



PegaWorld

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virtusa

Compliance Reinvented: 40% Less Effort, 100% More Transparency



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Agenda

- Where we started — The compliance challenge at New York Life
- The vision — What we set out to build and how we approached it
- What we built — Architecture, capabilities, and delivery
- What we achieved — Results, outcomes, and the road ahead





Virtusa is a global leader in digital engineering and technology services, known for delivering complex enterprise transformations.

Pega capabilities

A global strategic partner and Pega's most tenured partner, Virtusa has successfully led large-scale modernization journeys for some of the world's most trusted organizations.

Domain expertise | Virtusa tools and accelerators | Digital engineering services | Accelerated timely and impactful delivery



3500+

Pega professional



300+

Successful transformation projects



200+

Global Pega customers



75+

Modernization/ upgrade programs



25+

Years of delivering Pega programs

Global Strategic Partner | innovation Partner of the year for Healthcare | ANZ Market Maker Award | Asia Partner of the year | Pega Insurance Partner Board | Blueprint Innovation Award | Constellation Award Winner

FORRESTER

Virtusa named as a **Leader** in the Forrester Wave for **DPA, Q3 2022**

Gartner

Virtusa positioned as a Large Provider of Hyperautomation Consulting, Implementation & Managed Services by Gartner

Everest Group

Virtusa positioned as a Leader again in Everest Group Pega Services PEAK Matrix® Assessment 2024 report



New York Life

Mutuality matters

As a Fortune 100 company and the **largest mutual life insurer in the U.S.**, we operate for the benefit of policy owners,¹ not Wall Street.

In 2026, we expect to pay **\$2.78 billion** in dividends to eligible participating policy owners — the largest dividend payout in our 180-year history.²

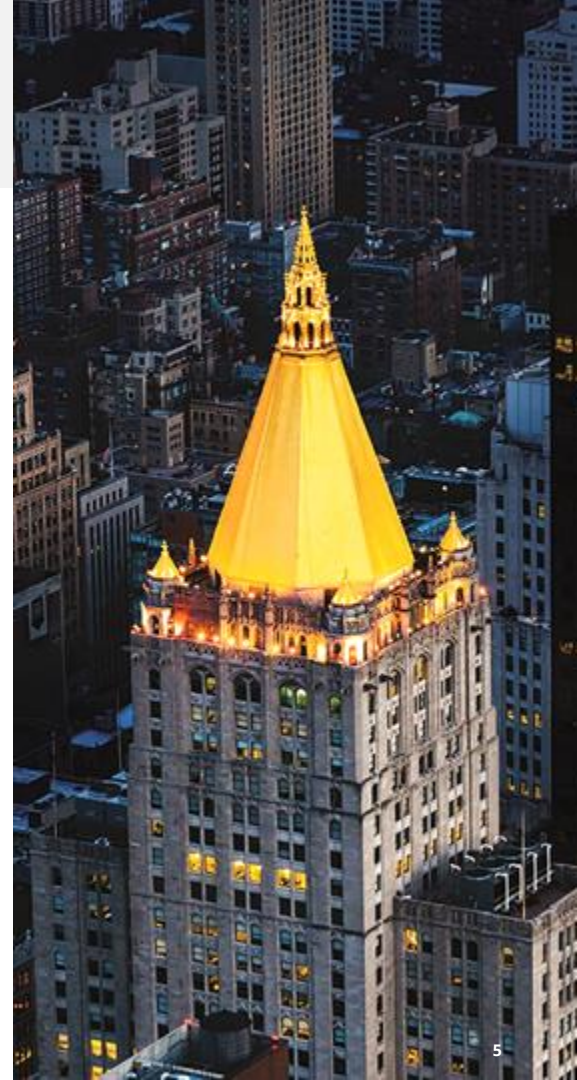
A history of financial strength

We have the highest financial strength ratings currently awarded of all four major ratings agencies, based on our years of keeping promises to policy owners.³

1. Based on revenue as reported by "Fortune 500 ranked within Industries, Insurance: Life, Health (Mutual)," Fortune magazine 6/2/2025. For methodology, see <https://fortune.com/company/new-york-life-insurance/>.

2. Dividends are not guaranteed. New York Life Insurance Company is a mutual company that issues participating products that are eligible for dividends, but is also the parent of subsidiaries which issue non-participating products. The participating products are invested in separate and distinct portfolios and have their own dividend scales. <https://www.newyorklife.com/newsroom/2026/record-financial-results-for-2025>.

3. Individual independent rating agency commentary as of 10/28/2025: A.M. Best (A++), Fitch (AAA), Moody's Investors Service (Aa1), Standard & Poor's (AA+).



