



Real digital transformation starts here

We are Pegasystems, the leader in cloud software for customer engagement and operational excellence. For the past 30 years, our technology – CRM, digital process automation, robotics, AI, and more – has empowered the world's leading organizations to achieve breakthrough results.

Learn more at pega.com.

Pega is an industry leader

Top industry analyst firms consistently rank Pega software as a leader in CRM applications and platforms. See our latest high rankings from Gartner, Forrester, and more at pega.com/analyst-reports.

Critical agencies. Powered by Pega.

We empower government digital transformation by:

Facilitating more than **one billion** transactions daily

Supporting the governments of more than **20 countries**

Providing case management **\$100 billion+** in government transactions

Serving **11 of the 12** largest U.S. federal departments

Pega for Government

Pega's government clients serve more than one billion citizens and government workers in more than 20 countries on five continents. We help governments deliver seamless services and fulfill missions in increasingly complex situations. We get this done by:

- Improving payment accuracy and throughput
- Delivering operational excellence at enterprise scale
- Determining eligibility and services
- Bridging critical systems for seamless experiences
- Supporting case workers aiding vulnerable populations
- Powering agencies to modernize and digitize – quickly



To learn more about Pega solutions tailored for your agency, go to pega.com/government.

Real solutions. Real results.

Pega empowers governments to transform processes, driving exceptional outcomes such as, reducing operational expenses by 96%, unifying procedures for a global staff of 10,000, and lowering payment touches from 14 to one.

“We knew that the agility and flexibility of Pega would allow us to meet the demands of our customers moving into the future.”

Rob Bollard, Chief Information Officer, IP Australia

Sample customers:

- U.S. Department of Justice
- U.S. Department of Commerce
- U.S. Department of Defense
- U.S. Department of Health and Human Services
- State of California
- State of Texas
- State of New Jersey
- UK Department of Work and Pensions
- UK National Health Service
- Her Majesty's Revenue and Customs
- Australian State of New South Wales
- Australian Department of Home Affairs
- Australian Bureau of Statistics
- Swedish Federation of Employment Insurance Funds
- Swedish Public Employment Service