PEGA

Mainstage | Client Keynote

Community Forum

How Ayvens build for tomorrow today

Build for Tomorrow Today

Lex Ruijter
Pega Global Application manager

ayvens
SOCIETE GENERALE GROUP

TALENTO
M AA 1320

Business Personal

0345 250 000
Mon-Fri 9am to 5p

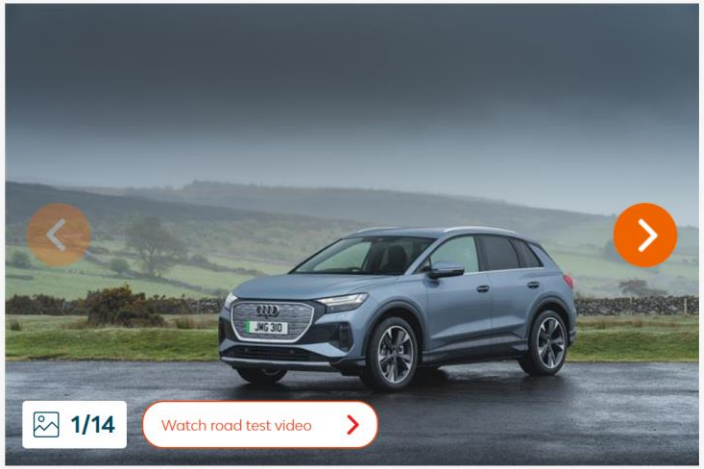
Deals Cars How Leasing Works Services Guides Vehicle Reviews Help & Suppo

No set up fees | 97% would buy again | 1.9m vehicles on road | Award winning

Home > Audi > Q4 > Q4 E-TRON ESTATE > 125kW 35 55.52kWh Sport 5dr Auto

Audi Q4 E-TRON ESTATE

125kW 35 55.52kWh Sport 5dr Auto



Lease Type

Business | Personal

Contract length (months)

24 | 36 | 48 | 60

Annual mileage (thousands)

