

Pega makes integration easy

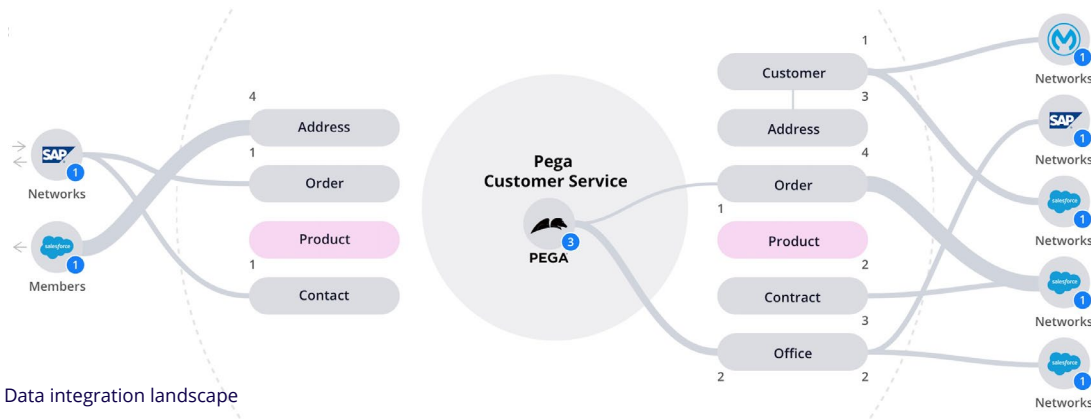
Reusable integration capabilities for modern architectures

Pega automates integrations to keep your enterprise systems working

Your business applications must communicate with other services in the organization, other internal systems, and often external systems, too. The Pega Platform™ provides a comprehensive suite of data integration capabilities that enable Pega applications to fit seamlessly into your enterprise ecosystem.

These unique capabilities effectively support important mission-critical workflows, such as data privacy, DevOps, software development life cycle (SDLC), digital experiences, system administration, and user management. By tapping into rich data resources or enhancing performance of existing applications, you can drive growth faster and gain a lasting competitive advantage.

Pega eliminates the need for custom code to connect to outside systems, speeding your digital transformations. Convenient out-of-the-box (OOTB) services, connectors, and forms-based integration options allow you to connect existing Pega applications to third-party systems.



Data integration landscape

Pega's integration capabilities help you:

Reduce technical debt

Stop replacing and updating your backend systems to react to changes to your customer applications. Use an open, extensible Pega layer to wrap and renew legacy systems and immediately improve business outcomes.

Be technology-agnostic

Take advantage of a vast set of some 200 modern, fast, and easy OOTB integrations that seamlessly work with numerous technologies, applications, and vendors, including Kubernetes, Docker, AWS, Microsoft Azure, Cassandra, Google Cloud Platform, Red Hat OpenShift, SAP, Jenkins, and Salesforce.com among others.

Future-proof applications

Capitalize on Pega's data virtualization capabilities to decouple application logic from all the integration and channel details.

Eliminate integration errors

Guardrails expose bad governance, limit human decisions, and visualize data to prevent applications from being broken.

Challenge

Integrations can be costly and time consuming. That's because most enterprise ecosystems are a complex mix of legacy apps, aging enterprise business buses (ESBs), and disparate systems of record that require skilled developers to get and keep everything working together. And something as simple as a new app or software upgrade can easily cause your integrations (and your operations) to fail.

