



# *Break free* from Legacy.

**Shift your processes from Lotus Notes  
to AI-powered workflows fast**

with AI-led transformation on the Pega Platform.

ENTER THE AGE OF AI.

# The next decade will be defined by the AI leaders.

## AI & DIGITAL LEADERS ARE GROWING 2-6X FASTER THAN LAGGARDS.<sup>1</sup>

AI & automation represent a massive opportunity for enterprises to cut costs & improve their customer experience.

Leading enterprises are harnessing AI to improve how they:

- **Engage with their customers:** personalizing every customer interaction to resonate & land more – leading to growth, acquisition, and retention.
- **Service their customers:** enabling 100% self-service outcomes across any channel – increasing NPS & decreasing cost-to-serve.
- **Operate their business:** automating end-to-end business processes & guiding employees at every step – saving costs & accelerating customer outcomes.



LEGACY IS HOLDING ENTERPRISES BACK.

The average  
enterprise wastes  
**\$370 Million+**  
on technical debt.

### THE IMPACT OF LEGACY IS HUGE.

- **Innovation slows:** 68% of enterprises say they spend time on legacy system maintenance which could better be spent making business more effective.
- **Automation lags:** 68% of enterprises say legacy systems are preventing their organization from operating as effectively as possible.<sup>2</sup>
- **Customers can tell:** 57% of enterprises acknowledge their reliance on legacy systems causes customers to leave due to slow or fragmented experiences.<sup>2</sup>



# Enterprises are trapped by Lotus Notes

## ENTERPRISES HAVE BEEN TRYING TO DITCH LOTUS NOTES FOR A DECADE.



### Experiences are falling behind.

- Dated, non-accessible UX dragging down employee productivity
- Lack modern API's to plug into customer facing self-service channels



### Automation & AI are lagging.

- LotusScript: Brittle, scattered workflows
- Lack of native AI support



### Data is trapped.

- Proprietary NSF data storage
- Trapped in on-prem Domino DB: customer data, emails, correspondences



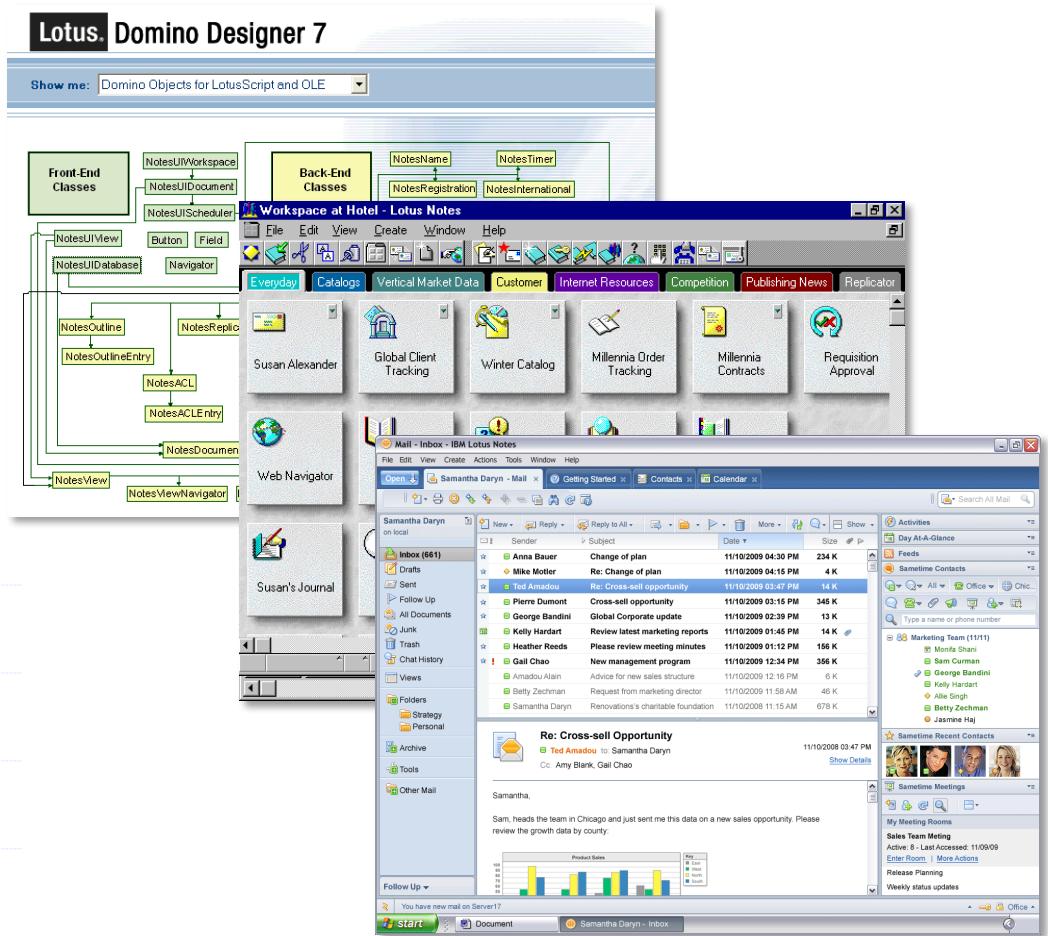
### Talent is sparse.

