



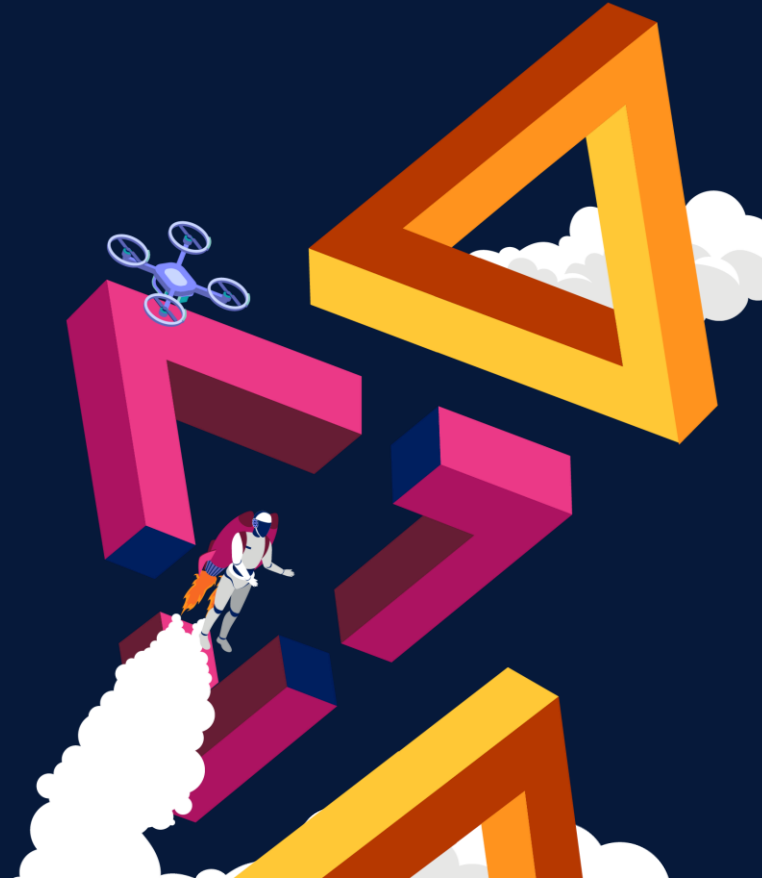
JUNE 1-3, 2025 | LAS VEGAS

# Constellation Adoption Strategies for Radical Success

**virtusa**  
Engineering First



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**Tim Beachus**

Virtusa, SVP – DPA Offerings Leader



**Paul Barnes**

Pega, Sr. Director – Business Excellence Platform and Customer Service



# **A complete UX system, out-of-the-box.**

- ✓ Accelerates end-user productivity
- ✓ Designed around how Pega uniquely delivers workflow
- ✓ Puts accessibility first
- ✓ A complete UX system to minimize development time
- ✓ An architecture which allows you to bring your own UI
- ✓ Faster and easier upgrades

# What's new in Constellation UI in Pega Platform™ '25?

At age 3, Constellation has *surpassed traditional UI* in capabilities and is now *focused on innovation*.

## Core UX

- Accessibility improvements
- Improved performance
- Improved state management

## Migration

- One-click to blended UI
- Modernization tool 2.0
- GenAI-based Migration Assistant

## Theming

- New branding options
- New theming authoring experience

## Advanced self-service

- Structure to rules
  - Simplified Case View
- New mobile SDK
- Multiple web embed capability
- Sales Force Extender advances

## Increased developer productivity

- Security updated for H1 25
- UI Inspector
- DX Components in the model
- UI Gallery updates

- Debugging tools

## Increased data dynamism

- Insights: Calculations
- Insights: Conditional formatting
- Insights: Dynamic drill-down
- Insights: Dynamic dashboards
- Dynamic forms
- Dynamic text/labels/warnings
- Localization improvements
- Enhanced embedded data capabilities

# “Reach for the Stars”

## 2024 Constellation Partner Contest

We asked our partners to help drive the shift from Traditional UI to Constellation in 3 ways:

1. Achieve Constellation Adoption badges
2. Register, progress, and go live with Constellation projects
3. Submit new custom DX components

# 7750

Partners badged on Constellation

# 44

Partner registered projects and go lives on Constellation in 2024

# 40%

of Pega’s clients have already begun adopting Constellation

The “Reach for the Stars” contest winner is...

