Empowering Government Digital Modernization

Become agile, adaptive, and ready for whatever comes next.

Pega: The low-code platform for AI-powered decisioning and workflow automation

1B+
Daily transactions facilitated

11 of 12
Largest U.S. Federal agencies served

96%
Reduction in operational expenses

Q4 2021
Pega named a Leader in The Forrester Wave™: Digital Process Automation Software

$100B+
Government transactions in Case Management

20+
Country governments supported

Pega Master Service Agreement (MSA) in place with Commonwealth of Pennsylvania for Quicker and Easier Procurement.

MASTER SERVICE AGREEMENT (MSA) + COMMONWEALTH OF PENNSYLVANIA = QUICKER AND EASIER PROCUREMENT

Pega can help government agencies digitally transform by:

- Streamlining **processes**
- Improving **customer service**
- Managing **complex cases and investigations**
- Strengthening **citizen engagement**
- Increasing **compliance**
- Enhancing **decision-making**
- Improving **agility and responsiveness**

> *"Through our modernization effort, we've adopted Pega as our current case management standard for both tax and nontax applications."*
>
> – BRYAN RAU, Director of Enterprise Development Bureau, California Franchise Tax Board

Real solutions. Real results.

CASE MANAGEMENT

STATE OF CALIFORNIA Franchise Tax Board **

Built the Enterprise Data to Revenue (EDR) project on the Pega Platform.

- **$2B** generated revenue
- Tax returns processed:
  - **16M** in 1 month
  - **24,000** in 1 hour
  - **960,000** per day at peak time
- **24/7** self-service personal income tax correspondence

VA | U.S. Department of Veterans Affairs **

Uses Pega to automate and streamline their claims processing system.

- **33%** decrease in invoice processing costs
- **66%** increase invoice volume (with no staffing increase in service)
- **30-second** average registration process time (down from 3 minutes)
- **800,000** additional document pages processed per year

CUSTOMER ENGAGEMENT

vodafone

Hyper-personalize service with Customer Engagement. Unified decisioning platform delivering connected "Always On Marketing" across multiple customer channels both in bound and outbound.

- **300%** increase in offer acceptance
- **24%** Growth Rate in Revenue
- **20%** increase in NPS

T-Mobile

With Next Best Action, T-Mobile's team of experts is empowered to provide relevant and hyper personalized recommendations to customers.

- **8-pt** increase in Net Promoter Score
- **Increased** customer retention
- **Improved** agent performance

Contact us today to learn more about how Pega can help you achieve better citizen engagement and staff satisfaction at www.pega.com/industries/government/pega-government-platform

PEGA Build for change with a proven partner

IL4 & FedRAMP Moderate Authorized

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**All text sourced directly from Governments Building for Change.