- Difficulty finding developers to maintain
- Consultants are costly



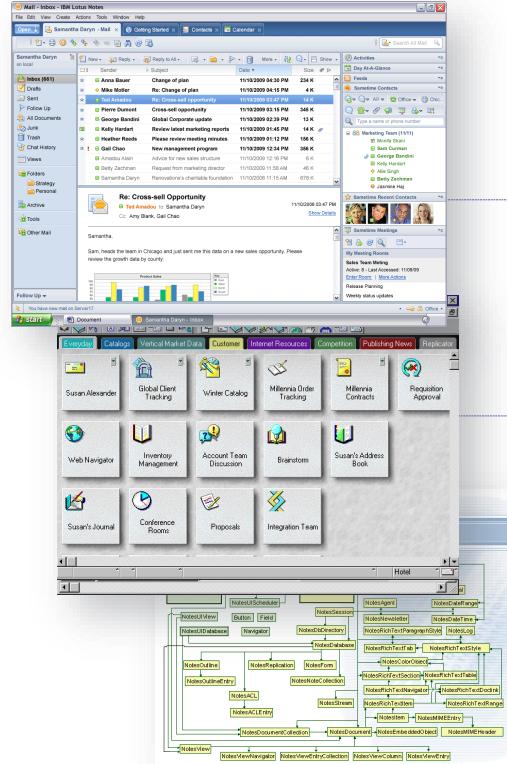
### Maintenance is costly.

- Monolithic applications
- Expensive licensing & support fees



# The Transformation Status Quo

Why 75%+ of legacy modernizations projects fail.<sup>1</sup>



## No documentation

Thousands of LotusScripts and Forms with minimal documentation.

## Scattered business logic

Automations all over the place with tight coupling between logic, UI, and data.

## Complex data structures

Tightly coupled document store, often with data quality issues.

## WHY DO LOTUS NOTES TRANSFORMATIONS FAIL?

Can't comprehensively understand what the application **does**.

No documentation and proprietary languages.

Untangling business logic, process, UX, and data.

Need to decompose applications & reimagine customer journeys.

