

Conference schedule

Sunday,
June 7

Hands-on Training Classes

\$200/Class with PegaWorld Registration
(pre-registration required)

Room	365	366	367	368	369
9:00 AM - 12:30 PM	CPLSA Architecture Exam Prep Session <i>Full day course</i>	Intro to Pega Solution Designer Skills	Reimagine Software Development with Blueprint Delivered™ - Pt. 1 Solution Designing	AI You Can Trust: Automating Complex Workflows with Predictable Agents	Building Enterprise-Grade Agentic Self-Service Solutions
1:30 - 5:00 PM		Intro to Pega Solution Designer Skills	Reimagine Software Development with Blueprint Delivered™ - Pt. 2 Solution Building	UX for All: Build Efficient, Elegant, Workflow Apps	Harnessing Pega Customer Engagement Blueprint for Rapid Business Value
Room	316				
4:00 - 6:30 PM	PegaWorld Partner Summit*				
7:00 - 9:00 PM	Welcome Reception and Dinner sponsored by Accenture and Cognizant Grand Pool				

*Partner Exclusive



Interested in attending Hands-on Training classes?
Sign up on site at the registration desk

Conference schedule

Monday, June 8

[Communications & Media \(Comms\)](#)
[Cross-Industries \(Cross-Ind\)](#)
[Financial Services \(FS\)](#)
[Government \(Gov\)](#)
[Healthcare & Life Sciences \(HL\)](#)
[Insurance \(Ins\)](#)
[Manufacturing \(Manf\)](#)
[Transportation \(Transp\)](#)

7:30 - 8:45 AM **Breakfast** | Grand Pool

9:00 - 11:00 AM Grand Garden Arena	9:00 – 9:30 AM The Business Metamorphosis: Moving from App Rigidity to Business Fluidity Alan Trefler, Founder and CEO, Pega	9:30 – 9:45 AM The Confidence Curve: How MetLife Learned to Trust AI at Scale Nick Nadgauda, Executive Vice President and Global Chief Information Officer, MetLife	9:45 – 10:00 AM The Modernization Power Move: AWS Transform + Pega Blueprint Omri Kessel, GM - Agentic AI Modernization, AWS	10:00 – 10:15 AM COBOL, Meet Cloud: Unum Group's Ultimate Modernization Glow-up Shelia Anderson, Executive Vice President, Chief Information and Digital Officer, Unum Group	10:15 – 11:00 AM Look Ma! No Hands!!!! Kerim Akgonul, Chief Product Officer, Pega
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Room	315	316	317	355	357	359	361	363	365	369
11:30 AM - 12:15 PM	Modernizing Service at PREMIER Bankcard : From Onboarding to Disputes and Beyond (FS)	Ethical AI in Action: Building Trust and Transparency in Innovation (Cross-Ind)	Unleash AI Safely: Secure, Monitor & Govern Your Pega GenAI Ecosystem (Cross-Ind)	Deutsche Telekom : Revolutionizing ERP: Cloud-ready, Clean-core, and Pega-powered (Comms)	Accenture : Beyond Buy vs. Build: Making Agentic AI Work at Scale (Cross-Ind)	Unum : Modernizing VB Claims with AI-Driven Insight (Ins)	The Great Debate, Tech or Humans?: The Biggest Business Transformation Enabler for Customer Engagement (Cross-Ind)	Pega 101: From AI Innovation to Business Outcomes (Cross-Ind)	Reimagining Client Engagement: Standard Chartered Bank's Journey to AI Driven Personalisation at Scale (FS)	Virtusa : Architecting the Agentic "Terraform": Liquidating Legacy Debt for an AI-First Future (HL)

12:15 - 2:15 PM **Lunch sponsored by EY and Meet-ups** | Grand Ballroom, Conference Center Level 1