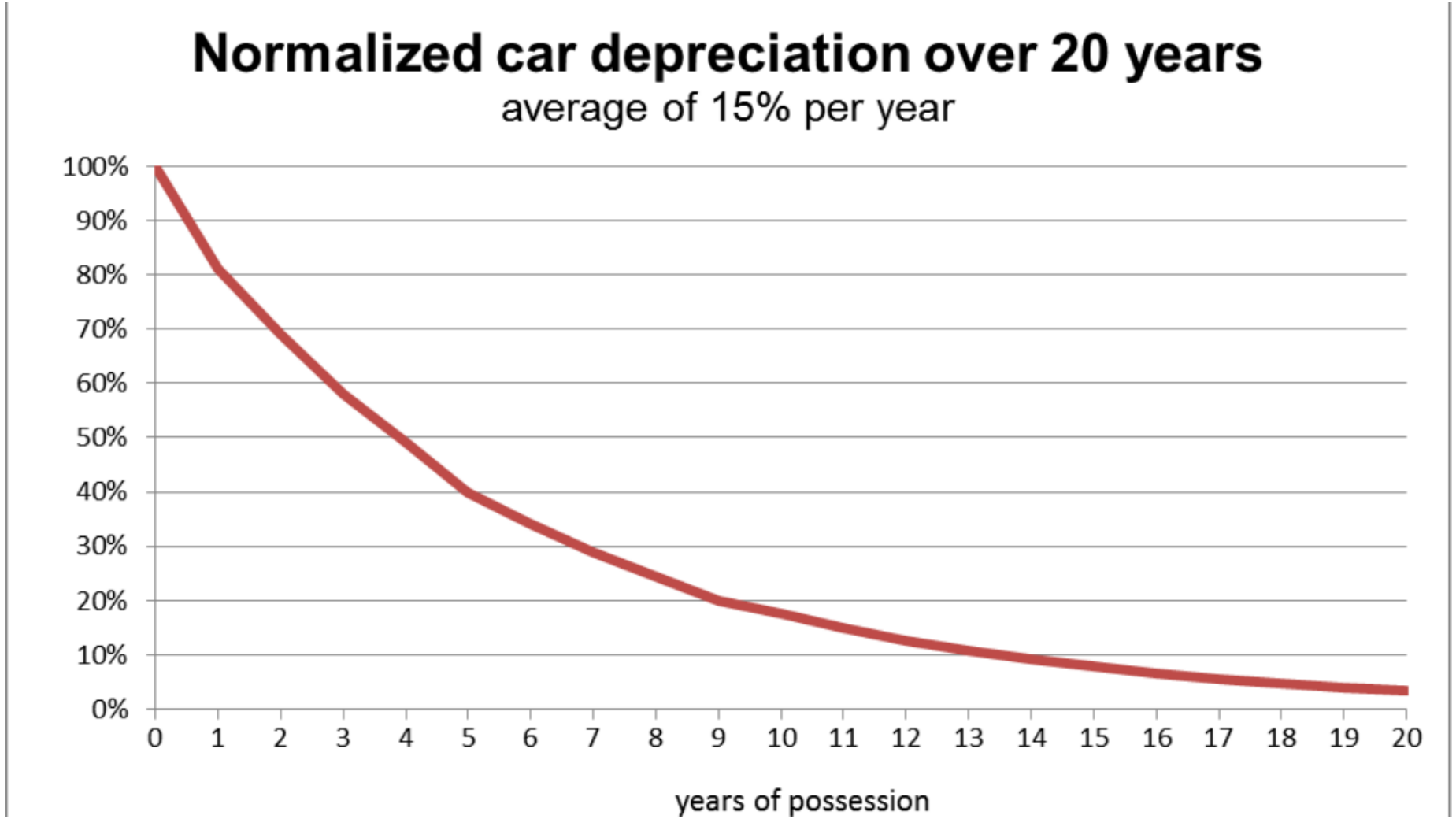
5 | 6 | 8 | 10 | 12 | 20

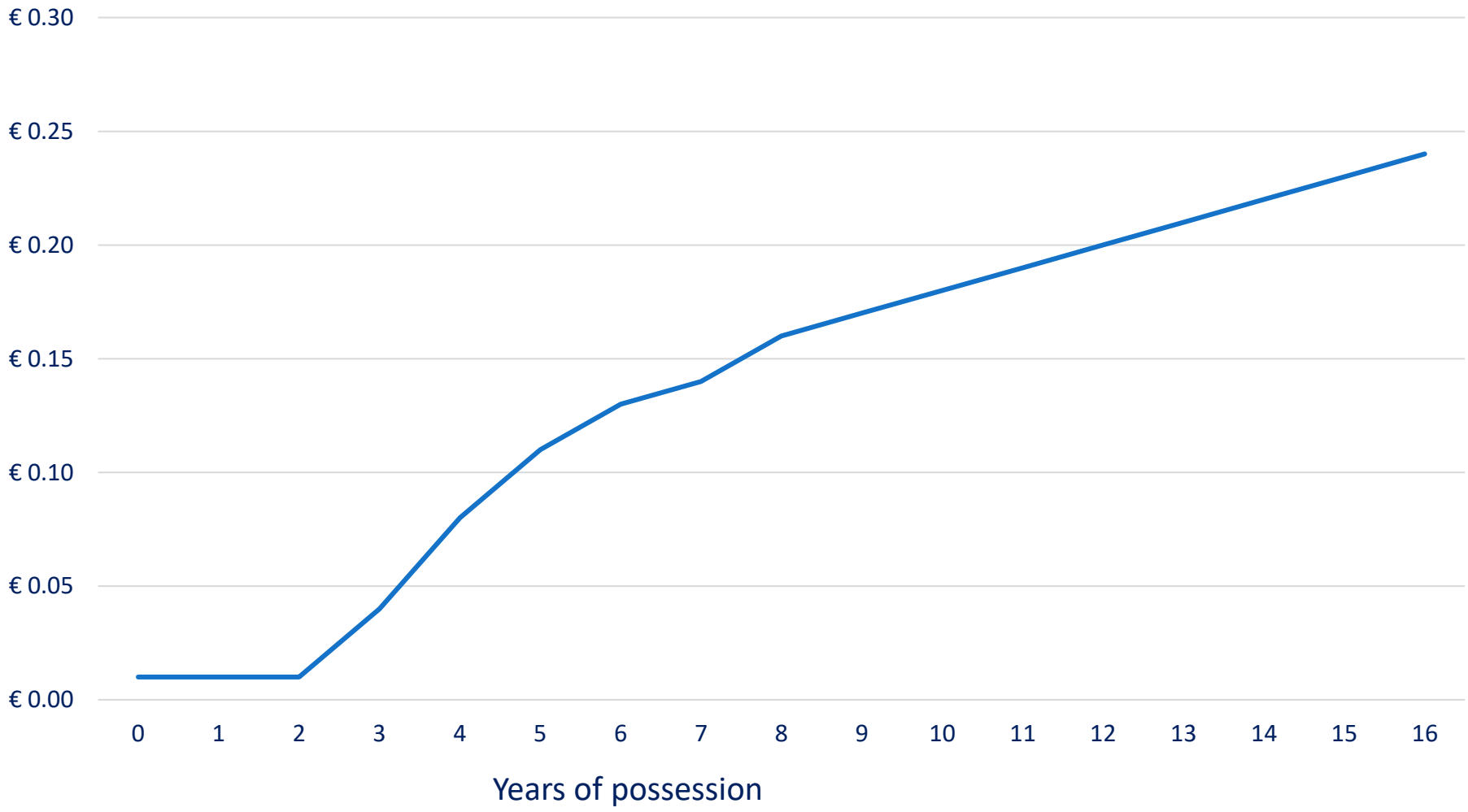
Upfront payment

1 | 3 | 6 | 9 | 12

£571 Per month (incl. VAT)

Choose this deal


Normalized car depreciation over 20 years
average of 15% per year
100%
90%
80%
70%
60%
50%
40%
30%
20%
10%
0%
0 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20
years of possession


€ 0.30
€ 0.25
€ 0.20
€ 0.15
€ 0.10
€ 0.05
€ 0.00
0
1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
Years of possession

Lex Ruijter

Pega Global application manager

- 25 years IT experience
- Global Pega Application Manager at **LeasePlan**
- Product Owner at **LeasePlan**
- Delivery Manager at **Accenture**
- Management Consultant at **BearingPoint**
- Product Manager at **ING Bank**

Ayvens

LeasePlan & ALD become one

We’re Ayvens, a global leader in sustainable mobility. Making life flow better for all our customers, from large corporates to private individuals. We also believe in creating journeys that put a smile on your face.

