



# *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.

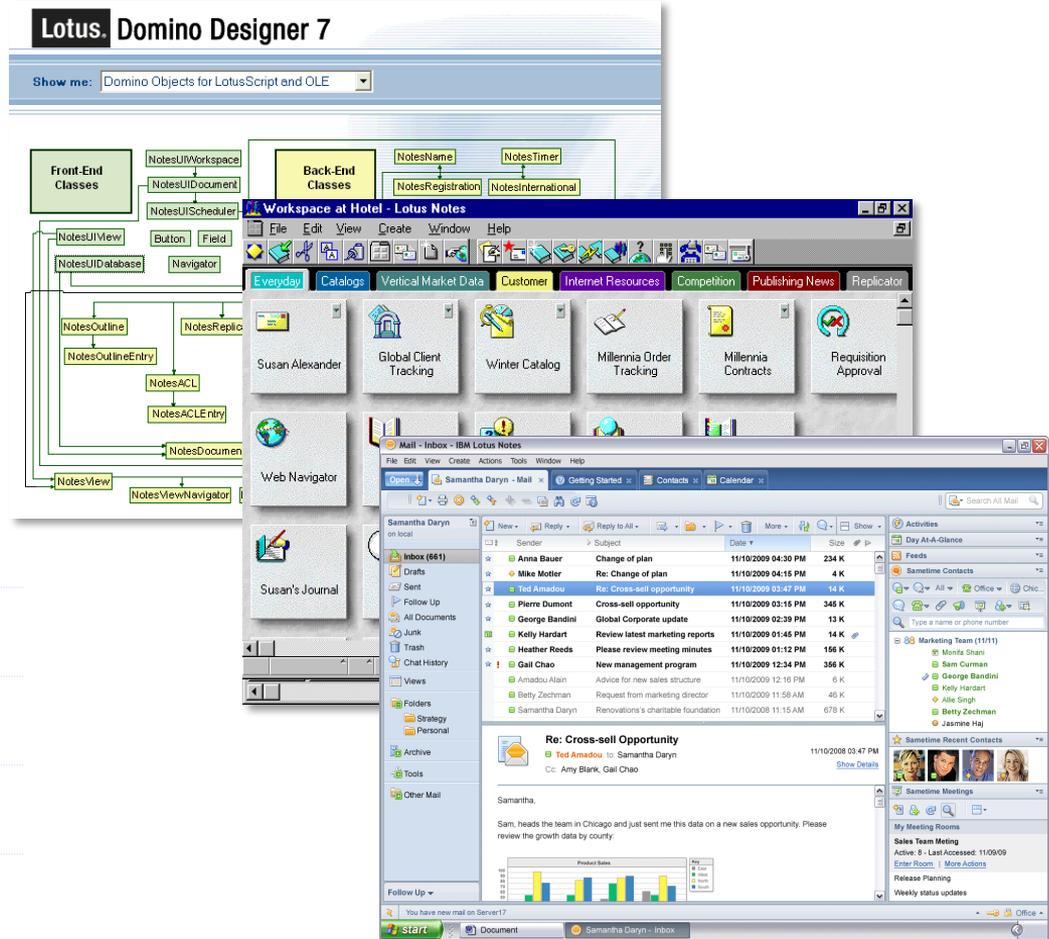
### THE IMPACT OF LEGACY IS HUGE.

