



It's time to rethink enterprise modernization

Collaborate and deliver results
with mission-focused, agile
development – all on a
no-code platform

The problem isn't that government agencies have too many legacy systems. It's that these systems weren't built to provide the insight, support, and evolution needed to fulfill your agency's objectives. Organizations need a low-risk way to leverage legacy investments, improve operations, and collaborate – all to drive outcomes. A truly future-proof platform is agile and scalable through no-code development and end-to-end automation.



The current state of government systems

Governments are in a dynamic period. They struggle to modernize legacy systems while executing on their missions, all while navigating funding, privacy, and policy constraints. As stewards of taxpayer money, they need to be innovative and agile to better serve constituents and stakeholders, and quickly respond to ongoing policy changes.

Leaders are accountable to ensure every dollar spent contributes to immediate needs, but they must also build a foundation to support the future. They must manage the complexity of data siloes created from decades of tailored solutions that required customization, all while facing ever-increasing expectations around support and efficiency.

Why mission-focused development matters

The driving force behind every government agency is its mission: the outcomes that indicate success for its constituents. Here are some common ways agencies are successfully modernizing their investments for the long haul:

Making existing systems work

Agencies have spent millions of dollars on legacy system implementations at different times, for different purposes. Over time, this has led to complicated, incompatible systems and data silos. As missions become interconnected, these systems prove expensive to maintain and require manual intervention for even the simplest tasks.

The solution? Leveraging existing investments by wrapping and renewing legacy applications with a unified, no-code platform. This not only extends the life and usability of the current system but won't require costly customization. Seamless integration negates the need for data migration or replication, providing visibility into operations and decision-making. And with the flexibility that comes from this agility layer, the legacy system can finally work the way in which it was intended.

Improving accountability

With accountabilities to both taxpayers and legislators, agencies need the ability to provide financial and operational information reliably and on time. The lack of readily available, accurate information prevents funding for operations, budget, and policy – and can create challenges to prevent fraud, waste, and abuse.

By using a no-code solution, financial managers can build applications that capture key objectives of resolution tracking and risk management. Integrations ensure that data and documentation won't be moved or deleted, allowing for full auditability without incremental risk. A unified platform provides visibility into processes, allowing leaders to identify and address pain points.

¹ Dr. Ron Jarmin. (2018 September 05). Final Census Test Proves Successful. Retrieved from <https://www.census.gov/newsroom/blogs/director/2018/09/final-census-test-proves-successful.html>

"We are encouraged by these results (of the 2018 end-to-end test) and by the performance of the systems and technology we've put in place for the public to safely and securely respond to the 2020 Census."

– U.S. Census Director's Blog

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Managing program portfolios

Citizens and stakeholders demand government agencies execute their objectives efficiently. Inquiries, claims, and applications need to be accessible in multiple ways, in real time, without the wait for batch processing or the next available representative navigating multiple systems.

By automating processes with outcomes in mind, agency leaders maintain a complete view of work in progress – empowering them to be in full control. Utilizing DevOps and other Agile methods, agencies can retire costly, outdated systems while retaining agency-wide components and processes for reuse. Adding this agility layer also allows for specialization where necessary. Collaborative business-IT tools and processes mean that configuration designs may be shared across the organization within a common application library to increase reuse and expand interoperability.

Recruiting and hiring the best talent

Recruiting talent to support tomorrow's objectives means competing with commercial and academic institutions – and their advanced personnel management systems. Legacy software wasn't built for the collaboration and ease of use necessary to engage today's employees. Many government employees have long-term careers in the public sector, necessitating systems that provide consistency and interoperability as roles and responsibilities evolve.

Government needs solutions that can bridge both agency and function, providing an integrated view of each employee. By leveraging case management – in addition to out-of-the-box connectors – HR can finally present a unified view of individuals' records, greatly increasing both the visibility of employees to their records and leaders to their operations.



"Our digital transformation needed to be able to handle the volume and complexity of our operations. With IPPS, we have been able to improve payment accuracy to nearly 100% and reduce invoice processing costs by 33% – savings that can be used toward Veteran care."

– Clint Loeser

Director of Financial Operations, Financial Services Center
U.S. Department of Veterans Affairs



Enterprise modernization in action

Leading government agencies and organizations are embracing enterprise modernization with Pega – and seeing incredible results.

The **United States Census Bureau** is using the unified Pega Government Platform™ to build and execute these Census Enterprise Survey. Operations With this technology, Census is able to start with the capability targeted at the 2020 Decennial Census. From there, Census can iterate and thoughtfully layer in capability to support economic, demographic, and other survey needs spanning across many modes and input channels.

Saving the **United States Department of Veterans Affairs** tens of millions of dollars, payments to vendors are nearly 100% on time and accurate as a result of the digital transformation to the IPPS system. With more than 1.2 million invoices being processed each year, VA FSC was able to improve payment accuracy and timeliness by 10% to 15%. This virtually eliminated late fees and overpayment.

[Learn more](#)



**Start your
modernization
journey today.**

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