Employees	Total Fleet	Electrical Vehicles	Countries
15.700	3.4 M	428 K	44

Mainframe revolution

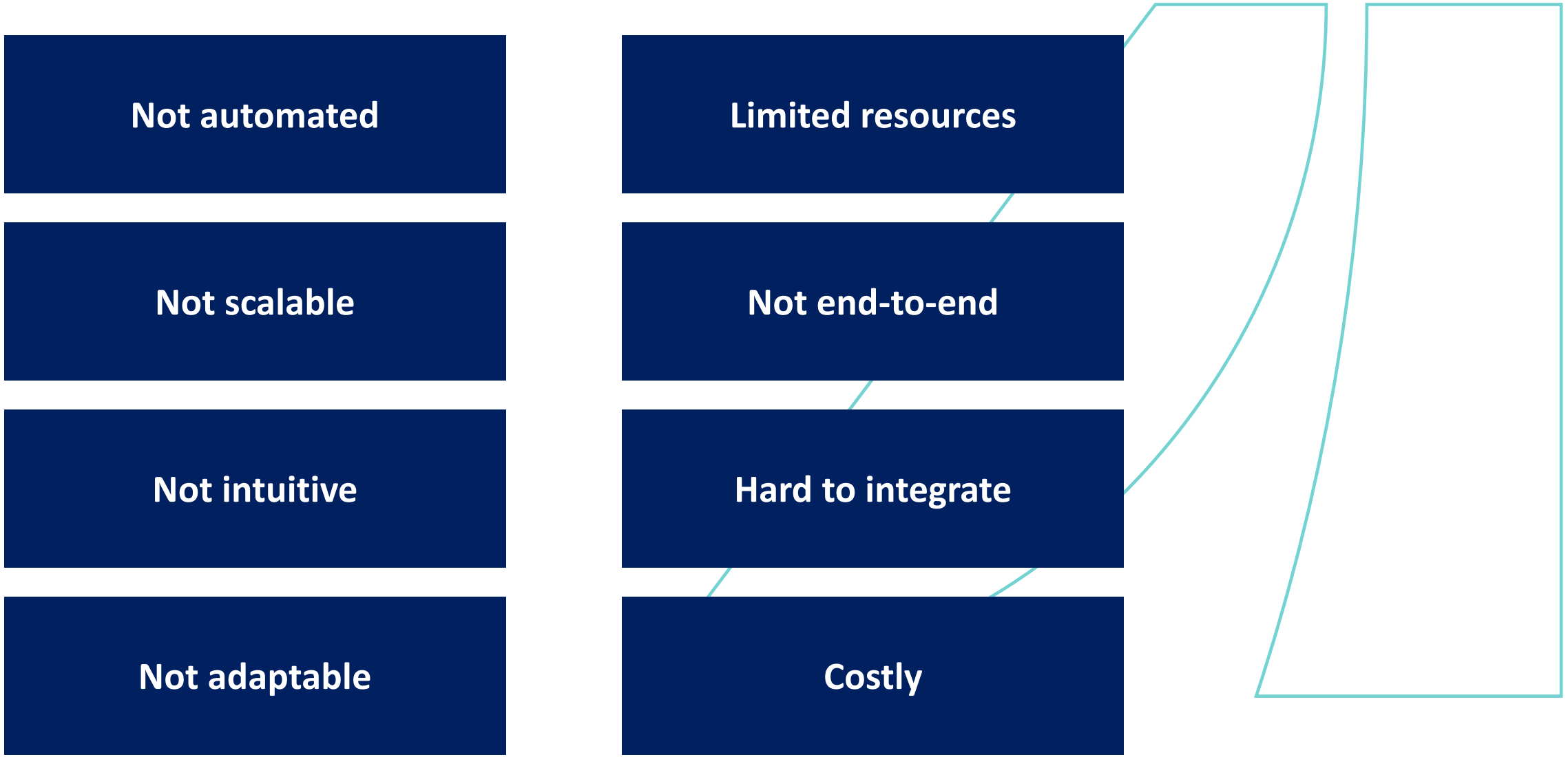
```
                Licensed Internal Code IPL in Progress
                                                              03/19/07
IPL:
  Type  . . . . . . . . . . . . . . . . :   Attended
  Start date and time . . . . . . . . . :   03/19/07  13:44:06
  Previous system end . . . . . . . . . :   Abnormal
  Current step / total  . . . . . . . . :      17     17
  Reference code detail . . . . . . . . :   C6004065

IPL step                                    Time Elapsed   Time Remaining
 Data Base Initialization                      00:00:01       00:00:00
 Journal IPL Clean up                          00:00:01       00:00:00
 Commit Initialization                         00:00:01       00:00:00
 System Id Verification                        00:00:01       00:00:00
>Start the operating system

Item:
  Current / Total . . . . . . . . :

Sub Item:
  Identifier  . . . . . . . . . . :
  Current / Total . . . . . . . . :

Wait for next display or press F16 for DST main menu

MA    a
```

