



*Mainstage | Pega Keynote*

# Community Forum

Every cloud has a silver lining - shaping transformation successfully





# Every Cloud Has a Silver Lining

Shaping Transformation Successfully

09 November 2023 | Frank Guerrero

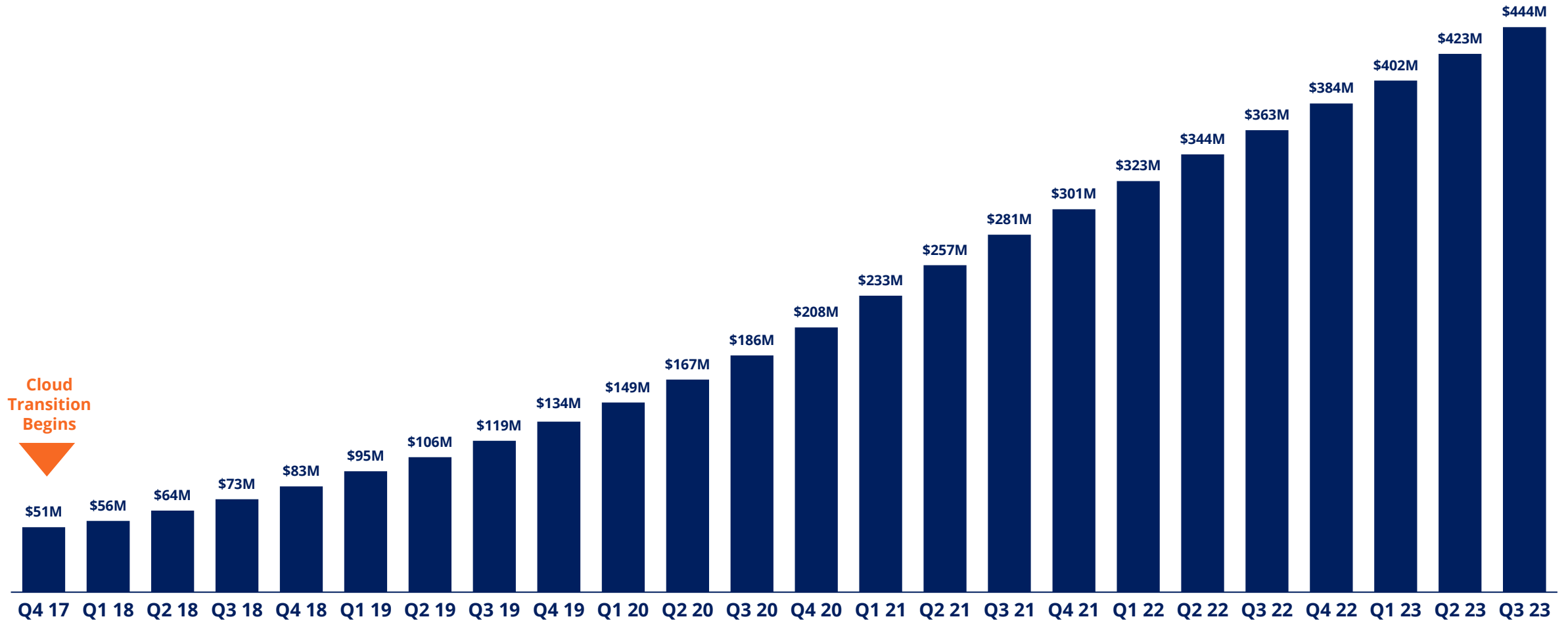
# Agenda

- Why Pega Cloud?
- How easy it is to migrate to Pega Cloud?

