



PegaWorld

JUNE 7-9 | LAS VEGAS

PEGAWORLD.COM



PegaWorld

JUNE 7-9 | LAS VEGAS

AI Unlocked: Legacy Transformation by Excellus BlueCross BlueShield



Todd Milillo

Director Business Capability Transformation



Len O'Neil

Solutions Architect



Dev Victorien

Director Enterprise Platform Services , Cognizant



Agenda



Cognizant: Trusted Pega Partner



Excellus BlueCross BlueShield



Modernization - Reimagining & not just replacing



Solution in Action



Adoption & Change management



Outcomes & Impacts



Customer Testimonials



AI Enabled future



Q&A

Cognizant: Trusted Pega Partner for Digital Excellence 0.37



Founded
1994
(Nasdaq:
CTSH)



351,600+
Associates



Revenue
\$21.1B in FY
2025



605
Forbes
Global 2000



AMERICA'S
GREATEST
WORKPLACES FOR
DIVERSITY BY
NEWSWEEK



COGNIZANT CEO
RAVI KUMAR S.
NAMED TO THE
2025 TIME 100 AI
LIST



FORTUNE LIST OF
AMERICA'S MOST
INNOVATIVE
COMPANIES 2025



COGNIZANT NAMED
TO NEWSWEEK'S
AMERICA'S GREATEST
WORKPLACES FOR
GEN Z



WORLD'S BEST
EMPLOYER
BY FORBES



AMERICA'S
MOST
RESPONSIBLE
COMPANIES
2025 BY
NEWSWEEK



GUINNESS WORLD
RECORD, LARGEST
ONLINE GENERATIVE
AI HACKATHON



ETISPHERE
WORLD'S MOST
ETHICAL
COMPANY



Leader in Healthcare

20 of the top 25 healthcare plans

5 of the top 6 US PBM companies

3 of the 5 top 5-star Medicare plans



Top Partner of Pegasystems

27+ Years of partnership

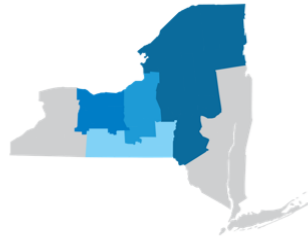
Most Experienced Pega Practice

Largest Pool of Certified Talents

Excellus BlueCross BlueShield



A **nonprofit health plan** serving the communities of upstate New York for over 90 years.



We are the **largest commercial payor** in Upstate NY, serving 31 counties.

Our **4500+ employees** live and work in the communities we serve.

Our mission

To help people in our communities live healthier and more secure lives through **access to high-quality, affordable health care.**

What we offer

Medicare coverage for those 65+ or with disability, regardless of income

Low or no cost plans **for individuals and families** based on eligibility

Plans that help businesses offer health, dental and wellness to employees

Comprehensive network of local & nationwide hospitals and physicians, plus provider partnerships

