



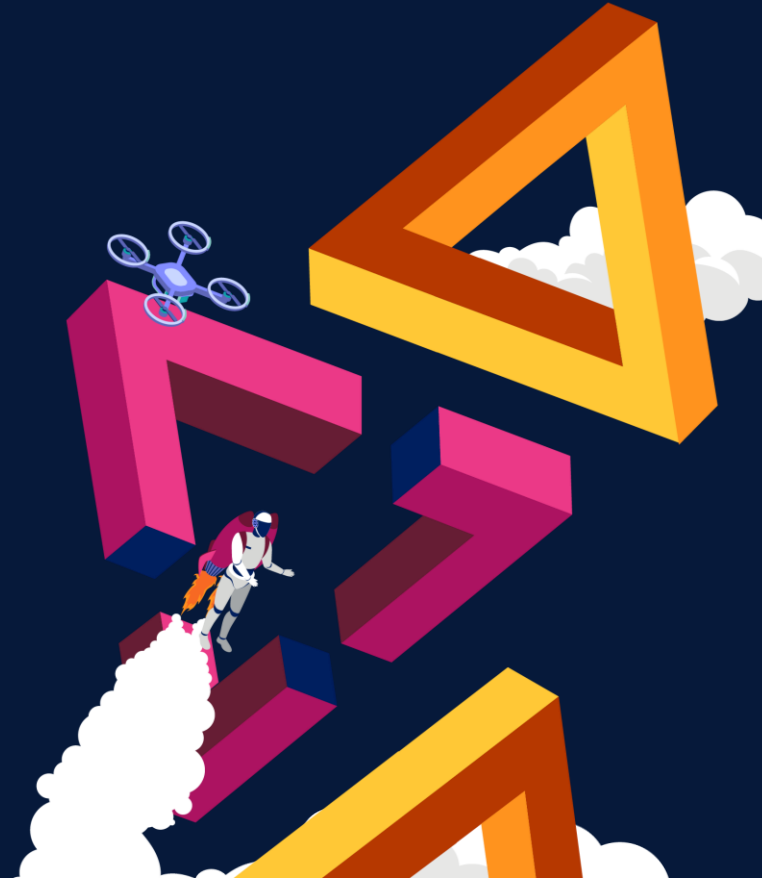
PegaWorld

JUNE 1-3, 2025 | LAS VEGAS

Establishing Excellence in Low Code Applications

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The IT Automation Challenge



Growing demand for IT services and automation



Declining project delivery rates



Only 26% of sized projects actually delivered



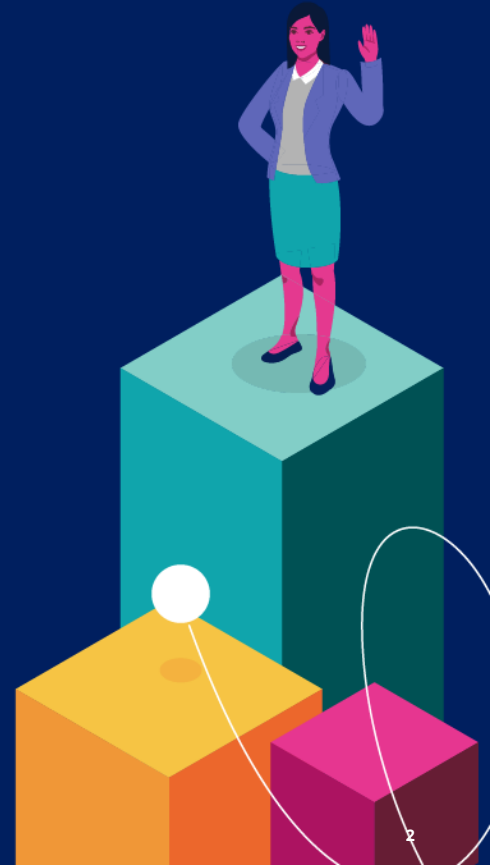
Delivery timelines: 3-6 months to 1+ year



Result: 80% of IT automation requests unfulfilled



Impact: Reduced efficiency, innovation, and competitiveness



Balancing the Stakeholder needs

Business

- *I can't wait for IT to get to me...*
- *Why does everything have to be big?*
- *Don't look now, we are doing it ourselves...*

IT

- *Standards are important*
- *Uncontrolled Technical Debt is Bad*
- *All requests must go through the IT approval process*

