



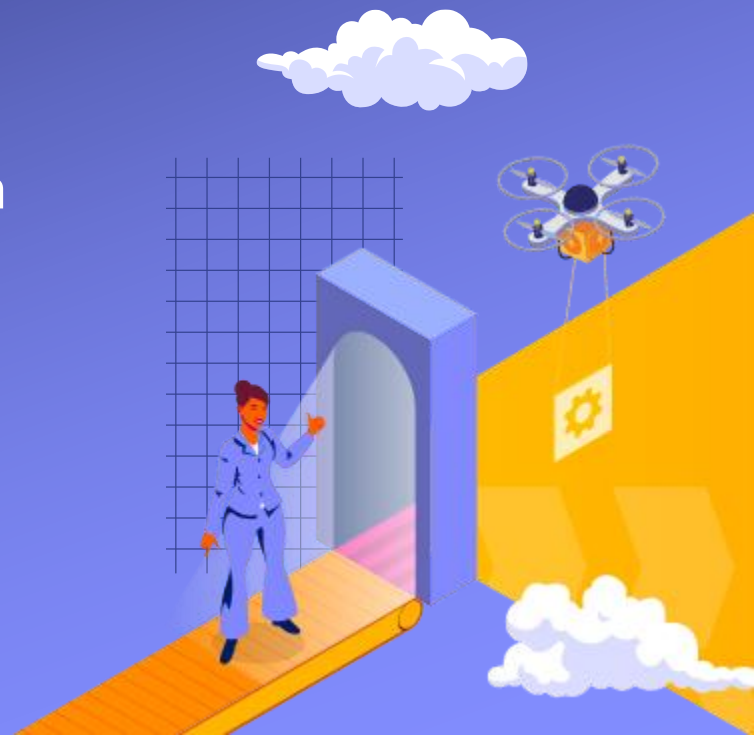
PegaWorld

JUNE 7-9 | LAS VEGAS

[PEGAWORLD.COM](https://pegaworld.com)

From Legacy to Launch

Scaling AI-Driven Legacy Transformation with Capgemini CAALM and Pega Agents





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Agenda

The Reality Check

The reality of legacy transformation and AI agent adoption

The Playbook: Methodology and Technology

CAALM and your methodology for success

Show Me the Value!

Value depends on the why, not just the how

The Transformation Factory

Scaling success after the MLP with a repeatable model

Making It Real: Client Stories

Examples of how we make it real

Q&A

Bring your toughest transformation questions



The reality check

Weighed down by the past and pressured by expectations



The cost of doing nothing is accelerating.

*40% of IT spend is wasted
on **tech debt**.*

McKinsey



AI & Digital leaders are growing **2-6X** faster than laggards

McKinsey

Ambition vs. Execution: The harsh reality of Enterprise AI

95% of AI pilots struggle to deliver meaningful ROI

Source: *The GenAI Divide STATE OF AI IN BUSINESS 2025. MIT NANDA.*

PoC

The **95%** lean on **generic tools**, slick enough for demos, **brittle in workflows**.

They are stuck in high-adoption, low-transformation mode.

vs

Enterprise-grade

The **5%** design to handle **complexity of enterprise workflows**. They embed enterprise-grade AI into **high-value workflows**, integrating deeply with **data, tools & IT ecosystem**.

This is where ROI lives.

46% of POCs
scrapped before
they're scaled

S&P Global Market Intelligence

The Playbook:

