



The architecture of the Autonomous Enterprise

Blueprint value from AI. Reimagine your business.

April 2026 | Don Schuerman, CTO & Head of Marketing, Pega



AI that redesigns your business, on a platform that runs it predictably and efficiently.

The leaders in AI are reimagining the way critical work gets done. They execute their redesigned decisions and workflows on a platform that runs with consistency and predictability. They confidently orchestrate agents to make customer experiences better and processes more efficient. They use the power of agent reasoning to design better ways of working, without inefficient use of AI tokens. And they architect their enterprise for continuous evolution all while maintaining transparency and trust.

We call this the Autonomous Enterprise.

Pega makes it possible with AI that redesigns the work that matters most and runs it predictably on a platform architected for scale, interoperability, and continuous change.

Reimagine your business with Pega Blueprint AI

Getting value from AI demands enterprises rethink traditional ways of working. This can only happen when business and IT stakeholders align around outcomes, break out of old habits, and experience new possibilities.

Pega Blueprint™ is the reimagination engine that makes that possible.

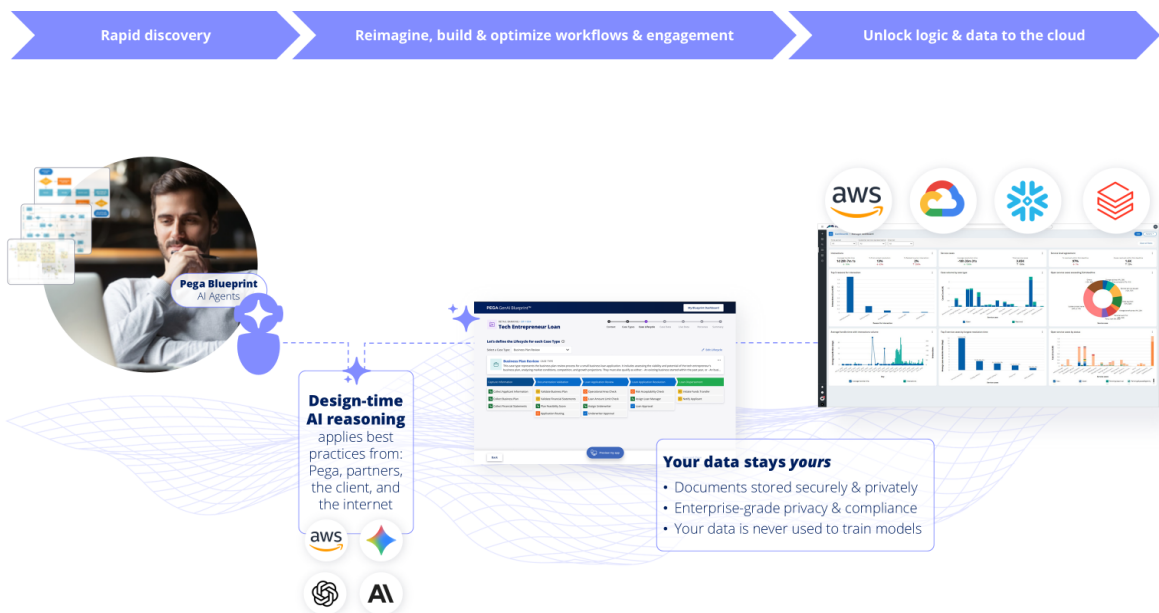


Figure 1. Pega Blueprint: AI that reimagines your most critical work

Blueprint combines the latest models from Anthropic and OpenAI with a library of expertise from Pega and our ecosystem partners. It extends the power of Claude and ChatGPT with the architectural, industry, and institutional knowledge that powers real enterprise systems, constraints, and operating models. The result? Better processes, more personalized engagement, smarter ways of working.

Blueprint is built on a structure that works. Our structured visual model has made Pega THE leader in business orchestration and automation technologies (BOAT) for over a decade. That visual aspect of the model ensures everyone understands exactly what the application does, without reading the code. And the model ensures the application is structured not just to create new workflows quickly but modularize workflow components and decision rules to ensure the application can evolve as business needs change.

Pega Blueprint delivers what enterprises expect from AI: A real transformation of how critical work gets done.

Run on a platform that executes predictably

Once your processes and decisions have been redesigned for more efficiency, better experiences, and meaningful outcomes, the Pega Infinity™ platform is your runtime powerhouse. Infinity executes processes and decisions with the scale, security, and consistency that enterprises demand.