Ayvens

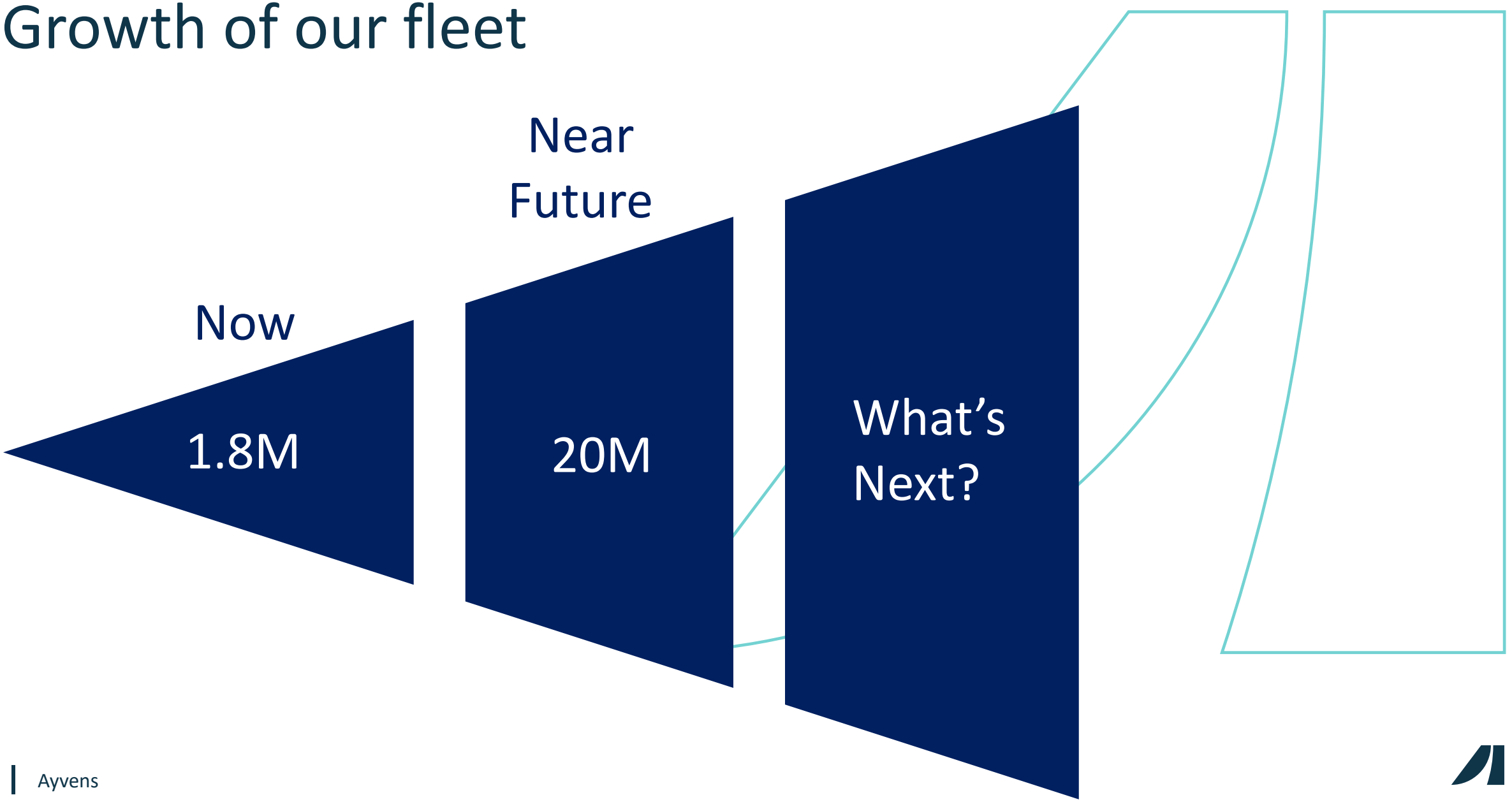
NOLS

New Operating Lease System

1983

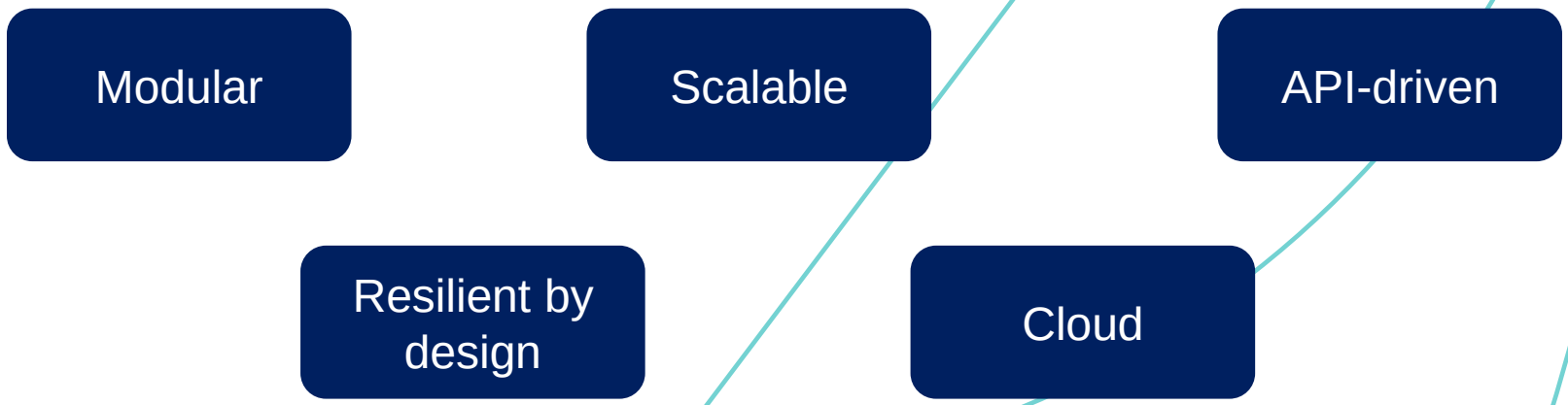

Not automated
Not scalable
Not intuitive
Not adaptable
Limited resources
Not end-to-end
Hard to integrate
Costly