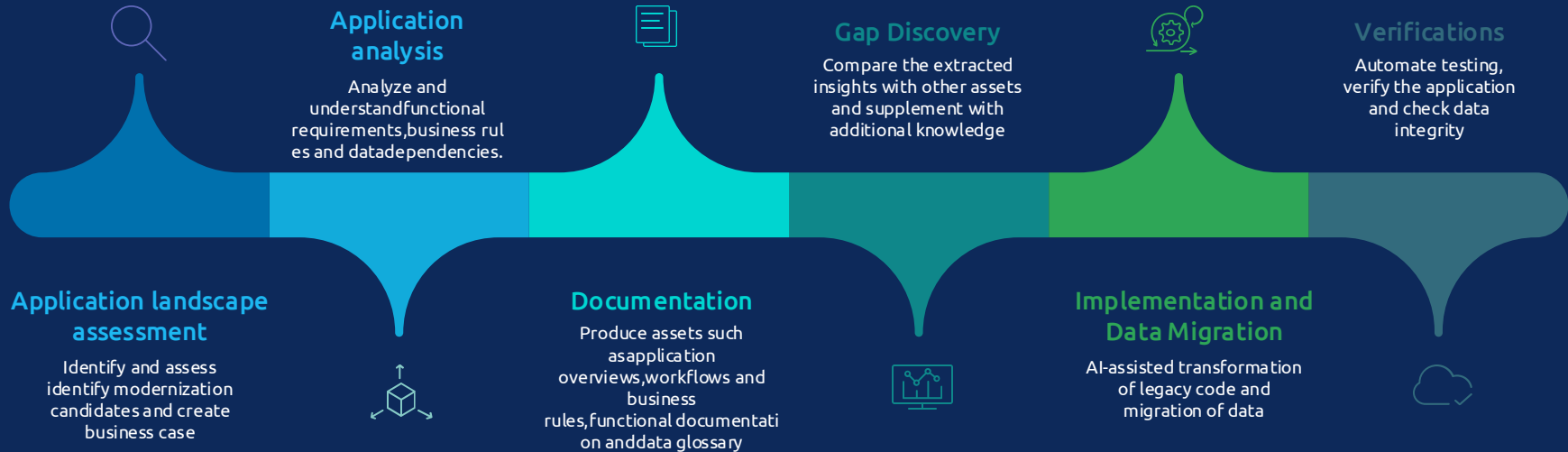
Methodology and technology



Capgemini AI-Assisted Legacy Modernization - CAALM

Our proven methodology and AI-enabled tooling: Go from a Legacy application to a Cloud-Native app to enable innovation and business agility

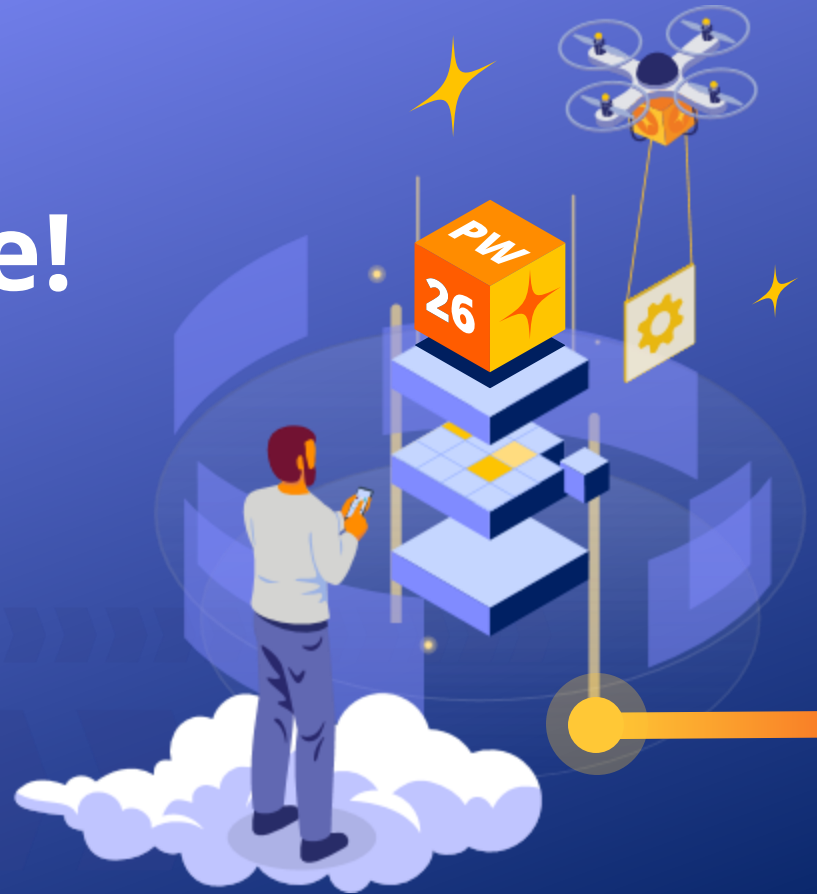
Modernization end-to-end lifecycle



← --- Modernization end-to-end lifecycle: Prepare the business with change management and training --- →

Show Me the Value!