# Why Pega Cloud?

# Gross Margin Expansion: Scale Pega Cloud

Pega Cloud revenue increased from \$51M to \$402M



Pega Cloud Revenue

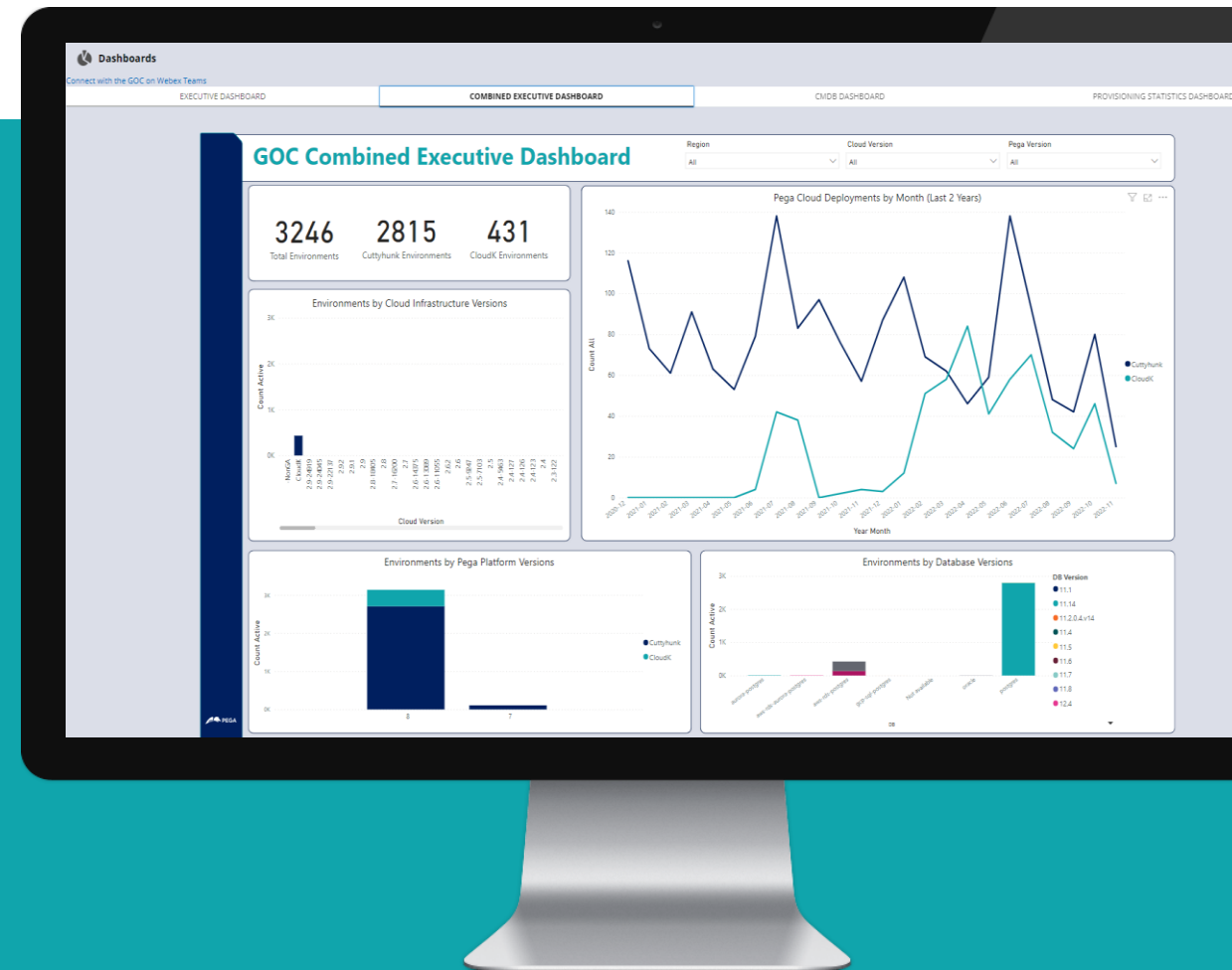
# Pega Global Operations Center



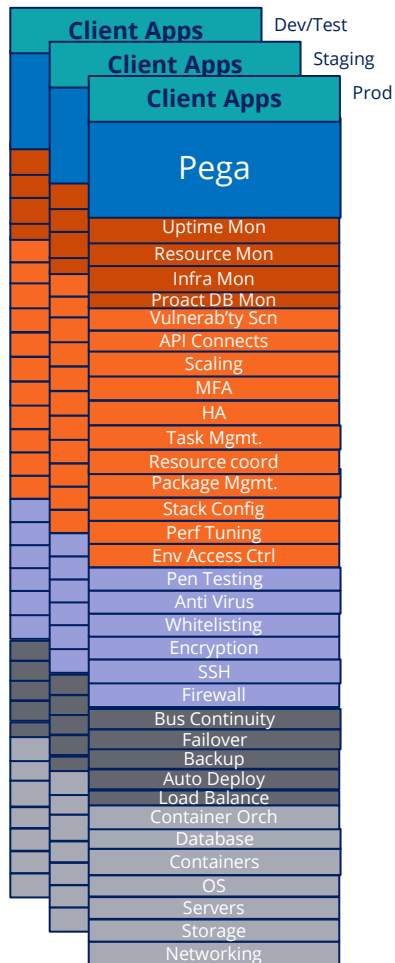
We devoted ***hundreds of thousands of hours*** to build a world-class, global operations center

***But how does it help you?***

- ✓ By providing you ***predictable, reliable cloud services***, fully automated by the Global Operations Center
- ✓ You'll ***always be current***, with seamless, proactive, zero-downtime updates applied and managed across the fleet
  - ✓ Including seamless infrastructure updates
- ✓ It automatically ***scales to meet the demands*** of your enterprise-grade applications
- ✓ It ***preemptively takes action*** to avert potential issues, ***before they occur*** and without need for manual intervention
- ✓ It keeps a ***watchful eye for security incidents***, with proactive action and alerting
- ✓ It manages sensitive client data ***without any need to view or access that data***
- ✓ All so ***you*** can ***focus on your business mission***



# Optimized Value through Pega Cloud services



- **Maximize the value** from your applications
- We provide **multiple services** over and above those of typical (IaaS) providers and **manage them continuously**
- All tuned to operate **in the context** of Pega
- We **utilize automation** to ensure **consistency and standardization** across all client deployments
- Your solution is **always kept current**
- Your services scale according to your **defined business need**
- As technologies and architectures evolve, **Pega Cloud advances with you**

