

Cloud choice: Pega Cloud Services

Focus on customer journeys, outcomes, and experiences

A Pega Datasheet

Customer engagement and digital process automation are the foundation of a strong business. Engaged customers drive growth and help ensure repeat business, while efficient operations allow seamless delivery of services. To deliver on engagement and automation, enterprises need a platform on which to rapidly deploy and change software applications.

If you want to configure, deploy, and administer applications quickly, you need a purpose-built solution. Pega Infinity™ delivers model-based application design on a secure cloud architecture to support customer journeys, outcomes, and seamless end-to-end experiences. Pega Infinity™, on Pega Cloud® Services, enables your team to develop applications on cloud infrastructure optimized for your workloads. The platform scales for growth and maintains compliance with global standards, ensuring confidence.

With Pega Cloud Services, you get the power of Pega Infinity™ on a platform that is:

- The fastest path to delivering value with Pega
- Secure and compliant with rigorous global standards across industries
- Scalable to meet the requirements of fast-growing enterprises

Challenge

The majority of enterprise workloads are migrating to the cloud, leaving information technology teams to prioritize countless systems and platforms for the move. Application users need the support provided by modern platforms immediately. IT teams must prioritize business value and rapid deployment, often without the benefit of additional resources.

Solution

Pega Cloud Services is the fully-managed cloud deployment choice for Pega Infinity™. It provides the tools, environments, and operational support built for the enterprise, enabling teams to execute digital transformation goals. With Pega Cloud Services, clients can focus on building and maintaining their applications, and not on maintaining another cloud platform.

Go global

- Deploy your cloud globally on secured infrastructure, architected to meet almost any business requirement for digital process automation and customer engagement. With rapid provisioning and a global support team, Pega Cloud Services is the fastest, most complete path to delivering value to your customer.
- Optimize performance with insights provided by intelligent monitoring, with Pega Predictive Diagnostic Cloud.

Ensure resiliency and availability

- Accomplish continuous performance tuning through automated backup, failover, configuration analysis, and more.
- Ensure that all applications developed on Pega Infinity™ meet best practices for performant design, via Pega's Guardrails automation.
- Guarantee your applications are available to users when needed with Pega's Operations Services. These services include monitoring, response, and patching, as well as response to operational issues, as well as code maintenance and troubleshooting.

Put security first

- Meet the most stringent security requirements. With data encryption in transit and at rest using AES 256-bit standards, application data remains secure.
- Ensure the security of your application with Pega's expert operations team. The team monitors the infrastructure and database for your application to empower ongoing performance.
- Stay compliant. Pega Cloud Services is audited against many global compliance standards including HIPAA, SOC 2 Type 2, and PCI DSS. We maintain a complete list of certifications on the Pega Trust Center (<https://www1.pega.com/products/cloud/pega-trust-center>).

Move fast

- Get up and running on Pega Infinity™ faster than on other public or private cloud deployments. This is possible because all the configuration is done for you.
- Receive a complete platform for customer engagement and digital process automation out of the box, with enterprise-grade architecture and security and support included on all contracts.