**virtusa**  
**Engineering First**

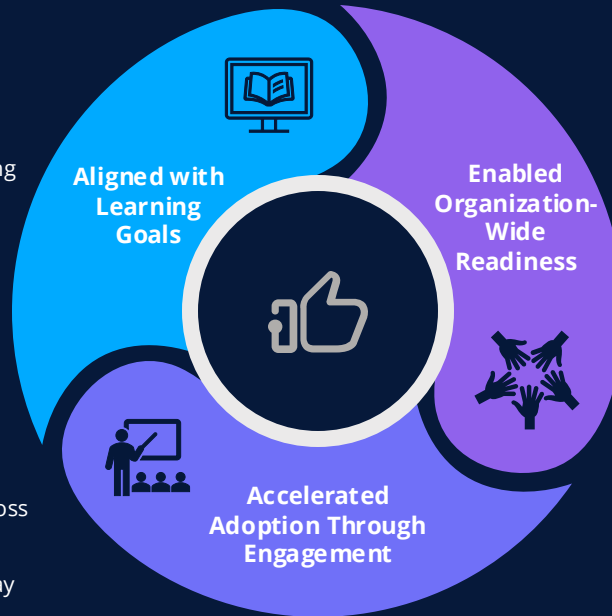
# Virtusa's Constellation Enablement Approach

## Aligned with Learning Goals

- Mandated **Constellation adoption and the associated missions** by embedding it into performance objectives.
- This led to **630+ associates** successfully completing both the Constellation adoption mission and **upgrading** to the latest Constellation-enabled version of their **highest certification**.

## Accelerated Adoption Through Engagement

- Organized **Tech Talks** where average of **125+ participants** explored Constellation's capabilities across 3 session involving demo and case studies.
- This enhanced their expertise by making sure they stay ahead of the innovation curve.



## Enabled Organization-Wide Readiness

- Organized **hackathons** where 50+ participants engaged in problem-solving and practical implementation of Constellation.
- Top 2 teams with their innovative approach were crowned.
- Additionally, enabled the **React and Angular Developers** on latest versions of Pega to customize and build custom components.

# Virtusa's Constellation Enablement Approach

From February 3–10, 2025, 11 teams and 58 tech wizards across Virtusa tackled a **Hospitality Management** use case, crafting game-changing solutions with Pega Constellation.

After a week of intense innovation, the winning team—**Ramakrishna Kandukoori, Krishna Teja Devani, Mandarapu Bhavitha, Mothukuri Lathamai, Abdulla Murshid K V, Shivani Srinivasan, and Nagaraju Mudigonda**—emerged with a cutting-edge solution!





# Virtusa's Constellation Enablement Approach



**Ramakrishna Kandukoori** - *It was a fantastic opportunity to explore and learn the new Pega UI framework during my first hackathon. The experience was both **challenging** and rewarding, unlocking new potential and **enhancing my skills**. I gained valuable insights on Constellation that can be applied to real-world projects.*



**Shivani S** - *The Pega Constellation Hackathon was a key milestone in my Pega journey, **sharpening my technical skills** and fostering creative thinking with the new Constellation release. Despite facing **challenges**, I gained **valuable insights** both individually and as part of the team.*

# Virtusa's Constellation Enablement Approach



**Mothukuri Lathamani** - *The Constellation Hackathon was well-organized, with thoughtfully designed **challenges** that provided a comprehensive learning experience. It taught me the value of teamwork, perseverance, and **adaptability**.*



**Abdulla Murshid KV** - *This hackathon was a great opportunity to **innovate** with the latest Constellation architecture. **Collaborating** with skilled developers and sharing knowledge made it a unique experience, leaving me with new skills and a **deeper understanding** of Constellation.*

# Identify an adoption strategy

## New applications

### 01

This strategy is about creating a new application quickly. It's focused on speed-of-delivery and ease-of-maintenance through leveraging the latest Pega Infinity has to offer.

## Prioritize innovation Uplift as needed

### 02

Introduce new Case types and uplift existing functionality with the modular approach.

This strategy is about adding new business value throughout the transition, and uplift future-facing features that will be reused.

## Uplift now



### 03

Modernize existing functionality to address governing body rules.

Reasons to use this approach:

- Security, such as strict CSP
- Accessibility concerns
- Front-end performance
- Authentication for legacy Mashup and 3<sup>rd</sup> party cookies

# New applications

Get enabled and start with a Blueprint

Intended for all **new applications** based on the Platform, Customer Service, and Sales Automation

*Industry application are available on Infinity 24.2+.*

## Get started

- Contact your Pega Center of Excellence
- Pega architects should get the **Constellation Adoption** and **Customer Service Implementation** badges on **Pega Academy** in addition to role-based training.
- **Designers** and **business analysts** creating visualizations to support requirements should take the courseware listed on [Get Started | Pega Constellation design system](#)
- Start with [Pega GenAI Blueprint | Pega](#) to begin an application
- **Sizing and scoping** should evaluate the need for extending Constellation with **DX Components** carefully. It is always recommended to use OOTB controls before customization.