Meeting in the Middle

Four Pillars of Successful Low Code Programs

Platform

- Blueprint as the front door
- Pega Application studio only
- Common Reusable Integrations
- Enterprise-wide deployment

Enablement

- Training programs for citizen developers
- Progressive development paths
- Community of Practice for all levels of developers

Deployment

- Pega Cloud for scaleable performance
- Automated Pipelines for Testing and Deployment
- AI integration
- Open Data in & out
- Deployment models tuned to workloads

Governance

- Control and quality assurance
- Onboarding and solution validation
- Value Driven Metrics
- Federated Models

Establish Governed Citizen Development

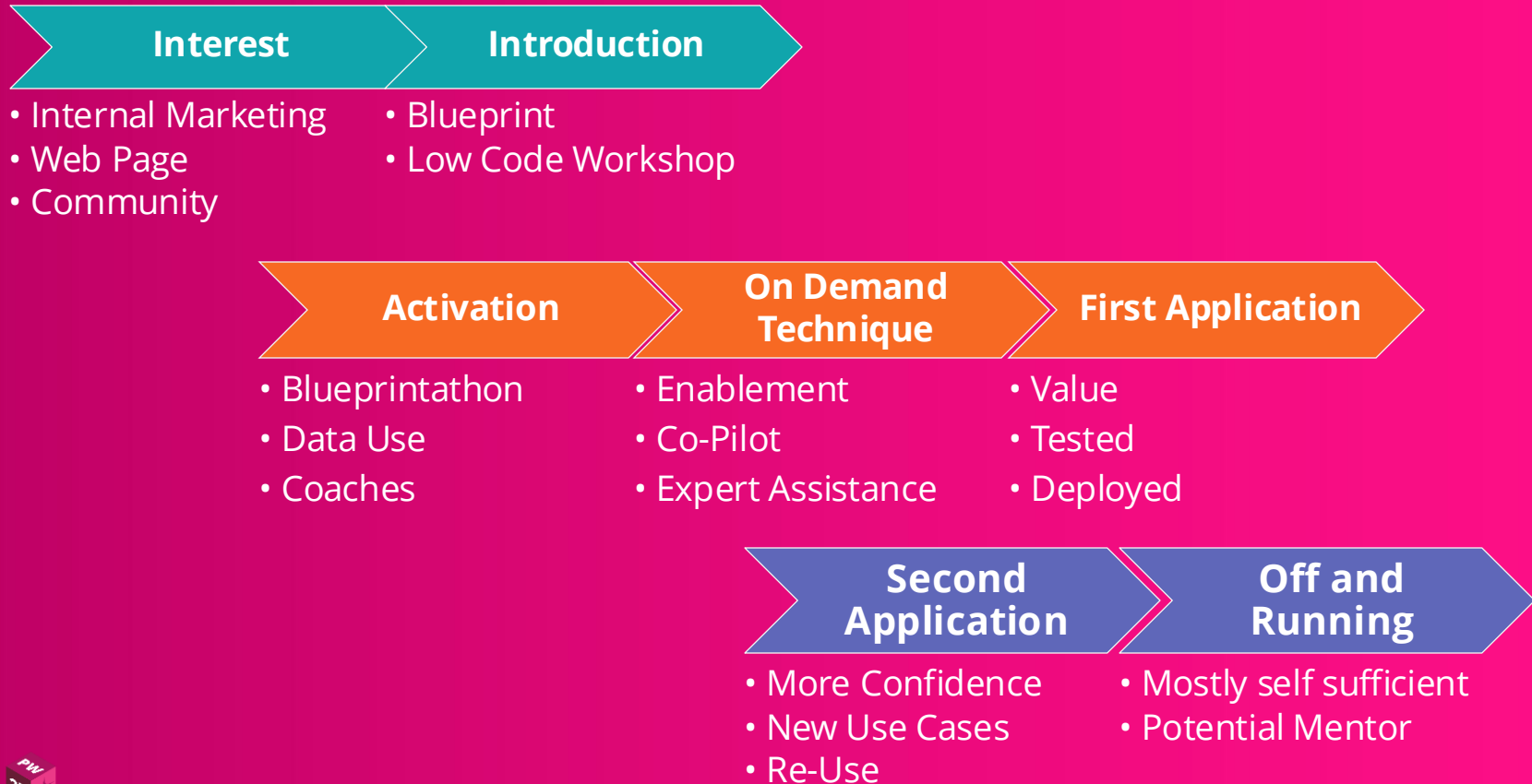
Business can innovate

- Bridge the gap between demand and delivery
- Enable business users to automate at speed and scale
- Leverage existing Pega capabilities for citizen developers
- Greater business agility
- Speed to market
- Increase involvement and input provided by business stakeholders
- Lower application development costs
- Target users: Excel users, process automation experts, IT consumers, analysts

