

The Intelligent Transformation and Automation Of **Defence** Processes

Driving better, faster outcomes
with greater agility



Australian Government
Department of Defence



PEGA®

Imagine the force multiplier effect of simpler, more agile, highly automated processes. Imagine equipping Defence people to make better decisions, to get work done and respond to change with greater speed, efficiency and effectiveness.



Australia's Department of Defence proudly maintains a world class and highly potent military capability. Its role and mission in national, regional and global theatres is rapidly evolving. This demands new degrees of agility to rethink, reinvigorate, react and reinvent. To pivot, while continuing to get work done at ever *increasing speed*.

Maintaining appropriate readiness and capability at the "sharp end" while adapting to constant change requires a robust, reliable and agile complement of "back-end" systems and processes.

However, maintaining the alignment of back-end systems and processes with the changing operational needs of an agile force presents a perennial challenge.

Defence has quite appropriately invested in an ERP Program using best-in-class technology, and maintains hundreds of other dedicated-purpose systems.

Yet there are thousands of work processes that operate in the "white space" between and beyond these operational silos that are outside the scope of ERP. Processes that often rely on aggregated data from multiple silos. Processes that are in many cases cumbersome and unnecessarily manual. Linchpin processes in serious need of modernisation.

**This is where
PEGA is uniquely
able to help.**

PEGA can be Defence's "agility layer", transforming those white space processes. Ensuring they remain aligned with evolving operational needs. Allowing rapid and centrally administered changes to process logic and business rules. Enabling mobile enabled applications and process flows, all the way out to the tactical edge.

Processes that harmonise with, rather than disturb, those vital central silos. Managed simply, centrally and securely on a platform already well established within Defence today. And all achieved incrementally, without the need for another "big bang" project.

Let us show you how Defence people can work smarter and achieve more, for less.

Alan Trefler

Founder and CEO, Pegasystems



PEGA: Defence's agility layer?

A business architecture that embraces Defence's preferred operating models, rather than insisting you adapt how you work to accommodate the limitations of the technology.

Defence can leverage its already formidable array of **re-usable PEGA solution** components from its previous projects.

Drive work to resolution efficiently, while automatically documenting the who, when, what, where, how and why of process execution for governance, compliance and audit.

Ensure ongoing interlock between evolving front-end needs and back-end capabilities, while reducing time, complexity, risk and cost.

What would change about how your people think and operate if unnecessarily manual and repetitive tasks and red tape, such as traditional forms, were largely eliminated? If such agility was achieved?



With PEGA, your processes could:



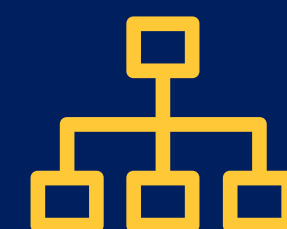
Automatically, securely and non-disruptively access and apply the right data from ERP and operational silos, in real-time.



Apply the right rules or doctrine, at the right time, and in the right way to route, track or arbitrate, for faster throughput and better informed decisions.



Apply SLA's and exception processes for reliable, on-time delivery, ensuring nothing "falls through the cracks".



Balance and harmonise activity across processes and teams with rich context and collaborative decisioning.



Weave together workflows hosted on disparate systems, freeing teams to dynamically compose interconnected applications and processes.

Your agility layer

As proven in many implementations of relevant scale and complexity, **"SAP runs better with Pega"**.

Pega **can automate and modernise the myriad of work processes** in between and beyond Defence's legacy and new SAP ERP silos, all the way out to the tactical edge. All non-disruptively synchronised with SAP.

With Pega, Defence can balance robust ERP structure and rigour with **resilience, performance, and agility**.

It can ensure **ongoing interlock** between evolving front-end needs and back-end capabilities, while **reducing time, complexity, risk and cost**.

Put simply, you get the best of both worlds so your back-end processes remain aligned with evolving operational needs.

You can:



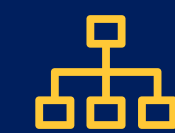
Simply, securely and non-disruptively access the right from ERP and operational silos, to serve a given process



Apply the right rules or doctrine, at the right time, and in the right way



Streamline processes to get work done faster



Synchronise and orchestrate activity across processes and teams



Move from being reactive to proactive

4 ways we can help right now

Improved Member readiness, training effectiveness and Force planning through personalised and orchestrated training journeys; *from recruitment to retirement.*



A complete picture of any Member's current and ongoing readiness, synchronised to systems of record such as PMKEYS and new ERP.



A rich and continually updated source of skills matrix data for Force planning.



A simple, convenient Course Evaluation application that generates better, richer insight for continuous improvement of course efficiency and effectiveness.



Personalised and orchestrated training curriculum via a Readiness Concierge application. Actively manage each Member's training and certifications to remain in step with their evolving duties and assignments.



Managing and automatically documenting each Member's training and certifications, flagging and remediating exceptions for readiness, compliance and safety. Helping Members visualise, engage with and work towards their promotion pathway.