Building a business case for transformation



Shifting from technology focus to business value



Aligned to strategy - measured as outcomes, not features.

Business Value:

What business outcomes do you want to achieve?

Focus on the financial perspective

Examples: revenue growth, margin improvement, market share expansion

Customer Value:

How does this help improve your customer value?

Focus on CX improvement for the end customer

Examples: NPS / CSAT, loyalty, personalized experience

Operational Value:

How does the solution improve efficiency and productivity?

Focus on internal productivity improvement

Examples: automated processes, reduced handling time, process standardization & optimization

Long-term Value:

How does the solution future-proof your business?

Focus on creating long-term capability and differentiation

Examples: AI capability building, data-driven decision making, scalability for future growth

Value Identification

Build business case and measure baseline

Value Delivery

Focus the delivery on business value

Value Realization

Follow up on business case and delivered value

The Capgemini Business Value Framework

Objective: Replace Legacy & Industrialize Processes

Reduce Maintenance Cost

Decommission legacy applications

Reduce technical debt

Lower support & licensing costs

Increase Process Efficiency & Standardization

Standardize processes

Increase efficiency

Improve consistency

Automation (STP)

Reduced cycle time

Value
Identification

Value Delivery

Value Realization

Success unlocks the funding
for transformation at scale.

Frame your first project as the proof point.
Start with high-value, high-visibility use cases.
Quantify business impact before kicking off delivery.

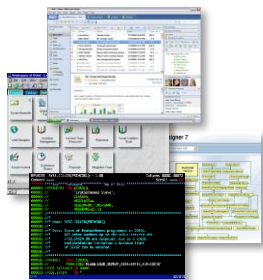
Foundation set and follow-up on business case – now time to scale!

Follow-up on business case – compare actuals with baseline!
Capture learnings in the product backlog

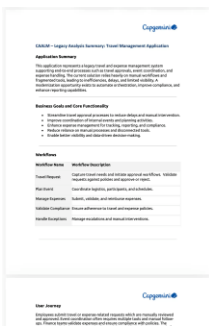
Platform foundation setup!
...with common patterns and re-useable assets

**Success unlocks the funding
for transformation at scale.**





Legacy app videos, screens & user manuals



CAALM analysis output



Discovery

Reimagine In Blueprint

Future-proof Agentic architecture



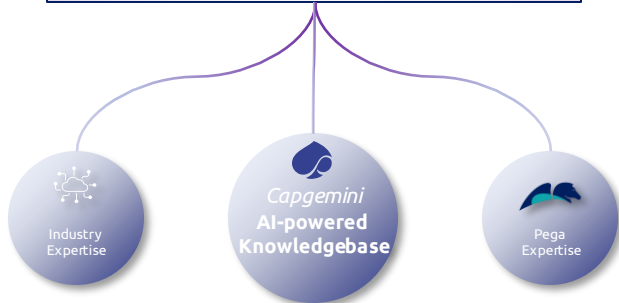
RAISE for Intelligent Experiences



BPMN, DDL, YAML, Documentation...

This application needs to streamline our end-to-end card management process from application through account creation & management.

Business goals



1

2

3

Start a new project

Answer two quick questions to kick things off.

I'll use this information and begin gathering key insights for your project.

No pressure—this is just a starting point. You can add links, references, or client details later.

Cancel

Start

Let's Blueprint! Which industry is your application for? ☺

- Banking
- Consumer Services
- Energy & Utilities
- Healthcare
- Manufacturing
- Just for fun
- Communications
- Cross Industry (e.g. HR, IT, Finance, etc.)
- Government
- Insurance
- Transportation & Logistics
- Other



Back

Next



Engage

New offer just for you...



