Pega Center of Excellence Accelerator

Build capabilities to drive scale, efficiency, quality, and ROI

Many clients struggle to successfully start and scale from a proof-of-concept to an enterprise-wide rollout when implementing new technology or solutions. This is especially true with digital transformations and innovation agendas. To achieve a step-change improvement with Pega, create a Pega Center of Excellence (COE) – a team of cross-functional Pega experts that works across your enterprise to provide leadership, support, and guidance for transformational initiatives that use Pega technology.

To aid this process, Pega's Center of Excellence Accelerator delivers a capability-building service focused on transferring expertise to your team, ensuring successful deployment of Pega while promoting standard methodologies, tools, and education for consistency, quality, and scale. This service creates a demonstrable impact from vision to value and builds momentum through continuous improvement.

Why leave your success to chance? The COE Accelerator:

- **Unlocks performance –** Shift from piecemeal approaches and siloed efforts to an integrated program built on best practices to address your innovation agenda and provide a compounding improvement effect.

- **Embeds lasting capabilities –** Advance knowledge, improve delivery capabilities, and rapidly scale value creation through role-based enablement, standardized processes, and a consistent delivery approach.

- **Maximizes ROI –** Establish strong business cases for using Pega upfront, save thousands of development hours with reuse, minimize exceptions, and foster business and IT partnership to co-create on delivery.

Challenge

You've chosen Pega to solve problems no one else can solve – to crush your business complexity. Building the best solutions shouldn't be left to chance. However, it can be challenging if you don't have the time, experience, or knowledge of the techniques to deliver success at scale. You need the right expertise, innovation, and guidance.
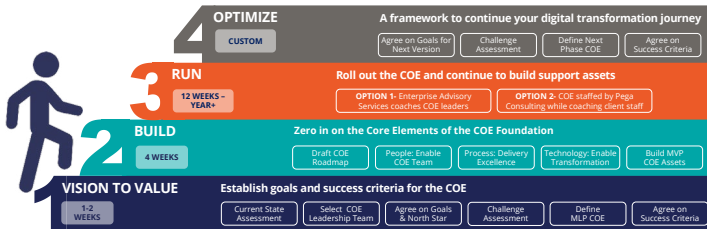
Solution

Pega's COE Accelerator stands up your COE in just weeks. We guide you through four stages – Vision to Value, Build, Run, and Optimize – to define goals, roles, and success criteria, lay the foundation for scale, coach your leaders to institutionalize operational excellence, and develop capabilities to sustain momentum.

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The value of a COE

Whether you are driving operational excellence, transforming customer experience, or building a low code capability, you need to think big and put a Pega COE at the heart of your business and IT partnership. Your COE will pinpoint where Pega can create the most value, identify cross-business reuse opportunities, establish effective governance, and empower your employees.

Pega helps you establish clear success measures for your COE. This stems from a well-defined scope, that ensures you solve the right problems, maximize your areas of proficiency, showcase your successes, and address opportunities for improvement. Common metrics include speed of business value delivery, development cost savings, faster regulatory compliance, best practice compliance, user satisfaction, strategic use of contractors, and lower platform operations and maintenance costs.

Areas of focus

Establishing a COE or Innovation Center is not a "one size fits all" endeavor. Pega uses our COE Accelerator approach to help you build custom COE capabilities incrementally, focusing on three key areas.

People

Digital transformation requires explicit and active collaboration between business and IT, from executive sponsors to users. COE leaders foster that collaboration, applying business process architecture, technical expertise, and software delivery methodologies with a passion for customer experience. We recommend starting with four key roles: a delivery lead, a technical lead, a user experience design lead, and a COE manager.

Process

Building a solid process foundation starts at the enterprise level. Together, we develop an agile program delivery model to deliver business value swiftly. COEs integrate experience design into that delivery model to unlock great user experiences and maximize user adoption.

Technology

Delivering transformation with Pega at scale requires a prescriptive set of enterprise best practices. The platform must also be available, secure, and scalable to accommodate future demand. To maximize the value of your Pega investment, COEs showcase emerging Pega platform features so teams can take advantage of everything Pega offers.

For more information

Interested in building a COE? Please contact your Pega Consulting Solutions Executive to learn more about what the most successful COEs and Innovation Centers have achieved. You can also check out our clients' great COE stories at pega.com/COE

About Pegasystems

Pega delivers innovative software that crushes business complexity. From maximizing customer lifetime value to streamlining service to boosting efficiency, we help the world's leading brands solve problems fast and transform for tomorrow. Pega clients make better decisions and get work done with real-time AI and intelligent automation. And, since 1983, we've built our scalable architecture and low-code platform to stay ahead of rapid change. Our solutions save people time, so our clients' employees and customers can get back to what matters most.

For more information, please visit us at **pega.com**