Growth of our fleet

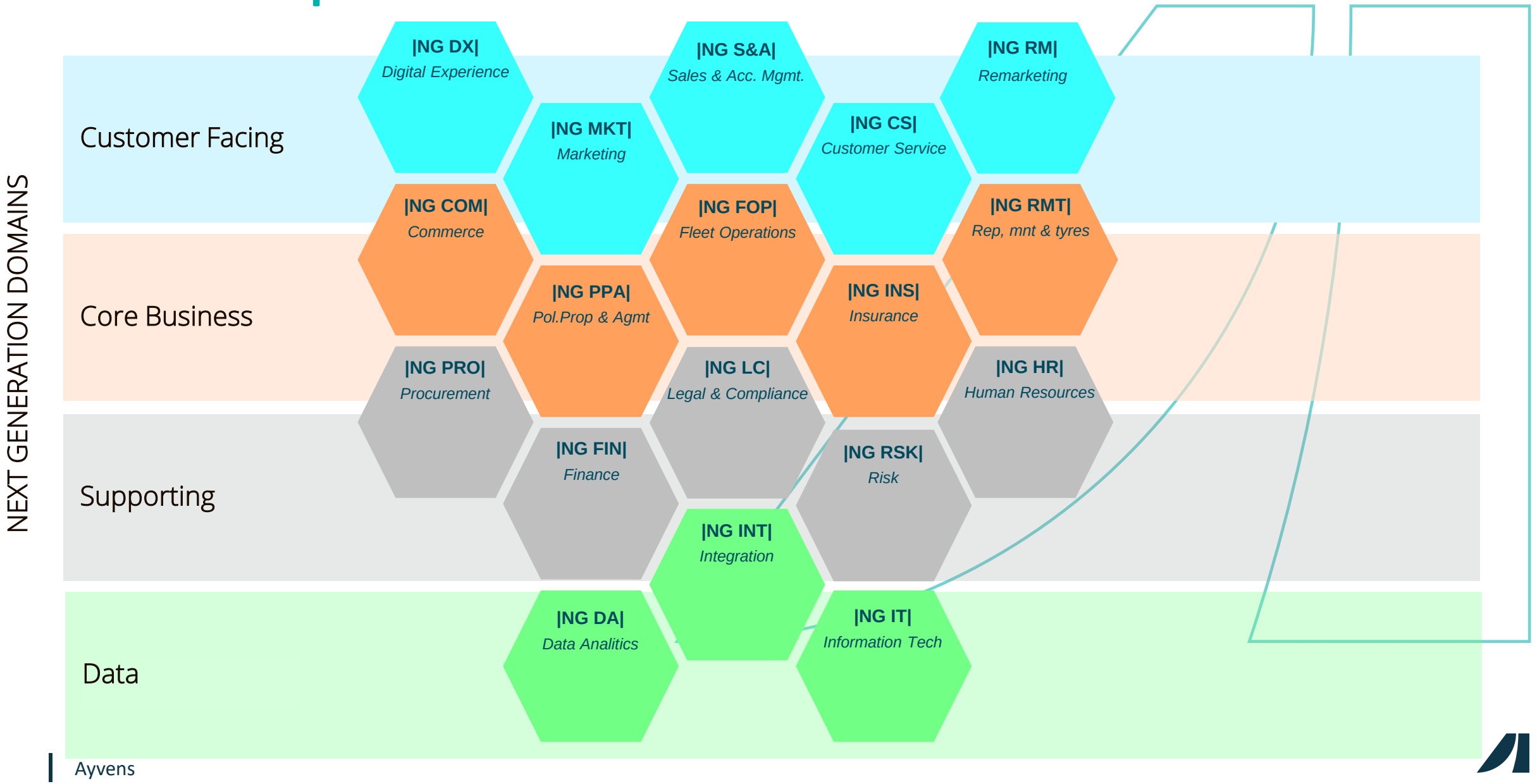


Next Generation Digital Architecture

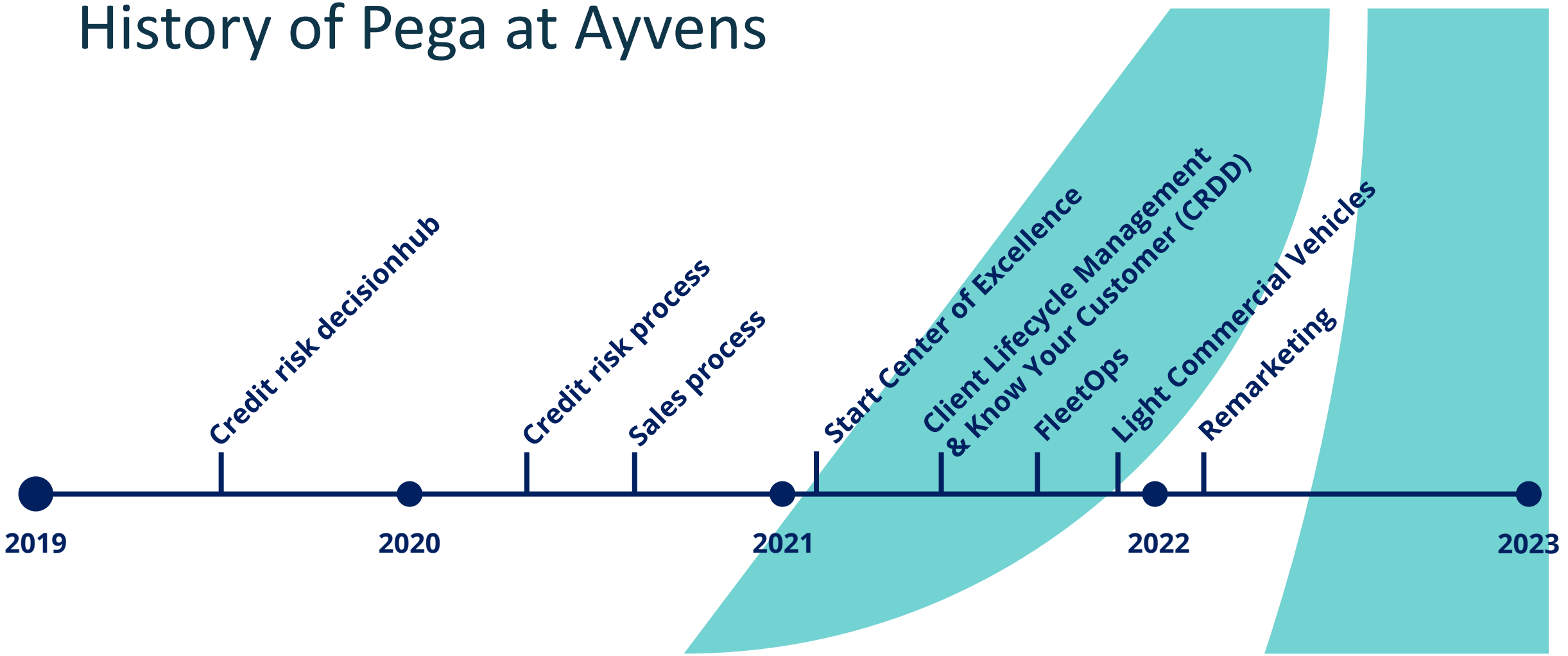
Harmonised global data, application and systems infrastructure