Service

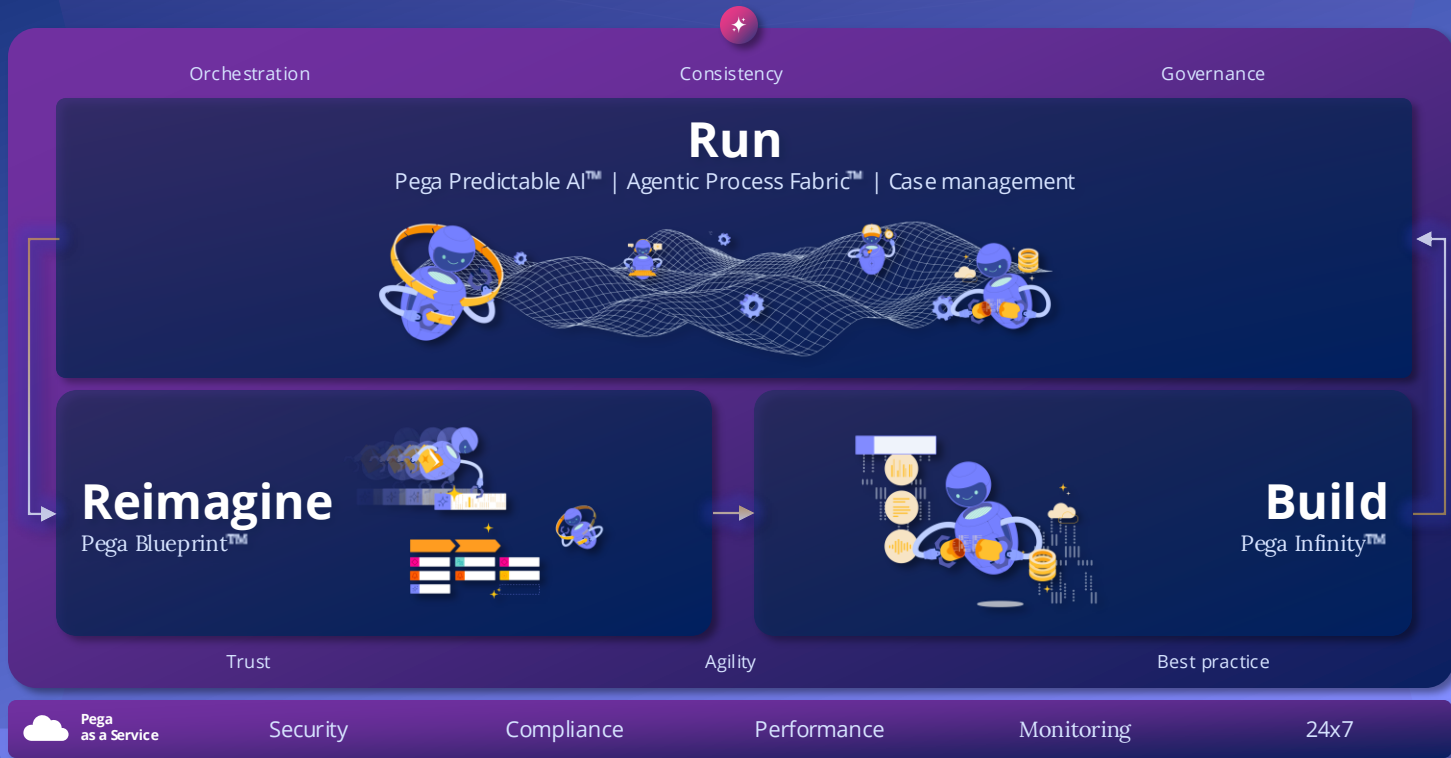
Your replacement phone is on it's way.
Track order



Automate

Pega Platform™ Autonomous Enterprise Architecture

Move fast,
Break Nothing.



