to calculate ACV. ACV is a performance measure that we believe provides useful information to our management and investors.

Reported ACV:

Pega Cloud, maintenance, and subscription license (term) as reported

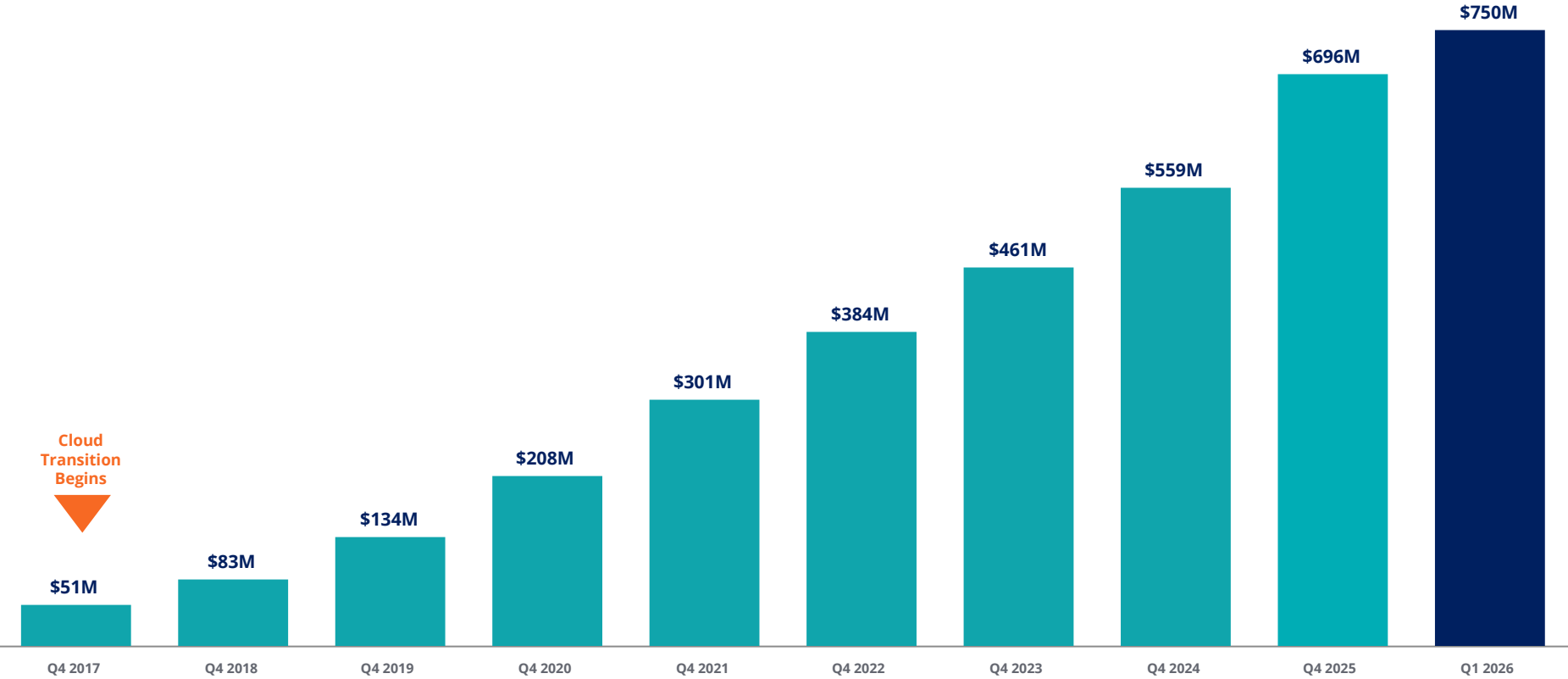
Growth since March 31, 2025:



ACV represents the annualized value of our active contracts as of the measurement date. The contract's total value is divided by its duration in years to calculate ACV. ACV is a performance measure that we believe provides useful information to our management and investors.