1:15 - 2:00 PM	Metlife : New Frontier in Action: Re-Architecting Execution at the Intersection of Governance, AI, and Speed (Ins)	Moving Fast Without Losing Control: The New Rules of Governing Agentic Workflows (Cross-Ind)	From Notes to Blueprint to Infinity (Cross-Ind)	Department of Veterans Affairs : Modernizing Veteran Family Member Programs: Better supporting Veterans and their families (Gov)	AWS : Smarter Service at Scale: Powering Amazon Connect with Pega Customer Service Workflow (Cross-Ind)	NBA in Action: Cross Industry Use Cases for Hyper-personalization (Cross-Ind)	Accenture : The End of Code-First Modernization: How AI Is Rewriting the Mainframe Playbook (Cross-Ind)	Valencia Reinvents Care: AI + PegaCloud for Personalized Health (HL)	From Legacy to Leadership: Zurich North America's Journey to Scalable, Smart Insurance Operations (Ins)	Turning Legacy into Light Speed: Daimler Truck's 14-week Transformation with Pega (FS)
2:15 - 3:00 PM	High-Performance Pega Transformation: The AI Blueprint in Action (Cross-Ind)	Maximizing AI-powered Engagement: The Shifts Driving High-impact Transformation (FS)	Supercharging Sales: InterSystems Journey with Pega AI (HL)	Sun Life Delivers Instant Answers: Empowering Agents with Knowledge Buddy (Ins)	Infosys : Pega Migration to Cloud with Upgrade from V23.X to V25.X (HL)	Breaking Legacy Barriers: Axtel's Blueprint for Operational Excellence (Comms)	Cognizant : AI Velocity: From Promise to Reality (Cross-Ind)	Lloyds Banking Group : AI-powered Commercial Banking Transformation with Pega (FS)	Vibe to Live: 8X Faster Go-lives with Pega (Cross-Ind)	Beyond RPA, BPA, and Low Code: Gartner's BOAT Framework for Unified Enterprise Automation (Cross-Ind)
3:15 - 4:00 PM	CNO Financial's Bold Move: Modernizing Sales & Service with Pega AI (Ins)	PegaWorld 2026 Vision & Roadmap for Customer Decision Hub (Cross-Ind)	Rabobank : From Content to Action: Enabling Conversational Journeys with Pega's Agentic Fabric (FS)	Orchestrating the Next Best Trip: How Transavia Achieved Uplift and Happier Customers (Transp)	From Legacy to Launch: Scaling AI-Driven Legacy Transformation with Capgemini CAALM and Pega Agents (Cross-Ind)	Modivcare's 42-day Digital Transformation: Speed Meets Impact (HL)	The Agentic Advantage: How Pega Platform™ Autonomous Enterprise Architecture Powers Innovation (Cross-Ind)	From Vision to Reality: Citi Wealth Delivers Client Servicing Platform in Record Time (FS)	Swivel Chair to Single Pane: How Blue Shield of California is reimagining Customer Service with Pega (HL)	Easy as ABC: Update Pega Infinity on Pega Cloud (Cross-Ind)

4:00 - 6:00 PM **Innovation Hub Reception sponsored by EY, Infosys, and Virtusa** | Innovation Hub

7:00 - 9:30 PM **Pegapalooza Music Festival with drinks, dinner, and networking** | Grand Garden Arena



Conference schedule

Tuesday,
June 9

Communications & Media (Comms) Cross-Industries (Cross-Ind) Financial Services (FS) Government (Gov) Healthcare & Life Sciences (HL) Insurance (Ins) Manufacturing (Manf) Transportation (Transp)