Recents

Q Search recents

- Home
- Workflows
- Data & Integrations
- Personas
- Implementation Plan

Home

Corporate Travel & Event Management



DEVELOPMENT <https://lab-16185-us-east-1.internal.pegalabs.io/prweb/app/corporate-travel--event-management/>

BLUEPRINT ID
BPEU-236202

ORGANIZATION NAME	INDUSTRY	INDUSTRY SUBSEGMENT
Capgemini	Cross Industry (e.g. HR, IT, Finance, etc.)	Finance

DEPARTMENT/FUNCTION	LANGUAGE
Other	English

APPLICATION PURPOSE
Corporate Travel & Event Management

FUNCTIONAL DESCRIPTION


This Pega application provides a comprehensive solution for automating corporate travel approvals, event planning, and expense management, specifically designed to streamline processes for large organizations. It addresses critical challenges such as manual intervention, approval delays, policy non-compliance, and fragmented



Pega Platform™ Autonomous Enterprise Architecture

Move fast,
Break Nothing.



	Security	Compliance	Performance	Monitoring	24x7
 Pega as a Service	Enterprise-grade controls, role-based access, data protection: all built in, not an afterthought	Audit trails, policy enforcement, and regulatory controls ready out of the box	Enterprise workloads at scale without custom infrastructure	Real-time dashboards and alerting across all processes and AI interactions	SLA-backed availability for work that doesn't stop
	Any AI	Any Data			Cloud choice





GENESYS



MCP

Web & mobile

Contact Center

Chat

Voice

Back-office

Collaboration

Predictable agent orchestration

Deliver outcomes seamlessly across AI, People, Systems

Intake

Review

Process

Resolve

Structured flow

- Collect details
- Analyze documents
- Pull customer history
- Notify internal team

Dynamic, AI-guided flow

- Investigate
- Research policies

Structured flow

- Review research findings
- Decide next steps

Structured flow

- Generate document
- Review & approve
- Notify stakeholders

Structured flow

- Notify customer
- Document wrap-up notes

Dynamic, AI-guided flow

- Update policy?
- Update documentation?

Intelligent case management

Agent harness

26



Status



Customer details



History



Documents



Data

Agility in action

How to adapt on the fly in Infinity Studio™

“My team needs a process to accommodate automatic approval of travel for pre-approved of event staff attendees.”

“We want to identify steps we can automate to make our travel app more efficient”



The screenshot displays the Infinity Studio™ interface for a workflow titled "Golf Tee Time Reservations". The interface is divided into several sections:

- Workflow Overview:** Shows a sequence of steps: Application, Workflow, Use of Agents, and Approval.
- Case Types:** Lists "Golf Tee Reservations" and "Golf Tee Reservations Request".
- Case Management:** Includes buttons for "Log Request", "Cancel Request", "Approve Request", "Reject Request", and "Close Request".
- Case Description:** Provides a high-level overview of the workflow and its purpose.
- Case Steps:** Lists steps such as "Check Availability", "Request Approval", "Approve Request", "Reject Request", and "Close Case".

Below the screenshot, the "Infinity Agentic Development Toolkit (MCP/A2A)" is displayed, featuring four main action buttons:

- Interrogate application
- Generate & modify rules
- Debug
- Generate & run tests

At the bottom, the "MCP skills" section includes the AIChoice logo and icons for various AI models: OpenAI, Anthropic, and others.



AI ASSISTANT



Good morning, alex.Exum

Let's brainstorm, explore and build together.
[Discover what's new](#)

Collaborate: Let's work on the next priority task in my application

Build: Let's build a Case Type for a requirement I have

Just ask: What kinds of things can you help me with?

Build ▾

Event Planning ×

Write your message



Claude Opus 4.6 ▾



GitHub Copilot - Verify AI-generated content for accuracy.

EDIT CASE TYPE

Event Planning



11

Actions ▾

Save and run

Save



Edit lifecycle

Edit optional actions

Plan Event

Requirements

Collect Event Needs

Define Objectives

Assess Initial Compliance

Generate Event Brief

Notify Stakeholders

+ Add Form Step

Budget & Vendor

Financials

Draft Budget Proposal

Validate Budget

Request Budget Approval

+ Add Step

Procurement

Identify Vendors

Request Proposals

Analyze Proposals

Select Vendors

+ Add Step

Logistics

Coordination

Confirm Venue Booking

Arrange Travel

Manage Event Materials

Update Corporate Calendar

Send Confirmations

+ Add Step

Approval & Risk

Final Approval

Compile Event

Review Compli

Obtain Final A

Generate Appr

+ Add Step

Risk Manager

Identify Potent

Develop Conti

Assess Impact

+ Add Step

The transformation factory

How to scale across the organization



The Transformation Factory: Momentum Beyond the MLP

MVP proves *value*. The Transformation Factory creates *repeatability*.



