

# Pega Cloud for Government

Address regulatory and compliance requirements of US government agencies and their customers

## Modern. Secure. Scalable.

Pega is changing the way government agencies work and how they engage with constituents. By bringing together customer engagement and digital process automation in the cloud, Pega Infinity™ delivers model-based application design on a secure cloud architecture to support constituent journeys, outcomes, and seamless end-to-end experiences.

Pega Infinity, on Pega Cloud® for Government, empowers agencies to develop applications on cloud infrastructure optimized for government workloads. The platform scales for growth and adheres to FedRAMP standards, ensuring confidence.

Pega Cloud for Government is a fully managed platform, available solely in the United States, and supports the following Pega applications, including:

- Pega Government Platform™
- Pega Customer Service™
- Pega Sales Automation™
- Pega Knowledge™
- Pega Field Service™
- Business Intelligence Exchange (Bix)
- Pega Agile Studio™
- Pega Predictive Diagnostic Cloud™
- Pega Deployment Manager™

With Pega Cloud for Government, you get the power of Pega Infinity on a platform that is:

- The fastest path to delivering value with Pega
- Scalability to meet modernization requirements while maintaining industry compliance
- FedRAMP Moderate / DoD IL 4 Platform-as-a-Service

### Challenge

The way we interact with our government is changing. Whether it's for citizen services or transforming processes for the digital world. As more services migrate online, governments need a platform that offers both the flexibility to innovate and the security to meet the expectations of their constituents.

### Solution

Pega Cloud for Government delivers Pega Infinity in a cloud service that enables government agencies to transform processes and manage citizen services. Online. In an app. On the phone. On live chat. On new channels that don't even exist yet. All this in a Federal Risk and Authorization Management Program (FedRAMP) FIPS-199 compliant environment.

## Simplify delivery. Accelerate modernization. Meet standards.

### Enable agency users to simplify service delivery

With Pega Cloud for Government, agencies are released from the burden of platform implementation and ongoing operations. Pega Cloud for Government is provisioned in days. Agency users can begin building key applications, delivering marked modernization improvements within weeks of getting started. Agencies can be confident that Pega Cloud for Government meets the highest federal requirements for cloud services.

### Accelerate process modernization requirements

Government agencies have aggressive modernization goals. Migrating to Pega Cloud for Government helps drive these efforts, giving governments access to a platform that is built to drive change, in a service model that provides continuous upgrades.

### Meet federal security, regulatory, and compliance standards

Security must be top of mind for any government agency exploring cloud technology to speed and improve modernization initiatives.

Pega's commitment to security includes our FedRAMP authorization. This enables agencies to rapidly adopt more cost-effective, cloud-based IT to accelerate digital transformation efforts. Furthermore, we offer ITAR Compliant single-tenant instances with FIPS 140-2 validated connectivity.

### Access a powerful platform to speed agile delivery

The low-code Pega Government Platform (PGP) allows business and IT users to collaboratively build applications together with model-based design, ensuring the final solution meets end-user needs. The agile, secure, unified solution gives agencies a tool for transformation without having to "rip and replace" existing systems.

### Don't just monitor, act with Pega Predictive Diagnostic Cloud

Predictive Diagnostic Cloud is an intelligent agent that predicts, prioritizes, and notifies administrators about the health of your Pega applications. It leverages artificial intelligence to provide operations teams a prioritized list of action plans that ensure performance and stability. For government agencies, Predictive Diagnostic Cloud can be deployed as a multi-tenant service, or within the client's unique environment.