Scale of corporate compliance at NYL

120

General offices
requiring oversight

12,000

Field agents
being monitored

**Corporate
Compliance
Department (CCD)**

26

Distinct, specialized
compliance teams


15+

Core compliance
functions (Ethics, AML,
Privacy, Sales Practices)

Before transformation: A distributed compliance ecosystem

The Corporate Compliance Department (CCD) managed work across multiple systems and tools without a centralized case management approach.

Operation landscape

-  Email and attachments
-  Shared drives
-  Siloed teams
-  Ad-hoc reporting
-  Manual documentation
-  Standalone applications
-  Legacy systems
-  Spreadsheets

Business impact

- Multiple tools and data sources
- Limited visibility across activities and information
- Manual and time-consuming processes
- Challenges in tracking and monitoring progress
- Reporting and audit readiness required extensive manual effort

Vision: A unified compliance platform

One unified compliance platform — consolidating processes, data, and workflows across all CCD functions, giving leadership real-time visibility and enabling compliance staff to focus on investigation, not administration."



- Unified compliance platform
- Single source of truth
- Intelligent automation
- Real-time visibility
- Accelerated regulatory response
- Scalable future-ready foundation

Core goals : Leadership visibility · Operational efficiency · Compliance confidence

Why Pega? How we selected the platform

Platform evaluation criteria



Complex case management

End-to-end workflow orchestration for investigations, reviews, approvals, and exceptions.



Speed to market

Low-code delivery and Pega Blueprint accelerated discovery, design, and prototyping.



Enterprise integration

API, file, identity, and backend integration capabilities to connect with NYL systems.



Security & compliance-ready

Enterprise-grade controls aligned to NYL's security and regulatory expectations.

Platform selection: Capability fit



Why Virtusa as implementation partner?

Virtusa provided the engineering rigor to turn vision into reality through disciplined execution.

- Deep Pega heritage
- Proven NYL experience
- Delivery discipline and Engineering rigor

The vision & how we scoped the first release

One unified compliance platform — consolidating processes, data, and workflows across all CCD functions, giving leadership real-time visibility and enabling compliance staff to focus on investigation, not administration."

Why Market Surveillance Unit (MSU) was selected as the MVP



Highest volume

MSU processes the highest volume of alerts across all compliance areas — maximum impact from day one.



Obvious system gaps

Legacy Java apps were outdated, siloed, and had no workflow — the clearest case for modernization.



Well-defined process

MSU workflows were the most structured and understood — ideal for building the foundation.

MVP scope — What went live on Day 1:

3 case types live simultaneously

Agent review · Enhanced supervision · Financial monitoring

4 integrations active

Agent data · Active Directory sync · Document Repository · Compliance Profile real-time updates

25+ alert types automated

Dynamic data mapping — no manual case creation

7 analysts onboarded

Full MSU workflows — no phased pilot by case type

Delivered in 5 phases over 21 weeks

Agile delivery model · Market Surveillance Unit (MSU) as first use case · Designed to scale to all 30+ compliance use cases



Business collaboration & Pega blueprint

Pega Blueprint: Accelerating discovery

Requirements & design

Used to capture high-level requirements and model end-to-end compliance workflows visually

Reduced translation gaps

Real-time walkthroughs replaced text-heavy documents — clear workflow visualization eliminated ambiguity

Faster understanding

Business and tech aligned faster vs. traditional requirements process

2 business users engaged

Business SMEs directly validated Blueprint outputs, driving shared understanding from day one

Agile collaboration model

2-week sprints

Business saw working software every 2 weeks — reducing risk of late-stage surprises

Business SMEs embedded

Compliance SMEs in agile squads — daily clarifications, real-time feedback, not end-of-sprint surprises