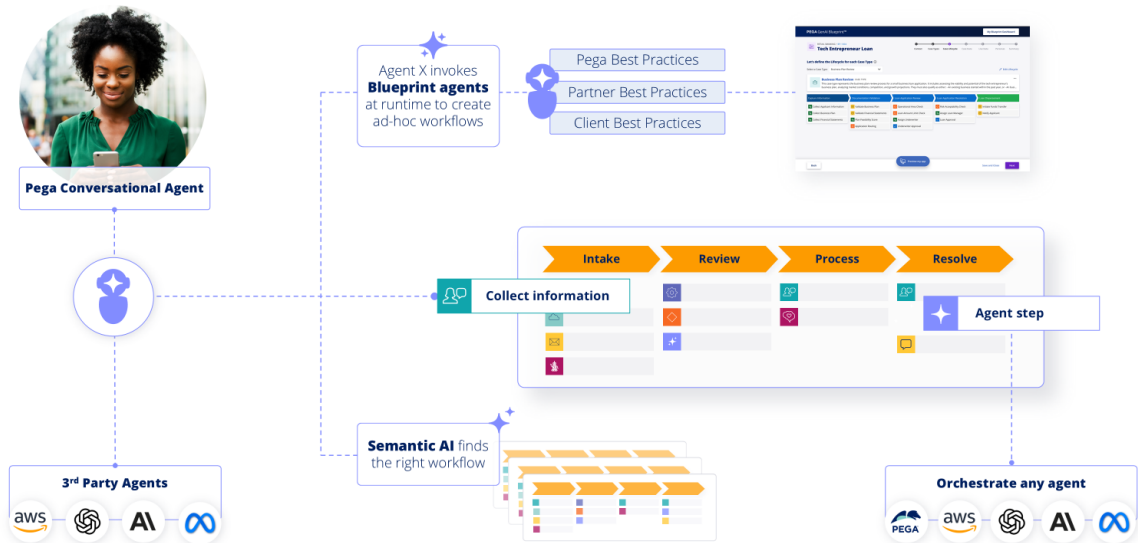


Figure 2. Pega Infinity executes your redesigned work predictably

Avoid at the AI Reasoning Tax

Pega's Predictable AI™ delivers predictable execution, and predictable costs. Because business rules, decisions, and workflow logic are encoded directly into the platform, agents don't need to re-reason from scratch at each step. Reasoning happens at design-time, with Pega Blueprint. Once the workflows are defined, you don't need the token overhead of repeated reasoning loops.

Within the workflow, precisely defined agents execute specific tasks, such as extracting data from documents, performing research across knowledge and data, and summarizing case histories. Pega's open architecture lets you invoke agents built both inside and outside of Pega. Your AI spends its intelligence where it matters, not rediscovering what the system already knows.

Architected for scale, interoperability, and continuous change

Pega makes the first build fast, while ensuring you can continuously change and optimize. Because of the model-driven architecture, change isn't a rewrite – it's a tweak. Logic is automatically broken into reusable components that make it visible, scalable, and easy to change. Pega's AI learns from your operational data in real time and then feeds back into Blueprint for continuous change. You can update a policy, adjust a process, or introduce a new variant without breaking what already works. You Build for Change®.

Pega's Center-out® architecture centralizes processes and decisions in a single core model that executes consistently across channels, systems, and data sources. Change happens once, then scales everywhere.

To handle the unavoidable complexity of global enterprises, Pega uses its patented Situational Layer Cake™, which separates shared core logic from controlled variations in distinct layers. This ensures changes are isolated, governed, and scalable – controlling complexity as systems evolve and expand to new areas of the business. The result is an architecture that endures. So that your hundredth release is just as valuable as your first.

Proximus modernizes B2B installations with AI-powered design

Proximus, Belgium's largest telecommunications provider, used Pega Blueprint™ to reimagine and modernize a long-standing, business-critical legacy application supporting complex B2B installations. By bringing business and IT together to visually redesign workflows and capture deep institutional knowledge at design time, Proximus moved from concept to a live production application in weeks – not years. The result was a scalable, governed foundation that reduced complexity, preserved operational expertise, and can continuously evolve as enterprise needs change.

See how Proximus solved shadow IT risk with Pega Blueprint

<https://www.pegacom/customers/proximus-platform>

Weaving the agentic process fabric

No software – even AI – operates in isolation. Enterprises run on a federated architecture, that includes hyperscale clouds, foundation models, data services, internally built applications, and third-party platforms and applications. Pega is architected to operate across this reality, integrating seamlessly across other technologies and plugging into front-end experiences, data sources, even agents built and running in other technologies.

No organization will ever rely on just one workflow system or one agent platform. The future demands orchestration – not a control tower in the sky, but a fluent, federated layer that operates on the ground-level to orchestrate specialized agents and processes working together across technology platforms. Pega’s Agentic Process Fabric™ provides that layer. It weaves agents, processes, knowledge, and data into a unified experience where governance is built in and work simply flows – regardless of where each capability originates.

Start blueprinting your future today

No matter the ingredients in your AI architecture, transformation starts with reimagining how the business works. It demands a predictable and trusted runtime for your critical processes and decisions. And transformation does not stop – enterprises move quickly to meet the needs of today while building the muscle of continuous change and evolution.

Hundreds of leading organizations trust Pega to reimagine how their most important work gets done. Start your transformation now at <https://pega.com/blueprint>

Trusted Leadership in enterprise AI decisioning and automation

Industry analysts consistently recognize Pega for its leadership in business orchestration, automation, and AI-driven decisioning, validating the architectural foundations of the Autonomous Enterprise.

Gartner

Gartner® BOAT Magic
Quadrant™ 2025

FORRESTER

Forrester™ Wave: Digital
Process Automation 2025

FORRESTER

Forrester™ Wave: AI
Decisioning Platforms 2025

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About Pega

Pega provides the leading AI-powered platform for enterprise transformation. The world's most influential organizations trust our technology to reimagine how work gets done by automating workflows, personalizing customer experiences, and modernizing legacy systems. Since 1983, our scalable, flexible architecture has fueled continuous innovation, helping clients accelerate their path to the autonomous enterprise. **PEGA.COM**