# Pega Cloud

Enterprise-class services to power Pega's cloud-native, low-code platform for AI-powered decisioning and workflow automation



## Mitigate Risk

Prevent disruptions to your business with secure, compliant, and reliable services powering your mission-critical applications



## Enable Growth

Free your resources from the burden of operations to focus on innovation that achieves your business objectives



## Reduce Costs

Grow your business with a predictable subscription model that scales to meet your most demanding requirements



## Improve ESG

Accelerate your organization's initiatives for reducing environmental impacts



# Pega Cloud

Enterprise-class services to power Pega's cloud-native, low-code platform for AI-powered decisioning and workflow automation



## Mitigate Risk

Many fewer incidents  
50% faster resolution  
Proactive updates  
Log4j: 4-hour remediation



## Enable Growth

Update process from months to hours  
25% faster delivery  
10+ changes per week  
Pega GenAI



## Reduce Costs

80% reduction in update costs  
Retire IaaS spend via cloud marketplace  
Gartner: 40% of IT budgets in 2023 address technical debt



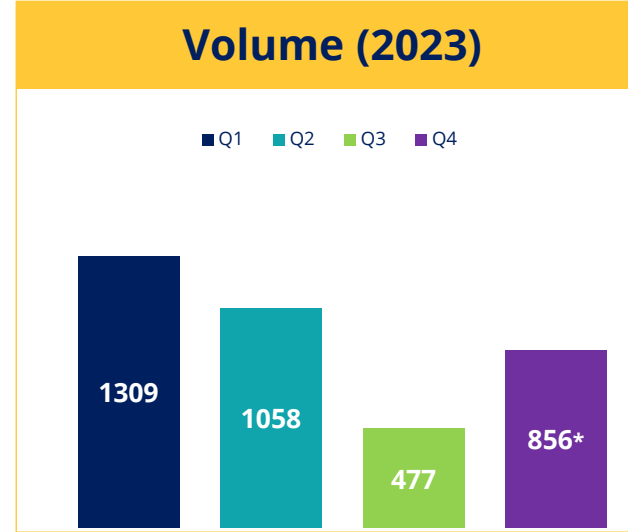
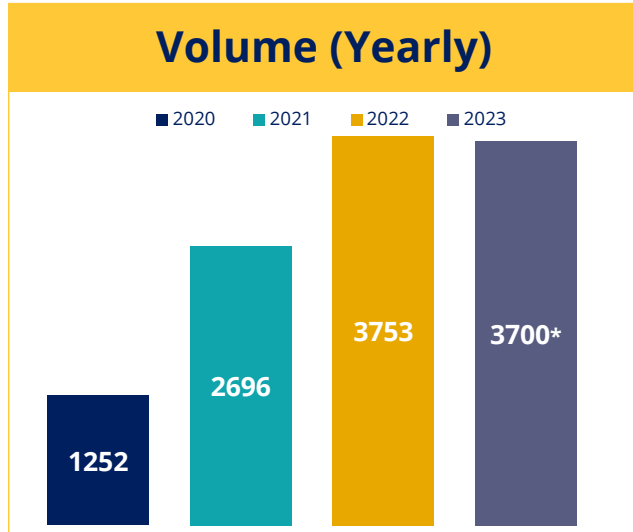
## Improve ESG