- **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

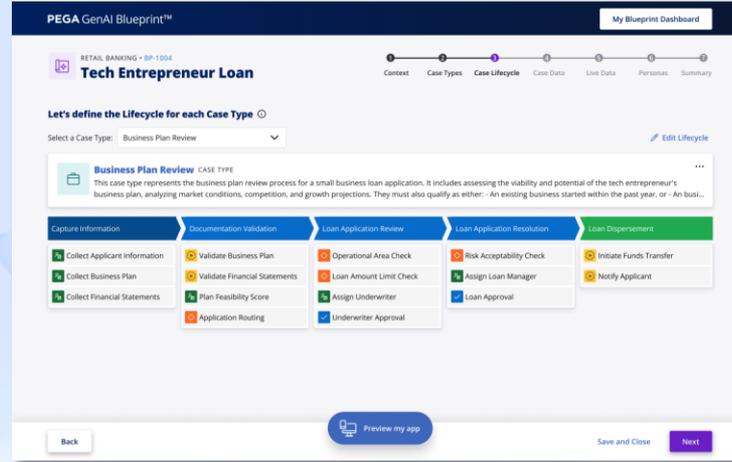


**Maintenance** is costly.

- Monolithic applications
- Expensive licensing & support fees



# Transformation *reimagined with* Notes to Blueprint™



**Rapid  
analysis**

**Intuitive  
Blueprint**

**Future-proof  
architecture**

AI-LED MAINFRAME MODERNIZATION WITH PEGA

# 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.

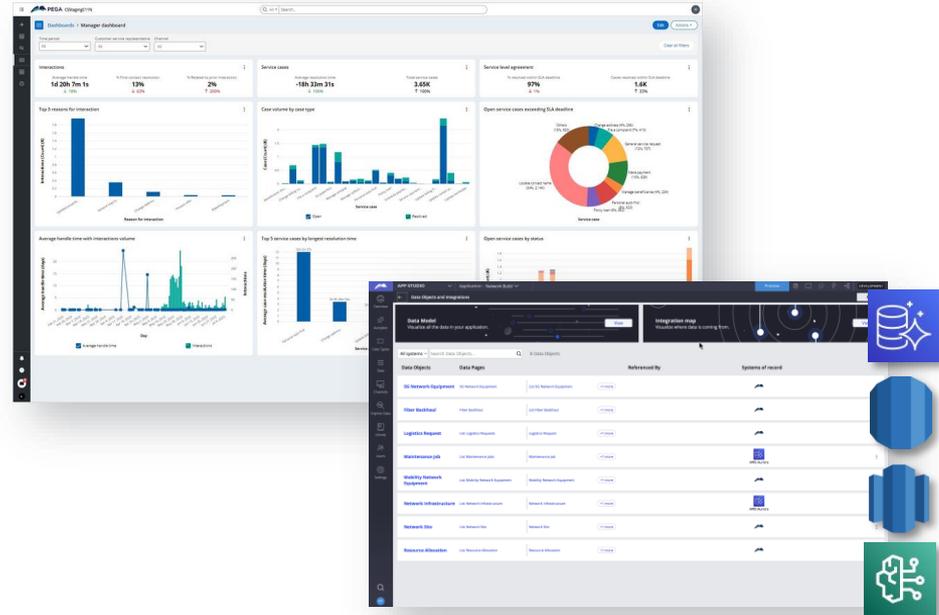




# Get to the cloud, faster than ever.

## 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*

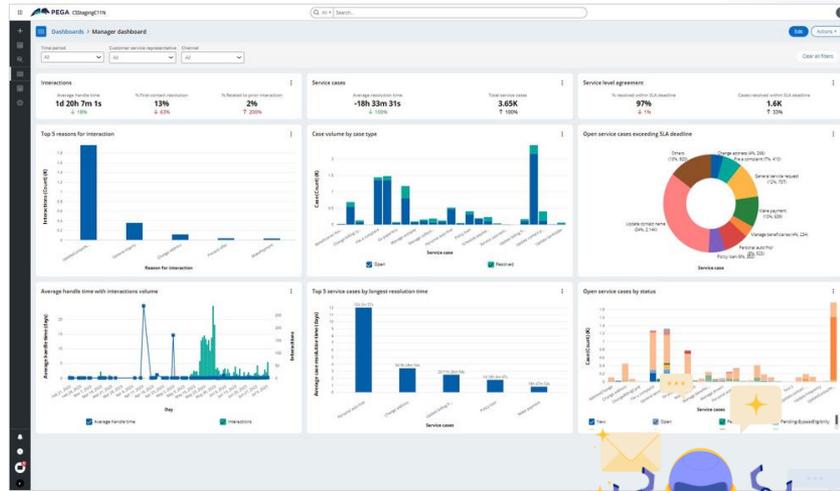
### TRANSFORM OPERATIONS WITH AI YOU CAN TRUST

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.



AI Agents



Predictive AI



Integrations



Decisioning



RPA



Business rules



Calculations



Correspondence

# The Transformation *Status Quo*

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

Complete  
retirement

## Analyze & understand (6 months)

**Swimming in code & documentation** trying to build an understanding of what's in the legacy system, what to move, and why.