4 ways we can help right now

Maintaining a fighting fit force and a comprehensive real-time health picture for each Member, *from recruitment to retirement.*



An ongoing “case” that provides context and insight, equipping prevention and proactivity.



Monitoring for indications of persons “at risk”, and triggering assessment and treatment pathways. Special needs management,



Aligned to Defence People and Defence Health management and delivery programs spanning fitness, health, mental and dental. Vaccinations & disease prevention.



Individually tailored and proactive programmes including monitoring, orchestration, evaluation and treatments.



Case management and automatic documentation of WHS incidents and events such as Hazchem, Hazmat, accidents, injuries.



Orchestrated referral to Defence Health and Well-Being services and resources.



4 ways we can help right now

A comprehensive, PEGA powered 360-degree view of Individual Readiness.



Training & Certifications Readiness



Health & Fitness Readiness



Well-Being Score



All combine to furnish a rich and consolidated picture of Member readiness.

Enables the establishment of an Individual Readiness mobile app' which drives each Member to engage, take ownership and stay on top of their personal readiness.

Combined, these simultaneously build a rich and continuously up-to-date readiness inventory at every level from individual ADF Member through to Force.

All records synchronised with Defence's various systems of record such as PMKEYS and new ERP for consistency and continuity.

4 ways we can help right now

Delighting users, empowering staff, unlocking efficiencies, reducing costs through *seamless customer experience across Defence*.

We can help by:



Providing a simple, powerful and frictionless self-service capability for Service Connect across all channels.



Intelligently guiding & seamlessly automating every service journey within Defence.



Improving outcomes for contact centre agents through responsible AI decisioning and powerful process automation capabilities.



Accelerate response time, get work done faster, and free up staff to focus on your outcomes through Service Connect.

Defence faces a sobering statistic. **Studies show that while 82% of users are typically willing to use self-service, 46% don't expect it to work.**



Support refocusing of agents' energy to high value work, faster resolution and significantly improve effectiveness and workplace satisfaction.



Providing a front door though which staff can enjoy a personalised intelligent engagements with seamless automation across at every touchpoint.

Exceed user expectations:

Define service level agreement (SLA) goals and deadlines on case stages and steps to ensure work done according to schedule.

Leverage AI to respond to email enquiries within minutes, not days improving efficiency of responding staff and delivering consistency across Defence's call centres.

Trigger actions and notifications when SLAs are missed for complete transparency.

Optimise contact centre workloads:

Route work to teams or individuals.

Dynamically define the urgency of each item.

Prioritise the work of employees and teams so the most important items get done first.

Getting a holistic 360° view:

Report on the status of work across cases.

Understand the history of each item for full transparency and auditing.

Reduce agent errors, increase Citizen and Employee experience.



U.S. Department of Veterans Affairs

Building a better customer experience with Pega

The U.S. Department of Veterans Affairs is responsible for administering programs to support Veterans, their families, and survivors.

Second in size only to the Department of Defense, VA has more than 400,000 employees and encompasses a network of more than 2,000 medical facilities, clinics, and benefits offices nationwide.

The VA has partnered with Pega since 2010 to continually improve services and ensure those who have served their country can receive the absolute best care possible.



Achieving digital transformation across the VA

U.S. Department of Veterans Affairs chose the Pega Platform to transform processes across the agency, replacing manual and paper-based systems with digital ones, to increase efficiency, transparency, and accuracy, and to improve the customer experience.

The results the VA have seen:



80+% Reduction in manual registration process.



Registration process reduced from 3 min avg to <30 seconds.



Handled 66% more payment processing without staff increase.



Est. 40% cumulative cost reduction.



Key Facts

Second largest department in the U.S. Government, with more than 400,000 employees and 2,000 medical facilities, clinics, and benefits offices nationwide.

Invoice Payment and Processing System (IPPS) for VA Financial Services Center streamlined operations, improved accuracy, and decreased invoice processing costs by 33%.

IPPS now the enterprise commercial payment platform serving all three administrations within VA.

IPPS enabled:

- 66% increase in annual invoice volume, to 2 million (up from 1.2M) with no increase in staffing;
- 33% increase in dollar value of payments processed, to \$21 billion (up from \$14B); and
- cumulative cost reduction estimated at 40%;

Pega Platform being used to transform processes across VA, replacing manual and paper-based systems with digital ones.

VA Centralized Patient Accounting Centers automated storage and retrieval of more than 7 million historical documents and processing an additional 800,000 document pages per year.

Robotic Process Automation expected to deliver up to a 50% cost reduction.

New CRM reduced the manual registration process from 3 minutes per request on average to less than 30 seconds.



[Read the full story](#)

A proven Defence partner

Pega is the central platform powering a range of exciting new applications for Defence, including **Service Connect**, the **Vetting Transformation Program** and the **Defence Common Access Card**.

