



# PEGA GOVERNMENT OVERVIEW

IMPROVE CITIZEN LIVES

## GOVERNMENT CHALLENGES TODAY

Governments across the globe face many of the same pressures:

- Modernize legacy systems
- Reduce costs
- Improve efficiency
- Enhance constituent service
- Leverage existing investments
- Speed time to value
- Adapt to change quickly

For some, the journey is clear, however, many governments are asking, "Where do we begin?"

## ACHIEVE YOUR OBJECTIVES, START ANYWHERE

To address challenges, agency leaders are seeking solutions that are flexible for future change, scalable, low risk, and able to handle government complexity. Whether modernizing legacy systems or standing up new initiatives, there is no wrong place to begin with a unified enterprise platform approach. Incremental phases and agile configuration will get you where you need to be, and achieve results faster.

## ABOUT PEGA GOVERNMENT

Pegasystems (Pega) helps some of the largest and most complex government agencies achieve policy objectives and improve lives. Pega's clients report that Pega gives them the fastest time to value, extremely rapid deployment, efficient reuse, and sharing processes at a global scale.

With Pega's industry leading strategic applications and unified platform, governments connect enterprises to their constituents seamlessly, in real-time, across channels, and adapt to meet rapidly changing requirements. Pega's Global 3000 customers include many of the world's most sophisticated government and commercial enterprises such as American Express, Her Majesty's Revenue and Customs, New Jersey Courts, AIG, Citi, General Motors, and more.

Pega's applications—available in the cloud or on-premise—are built on its unified Pega 7 platform, which uses visual tools to easily extend and change applications to meet government's strategic objectives.

## A MARKET LEADER

### Gartner®

- Intelligent Business Process Management Suites<sup>1</sup>
- BPM-Platform-Based Case Management Frameworks<sup>2</sup>
- CRM Customer Engagement Center<sup>3</sup>

### FORRESTER®

- BPM Platforms for Digital Business<sup>4</sup>
- CRM Suites for Large Organizations<sup>5</sup>
- Customer Services Solutions for Enterprise Organizations<sup>6</sup>
- Dynamic Case Management<sup>7</sup>
- Real-Time Interaction Management<sup>8</sup>

### A Leading Analyst Found Organizations Using Pega Experience<sup>9</sup>:

- 321% ROI with 12-month payback period
- 75% development cost savings
- 75% improved end-user productivity
- 50% reduced time-to-market

## CUSTOMER HIGHLIGHTS

- 6 of the top 10 global communications services providers
- 7 of the top 10 insurance companies
- 8 of the top 10 global banks
- 8 of the top 10 credit card issuers
- 12 of the 14 largest healthcare payers
- 60% of the world's payment investigations
- 65% of the Blue Cross Blue Shield plans

## PEGA STRATEGIC APPLICATIONS

- Pega Government Platform
- Customer Service for Government
- Certification and Licensing for Government
- Field Service
- Mobile Operations



## GOVERNMENTS ACHIEVING SUCCESS GLOBALLY

### Across diverse missions

- Social Services and Healthcare
- Infrastructure and Transportation
- Defense and Justice
- Pension and Insurance
- Agriculture and Environment
- Revenue and Regulatory

### Improving government processes

- Customer Service
- Grants Management
- Dynamic Case Management
- Certification and Licensing
- Complaints
- Invoice Payment and Tracking
- Procurement
- Contracts Management
- Claims Processing
- Incident Management
- Field Services
- Intelligent Business Process Management

### Achieving significant benefits

- Proactive digital government
- Improving service delivery and creating a simple, consistent, end-to-end constituent experience
- Instilling confidence in leadership, political oversight, and taxpayers

### Results that make an impact faster

- Achieving results faster
- Reducing development costs
- Increasing employee productivity
- Reducing training costs
- Reusing common processes, with the ability to specialize
- Developing once and deploying across any channel
- Building applications for change
- Freeing programs from cumbersome, outdated applications
- Automating and eliminating paper-based processes
- Consolidating legacy systems
- Consolidating call centers
- Deploying on premise, in the cloud, or with a hybrid approach

### Examples of government agencies using Pega

- Her Majesty's Revenue and Customs
- New Jersey Courts
- U.S. Department of Agriculture
- U.S. Department of Veterans Affairs
- State of Maine
- Texas County & District Retirement System
- State of California Franchise Tax Board
- California Department of Public Health
- The Swedish Federation of Unemployment Insurance Funds
- New South Wales Transportation Management Centre
- UK Ministry of Justice
- U.S. Department of the Treasury

## FOR MORE INFORMATION:

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1. Magic Quadrant for Intelligent Business Process Management Suites (18 March 2015)

2. Magic Quadrant for BPM-Platform-Based Case Management Frameworks (12 March 2015)

3. Magic Quadrant for the CRM Customer Engagement Center (04 May 2016)

4. The Forrester Wave™: BPM Platforms For Digital Business, Q4 2015

5. The Forrester Wave™: CRM Suites For Large Organizations, Q1 2015

6. The Forrester Wave™: Customer Service Solutions For Enterprise Organizations, Q4 2015

7. The Forrester Wave™: Dynamic Case Management, Q1 2016

8. The Forrester Wave™: Real-Time Interaction Management, Q3 2015

9. Total Economic Impact™ of the Pega 7 Platform, an October 2015 commissioned study conducted by Forrester Consulting on behalf of Pegasystems.

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