



Journey to Digital Modernization with Pegasystems

Reorganize to become agile, adaptive, and ready for whatever comes next

MEET PEGA

- Pega is a low-code platform for AI-powered decisioning and workflow automation.
- Founded 1983, Cambridge, MA
- Offices across North America, Latin America, Asia Pacific, and Europe
- Dozens of patents and awards for software innovation
- FedRAMP Moderate Authorized
- IL4 Authorized
- Named a leader in The Forrester Wave™: Digital Process Automation Software, Q4 2021**

Pega is a leader in solutions for digital transformation, helping organizations achieve breakthrough business results.

Pega solutions can help government agencies:

- Streamline business processes and improve customer service
- Reduce costs and risk
- Accelerate digital transformation
- Manage complex cases and investigations
- Ease of access to state resources to improve citizen engagement
- Increased compliance
- Enhanced decision-making
- Improved agility and responsiveness

Pega empowers government digital transformation by:

- Facilitating more than one billion transactions daily
- Supporting the governments of more than 20 countries
- Providing case management \$100 billion+ in government transactions
- Serving 11 of the 12 largest U.S. federal agencies

Real solutions. Real results.

Pega empowers governments to transform processes, driving exceptional outcomes such as, reducing operational expenses by 96%, unifying procedures for a global staff of 10,000, and lowering payment touches from 14 to one.

Pega Master Service Agreement (MSA) in place with Commonwealth of Pennsylvania for quicker and easier procurement.

HOW PEGA IS BENEFITING GOVERNMENT AGENCIES

Case Management

A case represents work that an organization performs to achieve an outcome, such as recruiting a new employee. Lots of tasks and processes – whether planned or unplanned – may be performed to complete the work and deliver the outcome defined by the case.

State of California Franchise Tax Board (CA FTB)*

uses Pega as its core technology to quickly validate statewide tax returns against complex and changing tax code. To improve the customer experience and reduce costs, the State of California (CA) Franchise Tax Board (FTB) built the Enterprise Data to Revenue (EDR) project on the Pega Government Platform.

- \$2 billion generated in revenue for the State
- 16 million tax returns processed in one month
- 24,000 tax returns processed in an hour
- Up to 960,000 tax returns processed per day at peak time
- 4 million tax returns in one week
- 24/7 self-service for personal income tax correspondence
- Reduced average cost to close a tax year

U.S. Bureau of Alcohol, Tobacco, Firearms and Explosives (ATF)*

uses Pega to modernize and unify its case management system. This has helped the ATF successfully enable process automation for both the agency's critical mission areas, criminal investigations, and regulatory inspections.

- Deployed first application one month ahead of schedule
- Deployed one to two updates a week – a pace of change that would have been impossible with the legacy system.
- Consolidated four legacy systems into a single, modern, and unified solution for entering, accessing, and compiling data
- Empowered ATF personnel to access accurate and reliable information in real time

“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

The U.S. Department of Veterans Affairs (VA)*

uses Pega to automate and streamline its claims processing system. This has resulted in a significant reduction in processing time and a corresponding increase in customer satisfaction.

- Invoice Payment and Processing System (IPPS) for VA Financial Services Center streamlined operations, improved accuracy, and decreased invoice processing costs by 33%.
- New CRM reduced the manual registration process from 3 minutes per request on average to less than 30 seconds.
- VA Centralized Patient Accounting Centers automated storage and retrieval of more than 7 million historical documents and processing an additional 800,000 document pages per year.

IPPS enabled:

- 66% increase in annual invoice volume, to 2 million (up from 1.2M) with no increase in staffing
- 33% increase in dollar value of payments processed, to \$21 billion (up from \$14B)
- Cumulative cost reduction estimated at 40%



Customer Service

Pega Customer Service provides a rich set of features designed to enhance the customer experience, improve user productivity and increase customer satisfaction. This section describes key capabilities and features of the application that you can use as-is or extend to meet your business needs.

Verizion

Verizon has enhanced customer interactions through personalization across channels and improved the underlying customer journey across touchpoints with reactive and preemptive Next Best Actions and resulting in increased business value.

- 90 omni-channel journeys supported
- 1 billion transactions managed per month
- Increased attach rates, NPS score, digital contract deflections

Embrace the power of intelligent automation, case management, investigative case management, customer service, and citizen engagement to unlock new levels of efficiency, productivity, and customer satisfaction. Trust Pegasystems, a proven partner for government agencies, to guide you towards digital modernization.

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

<https://www.pega.com/pennsylvania>

Investigative Case Management

Investigative Case Management is a specialized type of case management that is used to investigate fraud, waste, abuse, and other types of misconduct. It can help agencies identify and address problems early, minimize losses, and protect their reputations.

New Jersey Courts (NJC)*

uses Pega to modernize its legacy court system legacy court case management systems. This helped create a fairer more efficient criminal justice process for citizens and improved public safety.

- ~7 million new cases filed annually
- 80,000 defendants processed annually
- 40,000 New Jersey law enforcement personnel empowered with mobile complaint entry
- 89% reduction in defendant processing time—from three hours to only 20 minutes
- 87% increase in efficiency to enter a complaint
- \$5 million+ in savings from reusing functionality across the courts
- Reduced development time by 6,000 hours
- 96% reduction in cost through electronic defendant monitoring
- Developed new complaint entry application in 9 months that resulted in the retirement of 3 costly legacy applications
- Embraced agile methodology to help reduce risk and increase speed of delivery
- Over 90 apps have been developed and live

Citizen Engagement improves with digital modernization allowing citizens to easily engage and access state resources, via multiple-channel experiences. With improved access to resources, the state can assist with ensuring better citizen outcomes and employee experience.

*All text sourced directly from [Governments Building for Change](#).

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