PEGA

Pega Center of Excellence services

Accelerate time to value and drive down delivery costs

The Pega Center of Excellence (CoE) services help you maximize the return on your Pega investment, using best practices and techniques for delivery excellence. Our customized packages help you rapidly create your CoE vision, core execution capabilities, and operational components tailored to your desired business outcomes.

A team of CoE specialists will partner with you to establish your initial CoE or take your existing CoE to the next level. We also provide staffing and execution support to optimize your CoE as it matures.

Pega recommends a crawl, walk, run approach to establishing your CoE, so you can deliver value early and quickly adapt to business changes. With this approach, our clients have successfully:

- Advanced knowledge and improved delivery capabilities through role-based enablement
- Accelerated development and reduced delivery costs through reuse
- Instituted scalable, agile delivery models to enable delivery at scale
- Adopted experience design to unlock great user experiences and user adoption
- Improved solution quality through enterprise policies and standards, best practices, and technical governance

CoE Vision Workshop

If you are a new Pega client with three or less applications, the CoE Vision Workshop is an ideal fit. Pega experts conduct the CoE vision workshop using design thinking and innovation principles to assist clients with defining CoE their charter, roles, structure, and MLP1 goals.

CoE Quick Start

Once the CoE vision is defined, the Pega Enterprise Advisory Services team will provide detailed artifacts as well as supporting documentation and recommendations for short term implementation goals; i.e. solutions for high priority issues that the CoE wants to address that enables clients to quickly establish and implement their CoE MLP1 goals.

CoE Accelerator

The CoE Accelerator offering is the right choice if you want to maximize the value of your existing CoE. It is a comprehensive engagement that starts with redefining your CoE vision and bringing it to life through shoulder-to-shoulder support, enablement, and coaching.

Challenge

Creating a new CoE or refreshing an existing CoE can be challenging if you don't have the time, experience, or knowledge of the techniques required to deliver success at scale.

Solution

Pega's CoE services experts work closely with you to define a CoE vision and strategy that reflects where you are on your business transformation journey. Pega has worked with hundreds of clients, helping them align business and technology resources to deliver transformational Pega solutions that delight users.

Timing and deliverables

CoE Vision to Value Workshop

During the CoE Vision to Value workshop, Pega uses design techniques to create the initial, or MLP, version of the CoE. Attendees are actively involved in designing the CoE's structure, scope, and success definition. Key deliverables from the workshop include:

- CoE charter and MLP1 goals
- Role definitions
- Recommended structure
- Success metrics and measurement framework
- High-level implementation plan
- Aspirational roadmap

CoE Quick Start

Following the Vision to Value workshop, Pega CoE specialists can help you bring the implementation plan to life, establishing the MLP1 version of the CoE and building the foundation for success. Key deliverables are based on priorities identified in the Workshop, and typically cover:

- Reuse
- Enterprise policies and standards
- Delivery best practices
- Technical governance tools and artifacts
- Role-based enablement and onboarding
- Communication plan

CoE Accelerator

CoE specialists can work with you to assess the health of your current delivery practices. We then identify possible opportunities to transform your practice to a more effective and efficient model and provide actionable recommendations and strategies to maximize your Pega ROI. Key deliverables include:

- Documentation of current delivery challenges and emerging problems that the CoE can solve
- Recommendations for the new CoE vision, charter, and organization structure
- Updated implementation plan and roadmap
- Customized best practices for priority areas for mature CoEs, including upgrades, reuse, DevOps, technical governance, the CoE front door, knowledge management and other improvements

Pega resources

Pega Center of Excellence services are typically led by a CoE experts and may also include a Pega Project Delivery Leader, Lead System Architect, and/or a Consulting Solutions Executive. This team establishes the CoE engagement deliverables and timelines. These leaders also ensure that you have access to Pega resources across the ecosystem.

Getting started

Please contact your Pega Consulting Solutions Executive about engaging a CoE expert so that together you can begin to determine which CoE solution and offering is right for you.

Your Pega CoE coordinates enterprise-wide

1. Leadership
2. Expert support
3. Governance