

Pega for the US Army

Delivering defense modernization with an agile, future-proof platform

A Pega Government Datasheet

The US Army (USA) mission is to deploy, fight, and win our nation's wars by providing ready, prompt, and sustained land dominance by Army forces across the full spectrum of conflict. As the budget flattens, the Army's focus on modernization requires additional attention on accelerating efficiency to maximize time, money, and manpower. The current IT environment is comprised of disparate systems fielded over decades and designed to address specific needs but not designed to work together. The result is data silos that limit visibility across the enterprise, inhibiting effective decision support.

Secretary Ryan McCarthy is shifting funding from legacy programs to advance the Army's modernization and readiness efforts and accelerate change. We can empower the USA to rapidly build outcome-driven applications through a model-based development environment, enabling users to build and deploy applications up to 12x faster than older, traditional development platforms. The Pega Government Platform™ provides the ability to create applications with auto-generated documentation ready for review, so users have situational awareness and can accelerate change without compromising outcomes.

Why choose Pega for the US Army?

- We're ranked by Gartner¹ and Forrester² as a leading solution for iBPMS, digital process automation, and mobile app development.
- Our patented, reusable architecture captures the complexity of the US Army allowing consistent governance and reuse while incorporating local process variations.
- The Pega Government Platform enables federated development, so users across commands can work on parts of an application without overwriting parallel development efforts.
- As the Army's needs grow, Pega can scale to meet the demands of a global operational force.

Challenge

IT business systems are the foundation for all military operations. The current IT environment in the US Army is comprised of numerous disparate systems deployed over decades. This means soldiers and their civilian colleagues are often forced to develop creative but inefficient workarounds to compensate for outdated systems.

Solution

The Pega for US Army solution is powered by an agile, unified development platform to enable organizations to modernize effectively – at a fraction of the cost and time of traditional software. Our technologies drive seamless delivery across functions and silos, providing collaboration and reuse of data models without re-work or loss of fidelity. This gives the Army the tools they need for today and the future.

¹2019 Gartner Magic Quadrant for Intelligent Business Process Management Suites, [Gartner's 2019 Critical Capabilities for Enterprise Low-Code Application Platforms](#)

²The Forrester Wave™ Digital Process Automation Software, Q3 2017; Real-Time Interaction Management, Q2, 2017 [The Forrester Wave™: Software for Digital Process Automation for Deep Deployments, Q2 2019](#)

Pega is scalable enough to support tens of thousands to millions of transactions and was chosen as the enabling platform for the 2020 Census. Agencies trust the Pega Government Platform to empower rapid transformation through automation of operational functions, such as:

Enterprise logistics management

- Use the Pega Customer Decision Hub™ and dynamic case management to maximize operational performance. Proactively optimize the cost and duty cycle of devices and systems by sensing conditions, analyzing them, and prescribing the next best action for prevention and repair, and manage exceptions.
- Bring together sensor data, event streaming, in-memory databases, and real-time analytics, enabling operators to proactively dispatch maintenance support, preventing failures and maintaining readiness standards.

Recruitment, onboarding, and personnel management

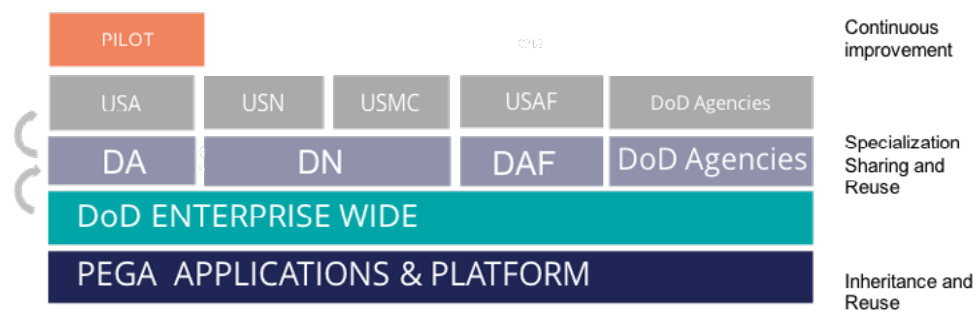
- Collect and integrate physical, mental, and vocational test data received from potential recruits via multiple channels simultaneously, providing recruiters with a dashboard to track progress toward goals using analytics, artificial intelligence (AI), and contextually driven decisioning.
- Integrate health, training, payroll, career field, qualification, and performance data from legacy systems, enabling users to respond immediately to Force analysis and deployment requests.

Accountability and management control

- Leverage Pega to build applications that automate reconciliation of transactional data from outdated systems. Track corrective actions and remediation efforts to mitigate risk and achieve unmodified audit opinions.
- Generate documentation as applications are designed or changed with the no-code platform, creating an audit trail of all changes. This gives users insight into how applications work, and data is used while improving management controls and reducing operational risk.

Project and portfolio management

- Manage a portfolio of projects and initiatives across mission areas for Research and Development with a unified platform, so organizations can rapidly design, build, test, execute, monitor, and optimize work activities collaboratively without the need to write code.
- Allow HQ organizations to establish and automate core processes and rules, which can be inherited by subordinate organizations automatically. As changes are made, Pega's patented, reusable architecture provides specialization and reuse of models across mission areas while maintaining compliance.



By allowing our clients to differentiate, specialize, and reuse business applications, Pega's situational layer cake can dramatically accelerate the time to value to meet global demands.