



PEGA CONSULTING COE ACCELERATOR PACKAGES

DRIVE ADOPTION, SUCCESS, AND RETURN ON INVESTMENT

AT A GLANCE

KEY CHALLENGE

Early in the Pega journey, forward thinking organizations create a Center of Excellence (COE) team to provide leadership, best practices, support, and training that lower risk and maximize their investment. It is not uncommon that organizations don't have the time, experience, and best practices needed to create a COE on their own.

THE SOLUTION

Pega Consulting's COE Accelerator experts work closely with each client to create the COE vision and strategy. They develop foundational processes, provide governance, and create a customer-specific operating model. The COE Accelerator collapses COE development time from 3 to 6 months down to 4 to 6 weeks.

JPMORGAN CHASE COE SUPPORTS PROJECT INITIATIVES

JPMorgan Chase saves hundreds of initial build hours per project with reusable assets and substantially reduces costs with weeks faster go-lives using agile methodology. Their COE team streamlines maintenance with fewer performance issues due to increased governance and guardrail compliance.

GAIN MAXIMUM BUSINESS BENEFIT FROM EVERY PEGA SOLUTION

The COE Accelerator leverages Pega's COE body of knowledge and expertise with people, processes, and enterprise policies and standards to expedite and maximize the return on your Pega investment. Pega offers accelerator services tailored to where you are in your Pega journey. Pega Consulting offers staged packages to rapidly set up the strategy and management, core execution capabilities, and operational components tailored to your business.

Pega's team of expert COE consultants work closely with you to establish your initial COE, leveraging Pega's body of knowledge, and customizing the relevant tools and processes to your practice. Pega can also provide on-going staffing and execution support as you require.

- **Stage 1 - COE Foundation.** Guides you through the process of defining their COEs' vision and establishing a custom roadmap and charter. This package also includes an assessment of the current state, taking an inventory of existing processes and supporting artifacts. From the assessment, our experts will create a gap analysis document and will work with your team to create a go-forward plan that bridges the gap between the status quo and COE vision.
- **Stage 2 - COE Development (Building on Stage 1).** Defines and customizes the structure, tools, and practices around the COE vision and establishes the COE's management, core delivery/execution capabilities, and operational support model. This package, together with the COE Foundation, delivers the tools and guidance for you to set up and execute on the COE roadmap internally, leveraging Pega Consulting expertise.
- **Stage 3 - COE Operations.** Mobilizes Pega's team of experts to operationalize the COE through "shoulder-to-shoulder" support, enablement, and coaching. The objective is to make the COE self-sufficient through co-delivering COE operations.

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THE PEGA DIFFERENCE

Stage 1 - COE Foundation Package

Typically requires 3 resources for 3 weeks, totaling 360 man-hours.

Key deliverables:

- Well-defined COE objectives, charter, and dashboard
- COE organizational structure with capacity plans, roles, and responsibilities
- COE roadmap for the near, medium, and long term
- COE related inventory of processes and supporting artifacts
- Gap Analysis document
- Go-Forward Plan created with the client

Stage 2 - COE Development Package

Typically requires 3 resources for 2-4 weeks, totaling 200-400 man-hours. Key deliverables (based on objectives and roadmap defined in Stage 1) could include:

- Business Process Architecture overview
- Enterprise Policies and Standards providing tools, processes, and best practices for:
 - Testing strategies and load tests, tuning performance
 - Designing and building reusable connectors
 - High-level data management recommendations
 - Pega reference architecture, work management routing, and organization hierarchy
 - Pega deployment strategies for large enterprises
 - Enterprise Class Structure deep-dive to support all Pega applications including design and elements for reuse
 - Pega Security Architecture and single sign-on
- Demand management and project intake
- Enablement Plan
- Methodology Alignment Workshop to co-create a blended methodology
- Project Governance Alignment Workshop to review customer governance models and introduce Pega best practices
- Technical architecture approach and recommendations

Stage 3 - COE Operations Package

Includes field resources for “shoulder-to-shoulder” support to mentor your staff while they learn by doing. Alternatively, the package can offer pre-paid hours from the Pega BPM Adoption practice. Typical delivery is 8+ weeks with 1 to 3 resources, totaling 320 to 960 man-hours, depending upon the complexity. Key deliverables:

- First quarter roadmap implementation
- Beginning implementation of demand management, project intake processes, and enablement plan
- Operationalized enterprise policies and standards
- Client enablement on design and implementation, DCO, executing the defined methodology, and governance

Getting Started

Please contact your Pega Consulting Practice Leader to discuss your needs and circumstances for a COE Accelerator Package. Your Practice Leader will work with you to schedule the engagement.

A COE influences three main areas: People, Process, and Technology.