28M compute hours avoided  
for reducing environmental impacts

# Proactive Patches

### Install Process

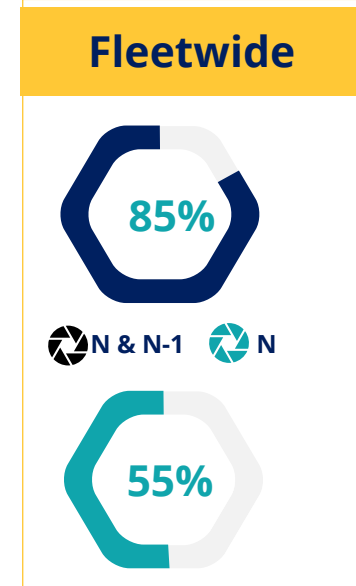
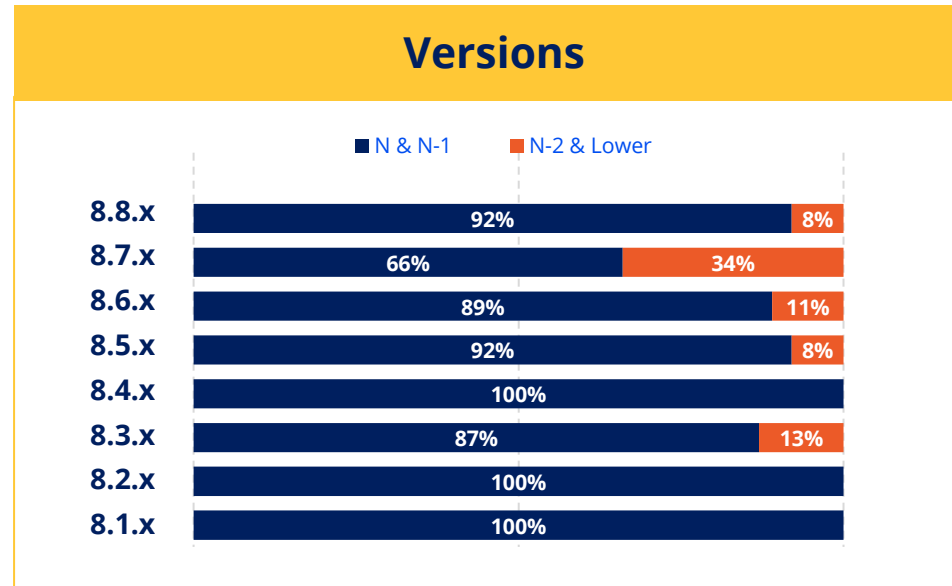
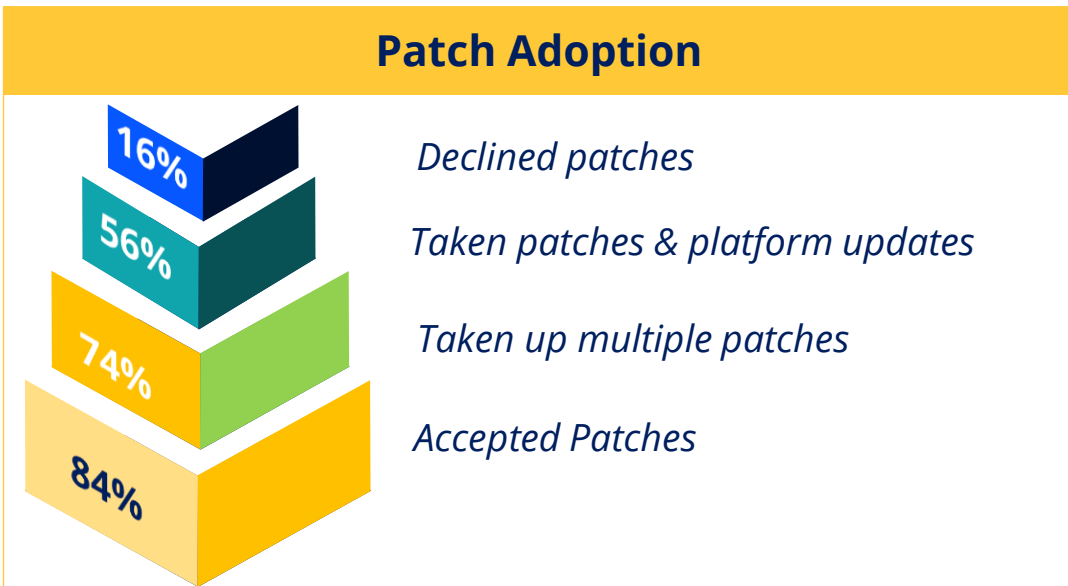
- Start with Devops & Agile Studio
- Lower to Higher Environments (dev>stg>prod-mirror>prod)
- Appropriate spacing between environments (complete a client in 2 weeks)
- There is minimum spacing of 3 days between each environments



### Average Duration

**Average Install Time**  
**2.7 Hours**

**73%** Complete < 3 Hrs  
**20%** Completes < 2 Hrs

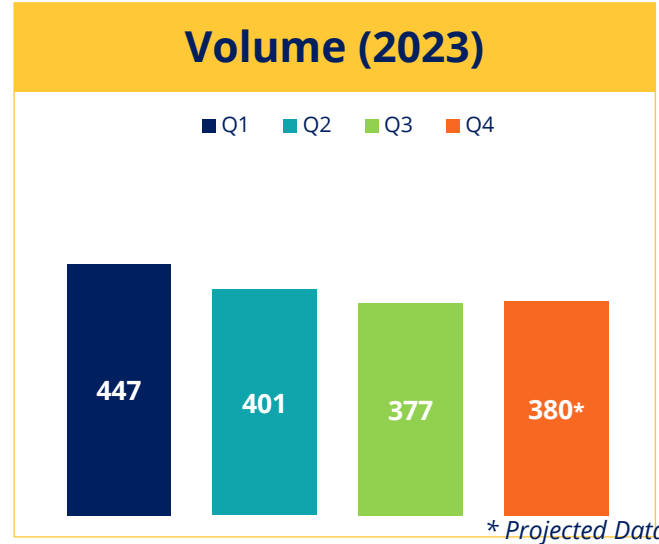
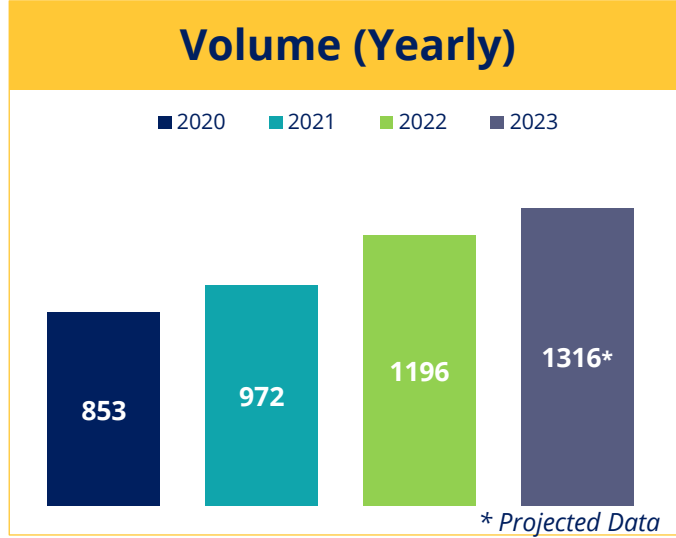