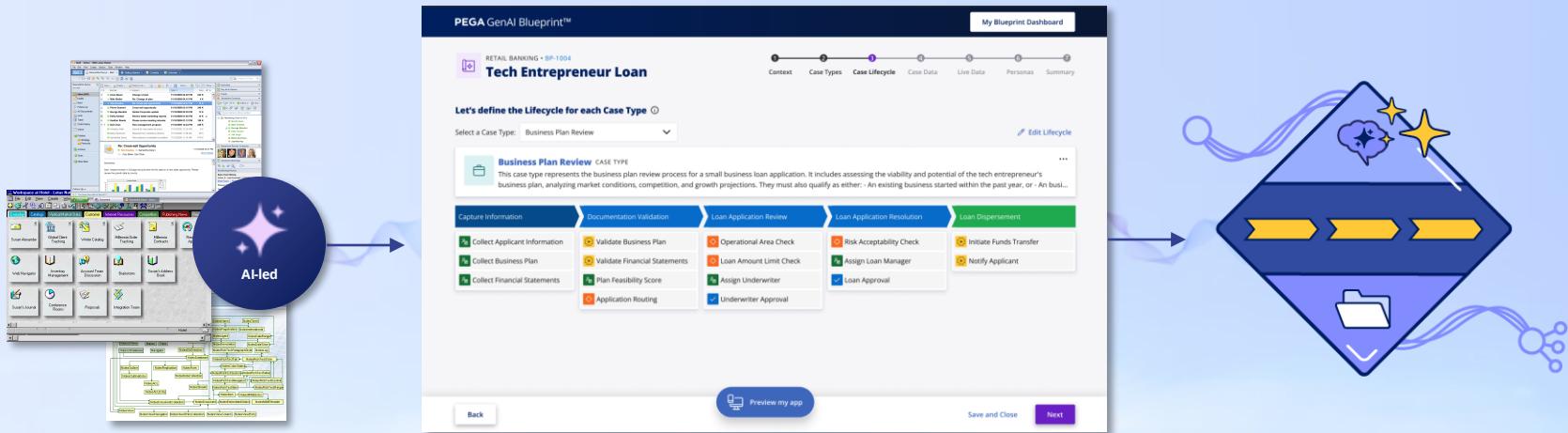
Migrating data to the cloud & integrating systems for the future.

Extracting document-based storage to relational datastores on the cloud & replicating integrations fast.

Risk, time, and cost.

Typical projects run years and millions of dollars.

# Transformation *reimagined* with Notes to Blueprint™



**Rapid**  
analysis

**Intuitive**  
Blueprint

**Future-proof**  
architecture

# Instantly understand your Lotus Notes applications with Notes to Blueprint™.

## AI-ASSISTED LEGACY MODERNIZATION WORKBENCH

- **Understand the processes trapped in your Lotus Notes:** analyze LotusScripts, Forms, Actions, and Agents to paint a picture of your end-to-end customer journeys.
- **Build a data migration strategy:** analyze Domino DB data structures and determine the path forward – what data to retire, to migrate, and to transform.
- **Understand your logic:** generate a business rule library to get a complete view into the decisions, validations, and logic previously scattered across your application.



# Reimagine your customer journeys.

## PEGA BLUEPRINT™

- Accelerate legacy analysis:** Bring Capgemini insights output along with legacy system videos, data structures, process diagrams and more to instantly understand processes.
- Build on best practices:** AI Agents behind Blueprint compose a starting point application informed by industry best practices, Pega & partner expertise, and organizational knowledge.
- Reimagine collaboratively:** Blueprint is 100% collaborative add all business & IT collaborators to rapidly adapt AI suggestions, capture requirements in common language, preview app throughout.
- Jumpstart development:** Eliminate lengthy requirements gathering processes and set devs up for rapid go-lives.

