



We've got your back

Helping you put people at the center of everything you do.



When you need to move forward, we've got your back

Together, we can make you a much easier company to do business with.



Don Schuerman,
CTO, Pega

At The Hartford, you underwrite human achievement.

We will help you attract, retain and develop the talent needed for long term success.

With Pega you can work with any cloud, and use low code to develop your own solutions up to 12x faster, at scale.

Your people, in business and IT, see their work make a difference faster, and at scale.

Build apps faster. Work smarter together. Scale software with confidence. And deliver your Hartford Next operational goals.

**Easy to say. Hard to do.
Let me show you how.**

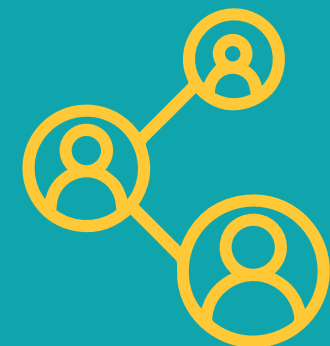
Do more with less, and stay in control



Develop faster with low code

Pega is low-code, which means that business and IT can work better together.

We help you innovate and collaborate so you can deliver business applications and improved processes in days or weeks, not months and years.



Scale success with our business architecture

Our unique center-out™ business architecture means you can start small, think big, and scale fast across your business.

And we work with your existing systems and processes too.



Attract and retain the best people

Our approach supports your Hartford Next operational goals.

And be a simpler, more agile and effective organization where the best people want to work – because they see that what they do makes a difference, fast.

Today's potential = tomorrow's results



"We went from 14 days on the things we rolled out, to 14 minutes."

Mhayse Samalya,
President of Commercial Business Insurance,
Farmers

100%

increase in market share in one year

70%

increase in umbrella policy sales

5 months

to roll out a new policy system



"It's no longer about working on technology-centric things, it's about focusing on customer-centric things."

Rich Gilbert,
Chief Digital and Information Officer,
Aflac

3,000

emails automated and processed per week

30%

of emails processed without an agent

70%

of remaining emails supported with AI



"Pega helps us enormously to connect the different dots between the different systems. That's of course a critical customer benefit which we see not only from an IT perspective, but most importantly for our users across the globe."

Dr. Helmuth Ludwig,
Chief Information Officer,
Siemens

80+

cost savings

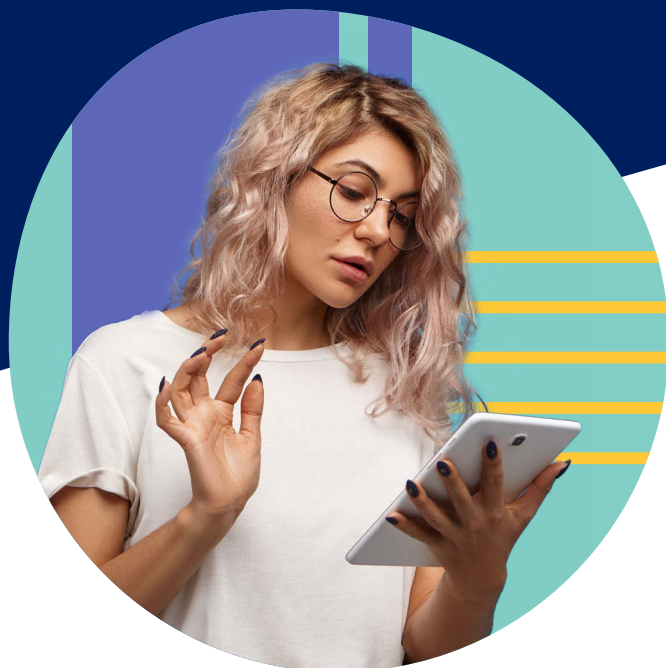
1/10th

cost at 10 times the speed

45,000

users globally

Our technology is **redefining** the industry



Our software, built on our open, cloud-native platform, is powerful to use but easy to update and change.

Pega **weaves together many different systems**, so you can streamline experiences and improve productivity in one place.

[Learn more](#)



We also take a different approach to business architecture. So you don't have to choose between speed and scale.

Most tech companies try to solve problems at the channel level or at the back-end systems level. These quick fixes create silos that are expensive and inefficient to maintain and lead to inconsistent customer experiences.

Our **Center-out™ approach** structures your technology around your customers and the outcomes they're trying to achieve.

[Learn more](#)



We're still true to our founding vision of bringing together business and IT across the enterprise.

We've built **design thinking** best practices right into our low-code platform. So you can collaborate, innovate, and bring new ideas to life fast.

[Learn more](#)

Today's customers expect you to be nothing less than flawlessly digital.

If you can't deliver a seamless experience across channels, they won't hesitate to go elsewhere.

Unfortunately, most enterprises weren't designed for the digital world. Their systems are too fragmented, their operations too complex.

Maybe that's why digital transformation is so easy to talk about but so difficult to actually achieve.

In fact, we often see businesses make 3 well-intentioned **mistakes**:



They focus on channels rather than journeys, reinforcing the same old disconnected customer experiences.



They attempt to automate existing tasks, rather than redesigning end-to-end experiences that deliver outcomes for customers and employees.



They maintain silos – front office vs. back office, business vs. IT – instead of building experiences that cut across boundaries.

So, while a lot of vendors will tell you they are customer-centric, they're really either channel-centric or data and system centered.





Bring business and IT **together**

A truly customer-centric architecture starts in the center with your customer.

More importantly, it starts with the outcomes that the customer is trying to achieve. And then it captures the journey.

To transform the right way, you don't need to rip everything out and start over.

Instead, you can harness our technology to make The Hartford into an even better version of itself: more efficient, more customer-centric, and more resilient in a time of constant disruption.

Pega funds Pega

Forrester's TEI studies on 20 of our clients showed the following benefits of using our Low Code Platform.

"We wanted to put the power in the hands of our people. It's the people in the businesses that make the difference and deliver the capabilities using all of the cool technology."

Jon Smith
Enterprise IT Senior Manager,
Vodafone

598%

ROI over
3 years

\$11.9M

Net Present
Value

<3 months

Project timelines
reduced from 12
months to 3

90%

Productivity savings
for end users

Let's get started



We have a 15 year relationship with you



We work with 18/25 global banks



9/10 top insurance companies



9/10 global telecoms firms



Our solutions help the world's leading brands make better decisions and get work done.

When you need to get closer in the moments that matter, we've got your back.