Prove value and feasibility to **unlock further transformation**

- Clear **target KPIs & expected benefits** + baseline
- Narrow “thin slice” use case (end-to-end)
- **Design for reuse from day one**

Industrialize

Factory enablers



AI-powered Delivery Playbook & CoE



Business Value Framework



Caggemini AI accelerators



Pega Insights
to drive continuous improvements



Re-usable components & assets



Pega Infinity Agents

Agentic Legacy Analysis – **CAALM**

Agentic UX design – **RAISE** for Intelligent Experiences

Design Agents – **Pega Blueprint**

DevSecOps Agents in PDM

Infinity Studio AI Assistant

Generation of **automated tests**

Agentic troubleshooting in PDC

CoE & Design Authority

Transformation Factory foundation

Operate & Optimize



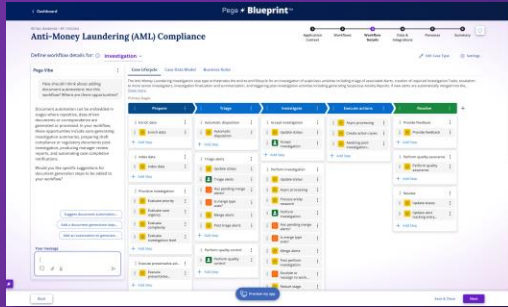
Scale Out to Multiple Streams



AGENTIC ENTERPRISE APP DEVELOPMENT

Open AI Architecture

www.pegacom/blueprint



Blueprint AI Engine

Best practices

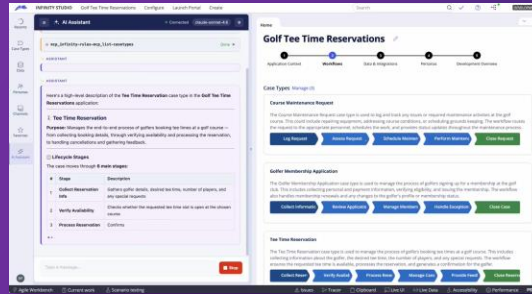
Global regulations

Legacy analysis

Enterprise standards

Industry best practice repository

Infinity Studio™



Infinity Agentic Development Toolkit (MCP/AZA)

Interrogate application

Generate & modify rules

Debug

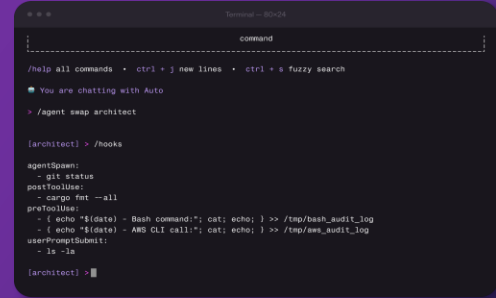
Generate & run tests

MCP skills

AIChoice



Enterprise Agents, CLI, & IDE's



Enterprise AI Coding Agents



Plan, build, extend, test with any AI

AGENTIC ENTERPRISE APP DEVELOPMENT

Pega Deployment Manager™

The screenshot displays the Pega Deployment Manager interface. On the left, there's a sidebar with navigation icons. The main area is titled 'DEPLOYMENT MANAGER' and contains a 'Deployment Intelligence' section with a yellow alert box stating 'Deployment health: Needs attention'. Below this, there are 'Key insights' including 'Security scan detected 2 vulnerabilities', 'Test coverage below threshold', and 'Deployment time increased 23%'. A table at the bottom shows 'DORA metrics (last 30 days)' with columns for 'Deployment Fail', 'Lead time', and 'MTTR'.