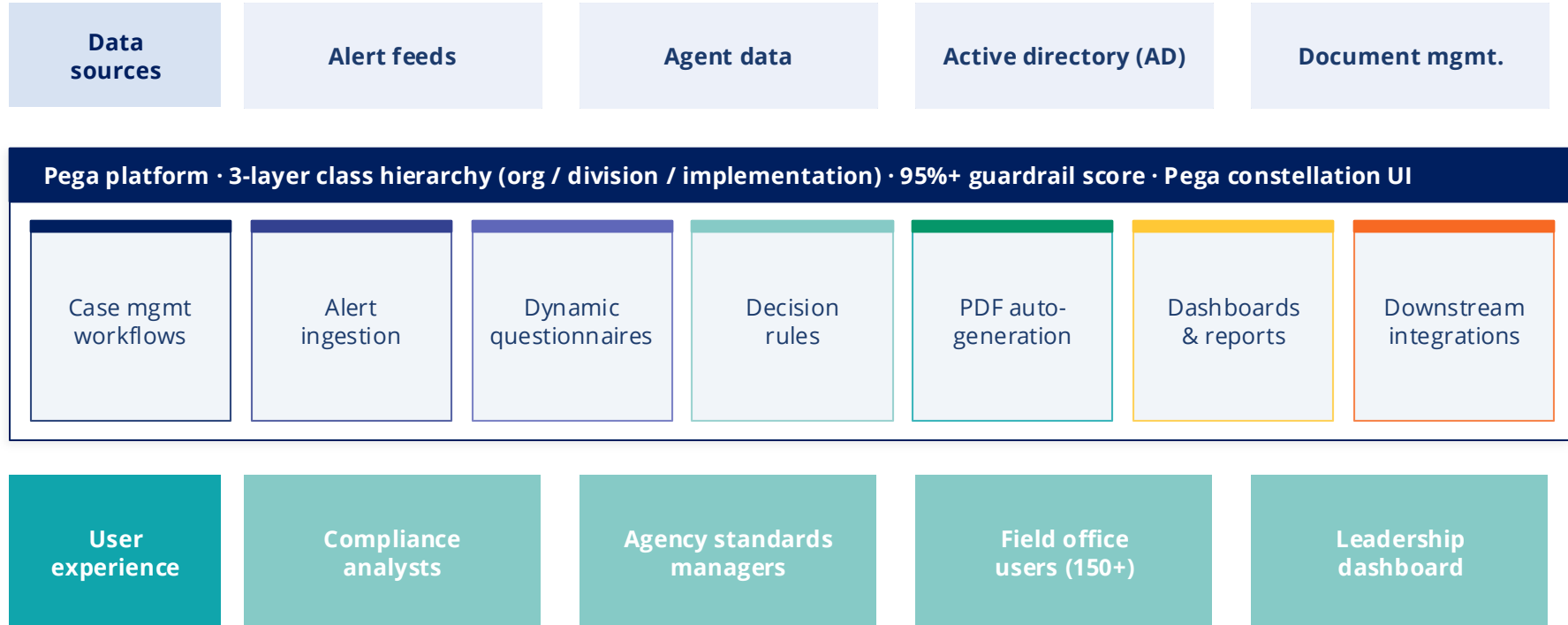
Joint prioritization

Business defined value & urgency; IT ensured feasibility. Final prioritization was always a joint call.

Scope evolved intentionally

Agile allowed business to define their new process as they saw it built. Some scope creep — managed collaboratively.

Solution architecture: three layers on Pega



Engineering highlights: How we built it right

Engineering decisions

95%+ guardrail score — zero custom code

Maximized OOTB capabilities — Constellation UI, case management, data pages, REST APIs, SAML SSO. Minimizing customization for upgrade safety.

3-layer class hierarchy

Org → Division → Implementation layers. Situational Layer Cake for business unit variations and reusable components.

Config-driven alert mapping

Each alert type mapped via configuration — CSV column-position based. New alert types onboarded without code changes.

Deliberate OOTB exclusions

Get Next Work excluded (supervisor-controlled transparency preferred). Elastic Search excluded (insufficient flexibility for business fields).

BIX - Unified Business Intelligence

Flattened highly nested Pega class structures into clean schemas, enabling cross-platform reporting and predictive modeling for business stakeholders.

By the numbers

25+

Alert types
auto-ingested

150+

Active users
(120+ field, 25 staff)

15,000+

Historical cases
migrated

1,000+

Attachments
migrated

500/mo

Alerts processed
each month

95%+

Pega guardrail
score

The moment it became real

Go-live and adoption

All 3 case types launched simultaneously

Agent Review, Enhanced Supervision, and Financial Monitoring went live on Day 1 — no phased case-type rollout.

Stable from day one

Business tested through the entire development lifecycle — no surprises at go-live. Only minor bugs. Adoption was rapid.

Strong positive response

Immediate recognition from both analysts and leadership: simplified workflows, reduced manual effort, centralized visibility.

150+ active users today

Started with 7 analysts. Now 150+ users — including 120+ field office staff across general offices.

In their own words

"Everything I need is in one system — no more switching between Excel, email, and shared drives."

- Compliance Analyst, NYL

"From manual tracking to real-time action — this completely changed how we work."

- Compliance Team Member, NYL

"Transformed compliance from fragmented, manual processes into a unified, automated, and real-time operation delivering faster decisions and stronger risk control."

- Senior Leadership, New York Life

From distributed to unified: The business impact

40%

Less effort

Reduction in compliance case processing time — with greater accuracy, transparency, and auditability

60–70%

Manual effort
reduced

400–500

Manual entries
eliminated per month

30%

Investigator
productivity gain

60%

Reduction in
manual case intake

30%

Operational
cost reduction

15,000+

Historical cases
migrated



Expand the unified platform

- Add additional regulatory and risk management processes
- Strengthen enterprise compliance controls and operational efficiency



Thank you





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