Pega Cloud Revenue

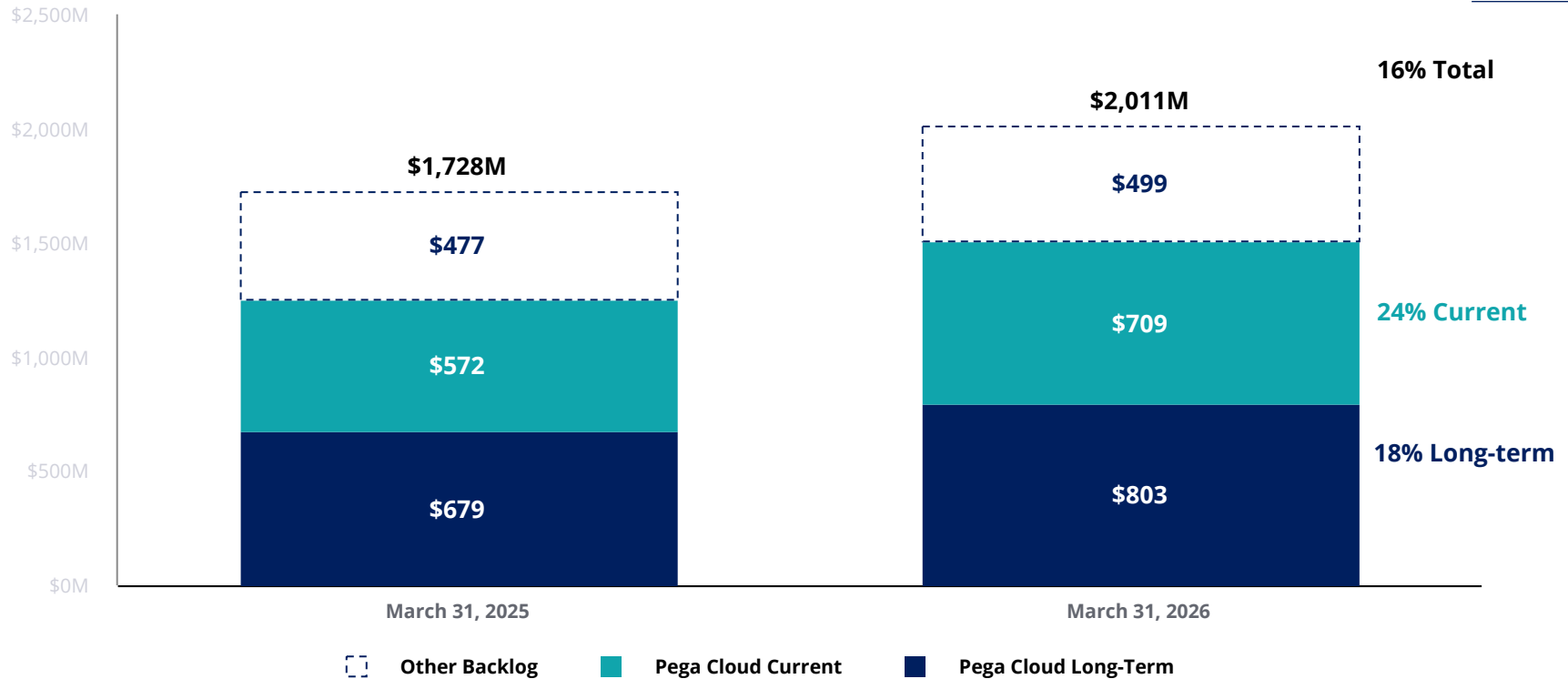
Trailing 12 Months



Pega backlog:

