



# Streamline operations to get more done, faster

Intelligent workflows boost efficiency, agility,  
and sustainability, while reducing costs.

Your organization faces challenges to efficient operations every day: remote work requirements, new regulatory demands, social and sustainability initiatives, and increased transaction volumes – to name a few. Intelligent workflows help you connect enterprise applications and coordinate your people, data, systems, and processes so you can get rid of unnecessary manual or redundant steps and drive better experiences.

# Distributed work and technology are fragmenting operational systems

Adapting operations from an on-premises model to a remote or hybrid working model is proving to be a huge challenge to operational efficiency. Inaccessible legacy systems and disconnected data and processes make it difficult to service customers and get work done swiftly and accurately from end to end. And transaction volumes keep growing.

**Process inefficiency can cost organizations 20% to 30% of annual revenue.**

-IDC

Additionally, businesses that focused on digitizing their front-end customer experiences with new apps and channels over the past decade are quickly realizing that their back-office systems can't keep up. That's because middle- and back-office operations have been largely detached from front-office innovation. The seamless experiences businesses strive to deliver to their customers are breaking down behind the scenes – lost in fragmented data, siloed systems, and disconnected teams.

**Large businesses deploy, on average, 175 independent business applications.**

-Okta

## Get your people, systems, data, and processes working together

Efficient operations are about using intelligent process automation, real-time data, and AI-based decisioning to turbocharge work across your organization. Increase the flow of information to stay in sync and empower employees with smart, automated processes to help them collaborate and do their best work.

## The 5 hallmarks of operational excellence:

### Removal of silos

Silos of people or systems rob enterprises of inter- and intra-departmental efficiencies. Visibility across the enterprise allows people to see a bigger picture that reveals opportunities for process innovation and better customer and employee experiences.

### No bottlenecks

A process is constrained by its slowest operation. Each bottleneck makes activities and resources hard to prioritize and plan. They reduce output and ultimately hurt the bottom line. Successful enterprises remove friction and eliminate holdups.

### Automated processes and empowered people

Manual processes are labor-intensive, prone to errors, and suffer from variability. People that spend time manually repeating processes aren't delivering their full value to your enterprise.

### Good data

Business intelligence data needs to be accessible, timely, complete, and accurate to enable companies to make smart decisions. High-quality data allows for continuous process optimization.

### Applied intelligence

Workflows can become stale and ineffective if they're not continuously optimized. Applying AI to your workflows allows you to identify opportunities for automation, seek out problem areas in your processes, and take action on the insights your data provides.



# How intelligent workflows help you improve operations

## **Streamline work**

Drive operational efficiencies and reduce costs by intelligently automating work that is repetitive and predictable. Give time back to workers so they can focus on what matters most.

## **Increase cost-efficiency**


Combine business rules, decisioning, AI, and process automation to continually optimize workflows in real time. Identify and remove bottlenecks in your processes. Reroute and reprioritize work to avoid bad outcomes and missed SLAs.

## **Get to “done” quickly and accurately**

Make high-quality data accessible to stakeholders so they have visibility into the status of work requests and outstanding tasks. Use data and AI to turn intelligence into action – making smart business decisions quickly and getting more done faster, regardless of channel.

## Achieve significant ROI in less than three months with Pega’s low-code platform

Pega’s low-code platform lets you build production-ready workflows in a fraction of the time versus conventional methods. That’s because Pega integrates seamlessly with your existing business applications so you can add new workflows, specialize workflows by region or line of business, and deliver Pega apps on any channel without having to write specific code for each one. And our patented, layered architecture lets you design and start building for change, so you can easily adapt to new business, regulatory, or even geopolitical circumstances.



**“ The productivity rate of field staff in 2020 was literally nearly double that achieved during the 2010 Census.”**

– Tim Olson

**Associate Director for Field Operations  
U.S. Census Bureau (Census.gov)**

Visit [pega.com](https://pega.com) to learn more.

## Who's leading the way?

**U.S. Census Bureau** modernized its shared data collection and processing and doubled productivity for hundreds of thousands of users.

**Mizuho Bank** reduced workload and work processing time plus increased overall business quality by implementing paperless operations across their entire organization.

**Google** improved service ticketing process times by 10x with a workflow management solution driven by intelligent automation.



**Learn more  
about optimizing  
workflows for  
efficiency.**

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