IT keeps control

- Governed Low Code
- Last mile is under IT control
- Clear audit points
- One technology path that can be understood and audited
- Increase productivity of pro developers by leveraging citizen developers

Design your program around the Citizen Developer



Service Palette Strategy

Laying the foundation for a scaleable program

- Establish a Reusable layer across all low code apps with pre-approved services
 - Bootstrap Application containing all foundation services
 - Lookups and authentication
 - Corporate directory access
 - Email services
 - Standard enterprise functions
 - Standard Integrations and Data Pages
- App Studio as the only development paradigm
 - Blueprint Import
 - Ideally using constellation
 - Complex functions exposed from Dev studio
- Scale out via PDM
 - Automated Testing
 - Automated Zero Touch Deployment
 - Support multiple routes to live in Pega Cloud



New Development Pipeline – Blueprint First

An opportunity to accelerate the most difficult parts of development



Start with
Blueprint for
zero-friction
ideation

Develop
application
blueprints
collaboratively

Validate
concepts before
development
resources



Assess value,
integration
needs,
complexity

Import
blueprint and
integrate with
enterprise
fabric

Launch first
instance with
App Studio



Pega Cloud
Testing

Value Fast

Get ready for
version 2

Risk Management and IT Control

- IT maintains final deployment authority
 - Treat the 'Final' Blueprint as an artifact
 - Quality control at beginning and end of process
- Pega Cloud delivers essential controls
 - Pega Deployment Manager
 - Automated pipelining
 - Potential for automated testing
 - Enterprise security and access controls

**With Great
Power comes
Great
Responsibility**



Real-World Success Patterns

Simple Automations

- 500+ single automation use cases
- Maker-checker workflows with variants
- Instant request processing
- High consistency and risk management by automating the manual high risk work

Complex Applications

- Sophisticated workflows beyond maker-checker
- Permissioning and risk management
- Multiple data source integration
- ROI: 10-30X investment returns



Real-World Success Patterns

Division Wide Automation

- Started with small use cases to learn how to build
- Delivered full application in less than 3 months
- Quickly identified additional automation potential
- Scale in deployment to thousands of users
- Force multiplier allowing part time citizen developers augmented by a few full time Pega developers
- ROI 5-10x the initial investment in time and effort



Agentic Computing Integration

The next frontier in low code development

Initial View

- Funnel prompts and agents like Blueprint ideation
- Expert-guided implementation in existing applications
- Constrain deployment in specific case types

Prompt development:

- System prompts by Pega developers with IT review
- User-defined instruction prompts

Good News

- Agent Execution inside a case
- Combination

Agentic Use Case Example

PEGA Home Lending

All

JS

Home Lending

Tasks 117 results

Initiate Reconciliation - Collect Reconciliation Request Details

In Loan Data Reconciliation (L-5009) • NEW • Urgency 10

Go

Initiate Ad hoc Case - Generate Ad hoc Case Lifecycle

In Universal Case Flow (U-2) • PENDING-INITIALTASK • Urgency 35

Go

Review Reconciliation Findings

In Loan Data Reconciliation (L-2) • NEW • Urgency 10

Go

Show more

My followed items 1 result

Case ID

Label

Status

Priority

L-5009

Loan Data Reconciliation

NEW

10

Pulse

JS Post

JS Jay Stewart

1 hour ago • Post

Due to the recent announced, we anticipate a measurable impact on loan affordability and borrower behavior across the general population segment. Please flag any anomalies in repayment patterns or application volumes during tomorrow's sync for cross-functional review.

Weekly work item creation

Week Created	Loan Data Reconciliation	Loan Verification	Universal Case Flow
Week 15, 2025 (A...)	41	4	1
Week 17, 2025 (A...)	23	19	0
Week 19, 2025 (L...)	12	6	1
Week 21, 2025 (L...)	0	0	8

Work volume by status

Work Type	New	Pending-InitialTask	Pending-Review
Loan Data Recon...	24	63	0
Loan Verification	29	0	0
Universal Case F...	0	2	1

- Document data extraction
- "Stare and compare"
- Suggested Actions
- Human-in-the-loop validation
- Integration into workflow stages and steps

Questions? Answers? Conversation?

Thank You



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