Another landmark example is **PostingConnect**, which makes life easier for Defence members and their families by simplifying the posting process.

A Defence process reimaged and transformed; powered by Pega

Each year, nearly 20,000 Australian service members and their families are required to relocate and settle into new homes, schools, and jobs, either interstate or overseas, while simultaneously preparing for the demands of their new role.

Understandably, this can be a challenging experience for service members and their families, and the complex paperwork, administrative processes, and logistics can be an additional burden.

Moreover, family members previously did not have visibility into the relocation process, making it difficult to understand requirements, track progress and determine next steps.

With PostingConnect, the posting process is now streamlined, simplified, and for large portions, automated.

Service members and their families can securely access and use the PostingConnect platform to take ownership of and manage all aspects of their relocation by knowing what is required of them, the roles of all the people and organisations involved, as well as getting timely reminders of when tasks are due to be completed. The platform also helps them liaise directly with external logistics and housing service providers.

The innovative solution helps save ADF members considerable time by eliminating unnecessary, disruptive, and repetitive efforts. PostingConnect keeps ADF members informed, connected, and in control via a simple mobile app that brings together everything the user needs to know, as well as informing them of important activities that need to be completed.



The deployment and success of PostingConnect is critical for the Australian Department of Defence. It is one of many initiatives aimed at ensuring those who serve, or have served our nation, and their families are provided with the best possible support and assistance. The capabilities delivered by this project directly enhance the lives of personnel and their families— which is ultimately, what's most important. Based on the satisfaction and feedback from ADF members, the PostingConnect platform has been a huge success and has transformed the department for the better.

Mr. Greg Tickle

Director of Digital Service Research and Delivery Security and Estate Group, Defence

U.S. Marine Corps: Modernising on a major scale

The Marine Corps needed to evolve from siloed, bespoke systems and applications to a cloud-based, shared services environment that will accelerate modernisation.

The organisation used the Pega Government Platform™ as the roadmap for its pilot plan to replace legacy systems with a cloud-based, agile, connected platform.



The amount of time previously spent collecting information was time not being spent on our mission. Our system modernisation has saved thousands and thousands of person-hours and related costs, allowing us to focus on the mission.

Captain Andrew Hutcheon
IT Portfolio Manager, HQMC, Enterprise Business Transformation Office, U.S. Marine Corps

Quote sourced from: AFCEA Signal Webinar, "The Time is Now: Adopt Low- Code Automation to Make Agile Happen", July 22, 2020.



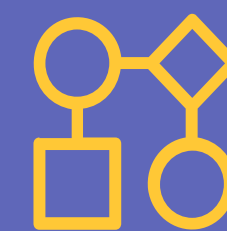
With the foundation in place, developers are now able to build and approve applications within weeks, not years.



By sharing application management controls, rule sets, and services built on the Pega Platform™, EBT can reuse objects and components, building out application functionalities once, then implementing across other applications.



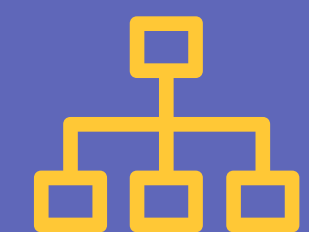
Shared services also make reuse possible across the organisation, dramatically reducing time to production.



Successfully created an agile environment, for faster development and implementation of applications



Transformed dozens of manual processes into automated ones



Built a structure for data collection and a single data environment for ongoing reporting

For Defence, driving better process efficiency and effectiveness is all about smart process redesign, the automation of unnecessarily manual or repetitive tasks or steps, the clever orchestration of people and their contributions and applying the right business rules and AI for automated routing, tracking and arbitration and fast, confident decisioning.

Put simply, it's all about "Intelligent Process Transformation and Automation".

Like many organisations, Defence has two types of work: predictable and unpredictable.

Highly predictable work can be scripted and programmed, but unpredictable work requires quick thinking and constant decision-making. For decades, managing these different types of work has been a difficult and confusing task – generally involving two different management approaches. Both capabilities are essential for Defence.

Pega Intelligent Process Automation can handle both. It brings together the people, information and systems needed to correctly and efficiently complete work on time, first time, every time. It harmonises their efforts with context for continuity, keeping all participants connected, on track and informed. It empowers people and systems to respond to events and make faster, better, collaborative decisions. It orchestrates process steps, participants and their contributions. It identifies and deals with the exceptions, ensuring nothing falls through the cracks. It allows everyone involved to work more efficiently while delivering better business outcomes. It can even make the entire concept of a form redundant. In short, Pega equips people to get work done with a great deal less time, effort and frustrating red tape.

In November 2021, Forrester Research named Pega the clear industry leader in Digital Process Automation Software. Our unrivalled track record in projects within Defence, and in projects serving degrees of scale and complexity far beyond, bear further testament to that claim.

Let's work together to explore what PEGA can do to transform your piece of the mission.

[Learn More](#)



Australian Government
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