



PEGA[®]

**Be stronger.
Leaner.
More agile.**

Bringing intelligence and automation together to get work done

As organizations pivot in response to the global crisis, distributed workforces are growing rapidly and exposing gaps in manual and legacy processes. This distribution underscores the lack of visibility across teams and amplifies the challenges of managing work.

Finding ways to coordinate, track, and prioritize work, as well as remove silos and drive down costs, are top of mind as call volumes, hold times, caseloads, and disruptions abound.

To transform quickly, adaptability will be key. It may sound like a huge lift, but with the right approach and the right set of tools, you can maintain operational viability, empower your teams, and prepare for whatever comes next.

Future-proof your business

More than 40% of businesses will never reopen after a major natural disaster.¹

We're living in a defining moment. Jobless claims are at an all-time high. Supply chains are sputtering. Risk preparedness has fallen short. And almost overnight, the pandemic fundamentally changed the enterprise and how we work.

According to Pew Research, prior to the crisis, approximately "7% of U.S. workers had the option to work from home."² Gallup, however, reports that figure is now closer to 62%.³ The demand for better collaboration tools, quality customer service, seamless experiences, fast results, and agility has skyrocketed. And as we approach recovery, automation will be critical.

So, how do you meet increased demand, reduce inefficiencies, and quickly deploy digital solutions to meet the needs of your customers and your teams? The answer lies in case management and intelligent automation. Case management can help you capture and manage work across applications and people, while artificial intelligence can automate decisions and eliminate tedious manual work. And with the power of low-code development, business users and IT can deliver applications and results – fast.

Let intelligent automation be your guide

Intelligent automation powers a seamless Center-out™ method for connecting operational processes with customer experiences. Using case management as the foundation, intelligent automation weaves together centralized artificial intelligence (AI), hybrid robotic process automation (RPA), and low-code software development – bridging the gap between the data you have and the experiences you want customers to have.

You gain both the agility and the visibility to make continuous improvements, tear down silos, reduce operational costs, and comply with regulations easily. And with low-code development, you can reduce time-to-market, as both citizen developers and software engineers collaborate to create dynamic applications for scale.

With intelligent automation, you safeguard business continuity and allow your teams to do what they do best: deliver exceptional service. It connects your entire organization across segments, business lines, and channels to get work done – fast.

Together, your teams and systems work in harmony to drive desired outcomes and ultimately reduce cost, complexity, and uncertainty.



¹ Ian Beale, VP Advisory, Gartner.

² Working from home was a luxury for the relatively affluent before coronavirus – not any more, Pew

³ Remote Work Trends to Guide High Performance During COVID-19, Gallup

Unlock agility and get real results


Case management. AI-powered bots. Low-code app development. Omni-channel UI. Live data integration. Workforce intelligence. These are just a few of the capabilities Pega delivers through our unified platform that can help your business be truly resilient.

With Pega, you can:

- **Quickly design and deploy triage apps to capture, track, and route work**
- **Remove silos to seamlessly orchestrate work across the business**
- **Take out costs by driving automation, transparency, and speed**
- **Provide consistent customer experiences across channels quickly**
- **Empower distributed teams with the tools they need to get work done – wherever they are**
- **Be fast, agile, and adaptive to address near-term challenges and build for tomorrow**

"To automate or not to automate is no longer a question anymore. Enterprises will have to integrate intelligent automation for their own benefit and survival."⁴

⁴ Intelligent Automation Reshaping the future of work with robots, EY 2017



"We were able to work with business and IT, look at a process, optimize it, and basically automate 100% of the process."

– Chat Villarosa
Director of Digitization, COE, Cisco

Who's leading the way?

SIEMENS

Utilizing low-code development, Siemens reduced manual processing and complexity to deliver seamless experiences 10x faster, at one-tenth the cost.

[Check out the case study](#)



GE Healthcare

Using Pega's low-code platform, GE Healthcare was able to streamline its service contracts process and reduce cycle time by 50%.

[Learn more](#)



Sun Life chose Pega's automation technology to drive new efficiencies and saw 100% program ROI in two and half years.

[Read about their journey](#)



Start your digital transformation journey today

Find an outcome. Streamline the process. Make it better with intelligent automation.

To learn more, visit us at [pega.com](https://www.pega.com).