\* Projected Data

# Platform Updates

### Install Process

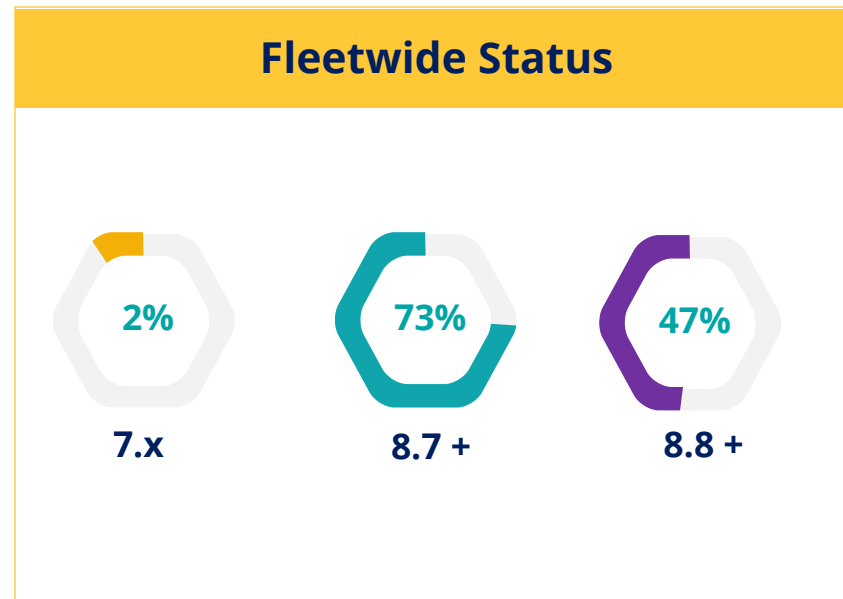
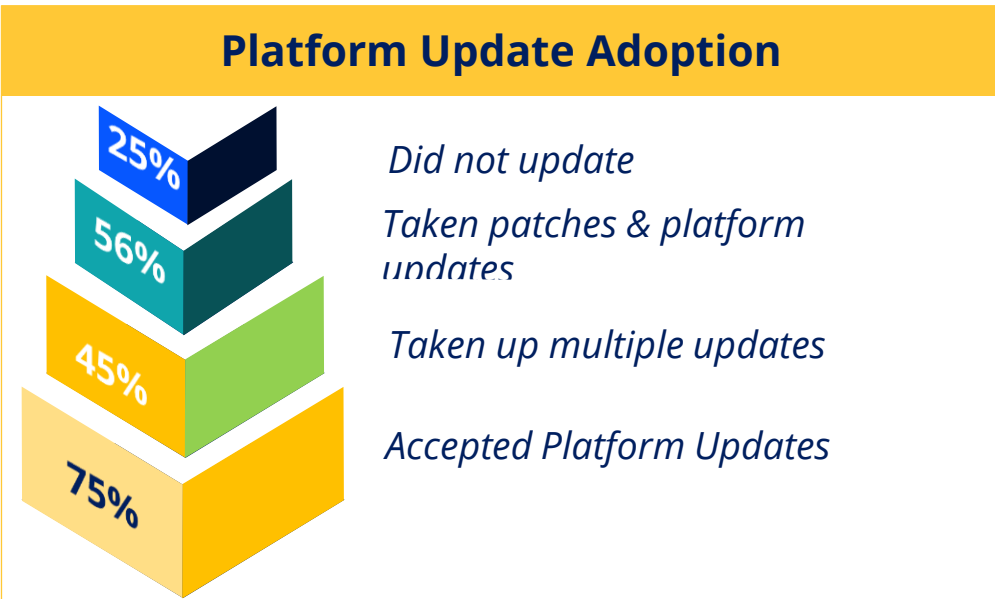
Start with Staging Clone
Clone Testing (2-4 weeks of application testing on clone)
Production Update (Start with update of production environment)
Lower Environments (Once production updated, staging and lower env follow)



