

Public safety, national security, and justice

Dealing with common challenges in a rapidly changing environment

A Pega Datasheet

Back-office efficiency

National security and law enforcement organizations play a critical role in managing the changing nature of threats. This challenge is amplified by an increasing rate of global movement of populations and the ability to check eligibility and protect against external threats.

In the United States alone, this sector includes the efforts of 187 departments and federal agencies. Each new recruit to national security organizations requires security clearance checks. Often, this process can take several months to complete because of the disparate nature of information to support approval. Skilled resources are at a premium and attrition during the recruitment process owing to duration is expensive and avoidable. More importantly, recruitment duration hampers the agility of organizations to scale to meet changing demand.

Pega's dynamic case management solution can be configured to orchestrate across multiple sources of data and systems to deliver security checks in a fraction of the time. Built-in business process management (BPM) and case management help to quickly build business applications that deliver the outcomes – and end-to-end experiences – that retain the top recruits, including keeping them informed of the latest status and next steps.

Recruits can be kept informed of the latest status and next steps. The solution can communicate with legacy systems using configurable connectors (e.g. SAP, Salesforce, etc.), and has open, standards-based protocols (like SOAP, REST). You can embed Pega in your existing apps. Process automation can also be enhanced through use of capabilities within the unified platform such as robotic process automation (RPA).

Challenge

Public safety, national security, and justice organizations are at the heart of government's core mission. Yet integrating and coordinating operations within and across these complex agencies is increasingly difficult. Meeting each mission requires breaking down silos and providing the right information at the right time.

Solution

There are proven ways to reduce complexity. Unified IT solutions reuse existing investments while bringing forth new capabilities to improve service outcomes at a lower cost. Three examples are:

- Enhancing back-office operations such as security and background investigations
- Joining fragmented processes across service providers such as national security components and agencies
- Improving field operation efficiency, including inspections and investigations



Joining processes and artificial intelligence

This same case management capability empowers agencies to join processes across multiple sub-agencies where efforts need to be coordinated to deal with threats, incidents, or judicial cases. Public safety, national security, and justice alerts users to suggested actions based on the context at play. Data feeds then influence the next best action that can be taken by all interested agencies. A new way to implement decision strategies, the Pega Customer Decision Hub™ defines complex decisions with dynamic rules and models, and runs strategies automatically to deliver the next best action. This capability has been used to great effect in the justice arena, where a risk-based approach – to consider suspect custody or release – is taken and allows conformance to criminal justice reform legislation.

Working smarter

Smart and efficient operations are imperative in the public safety, national security, and justice fields. This not only optimizes efficiency, but also improves mission-critical service outcomes. Field service and inspections or investigations supported by mobile applications are necessary to achieve more efficient fieldwork and less time-consuming administrative tasks back at the office.

Enterprise applications developed on Pega are automatically ready to run across a variety of devices with zero additional work required thanks to a responsive and adaptive user interface. Pega also offers advanced native mobile device features, such as offline notifications and the ability to integrate with Esri in order to meet critical geospatial program requirements. Separate programming effort or special skills are not required to deploy sophisticated apps. Advanced mobile functionality and device features are deployed effortlessly.

For more information, visit [pega.com/government](https://www.pega.com/government) or contact:

Doug Averill, Global Government Business Line Leader

Pegasystems

Douglas.Averill@pega.com