A nonprofit independent licensee of the Blue Cross Blue Shield Association

Modernization - Reimagining & not just replacing

From fragmented legacy to Intelligent Case Driven Optimization

CHALLENGES



Business Driven



Poor User Experience



Limited process visibility



Manual work & Reporting gaps



Application Driven



Obsolete Technology



Unsupported System



High Maintenance Risk

MODERNIZATION



Lotus Notes



Manual Workflows



Fragmented Visibility – Disparate system



High Operational Overhead

Modernization Shift



Pega



Intelligent case management



Low-Code Rules & Reusable Components



AI Ready Foundation

IMPACT

01

Faster low-code development

02

Real-time case visibility

03

Lower operational overload

04

Intelligent Automation

05

Strong governance & compliance

06

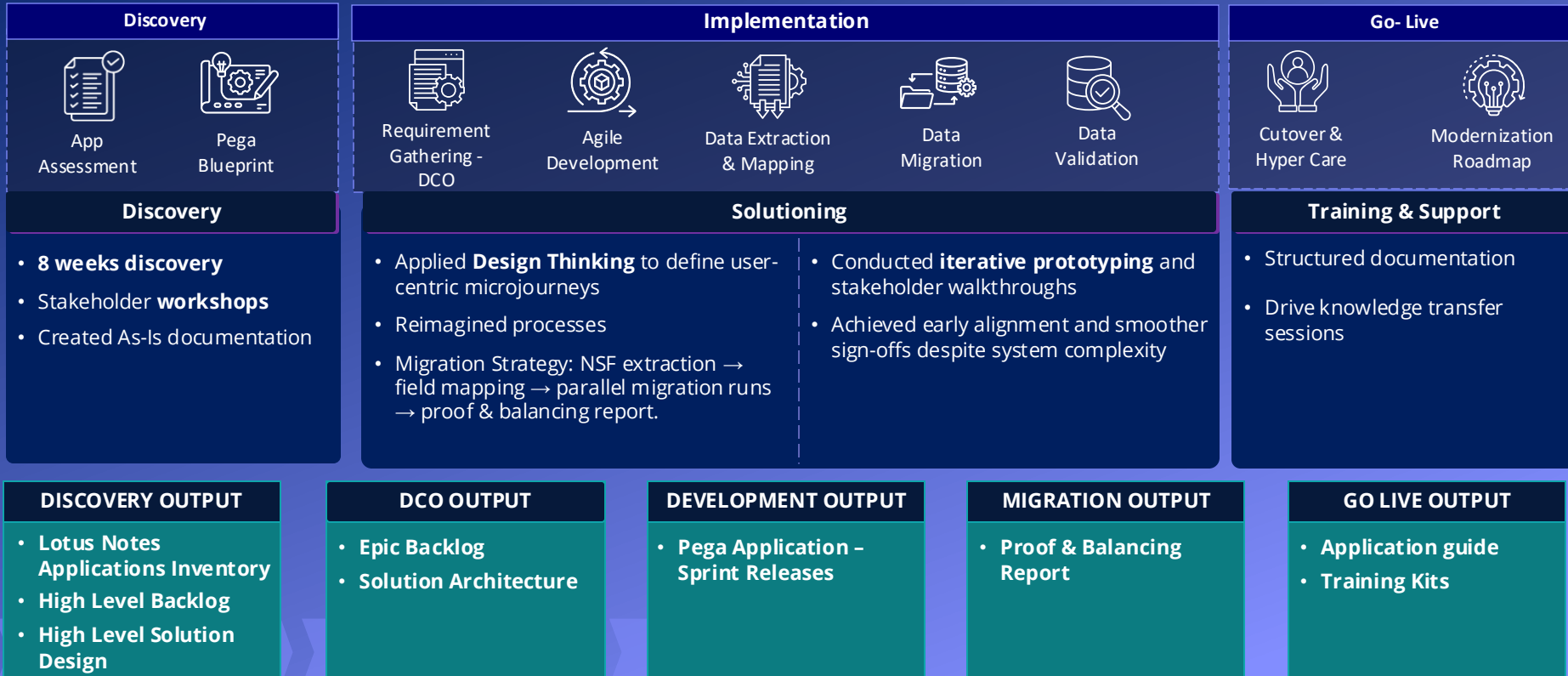
Robust Reporting



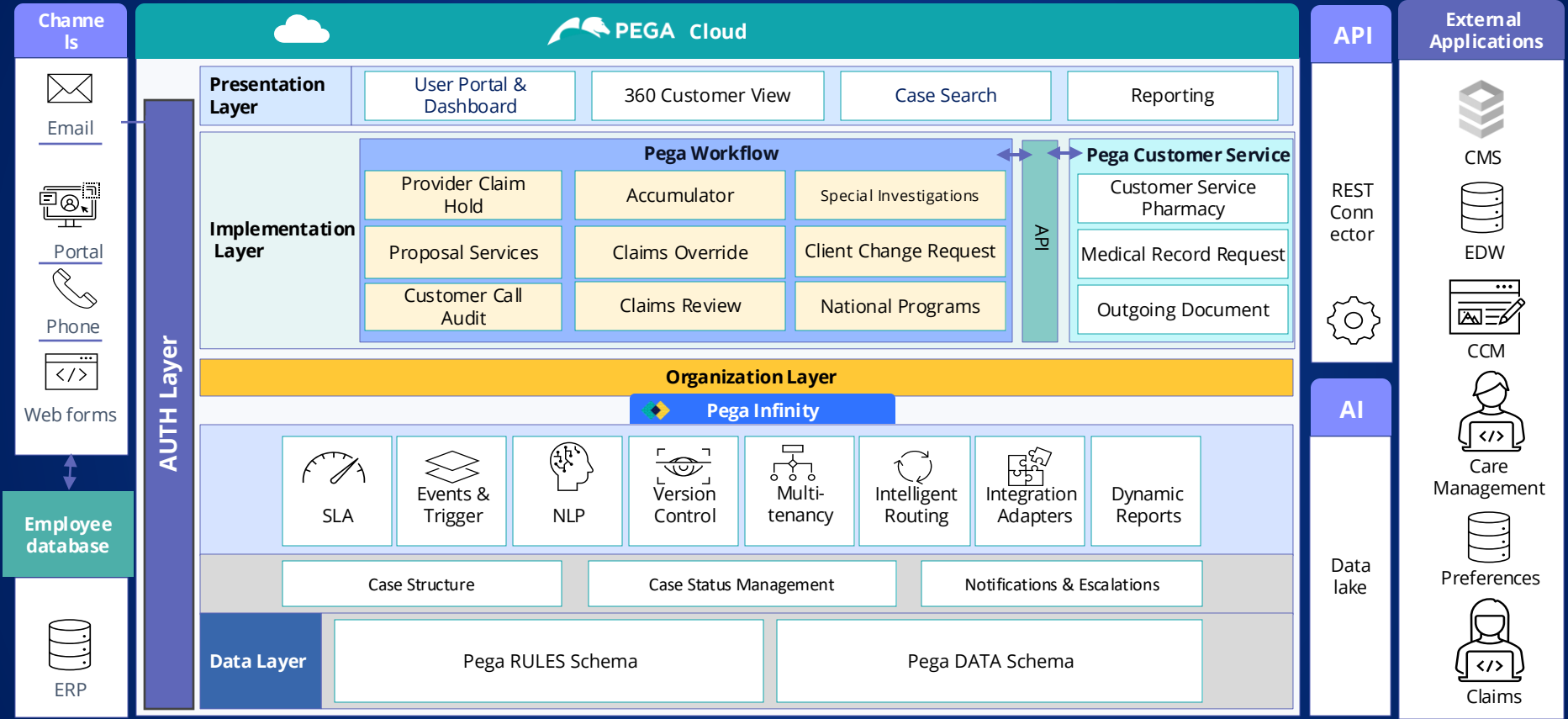
Transforming to reduce processing time, enforce SLA discipline, achieve 100% audit compliance