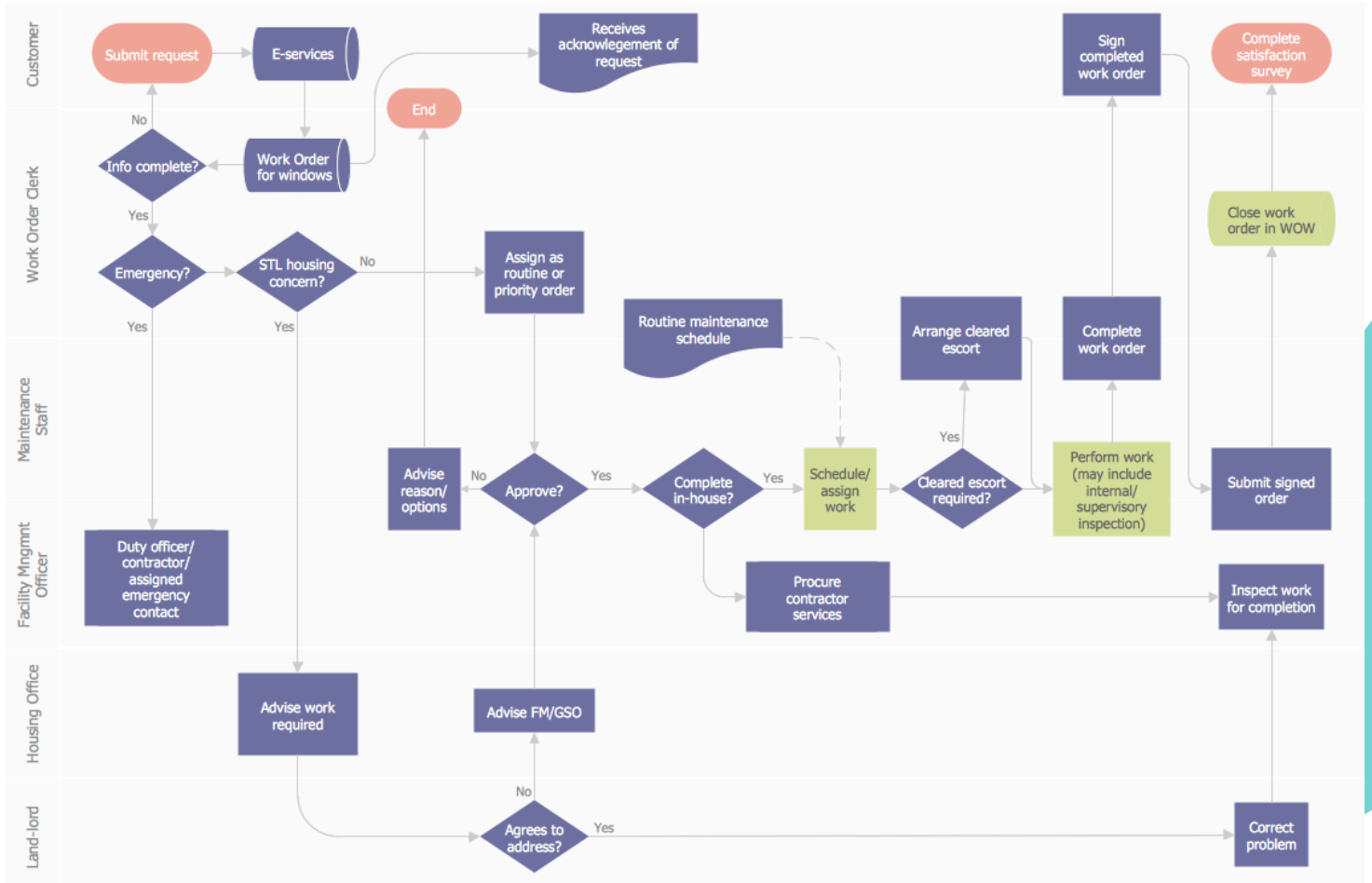


NGDA landscape



History of Pega at Ayvens




Customer
Work Order Clerk
Maintenance Staff
Facility Mngmnt Officer
Housing Office
Land-lord
Submit request
E-services
Receives acknowlegement of request
Sign completed work order
Complete satisfaction survey
End
No
Info complete?
Work Order for windows
Yes
Emergency?
STL housing concern?
No
Assign as routine or priority order
Close work order in WOW
Yes
Yes
Routine maintenance schedule
Arrange cleared escort
Complete work order
Yes
Advise reason/ options
No
Approve?
Yes
Complete in-house?
Yes
Schedule/ assign work
Cleared escort required?
Perform work (may include internal/ supervisory inspection)
Submit signed order
Duty officer/ contractor/ assigned emergency contact
Procure contractor services
Inspect work for completion
Advise work required
Advise FM/GSO
No
Agrees to address?
Yes
Correct problem