### Average Duration

**Average Install Time**  
**3.7 Hours**

**92%** Complete < 4 Hrs  
**90%** Completes < 3 Hrs



### Client Journey

**Average Duration\***

**21 Days** During Production First Approach  
**34 Days** During Lower to Higher approach

\* Based on sample data of 100 updates

# Microservices architectures are effective but complex

Speed, scale, and scalability comes with a greatly increased operational load

## Modern architectures deliver...

- **Scalability** – Isolated components prevent bottlenecks and allow you to scale as needed to support increased workloads
- **Speed** – Automation allows developers to deploy and test frequently, with service isolation reducing reducing test cycle times
- **Stability** – Failures in one service don't break others preventing the spread of issues across the system
- **Security** – Data separation and rapid deployments protect secure information and allow teams to patch vulnerabilities faster
- **Currency** – Faster deployments to isolated services allows continuous updates to stay current

## But they demand...

- **Specialized skills** – Teams must build and support containers, control planes, backing services, and more, and keep up with a rapidly shifting technology landscape
- **Automation** – “Splitting the monolith” creates 10s or 100s of independent components that cannot not be managed cost effectively without high levels of automation
- **Operations** – Teams need to not just build modern apps – they need to run them, and the operation

# Benefits of Pega Cloud 3

**Pega Cloud 3 is a  
microservices  
architecture built  
on Kubernetes**

## **Auto-scaling**

*Scales to meet demand beyond peak usage*

## **Blazing fast restarts**

*Clusters restarts that average ~10 mins*

## **Self-healing infrastructure**

*Through Kubernetes resource governance models*

## **Independent Micro Updates**

*Smaller and faster infrastructure updates*

## **Multi-Cloud managed service**

*runs on both AWS and GCP*

# What is Pega Cloud & Why we adopted Pega Cloud

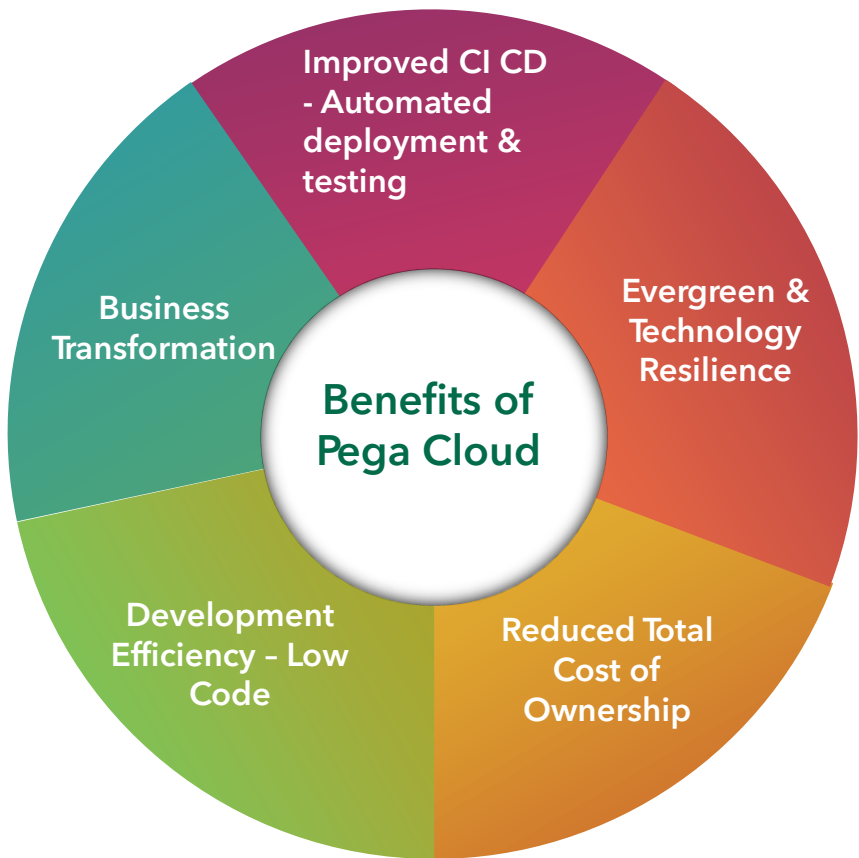
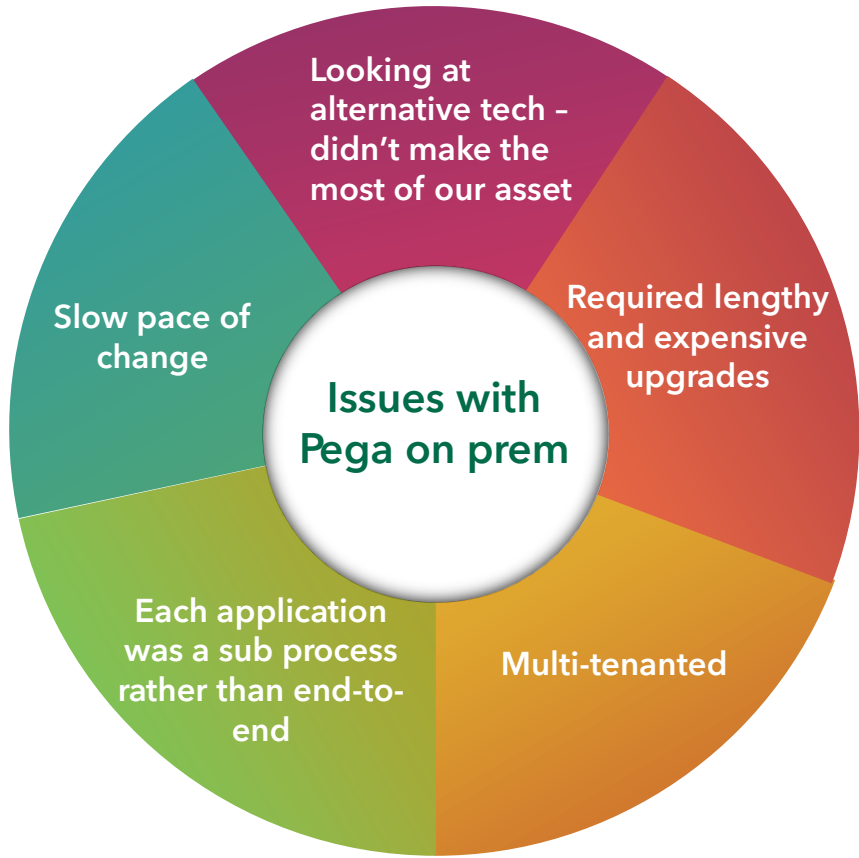


