

The Commonwealth of Pennsylvania with Pega



Making life better just got easier

For your citizens.
For your teams.
And for your organization.

1 Build better citizen engagement

With Pega, the way people interact with your services is built around them. We work across channels, across information silos, and across internal departments.

That means you can engage each Pennsylvania citizen in fast, easy digital experiences that are informative, empowering, and which build trust.

2 Build a better employee experience

Your citizens need a more streamlined experience from you, so do your employees.

With Pega, mundane tasks can be intelligently automated, freeing employees for more important work. Service calls can be triaged automatically, freeing your service agents to focus on the help they can give to people who really need it.

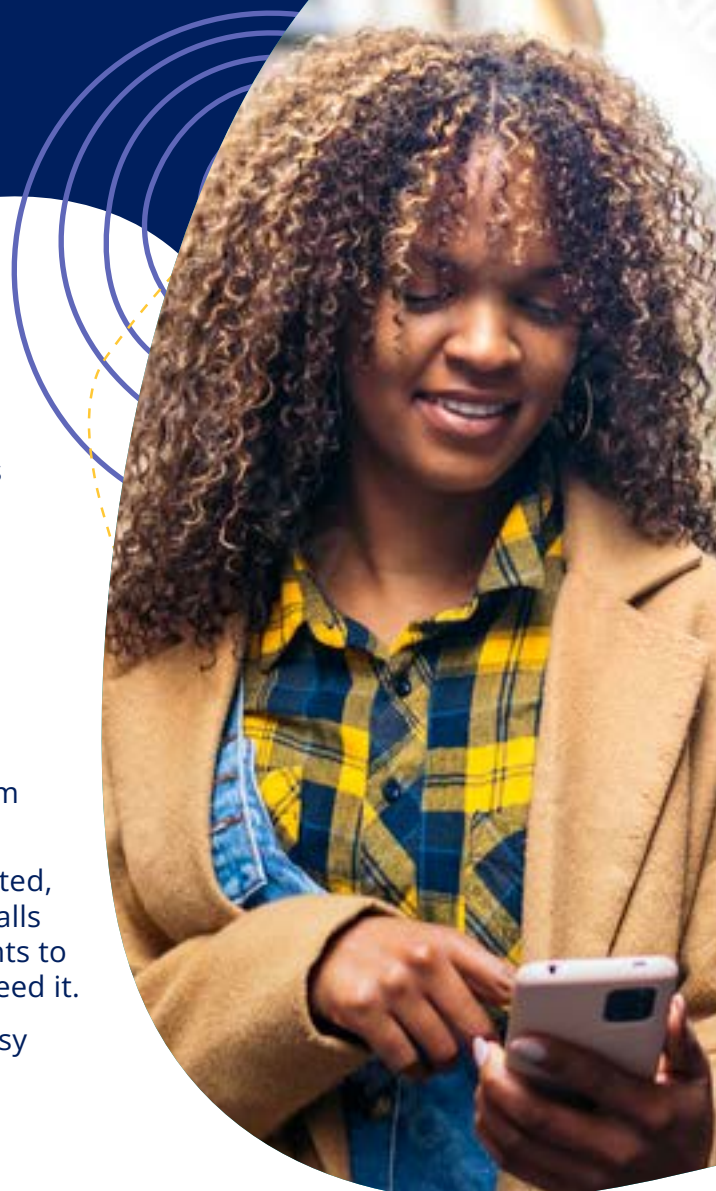
And your people can be more innovative, using our easy low code platform to develop responses to challenges facing your citizens – in days, not months or years.

3 Build better on Pega

You have 141 different case management systems across the State Department, and many existing RFIs for different applications with almost identical functionalities.

This duplication costs you time, risk, and manpower as you have siloed applications that don't work together and making access for citizens slower and less consistent.

The Pega platform lets you work across your fragmented systems and departments without having to replace your existing investments. You can simplify and automate tasks fast, and orchestrate processes to improve efficiency, reduce cost and complexity.



3 States we are helping make life easier right now



State of California Franchise Tax Board generates \$3.7B

"Our tax modernization resulted in efficiencies, many new citizen service options, and additional revenue in just phase one of the project. The Pega case management solution played an important role in our modernization success."

John Sulenta
Chief Information Officer,
California Franchise Tax Board

[Learn More](#)

New Jersey Courts leads the way in criminal justice reform

"With 40,000 New Jersey law enforcement officers and 2,500 municipal court staff using Pega for automated end-to-end criminal justice processes, we are now able to do great things with the processing power in front of us."

Jack McCarthy
CIO,
New Jersey Courts

[Learn More](#)

Vermont Office of Professional Regulations automates, streamlines, and transforms every process

"Pega has helped us achieve our goal of creating a state licensing system that delivers unprecedented service to the citizens of Vermont while driving productivity gains and process improvement."

Jim Condos
Vermont Secretary of State

[Learn More](#)

3 reasons to get started, right now

- ① Pega is trusted by the world's largest and most complex organizations to help them **make life easier, work smarter, and modernize more quickly.**
- ② And the dedicated Pega Government Platform is helping state and federal government **solve some of their most pressing problems,** large and small.
- ③ **You can get started today.** You've already brought Pega into the DHS so your department doesn't have to go through years of negotiation to get the support that is making a difference in the State of Pennsylvania right now.

So, it will be easier and faster:



For you to help your citizens build better lives.



For your teams to work smarter, being more productive and more fulfilled.



For you to modernize for the future and deliver better services with better value.

Making life easier starts from our very first meeting.