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

Business goals

Documentation

Legacy app videos, screens, & technical outputs

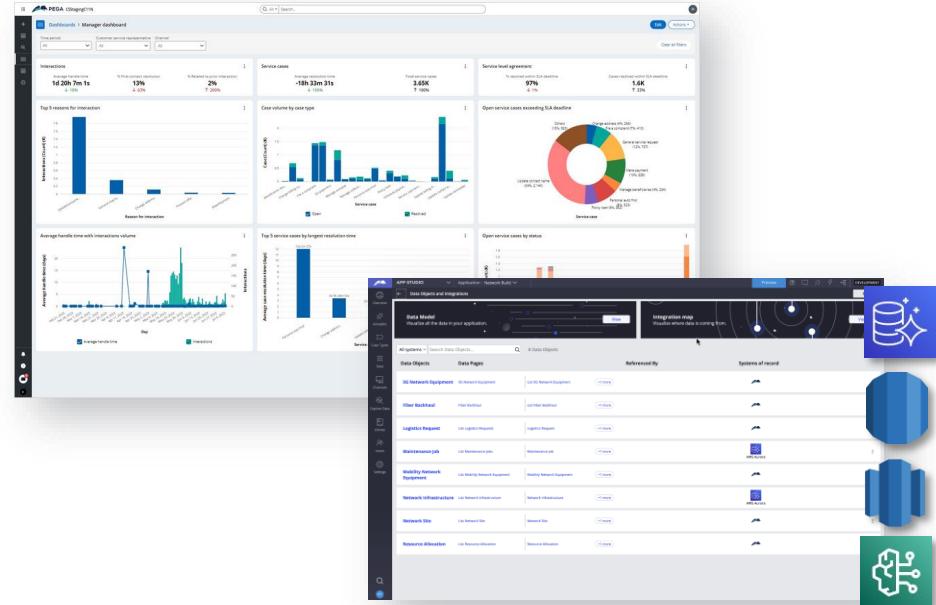
Pega Blueprint interface

The Pega Blueprint interface for 'Retail Loan Origination' is shown. It features a sidebar with 'Case Lifecycle' and 'Case Data Model' tabs. The main area displays a workflow diagram with nodes like 'Capture Applicant Info.', 'Eligibility and Underwriting', 'Additional Documentation', 'Loan Amount and Rate', and 'Loan Approval and Underwriting'. Each node has a list of sub-steps, such as 'Collect Applicant Information', 'Eligibility Check', 'Additional Documentation', etc. The interface is clean with a dark header and light blue accents.

# Get to the cloud, faster than ever.

## PEGA PLATFORM™

- Go-live with cloud workflows, fast:** Generate new cloud-native application in Pega Cloud® leveraging Blueprint-to-live's AI-powered SDLC.
- Free data from legacy, to fuel AI & automation:** Migrate legacy data to new cloud-native data stores on AWS – RDS, Aurora, and Redshift.
- Quickly integrate workflows with enterprise data store:** Leverage native connectors to plug workflows into new data storage services.
- Automate manual work with AI you can trust:** Embed Pega Predictable AI™ agents into your workflows and experiences to unlock an agentic operation at scale.



# The Result? Agentic applications in the cloud

## TRANSFORM OPERATIONS WITH AI YOU CAN TRUST

With Pega Predictable AI™ agents, enable self-service and automation with AI which takes cues from governed workflows, not from their own ideas. So you can...

**Automate everything:** drive processes which orchestrate dozens of low-code AI & automation capabilities.

**Connect front- & back-office:** embed workflows into any channel – arming customers and employees with the outcomes they need across web, mobile, chat, email, voice, and more.

**Unlock efficiency at scale:** maximize resource utilization and solve issues before they occur with intelligent work prioritization, routing, SLA management, reporting and more.

The image displays the Pega Manager dashboard, which is a comprehensive operational dashboard. It features several data cards and charts. Key metrics shown include:

- Interactions:** Total interactions (1d 20h 7m 1s), % First contact resolution (13%), % Repeat interaction (26%).
- Service cases:** Average resolution time (-18h 33m 31s), Total cases (3.65K), % Resolved on time (97%).
- Service level agreement:** Cases received outside SLA (1.6K), % SLA violated (33%).
- Case volume by case type:** Open (1.6K), Pending (1.5K), Closed (1.5K).
- Open service cases exceeding SLA deadline:** Donut chart showing distribution by case type.
- Average handle time with interactions volume:** Bar chart showing average handle time by day.
- Top 5 service cases by longest resolution time:** Bar chart showing top 5 cases by resolution time.
- Open service cases by status:** Bar chart showing open cases by status (Open, Pending, Pending resolution).

Below the dashboard, there is a central illustration of a purple AI agent with arms and legs, interacting with a keyboard and a ribbon. The agent is surrounded by icons of people and communication, symbolizing the integration of AI with human users and various communication channels.

On the right side of the dashboard, there is a vertical column of icons, each with a blue circle and a white icon, corresponding to different AI capabilities:

- AI Agents:** Represented by a star icon.
- Predictive AI:** Represented by a lightbulb icon.
- Integrations:** Represented by a database icon.
- Decisioning:** Represented by a checkmark icon.
- RPA:** Represented by a robotic arm icon.
- Business rules:** Represented by a triangle icon.
- Calculations:** Represented by a calculator icon.
- Correspondence:** Represented by a speech bubble icon.