**Pega is the recognised industry leader and is therefore the Bank's strategic tool for BPM.**

43 Applications | 32000+ Users | 4M cases created per month

**Pega enables businesses to:**

- Unify Customer Engagement & Digital Process Automation
- Build end to end Customer Centric applications
- Ensure reuse and rapid delivery - 8x faster
- Design and deploy 1 Application across multi channels
- Manage processes and workflow (BPM) to increase efficiency, performance and agility



**CORE PLATFORMS POSITION- JAN 2020**

- 04 Transformation Directorates
- 48 Pega Applications
- 47 Custom Built hosted on prem
- 11 Separate Instances
- 01 OOTB Application on PegaCloud
- 01 Single Instance on v6.2; hosts 35 apps

- Bank's strategy moving to future mode of operating (FMO)
- Core Platforms not centrally funded, requires investments from value streams

How easy it is to migrate to  
Pega Cloud?

# Pega Cloud Migration Program

Unlock the full power of Pega for your enterprise with reliable, scalable and secure Pega solutions.

- **500+ applications migrated to Pega Cloud**
- **Industry standard tools designed to minimize downtime**
  - Support for AWS and GCP
- **Track record of delivering success**
  - Minimizing project risk & costs
  - Taking full advantage of all Pega Platform and Cloud services



## Client Success Stories

- Global financial services and banking corporation with applications supporting front line sales and back-office tasks including sales and origination for Deposits, Credit Cards, Lines and Loans with **over 12 TB of data and 12MM cases.**
- Multinational healthcare company with **15 applications across 5 lines of business and 3 global regions.**
- Multinational automobile manufacturer repair order and warranty claim solution with **over 2 TBs of data.**
- Pega has been a fantastic digital transformation partner. It has helped us in our value streams and in our delivery directorates: retail, insurance and wealth, commercial and enterprise ... We have more than **300 business workflows,** and there are **32,000 users** benefitting from it.



# Pega Cloud Migration Assurance

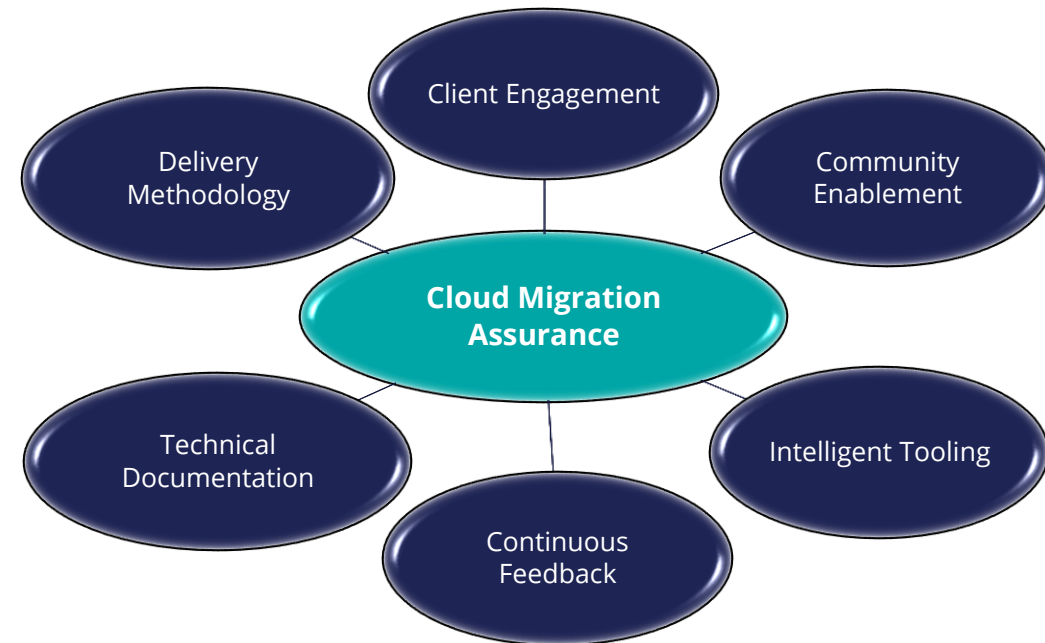
Partnering with clients on low risk and cost-effective delivery