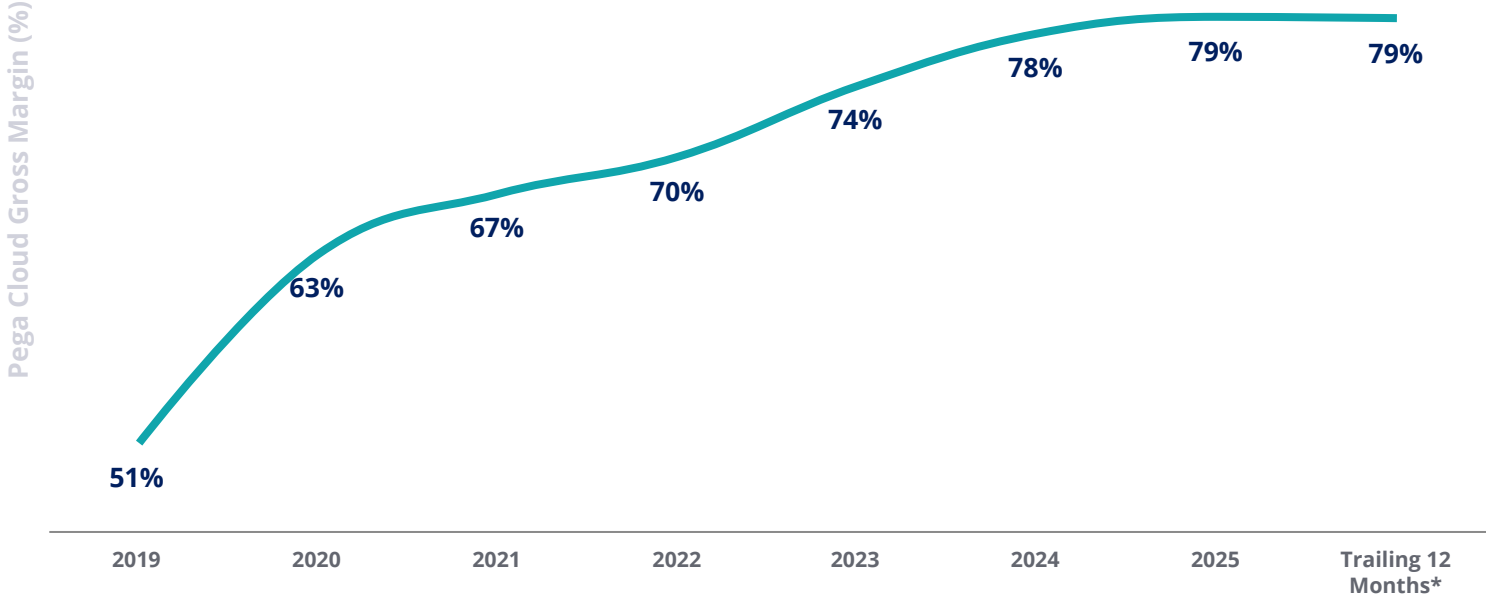
Pega Cloud backlog up 21% & represents 75% of total backlog as reported

Growth since March 31, 2025:



Pega Cloud gross margin

Pega Cloud gross margin has improved over time



Operating and free cash flow reconciliation

	Three Months Ended March 31,			
	2026	2025	2024	2023
<i>(dollars in thousands)</i>				
Cash provided by operating activities	\$ 212,251	\$ 204,228	\$ 180,146	\$ 68,107
Investment in property and equipment	(5,726)	(1,880)	(604)	(11,487)
Free cash flow ⁽¹⁾	<u>\$ 206,525</u>	<u>\$ 202,348</u>	<u>\$ 179,542</u>	<u>\$ 56,620</u>
 <u>Supplemental information</u> ⁽²⁾				
Legal fees	\$ 2,801	\$ 2,413		
Restructuring	6,711	1,184		
Interest paid on convertible senior notes	—	1,754		
Income taxes, net of refunds	5,233	4,102		
	<u>\$ 14,745</u>	<u>\$ 9,453</u>		

(1) Our non-GAAP free cash flow is defined as cash provided by operating activities less investment in property and equipment. Investment in property and equipment fluctuates in amount and frequency and is significantly affected by the timing and size of investments in our facilities and equipment. We provide information on free cash flow to enable investors to assess our ability to generate cash without incurring additional external financings. This information is not a substitute for financial measures prepared under U.S. GAAP.

(2) The supplemental information discloses items that affect our cash flows and are considered by management not to be representative of our core business operations and ongoing operational performance.

- *Legal fees:* Legal and related fees arising from proceedings outside the ordinary course of business.
- *Restructuring:* Restructuring fluctuates in amount and frequency and is significantly affected by the timing and size of our restructuring activities.
- *Interest on convertible senior notes:* In February 2020, we issued convertible senior notes (the "Notes"), due March 1, 2025, in a private placement. The Notes accrued interest at an annual rate of 0.75%, paid semi-annually in arrears on March 1 and September 1. The outstanding Notes were repaid in their entirety at maturity.
- *Income taxes, net of refunds:* Direct income taxes paid net of refunds received.