Solution in action

Delivery approach: modernize legacy Lotus Notes applications by aligning migration activities with business objectives & Pega capabilities



Solution Architecture



Adoption & Change management

Delivery Engine · Innovation Partner
· Pega CoE



Business Owner · Decision Maker ·
UAT Champion



Proactive backlog management: N+1 sprint grooming ensured a healthy, prioritized backlog ready



Risk surfaced early, never escalated: Comprehensive RAID tracking with action plan within WSR



Continuous value engineering: 139 Innovation ideas proposed; implemented 83 on approval



Knowledge Bank: Case studies, Reusable assets & Consulting playbooks

Lessons for success

Partnership built on shared accountability, transparent governance & mutual trust across 4+ years



Architecture leadership: OOTB-first process alignment



Business prioritization ownership: Keeping delivery aligned to business value



Fast review turnaround: Rapid query resolution & design feedback, minimizing wait time



Security & compliance governance: Continuous architecture design review to ensure regulatory standards in each phase



Automation framework enabled: Robust test automation infrastructure, helped over-achieve regression coverage by 10%



Outcomes & Impact



Legacy Transformed. Business Accelerated.
Excellence Amplified.



Outcomes

10% Additional Cost Saving for Test Automation

<5% Customization, aligned to Solution Design for Pega OOTB



Process Efficiency Improvement



Productivity



Cycle Time

One Team ★ One Standard ★ One Outcome ★ Excellence

Customer Testimonials

Voices of Transformation — Real feedback from the Excellus BlueCross BlueShield team

“ Truly an incredible team to work with. We deployed all 7 Pega Workflow applications, as planned, all on time!! I couldn't ask for a better team to work with! Both applications were completed and deployed ON TIME thanks to the great work and partnership of the Cognizant and Excellus teams!



KATIE CONSLER

SSGB/LSSGB, PCBA
Enrollment Optimization Mgr,
Business Architecture

“ One of the primary reasons I prefer Pega over Lotus Notes is the speed and efficiency of the new database. With Pega, transactions process immediately, allowing work to continue without delays. In contrast, Lotus Notes required waiting each time information was added or updated, which slowed productivity. The transition to the Pega platform was smooth, and the training provided was excellent, making it easy to adapt and start using the system effectively right away.



KATHY WALCH

Medical Record Unit
Examiner

“ Change can be intimidating especially transitioning from Lotus Notes to Pega. At first, the switch felt overwhelming, but after completing training and gaining hands-on experience, it quickly became clear this was a positive change. I've had the opportunity to work in Pega across ICSA, MRR, and claims override intakes, and the system has proven to be much more user-friendly. Overall, Pega allows for a smoother, more efficient workflow, making daily tasks easier to manage.



DEB WILLIAMS

Claims Examiner

“ In my opinion, the Pega workflow offers a more efficient workflow automation with real time capabilities and a much cleaner user experience, compared to the more manual and limited flexibility in IBM Lotus Notes. Pega proves to be a more adaptable and user friendly solution for our Call center.



TESSA DEL MORAL

Customer Care Process Mgr
Customer Care Process
Improvement Request

“ Awesome! Getting us closer to migrating off Lotus Notes!



JEN BLAKE

Sr. Principal Architect

“ Outstanding collaboration by Cognizant & Excellus!



MEG PARIS

Director, Special
Investigation Unit

★ Partnership built on shared accountability, transparent governance & mutual trust across 4+ years ★

One Seamless AI-Powered Legacy Modernization

Your Process. Reimagined by AI. Delivered by Cognizant.



The AI-complete migration partnership



LOTUS NOTES

Legacy Apps

EXTRACT
NSF Files



R-ENGG TOOL

- Reverse engineers the application functionality
- Creates input for Blueprint

ANALYZE
Business logics



BLUEPRINT

- Process Reinvention
- Reimagines logic into workflows
- Unlocks trapped NSF data

BLUEPRINT
Design Document



BUILD AGENT

- Auto Rule Gen
- Proposes rule stack from user stories
- Auto-generates Pega data transforms, decision tables, activities

BUILD
Auto Rules



QUALITY AGENT

- AI Test Cases
- Proposes test cases from user story stack, ensuring coverage.
- Auto-generates test cases and ready to validate

VALIDATE
Zero Defect



LIVE ON PEGA

Migration Done

BUILD FORGE

~70%

Faster Delivery

30%

AI Automated Build

Q&A



PegaWorld

JUNE 7-9 | LAS VEGAS

PEGAWORLD.COM