## Thought leadership on Cloud Migration planning

- Application and deployment assessment advisory support
- Cloud Readiness tool leveraged to identify scope and complexity of Cloud Migration journey
- Pega Cloud enablement, connectivity design, and migration strategy/approach
- Project planning templates and checklists

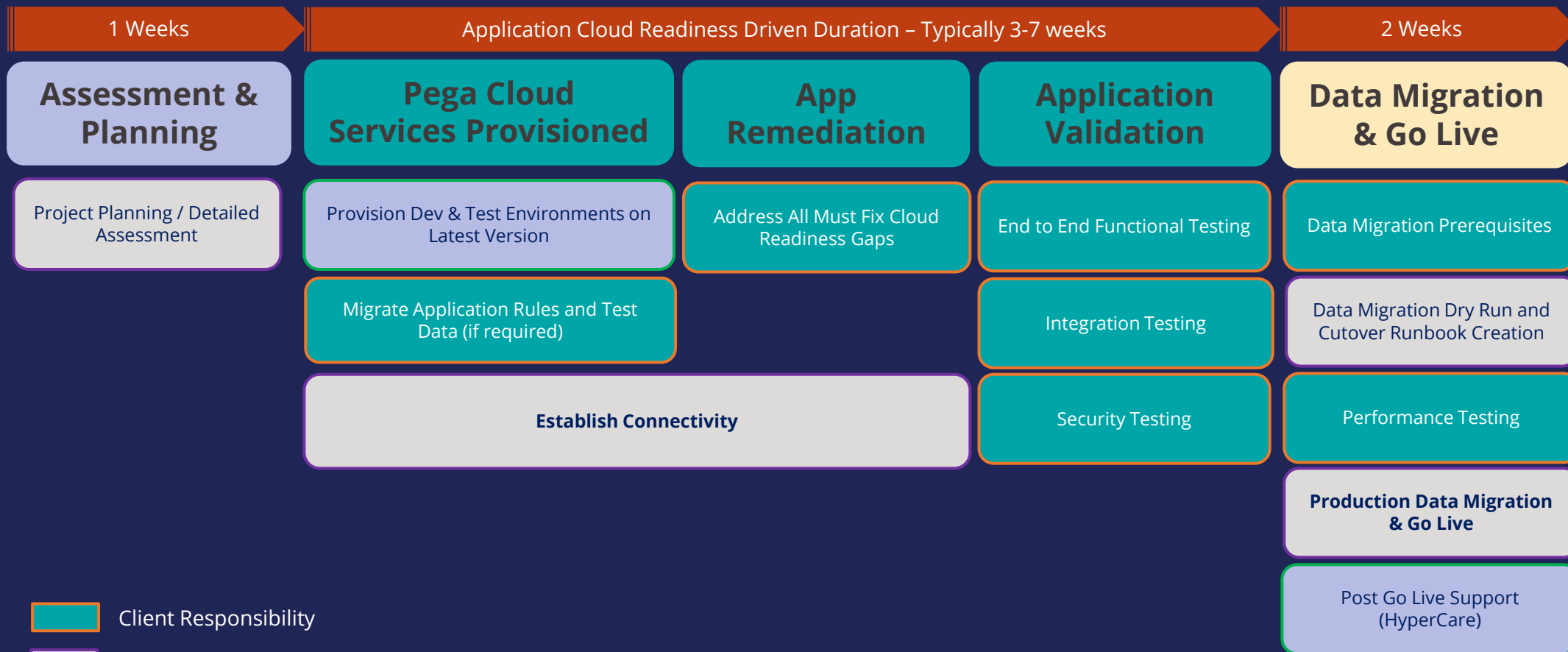
## Technical guidance and support during Cloud Migration delivery

- Engagement governance and delivery methodology best practices
- Application update and implementation patterns
- Case and attachment purge/archival strategy
- Performance testing and tuning guidance to optimize performance
- Data migration runbook and execution oversight
- Feedback loop for continuous improvement based on lessons learned and retrospectives



# Pega Cloud Migration Journey

Stages and Steps for migrating applications on a single system



More Details on Pega Community: [Migrating to Pega Cloud](#)

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**PEGA<sup>®</sup>**