## Technical capabilities

Blueprint®

Modular Enterprise Reuse

# A US Pharmacy Benefit Manager – New implementation

Automating and enhancing the Prior-Authorization Physician Clinical Review process

- **Objectives**

- Modernize the User Experience
- Enhance UI performance
- Better Accessibility and Mobile responsiveness
- Futureproof application for better extensibility

- **Why?**

- Future proofing
- Faster time to Market
- Performance and Scale

- **Benefits**

- Better UX, lower maintenance and cost
- Faster time to build

- **Result**

- Faster build – Drag & Drop
- Elimination of custom sections, UI rules and scripts
- Reduction in UX load times

💬 *“I have found the app to be user friendly and streamlines the process”*

💬 *“This stuff looks really simple, and we anticipate no issues with getting people trained”*

- **Challenges**

- Learning curve
- Some styling restrictions – limited CSS
- Some capabilities still evolving at the time

# Key Learnings – Example 1

1

Faster to Build

2

Reduce  
Customizations

3

Use OOTB  
Capabilities

# US National Insurer – Early adopter implementation

Build next generation LTC claims system

- **Objectives**

- Streamline LTC claims review process (setup, triage and decision)
- Improve User experience, capture structured data, automate workflows

- **Why?**

- New implementation – use latest technology and version available
- Perceived ease of implementation

- **Benefits**

- Faster time to build
- Richer User experience than previous
- Ease of implementation, leveraging OOTB features with reduced need for customization

- **Result**

- Improved User experience
- Reduction in manual steps through better integration of external documents etc.

- **Challenges**

- Early Constellation, so some features needed not available
- Attachments
- Composite view not refreshing on demand

# Key Learnings – Example 2

1

Improved User  
Experience

2

Keep Current

3

**Infinity  
Evergreen**

(visit Virtusa @ Booth #16)



# Identify an adoption strategy

**Prioritize innovation  
Uplift as needed**

**New  
applications**

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**Uplift  
now**



**03**

Modernize existing functionality to address governing body rules.

Reasons to use this approach:

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# Prioritize innovation, uplift as needed

Get enabled, Blueprint new workflows, modularize reuse

## Intended for all **new Case Types** built on the platform and Customer Service

Begin with the preparation work for the *New Applications* strategy PLUS:

- Identify opportunities to add value through self-service or new channels
- Map new data model to existing where needed to support transition
- Determine when to surface existing Case Types in a Constellation portal or vice versa
- Identify reusable features to transition to modular reuse. Take the [Pega Academy course on Modular Reuse](#)
- Identify what functionality should not be transitioned and document why
- Set regular checkpoints for evaluating existing functionality and its priority for transition

### Technical capabilities

Blueprint®

Using both architectures

- ➔ Platform Blended UI
- ➔ CS Co-existence
- ➔ Pega Process Fabric Hub Product

Transition tools

- ➔ Constellation Modernization Assistant
- ➔ Data and Integration Designer

Modular Enterprise Reuse

# Large Australian Bank – Hybrid implementation

Re-platforming multiple BPM apps onto Modern platform 24.1+

- **Objectives**

- Uplift existing Pega Digital to leverage Blueprint and Constellation
- Reuse modern Pega platform for any new workflow use case across enterprise

- **Why?**

- Modernization. Embrace new UX technology to support modern process case types
- Assessed UIKIT, Cosmos and Constellation with latter coming out winner as it brings together UI, Case and Data model

- **Benefits**

- Ease of implementation, faster, more maintainable

- **Result**

- User Experience feedback from our first Modernization Use Case is very good and they love the new look and feel
- Significant reduction in customizations

- **Challenges**

- Getting developers to adopt the templated approach to building UI from old ways
- Upskilling to Constellation in a demanding development lifecycle

# Key Learnings – Example 3

1

Bionic Man "we  
can rebuild him"

2

Use Blueprint

3

Fast and Flexible

# Identify an adoption strategy

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# Uplift existing

When a governing body requires that you modernize

Available to clients who need to **modernize regardless of cost**

Begin with the preparation work for the *New Applications PLUS*:

- Confirm there is a requirement to modernize security (such as strict CSP), accessibility, front-end performance, or authentication (Mashup, or 3<sup>rd</sup> party cookies)
- Run the Constellation Modernization Assistant to assess your existing application
- Review which data and integration can be reused
- Optionally use the Data & Integration Designer to map data to your new application
- Map new data model to existing where needed to support transition
- Identify reusable features to transition to modular reuse. To learn how, take the [Pega Academy course on Modular Reuse](#)
- Identify opportunities to add value through self-service

## Technical capabilities

Blueprint®

Leveraging both architectures

➔ Platform Blended UI

➔ CS Co-existence

➔ Pega Process Fabric Hub Product

Transition tools

➔ Constellation Modernization Assistant

➔ Data and Integration Designer

Modular Enterprise Reuse

# Some advice as you move forward on your adoption journey

## 1. Get enabled!

[Constellation Adoption | Pega Academy](#) and many more robust, role-based Missions

## 2. Discover the Constellation UX System!

[Get started | Pega Constellation design system](#)

## 3. Join the conversation on Pega Community!

[Pega Constellation | Pega Community](#)

## 4. Put aside your misconceptions!

[Myth-Busting Constellation UI: Separating Fact from Fiction | Support Center](#)

## 5. Choose your adoption strategy and GO!

[Identifying your Constellation adoption strategy | Pega Documentation](#)

Questions?







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