Requirement lists

#	Business Requirement	Area	Functionality Required		
3	**Allow visitors to site to notify owners / brokers of properties of their interest**	Front End for Public	27	HGH	**Send Email to the contact for the Property Advert** Ability to email the owner / agent for the property advert being viewed with the following: - the visitor's name - the visitor's contact number - the visitor's email address - a personalised message Prevent the visitors from seeing the email details of the agent
4	**Allow visitors to site to notify the administrators of any suspicious property adverts**	Front End for Public	28	MEDIUM	**Report Property Advert being viewed** Ability to access a link to submit a report of a property advert being viewed
5	**Allow visitors to navigate from a selected property advert to view others assigned to the agent**	Front End for Public	29	LOW	**Access other Property Adverts assigned to the owner or agent of the property advert being viewed** Ability to access a link to view a listing of other property adverts assigned to the owner or agent of the property advert being viewed differentiating those that are still available from those that are no longer available
6	**Allow visitors to indicate that they like one or more properties on social sites**	Front End for Public	30	LOW	**Like Property Adverts on Social Sites** Allow visitors to use like boxes to indicate that they like a property advert on Facebook, Twitter, Pinterest, and Google.
7	**Allow persons to setup accounts to register their properties for listing on the site or to save selected property adverts as favourties**	Front End for Public	31	HIGH	**User Logins using email accounts for Placing Property Adverts** Allow visitors to register and/or log onto the site using an email address and password before they can list a property advert or save a property advert as a favourite.
		Front End for Public	32	LOW	**User Logins using social site accounts for Placing Property Adverts** Allow visitors to register onto the site using the login details of social sites such as Facebook, Twitter, Google and Pinterest before they can list a property advert or save a property advert as a favourite.
		Front End for Public	33	MUST	**Reset user passwords if forgotten** Allow users to reset their passwords by having new passwords sent to their email accounts. The new passwords must be reset on their

Technology driven

Features & functions

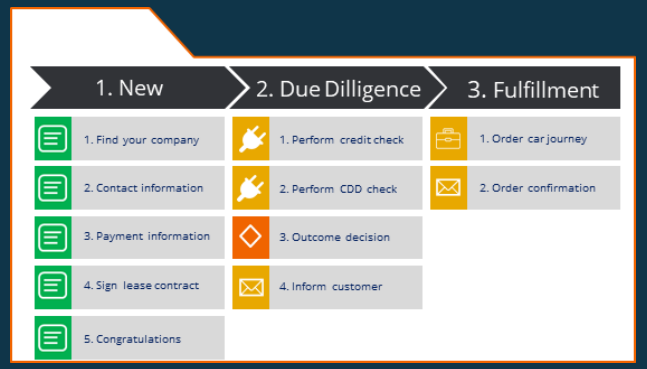
Business misguidance

Not innovative

Front-end & channels

PEGA Digital Experience API (DX API) with Constellation

Micro-journey & business logic



PEGA
Build for Change

PEGA Live Data

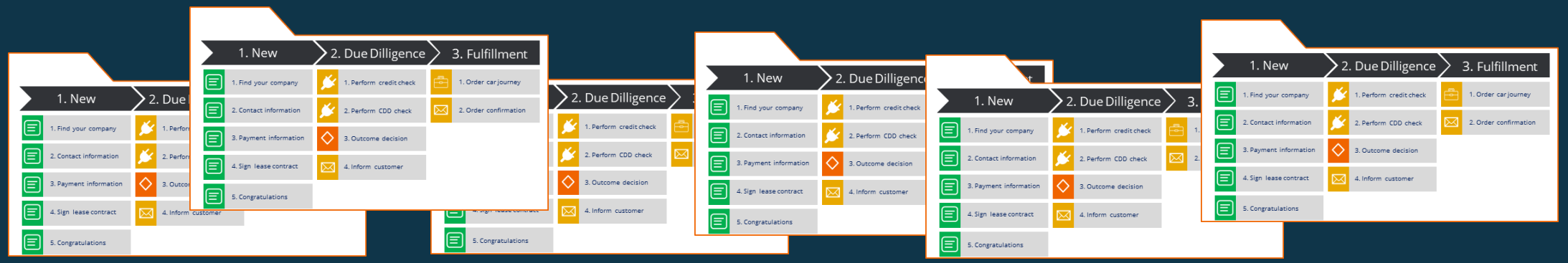
APIs / ESBs | Micro-services | Data lakes | Products | Legacy | CRM | 3rd party

