



# PEGA CONSULTING USABILITY REVIEW

*INCREASE PEGA APPLICATION USEABILITY WITH PRACTICAL UI RECOMMENDATIONS*

## AT A GLANCE

### KEY CHALLENGE

Users expect the UI to be intuitive, responsive, and appealing whether they are accessing the Web, Mobile devices, business sites, or consumer applications. To ensure strong user adoption with an intuitive, guided design, especially for consumer facing and large scale applications, a solid UI design is a core requirement to the implementation methodology.

### THE SOLUTION

The Pega Usability Review provides check points during Design to accommodate the application tasks and the users' needs. The Usability Review:

- Guides users through business processes for greater satisfaction and positive perception
- Improves performance, enabling users to complete work faster, with fewer errors and navigation issues
- Avoids costly development of unneeded features
- Reduces support costs and training by enhancing adoption and productivity

## RIGHT FUNCTIONALITY, AT THE RIGHT TIME, TO THE RIGHT PEOPLE

Pega Consulting provides a Usability Review Service to evaluate and improve the user experience aspect of any Pega solution. Our trained professionals examine your business processes from the user's point of view. A usability review is ideally performed in the Design phase, as well as during the Construction phase, to validate design decisions and provide tactical and strategic recommendations.

Our Usability Reviews include a detailed description of the observations while also providing both tactical and strategic user interface recommendations.

Additional features include:

- **Standards Methods**  
To identify issues, we employ expert evaluations, heuristic and standards reviews, and formal usability analysis
- **Expertise**  
Our Human Factors experts apply advanced knowledge of Pega UI and user experience design methods
- **Build for Change**  
With a focus on your usability goals, ensure the user experience is optimized and users' needs are met in future iterations
- **Multi-channel Ease of Use**  
The Usability Review ensures that your applications look and behave appropriately on different devices
- **Accessibility**  
The Usability Review pays attention to the design needs of all users, and includes capabilities for those needing special modes of interaction
- **Expedited Application Development**  
The Pega Platform and strategic applications provide many robust capabilities out of the box. In order to keep projects on-time, on scope, and on budget, we identify opportunities for reuse as well as what is easy to construct inside the Pega model
- **Deliver Stand-Alone or With Other Services**  
The Usability Review can complement design discussions or UX project support, or it can be incorporated into a Design Review or Performance Health Check

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## THE PEGA DIFFERENCE

### Pega Consulting Resources

- The Pegasystems Usability Review is generally a five day engagement led by a seasoned User Experience (UX) Architect who will review all aspects of the application that touch the user (Use Cases, Tasks, UI, and Business User Input). Using a Usability Severity Scale, the UX Architect will grade the issues found, giving priority and guidance for resolution. Results are typically provided in a formal report and in a presentation of the findings with recommendations.
- All Pega Consulting resources are experienced in implementing Pega applications and are Pega-certified. Depending on the complexity of the application, other internal resources may be consulted to support the development of the final recommendation.

### Getting Starting

- Please contact your Pega Consulting Practice Leader to discuss your needs and circumstances for a Usability Review or other UX Services. Your Practice Leader will work with you to schedule the engagement.

### About Pegasystems

- Pegasystems revolutionizes how leading organizations optimize customer experience and automate operations. Our strategic applications seamlessly connect customers' marketing, sales, and customer service to their back office operations, and they are uniquely built to rapidly adapt and scale to meet changing consumer demands. We've reinvented CRM to meet customers' needs for a personalized, real-time experience via any channel. For more information, please visit us at [www.pega.com](http://www.pega.com).