## Design & plan (3 months)

**Difficult to align business & IT on future-state** which carries forward what you need, while also reimagining where you want.

## Build & deploy (1-3 years)

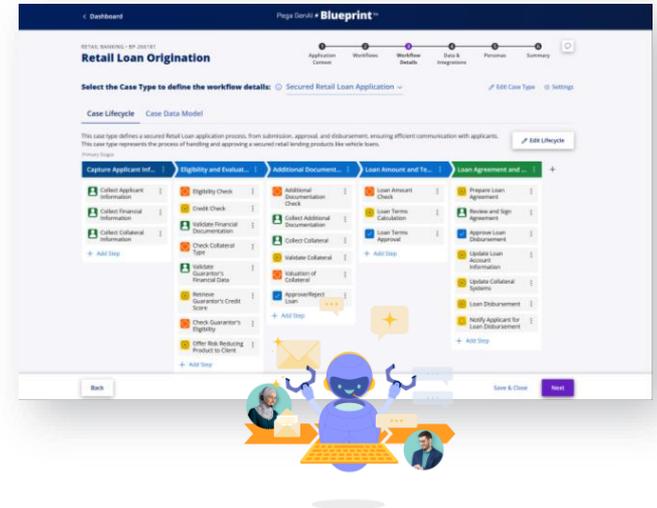
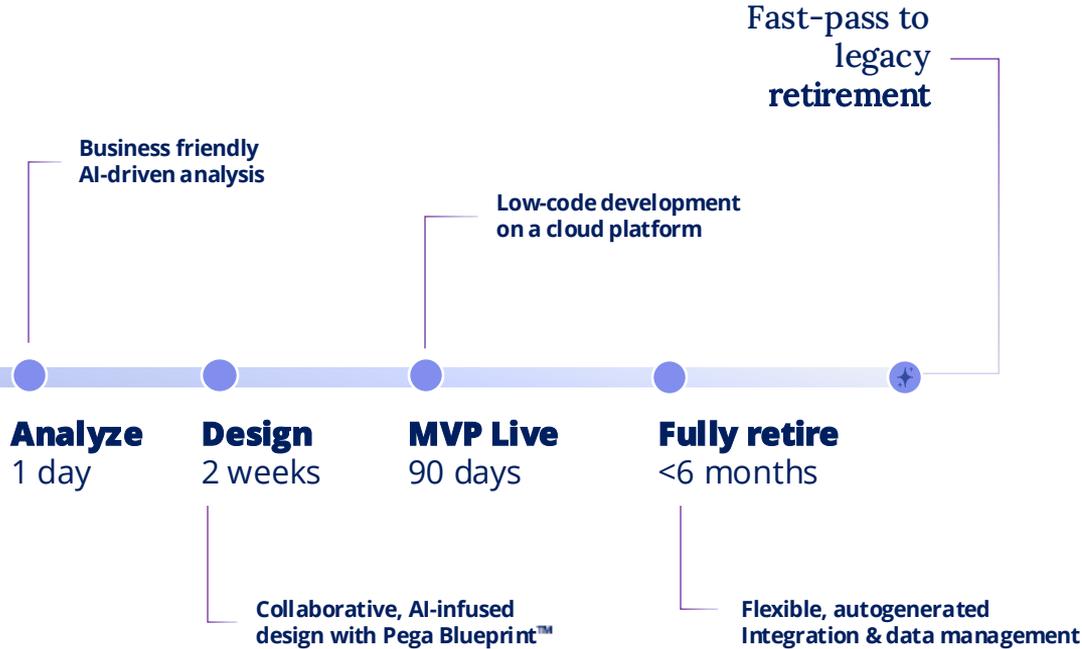
**Slow, costly manual development** often drowning in machine-generated Java which is unreadable & unmaintainable.

## Migrate, cutover (6 months)

**Long release cycles, slow data migration & complex integrations** difficult to get data to the cloud and to tap new systems into existing IT landscape & databases.

# 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

**Allianz** 

Moving underwriting off  
of homegrown apps and  
into the cloud

**Faster time  
to market**

Java replacement POC with  
Accenture & Pega Blueprint

  
**vodafone**

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