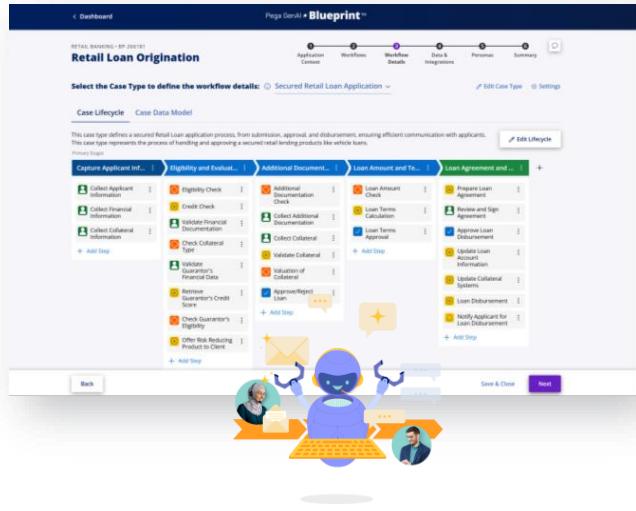
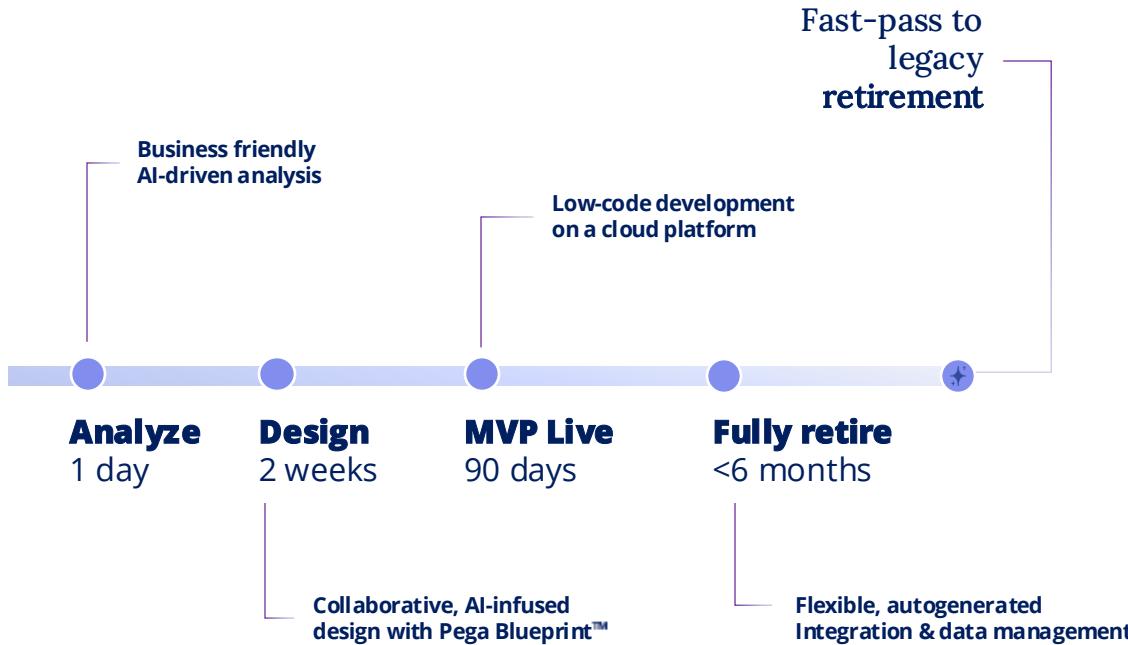
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# Transformation *Reimagined*

## AI-led Transformation with Pega



# Rapid AI-led Legacy Transformation

## Client successes

### US State Agency

From 1M+ lines of COBOL to cloud prototype in

**2 weeks**

Mainframe replacement POC with AWS & Pega



Moving underwriting off of homegrown apps and into the cloud

**Faster time to market**

Java replacement POC with Accenture & Pega Blueprint



From legacy workflows to new cloud apps:

**Go-live in 40 hours**

Network Operations Transformation



Rapid migration off of legacy BPM:

**800+ workflows**

Shared Services Transformation