Systems of record

Ayvens

Front-end & channels

PEGA Digital Experience API (DX API) with Constellation



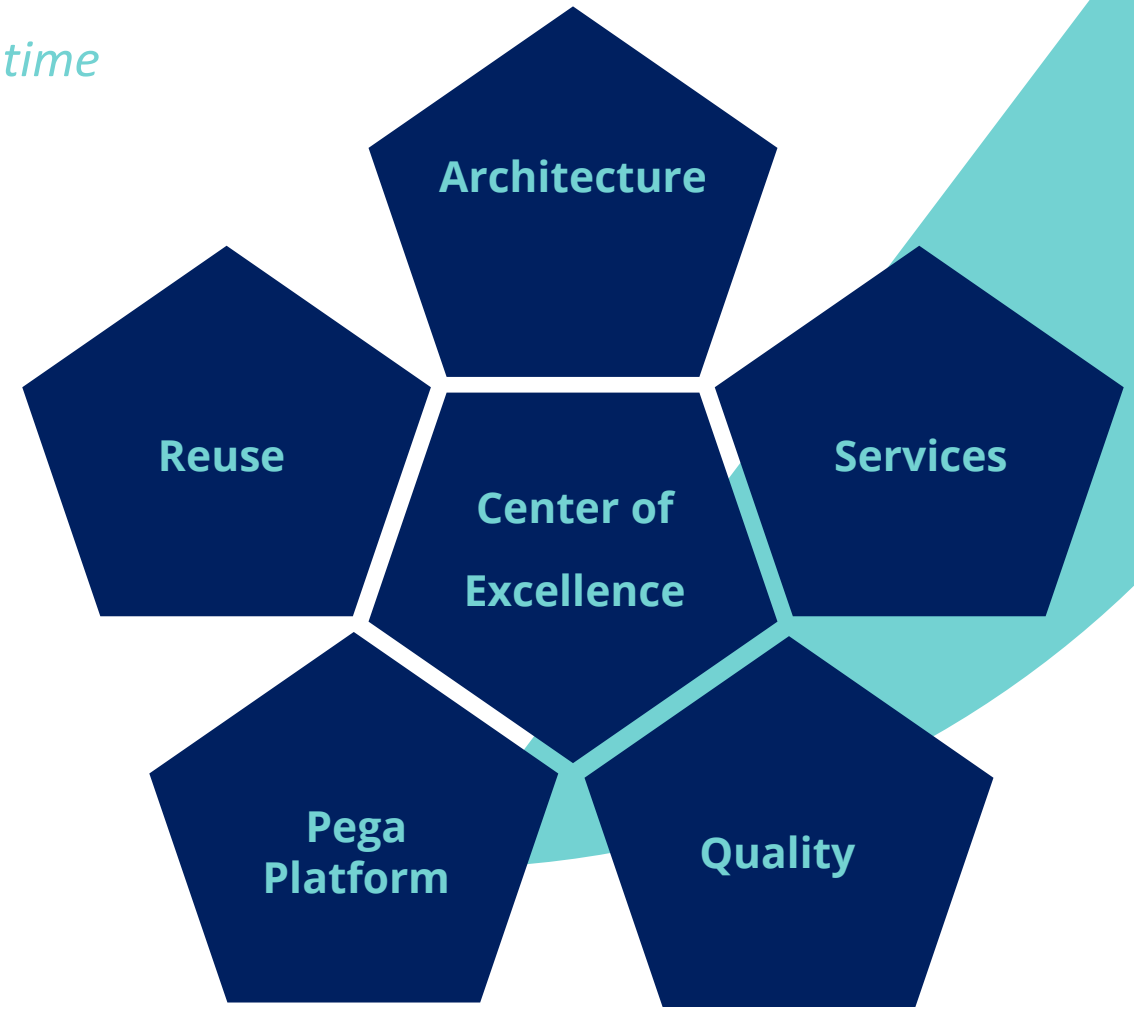
PEGA Live Data

APIs / ESBs | Micro-services | Data lakes | Products | Legacy | CRM | 3rd party

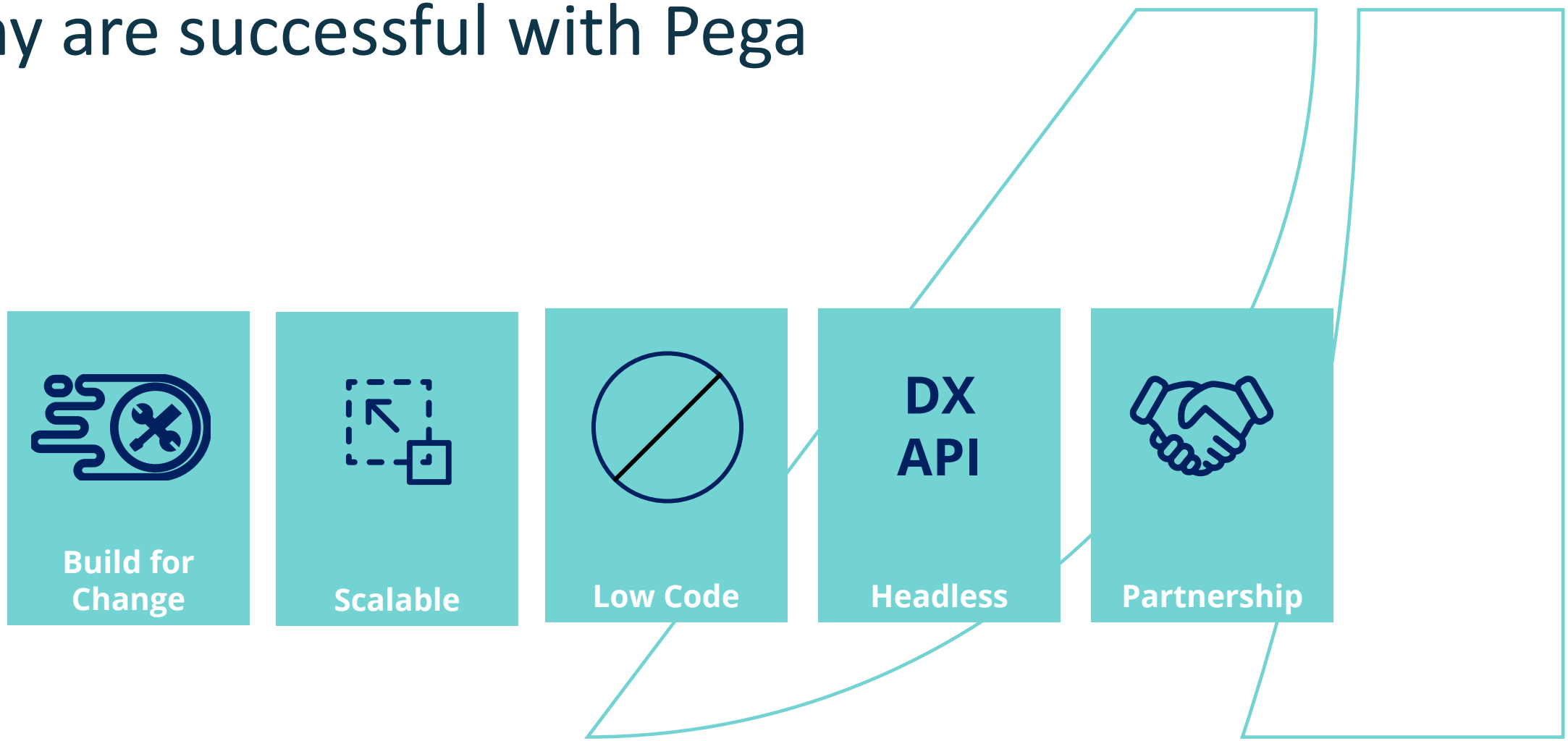
Systems of record

LeasePlan Center of Excellence

Let's do it right the first time



Why are successful with Pega



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Better with every move