If you've driven a car, used a credit card, called a company for service, opened an account, flown on a plane, submitted a claim, or performed countless other everyday tasks, chances are you've interacted with Pega. Our cloud software empowers the world's leading companies to maximize customer value. Streamline customer service experiences. Cut costs. Crush complexity. And deliver real digital transformation outcomes. How? With award-winning CRM, case management, intelligent automation, robotics, AI, real-time decisioning, and more.

Learn more about us at pega.com.

What sets Pega apart?

Our unified architecture is built from the ground up to be fast, powerful, and agile.

- **Real-time omni-channel AI**
  Personalize every customer interaction, everywhere.

- **End-to-end automation and robotics**
  Award-winning case management lets you get work done. Period.

- **Journey-centric rapid delivery**
  Get value fast by transforming one microjourney™ at a time.

- **Multi-dimensional power**
  Start fast and scale big with patented Situational Layer Cake™ architecture.

- **Model driven. Low code.**
  Coding is slow and archaic. Pega is 100% visual and truly collaborative.

- **Cloud choice**
  Run software on our cloud, your cloud, a partner's cloud - without lock-in.

Quick facts

- Launched in 1983 by Founder and CEO Alan Trefler
- Headquarters in Cambridge, Massachusetts, USA
- Regional offices across North America, Europe, Latin America, and Asia Pacific
- 5,000+ employees worldwide
- Dozens of patents and awards for software innovation
- Publicly held (NASDAQ: PEGA)
- Robust partner and alliance network

Every day, Pega powers...

- **Millions** of automated processes
- **Billions** of customer interactions
- **Trillions** of dollars of business

For more information, please contact your Pegasystems representative, visit us on the web at pega.com, or email us at info@pega.com.

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Powerful organizations. Powered by Pega.
Our global clients span continents and industries, including:

- **9 of the top 10 healthcare companies**
- **9 of the top 10 insurance companies**
- **7 of the top 10 global banks**
- **7 of the top 10 global communications service providers**

Learn more at [pega.com](http://pega.com).

Did we mention we're an industry leader?
Top industry analyst firms consistently rank Pega software as a leader in CRM applications and platforms. See our latest high rankings from Gartner, Forrester, and more at [pega.com/analyst-reports](http://pega.com/analyst-reports).

41 offices worldwide

**Americas**
Corporate Headquarters **Cambridge**
Alpharetta | Bethesda | Chicago | Detroit | Dulles | Irving | New York
Jersey City | Salem | Santa Clara | Toronto | Waterloo | Ciudad de México | São Paulo

**Europe & Middle East**
European Headquarters **Reading**
Paris | München | Milan | Kraków | Moscow | Madrid
Stockholm | Zürich | Amsterdam | Istanbul | Kielce

**Asia Pacific**
Asia Pacific Headquarters **Sydney**
Auckland | Brisbane | Canberra | Melbourne | Beijing | Hong Kong
Bangalore | Hyderabad | Mumbai | Tokyo | Wellington | Singapore | Thailand

**Client highlights**

**Financial services**
Bank of America
Barclays
Citigroup
Commonwealth Bank of Australia
Deutsche Bank
Grupo Santander
HSBC
JP Morgan Chase
Mitsubishi UFJ Financial
Wells Fargo

**Insurance**
Aegis
Aegon
AFLAC
AIG
Allianz
BNP Paribas
CSAA
New York Life
QBE
Tokio Marine

**Healthcare**
Aetna
Anthem
Cigna
CVS
Delta Dental
Humana
Kaiser Permanente
QUEST labs
Tenet Health
United Health Group

**Communications & media**
AT&T
BT Group
EE
Elisa
Liberty Global
Orange
Sprint
Talk Talk
Vodafone

**Government**
Australian Department of Immigration and Border Protection
Federal Bureau of Investigation
HM Revenue & Customs
New South Wales Department of Justice
State of California
State of New Jersey
UK Department of Work and Pensions
US Department of Commerce
US Department of Justice
US Department of Veterans Affairs

**Life sciences**
Bristol-Myers Squibb (BMS)
GE Healthcare
Merck (C3i)
Parexel
Pfizer
Philips
Roche/Genentech
Sanofi
TransCelerate Biopharma

**Manufacturing**
Air France/KLM
British Gas
Cisco
Coca-Cola
Con Edison
FedEx
Ford
GM OnStar
Intel
Nissan
Rolls Royce
Siemens
Toyota

*See success stories at [pega.com/customers](http://pega.com/customers).*

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Citigroup
Commonwealth Bank of Australia
Deutsche Bank
Grupo Santander
HSBC
JP Morgan Chase
Mitsubishi UFJ Financial
Wells Fargo

**Insurance**
Aegis
Aegon
AFLAC
AIG
Allianz
BNP Paribas
CSAA
New York Life
QBE
Tokio Marine

**Healthcare**
Aetna
Anthem
Cigna
CVS
Delta Dental
Humana
Kaiser Permanente
QUEST labs
Tenet Health
United Health Group

**Communications & media**
AT&T
BT Group
EE
Elisa
Liberty Global
Orange
Sprint
Talk Talk
Vodafone

**Government**
Australian Department of Immigration and Border Protection
Federal Bureau of Investigation
HM Revenue & Customs
New South Wales Department of Justice
State of California
State of New Jersey
UK Department of Work and Pensions
US Department of Commerce
US Department of Justice
US Department of Veterans Affairs

**Life sciences**
Bristol-Myers Squibb (BMS)
GE Healthcare
Merck (C3i)
Parexel
Pfizer
Philips
Roche/Genentech
Sanofi
TransCelerate Biopharma

**Manufacturing**
Air France/KLM
British Gas
Cisco
Coca-Cola
Con Edison
FedEx
Ford
GM OnStar
Intel
Nissan
Rolls Royce
Siemens
Toyota

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