Pega for Supply Chain, Logistics and Readiness

Enabling readiness and supply chain visibility with intelligent automation
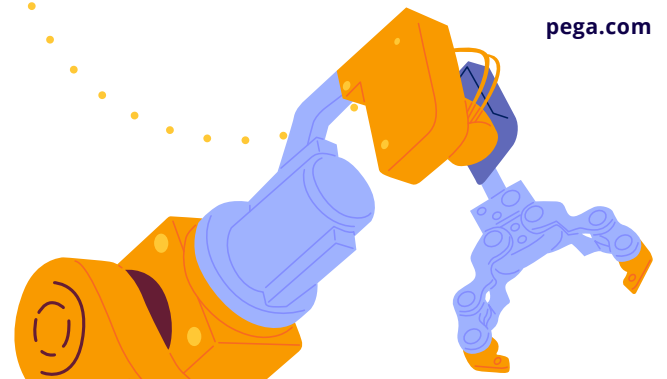
Supply chain excellence is a fundamental priority of the Department of Defense (DOD) and critical to supporting readiness targets and controlling sustainment costs. Detailed insights about force readiness, made available through the operational state of assets, are central to mission success. The department's various services require different supply chains, maintenance approaches and lifecycles, and multiple technical skillsets – all to operate one of the most complex logistics enterprises in the world.

Years of budget uncertainty, combined with decades of wartime operational tempos, has created disparities between investment allocation and actual depot modernisation needs – leaving commands without the digital automation necessary to achieve the operational outcomes they desire.

There have been multiple deployments of enterprise resource planning solutions, advanced planning systems, data warehouses, and sense-and-respond technology. Yet these systems have created overwhelming amounts of data that have flooded defence supply chain operations with information overload. It isn't enough to automate a workflow; leaders and operators need to understand how workflows are applied – and what other systems and data they touch – to be fully actionable.

A low-code, digitised platform can make onerous legacy systems and processes more transparent and agile. With the Pega Government Platform™, logistics and supply chain applications can be built to provide enhanced visibility across the enterprise, improving decision-making and achieving intended outcomes.

- **A patented, reusable architecture** captures the complexity of the enterprise, allowing consistent governance while incorporating local process variations.

- **Intelligent automation and robotics in a low-code platform** let you start fast, scale to adapt to operational changes, and improve outcomes while mitigating risk.

- **Artificial intelligence (AI) with dynamic case management** enables you to harness data and transform maintenance operations from reactive to prescriptive.

Challenge

Rebuilding readiness is a pillar of the National Defense Strategy, but agencies continue to face readiness challenges. A lack of mission-capable equipment and visibility into the supply chain has left logisticians struggling to meet such challenges. And dynamic mission needs force unplanned service life extensions instead of driving digital automation improvements.

Solution

Readiness requires agility to accelerate innovation as quickly as the mission demands. The Pega Government Platform allows agencies to support readiness needs at scale. We combine an intelligent business platform with AI, industry-leading integration and robotics, and a sophisticated reusable architecture designed for change – meeting mission demands in real time.

Improve visibility across the logistics enterprise

- **Orchestrate end-to-end.** Bridge the gap between mission operations, suppliers, and logisticians. Implementing an industry-leading automation platform with robotics empowers maintenance teams to deliver support on demand.

- **Process transparency.** Combine workflow automation with a complete audit trail for a 360-degree operational view of the enterprise and details behind logistics operations.

- **Maximise operational performance.** Use AI with analytics and dynamic case management to optimise forecasting, service life management, and equipment availability.

- **Enable diagnostics.** Connect disparate data sources to combine real-time analytics, in-memory databases, and sensor data for results-oriented metrics – improving efficiency and effectiveness of depot operations.

Maximise readiness and operational agility

- **Increase efficiency.** Use the power of Pega Infinity™ to allow operations and IT to quickly and easily collaborate on development, updates, and implementations – reducing errors and time-to-value.

- **Be agile.** Quickly scale and adapt to changing operational tempo and training schedules – so you can focus on mission outcomes.

- **Reuse.** Eliminate hard-coded programming by decoupling outdated and inefficient workflows, while modularising and inheriting common processes and operational rules for reuse– simplifying deployment of diverse supply chain requirements.

- **Eliminate manual workarounds.** Combine demand, inventory, and cost data simultaneously with intelligent process automation and robotics to streamline forecasting while resolving manual error correction actions.

Transform sustainment from reactive to prescriptive

- **Fix it right the first time.** Guide the diagnostics process to accurately determine root causes via intent-led processes and real-time analytics, ensuring the best resolution the first time.

- **Mobilise.** Empower field workers with the right knowledge to make informed decisions, ensuring they can work continuously, regardless of network connectivity.

- **Accelerate supplier approval process.** Deploy automation and a sophisticated reusable architecture to expedite the supplier application, approval, and engagement process – reducing time and cost to deliver parts while improving readiness.

- **Transform to a data-centric culture.** Automate tracking and reporting of readiness measures with robotics, AI, and industry-leading integration to drive a deeper understanding of their impact, improve situational awareness, and expedite decisions based on data, not instinct.

PEGA®

About Pegasystems

Pega delivers innovative software that crushes business complexity. From maximising 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.

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