7:30 - 8:45 AM | **Breakfast** | Grand Pool

9:00 - 11:00 AM Grand Garden Arena	9:00 – 9:30 AM Wells Fargo: 70 million customers. 6 billion decisions. Zero guesswork. Marcia Osborne, Consumer Banking and Lending Marketing Senior Executive, Wells Fargo Giles Richardson, Executive Vice President of Marketing Strategy and Delivery, Wells Fargo	9:30 – 10:10 AM Under the Hood of Agentic AI: Possibility, Predictability, Power Don Schuerman, CTO and Head of Marketing, Pega Dr. Rob Walker, GM, 1:1 Customer Engagement, Pega	10:10 – 11:00 AM The AI Reckoning: Turning Ambition into Enterprise Transformation Ravi Kumar, Chief Executive Officer, Cognizant Dianne Ledingham, Advisory Partner, Bain & Company Alan Trefler, Founder and CEO, Pega
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Room	315	316	317	355	357	359	361	363	365	369
11:30 AM - 12:15 PM	From Skeptic to Believer: How Wells Fargo Got Stakeholders to Trust Automated Decisioning (FS)	Inclusive by Design: How Psychological Bravery Fuels Innovation and Growth (Cross-Ind)	Blueprint Live - Build & Deploy Agentic Workflow in 30 Min (Cross-Ind)	Transforming Payments at Scale: How the Global EY Organization and Pega are Powering Industry Leaders (Cross-Ind)	New York Life: Compliance Reinventd: 40% Less Effort, 100% More Transparency (Ins)	AI in Action: Must-try Agentic Use Cases for Next-level Customer Service (Cross-Ind)	Delivering 1:1 Engagement: Transforming Marketing with Customer Engagement Blueprint (Cross-Ind)	Predictable AI Agents: Smarter Automation with Control and Confidence (Cross-Ind)	Smarter Engagement at Scale: UNIQA's AI-powered Omni-channel Strategy (Ins)	Cognizant: AI Unlocked: Legacy Transformation by Excellus BlueCross BlueShield (HL)

12:15 - 2:15 PM | **Lunch and Meet-ups** | Grand Ballroom, Conference Center Level 1

1:15 - 2:00 PM	All Eyes on Ops: Edward Jones Creates Harmony with Pega Process Fabric (FS)	Legacy to Low-Code: AI-Powered Modernization Journeys (Cross-Ind)	Approved! Bank of Queensland's Leading Edge Lending Revolution (FS)	Lightroad: £2.7B and Counting: Reinventing Debt Management with Pega (Gov)	Forrester: AI Decisioning in an Agentic World: What It Really Takes for AI to Act at Enterprise Scale (Cross-Ind)	Proximus: Transform and Deliver Your Legacy App with Pega Blueprint in Just Weeks! (Comms)	Centene's Automation Revolution: From Manual Pain to Automated Gain (HL)	Navigating the Future of Customer Service: A Strategic Roadmap (Cross-Ind)	Segment of Me: Verizon's Journey to Hyper-Personalization (FS)	Breaking Legacy Barriers: Allianz's Journey to Rapid Modernization (Ins)
2:15 - 3:00 PM	Transforming Back Office Operations at Blue Shield of California with Pega Workflow Automation (HL)	Transformation Transformed: How Blueprint Drives Speed and Simplicity (Cross-Ind)	First Citizen Bank: Turning Data Into Decisions, Collections Into Connections (FS)	Reimagining the Front Door: How Corebridge Turned Emails into Automated Workflows with Pega + AI (Ins)	BT Business: Elevating Customer Engagement with AI and Pega Customer Decision Hub (Comms)	The Next Era of Banking: How Mizuho Bank is Pioneering AI-driven Automation (FS)	From Friction to Fans: Allied Solutions' Enterprise Pega Transformation (Ins)	Simplifying Credit: Bradesco's AI-powered Retail Revolution (FS)	Lightning-Fast Self-Service: Accelerate Go Live with Workflow-Driven, Agentic Service (Cross-Ind)	Reinventing Legacy: How Pennsylvania and Accenture Transformed Public Service with AI (Gov)
3:15 - 4:00 PM	The Next Best Action Transformation: RAPP's Clean Data + Smart Decisioning Strategy for Superior Conversions (Gov)	Pega Vision & Roadmap: Building the Autonomous Enterprise (Cross-Ind)	Aflac's Call Center Revolution: From Legacy to Lightning-speed Service (Ins)	Put Pega at the Center of Your SAP Transformation (Cross-Ind)	Click, Ship, Done: Westinghouse Accelerates Orders with Pega + AI (Manf)	AI-led Mainframe Modernization with Pega and AWS: Accelerating Cloud Transformation (Cross-Ind)	Applied Agentic AI: How enGen is Orchestrating Next-Gen Care for Payors (HL)	The Architecture of Trust: The Enterprise Foundation for Generative AI (Cross-Ind)	MISUMI's Digital Edge: AI-powered Service for the Modern Era (Manf)	Legacy Modernization at Scale: Nationwide's 10-year old Mortgage System Transformed in 10 Months (FS)

4:00 - 6:30 PM | **Closing Reception and Chess Tournament** | Innovation Hub