



Driving better,  
faster outcomes  
with greater agility.



Defence maintains a world class and highly competent military force.

But the very nature of what the ADF is having to do is rapidly changing  
in a multipolar strategic environment.

This demands new degrees of agility to rethink, reinvigorate, react and reinvent.  
It requires a proven best-in-class global platform to deliver strategic and operational outcomes.

To pivot, while continuing to get work done at ever *increasing* speed.



It starts with the establishment  
of a robust ERP system that  
forms an operational and  
informational foundation.



It also means serving the  
multitude of day-to-day  
processes that exist in the  
“operational whitespace”  
between the ERP silos.



Processes that keep the lights  
on and the wheels turning,  
where so much routine yet  
essential work gets  
completed.



The processes that keep  
Defence back-end processes  
synchronised and running;  
its people equipped, trained  
and ready.



Processes that must be able  
to operate in concert from the  
centre, all the way out to the  
tactical edge; operating securely,  
reliably and seamlessly.

# Modernising those processes starts with intelligent process redesign, **towards efficiency and effectiveness.**

**It leverages sophisticated capability to automatically assemble everything a user needs to fulfill their role in a process, irrespective of where that data resides.**

**It's about automating wherever possible each process stage and step; intelligently applying business rules and process orchestration.**

It embraces contemporary channels, allowing users to complete their piece of the mission through whatever medium they prefer, leveraging the full richness of functionality afforded by mobile devices and using a consistent and welcoming user interface.

**These improved processes must be agile and readily adaptable; able to flex and evolve in line with operational demands.**

They must be simple to use. Continuous business improvement demands that Members should be wherever possible freed from time wasting red tape and low value activities, allowing them to get things done simply and effectively.

Pega's mission is to crush the process complexity that so often impedes progress and prevents desired results and outcomes. Unlocking the often hard-to-get-at value in SAP in short iterative steps each aimed at delivering real value. We generate savings and efficiencies almost immediately; streamlining the complex, eliminating repetition, and automating tedious tasks.

**Our revolutionary architecture that simultaneously delivers and speed and scale through a best-in-class global platform.**

You can make the customisations you need and protect your users from any underlying complexity. Importantly, we have ways to help Defence get to its New ERP objectives with reduced cost and risk, without compromise to overall design.



**Apply the right rules, at the right time, and in the right way. Orchestrate the right process, steps and actions, to get work done.**

## 4 ways this can help right now



View a complete picture of any Member's **ongoing readiness**, synchronised to systems of record such as PMKEYS.



See a complete picture of each Member's **health journey**, from recruitment to retirement.



Get more out of every Member with a **360 degree view of member training**.

Certifications health and fitness readiness combine to provide a comprehensive individual readiness rating.



Delighting users by empowering staff, unlocking efficiencies, and reducing costs through a **seamless customer experience across defence**.

# A proven **partner**

As a proven partner to Defence, we provide an orchestrated, frictionless, connected user experience with projects such as Posting Connect, Defence Common Access Card, Service Connect and Vetting Transformations.



**“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

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## **SAP Runs Better With Pega**

Using Pega makes SAP run better, so you change faster, with less risk and for less cost. You get reliability and resilience alongside agility and flexibility.

We **connect data**, help you **make decisions**, and get **work done**.



You get the **best of both worlds**.



Your ERP is still the system of record, we enhance it by acting as a system of **insight and action**.

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**The possibilities for further transformations are almost endless.**



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