Pega for Supply Chain Management and Logistics

Enabling supply chain visibility with AI and workflow automation

Supply chain excellence is a fundamental priority of the Department of Defense (DoD). Detailed insights about the operational state of assets and backlog as well as the foundation of managing the security of the largest and most complex logistics enterprises in the world is central to mission success.

Years of budget uncertainty and decades of war time operational tempos have created disparities between investment and system modernization needs, leaving commands without the workflow automation and AI necessary to achieve the operational outcomes they desire.

Multiple deployments of enterprise resource planning solutions, advanced planning systems, data warehouses, and sense-and-respond technology have created overwhelming amounts of data, flooding defense supply chains with information overload. It isn't enough to automate a workflow; leaders and operators need to understand how those workflows are applied and what other systems and data they touch to be fully actionable.

A low-code, intelligent automation platform can make onerous legacy systems and processes more transparent, agile, and easily modifiable. With the Pega Government PlatformTM, logistics and supply chain applications can be built to provide enhanced visibility across the enterprise and improve decision-making and achieve 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 and scale to adapt to operational changes and improve outcomes while mitigating risk.

- **AI-powered decisioning and workflow automation** can reduce risk and harness data to transform operations from reactive to prescriptive while preserving the security and integrity of the supply chain.

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

Challenge

Defending the homeland, deterring attacks, prevailing in conflict and building a resilient Joint Force defense ecosystem are the priorities of the National Defense Strategy. But agencies still operate using 20th-century systems unable to meet current and future demands, and dynamic mission needs force unplanned maintenance and manual workarounds.

Solution

Supporting and securing the largest supply chain in the world requires agility, scalability, and insight to accelerate innovation and meet the mission. The Pega Government Platform uses a sophisticated, reusable architecture to provide visibility throughout the supply chain, at scale – all by using AI-powered decisioning and workflow automation on a low-code platform.

Improve visibility and transparency across the logistics enterprise

- **Orchestrate from 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 the logistics operations.

- **Maximize operational performance.** Use AI-powered decisioning combined with workflow automation to optimize 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 – all to improve efficiency and effectiveness of depot operations.

Maximize readiness and operational agility

- **Efficiency.** The power of Pega InfinityTM allows operations and IT to quickly and easily collaborate on development, updates, and implementations, reducing errors and time to value.

- **Agility.** 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. Modularize and inherit common processes and operational rules for reuse to simplify 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.

- **Mobility.** Empower the field with the right knowledge to make informed decisions. Ensure field personnel 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 impacts, improve situational awareness, and expedite decisions based on data, not instinct.

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