Solution

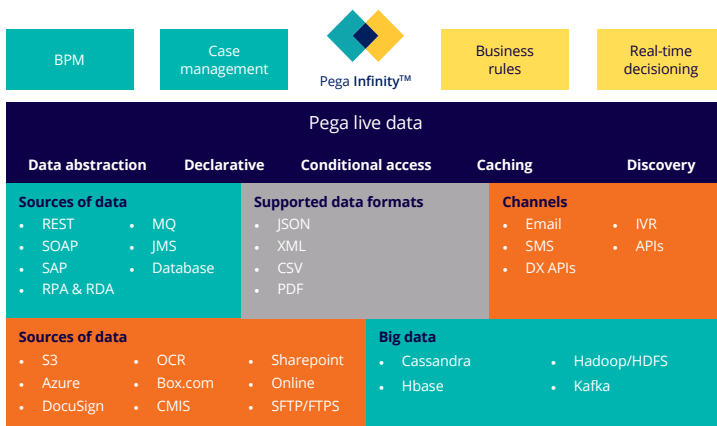
Pega's low-code platform enables organizations to easily inherit and use existing integrations throughout all your enterprise applications without manually recoding or duplicating data. Pega handles the technical processes behind the scenes, keeping each app live, updated, and functional for years. With Pega, rather than investing time, money, and resources in data integration, you can focus on business outcomes.

Pega makes integration hassle-free

Difference-making capabilities

Pega offers effective integration capabilities that strengthen our Center-Out approach to solving problems and improving business processes. To best meet your integration needs, Pega Platform™ will:

- natively support a range of data integration standards, including SOAP, REST, JSON, and communication protocols such as SMTP, IMAP, and POP3.
- automatically consume or publish services when metadata formats like WSDL or Java introspection exist.
- use technologies – including built-in REST/JSON services, open APIs, microservices, live data, or data virtualization – to enable the rapid implementation of Pega-powered mobile and client applications.

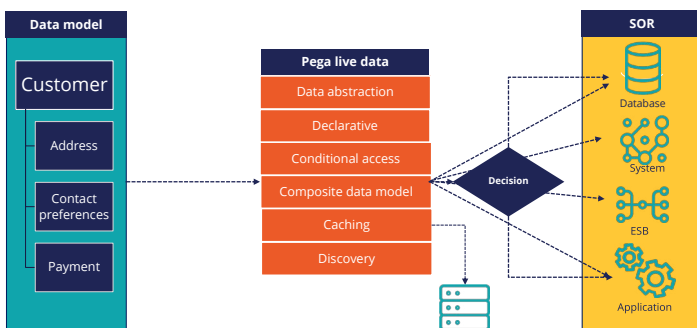


Core integration capabilities

The right information delivered in the right format when and where you need it

Pega Live Data is a data virtualization layer that facilitates prompt delivery of the right information to screens, cases, and the user experience. This virtualization layer enables users or citizen developers configuring a Pega Platform app to seamlessly work with the data model without the complexity of having to understand its origin. Pega Live Data enables you to easily:

- automatically fetch and refresh data
- connect to and use data from a variety of sources
- create business rules that define conditions for data sources and data access.



