PEGA

Pega for the U.S. Air Force

Delivering defense modernization with an agile, future-proof platform

A Pega Datasheet

The U.S. Air Force (USAF) mission is to fly, fight, and win in air, space, and cyberspace. To ensure air and space supremacy, the USAF is focused on restoring readiness and cost-effectively modernizing the force, from aircraft and logistics to recruitment and training. However, the current IT environment is comprised of disparate systems fielded at various times over decades. These systems were designed to address very specific needs, but were not intended to work together, and thus don't integrate. The result is data silos that provide little in the way of effective decision support.

Previous modernization efforts failed to realize intended results, exceeding cost and time estimates and generating negative headlines. The Pega solution is different. We can empower the USAF to rapidly build outcome-driven applications through a model-based development environment, enabling the Air Force to build and deploy applications up to 12x faster than older, traditional development platforms. The Pega Government Platform™ also provides the ability to create applications with auto-generated documentation ready for review.

Why choose Pega for the U.S. Air Force?

- We're ranked by Gartner[1] and Forrester[2] as a leading solution for iBPMS, digital process automation, and mobile app development.

- Our patented, reusable architecture, Situational Layer Cake™, captures the complexity of the USAF, allowing consistent governance and reuse while incorporating local process variations.

- The Pega Government Platform enables federated development, so users across commands can work on parts of an application without overwriting parallel development efforts.

- As USAF needs grow, Pega can scale to meet the demands of a global operational force.

Challenge

Preserving national security is the U.S. Air Force's mission-critical objective, and IT systems are the foundation for all operations. The current IT environment is comprised of numerous disparate systems acquired over decades. Airmen and their civilian colleagues are often forced to develop creative but inefficient workarounds to compensate for outdated systems.

Solution

Pega's solution for the U.S. Air Force is an agile, unified development platform, designed to enable organizations to modernize effectively at a fraction of the cost and time of traditional software. Our technologies drive seamless delivery across functions and silos, empowering collaboration and reuse of data models – and giving the Air Force the tools it needs for today and tomorrow.

[1] Gartner Critical Capabilities for Mobile App Development Platforms 2017; Gartner Magic Quadrant for Intelligence Business Process Management Suites 2016,
[2] The Forrester Wave™ Digital Process Automation Software, Q3 2017; Real-Time Interaction Management, Q2, 2017

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Pega is scalable enough to support tens of thousands to millions of transactions and was chosen as the enabling platform for the 2020 Census.[3] Agencies trust the Pega Government Platform™ to empower rapid transformation through automation of operational functions, such as:

Recruitment, onboarding, and personnel management

- Collect and integrate physical, mental, and vocational test data from potential recruits via multiple channels simultaneously, providing recruiters with a dashboard to track progress toward goals using analytics, AI, and contextually driven decisioning.

- Integrate health, training, payroll, career field, qualification, and performance data from legacy systems, enabling users to respond immediately to Force analysis and deployment requests.

Accountability and management control

- Leverage Pega to build applications that automate reconciliation of transactional data from outdated systems. Track corrective actions and remediation efforts to mitigate risk and achieve unmodified audit opinions.

- Automatically generate documentation as applications are designed or changed with the no-code platform, creating an audit trail of all changes. This gives insight into how applications work and data is used while improving management controls and reducing operational risk.

Enterprise logistics management

- Use the Pega Customer Decision Hub™ and dynamic case management to maximize operational performance. Proactively optimize the cost and duty cycle of devices and systems by sensing conditions, analyzing them, and prescribing the next best action for prevention and repair.

- Bring together sensor data, event streaming, in-memory databases and real-time analytics, enabling operators to proactively dispatch maintenance support, preventing failures, and maintaining availability standards.

Project and portfolio management

- Manage a portfolio of projects and initiatives across mission areas for Research and Development with a unified platform, so organizations can rapidly design, build, test, execute, monitor, and optimize work activities collaboratively without the need to write code.

- Allow HQ organizations to establish and automate core processes and rules which can be inherited by subordinate organizations automatically. As changes are made, Pega's patented, reusable architecture provides specialization and reuse of models across mission areas while maintaining compliance.
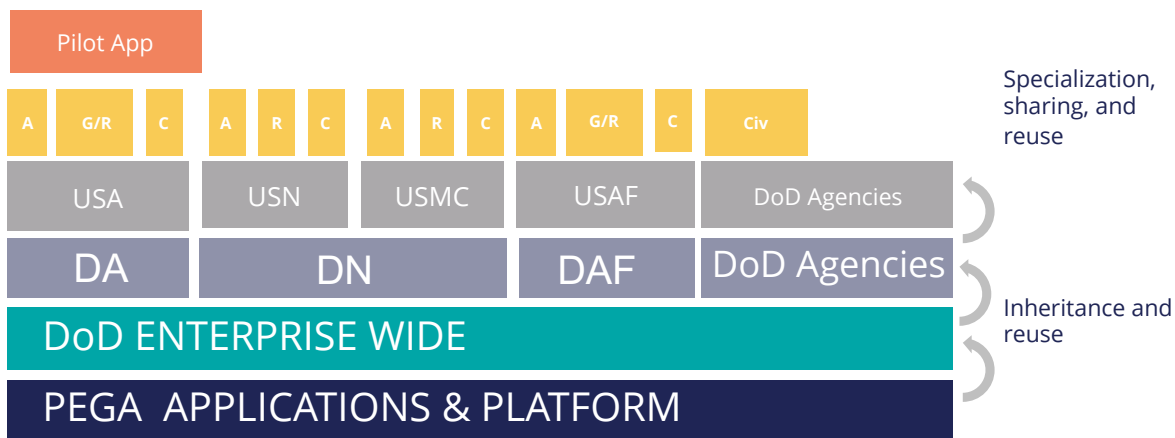
By allowing our clients to differentiate, specialize, and reuse business applications, Pega's Situational Layer Cake™ can dramatically accelerate the time to value to meet global demands

[3] Governments Building for Change, US Census, https://www1.pega.com/system/files/resources/2018-05/governments-building-for-change-v.pdf