AI Generated tests

The screenshot shows a dialog box titled 'Generate Application AI Tests'. It includes a header 'Generated with Autopilot. Verify AI-Generated content for accuracy and modify content as needed.' Below this, there's a list of test cases with checkboxes:

- End-to-End Fraud Investigation Process - Manager Approval App
- End-to-End Fraud Investigation Process - Manager Approval Rule
- Fraud Investigation with Rework - Manager Approval Approved
- Fraud Investigation with Escalation - Manager Approval Approved
- Fraud Investigation with Escalation - Manager Approval Reject

 At the bottom, there are 'Previous' and 'Submit' buttons. A note at the bottom states: 'Tests are authored using cucumber style. Navigate to https://cucumber.io for more details.'

AI driven root cause analysis & diagnostics

The screenshot shows the 'AI Assistant' interface within 'INFINITY STUDIO'. The main area contains the text: 'Ask me anything — I can read, write, and run code, search the web, and work with your MCP tools.' Below this is a 'Write your message' input field. To the right, a sidebar shows a list of 'RECENTS' and 'DATA' items. A chat window is open with the question: 'What are the top issues impacting production of my app right now?'. The response includes a 'Thinking' section and a 'Based on the Improvement Plan (Top 5), here's what currently needs attention:' section with a list of issues:

- High Web Impact
 - Severe Web-impact issue detected in production
 - Recurring delays during case initialization and
 - AI suggestion (PDC Improvement Plan)
- Service Impact
 - Intermittent timeout in external REST integration
 - Medium frequency, growing trend
- Background Impact
 - Long-running queue processor consuming resources
 - No direct user impact, but increased system load

 The interface also features a 'Suggestions' section with a '-7.3%' indicator and a 'Continue from Blueprint' option at the bottom.



GENESYS



MCP

Web & mobile

Contact Center

Chat

Voice

Back-office

Collaboration

TRACK OPTIMIZATION ACROSS YOUR OPERATION

END-TO-END TRACEABILITY

Intake

Review

Process

Resolve

Structure d flow

Collect data

Dynamic, AI-guided flow

Investigate

Research policies

Structure d flow

Review research findings

Decide next steps

Structure d flow

Generate document

Review & approve

Notify stakeholders

Structure d flow

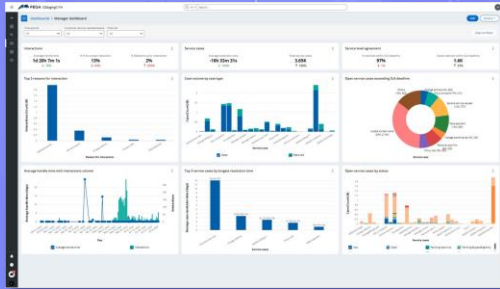
Notify customer

Document wrap-up notes

Dynamic, AI-guided flow

Update policy?

Update documentation?



Manage operations at scale
Reporting & auditing

Intelligent case management
Agent harness



Summary



Customer details



History



Deployment



Data

Client success



From Theory to Transformation

REAL-WORLD RESULTS

Presenting at
PegaWorld 2026!



Navy Federal Credit Union

Lotus Notes to Pega.
Transformed document-heavy workflows.
Compliance at scale. Faster processing.

Legal Operations · Lotus Notes



European Banking and Insurance Company

Tibco migration at Scale.
Complex financial workflows reimagined.
Factory model enabled rapid rollout.

Financial Services · Tibco



European Insurance Company

Legacy modernization at enterprise
scale. Ongoing factory-model
expansion.

Insurance · Enterprise Scale

SESSION: PANEL

Transformation Transformed: How Blueprint Drives Speed and Simplicity

DATE AND LOCATION



June 9, 2026, 2:15PM - 3:00PM PDT



Premier Ballroom 316

Key take-aways

*Lead with
value not
technology*

*AI is the
accelerator.
You're still the
driver.*

*Enable **factory-scale**
optimization with
agentic AI*



Ready to go from legacy to launch?

Visit us in the Innovation Hub!

**Capgemini Booth #23
& Legacy Transformation Area**



PegaWorld

JUNE 7-9 | LAS VEGAS

[PEGAWORLD.COM](https://pegaworld.com)