Pega live data integration

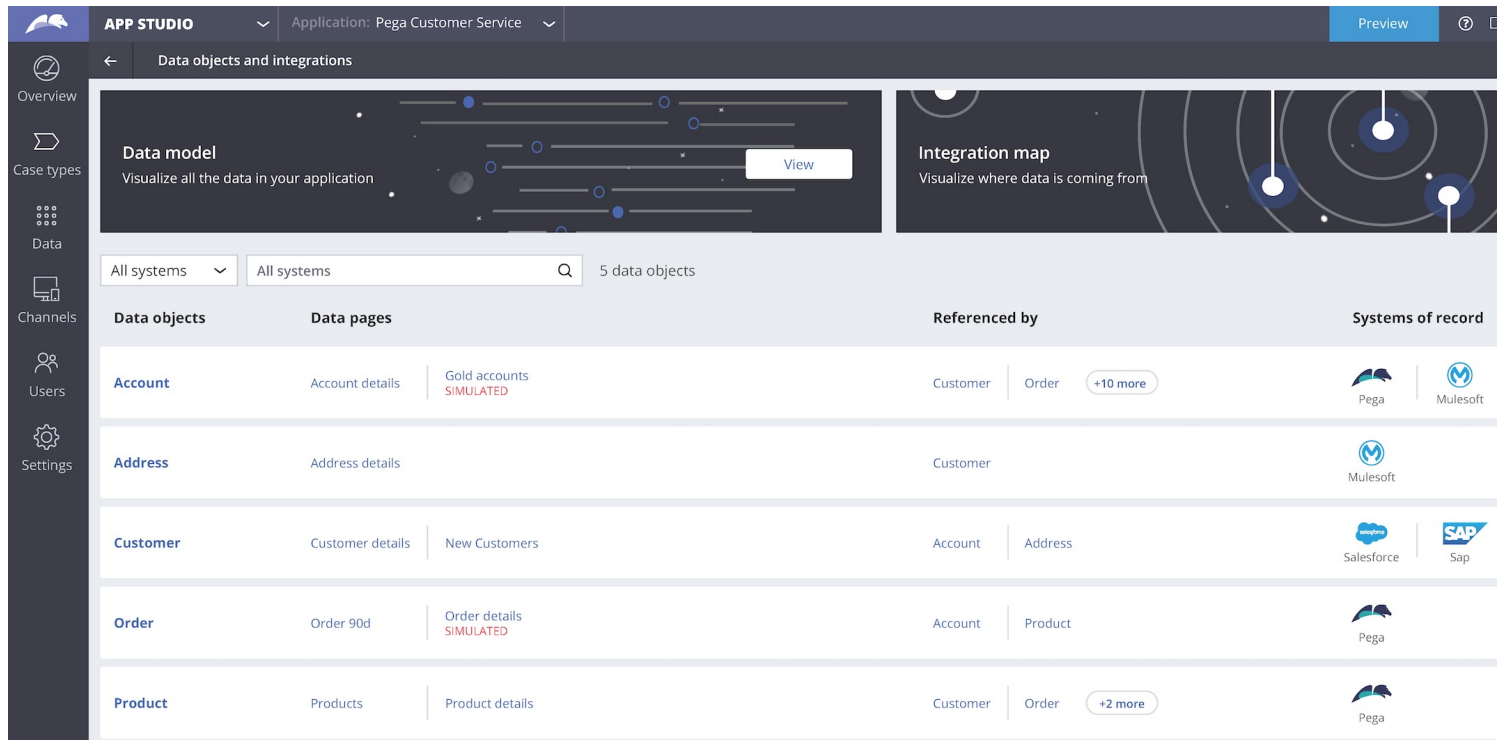
Data integration managed efficiently

An Integration Designer, presented in the following image, provides a single interface for viewing and authoring all business:

- Data objects that contain data fields and may contain embedded other data objects, e.g., Account, Address, Customer, Order, or Product
- Data pages that represent an instance of how your application is capturing and/or displaying the data fields of the object, e.g., the Customer data object is used in three data pages, i.e., Account, Address, and Product
- Object dependencies, i.e., if and when data objects import and share the same data
- External systems of record

Users gain a comprehensive view of how these entities are connected and used in the application and can effectively manage data by:

- Creating data objects and connecting them to the Pega system of record or REST data sources
- Viewing and modifying the mappings of data models
- Updating system details
- Viewing the Integration Landscape – a diagram of relationships between the data objects, cases, and their connections to systems of record
- Accessing data objects whose data pages connect to a sample data source and using the simulation feature to continue developing an application before the external source is available.



The integration designer

About Pegasystems

Pega delivers innovative software that crushes business complexity. From maximizing customer lifetime value to streamlining service to boosting efficiency, we help the world's leading brands solve problems fast and transform for tomorrow. Pega clients make better decisions and get work done with real-time AI and intelligent automation. And, since 1983, we've built our scalable architecture and low-code platform to stay ahead of rapid change. Our solutions save people time, so our clients' employees and customers can get back to what matters most.

For more information, please visit us at pega.com

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