

# Cloud choice: Pega Cloud Services

Focus on customer journeys, outcomes, and experiences

## A Pega Cloud Datasheet

---

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

If you want to be able to configure, deploy, and administer applications quickly, you need a purpose-built solution. Pega Infinity™ delivers model-based application design on a secure cloud, architected to support customer journeys, outcomes, and seamless end-to-end experiences. Pega Infinity on Pega Cloud Services empowers your team to develop applications on a cloud infrastructure optimized for your workloads. Better still, Pega Platform™ scales for growth and maintains compliance with global standards.

Pega Cloud is the fastest, safest, most cost-effective way to deploy your Pega Infinity solution. Pega Cloud Services delivers:

- **Faster** value with reduced operational effort
- **Proven** security and privacy, certified against rigorous global standards
- **Guaranteed** sustainability with continuous upgrades and patching

### Challenge

The majority of enterprise workloads are migrating to the cloud, leaving IT 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 that enables teams to execute digital transformation goals. With Pega Cloud Services, clients can focus on building and maintaining applications – 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 customers.
- 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 performance design, via Pega's Guardrails automation.
- Guarantee your applications are available to users when needed with Pega Operations Services. These services include monitoring, response, and patching, and response to operational issues, as well as code maintenance and troubleshooting with recovery point objective of one minute, and recovery time objective of four minutes.

## Put security first

- Manage user and system data access with role-based controls. Simplify native identity access management and integration with leading single sign-on technologies, including SAML, OAuth, and Active Directory.
- Comply with global security and privacy standards, including ISO 27001, HITRUST, SOC2, Type 2, PCI/DSS, and FedRAMP. Operate securely with network rulesets and access controls.
- Integrate with confidence. There are multiple ways to connect with systems in enterprise environments, including HTTPS, Direct Connect, Virtual Private Network, and SFTP.

## Move fast

- Get up and running on Pega Infinity faster than on any other public or private cloud deployments..
- 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.