



PegaWorld

JUNE 1-3, 2025 | LAS VEGAS

# Pega lights the way with Constellation

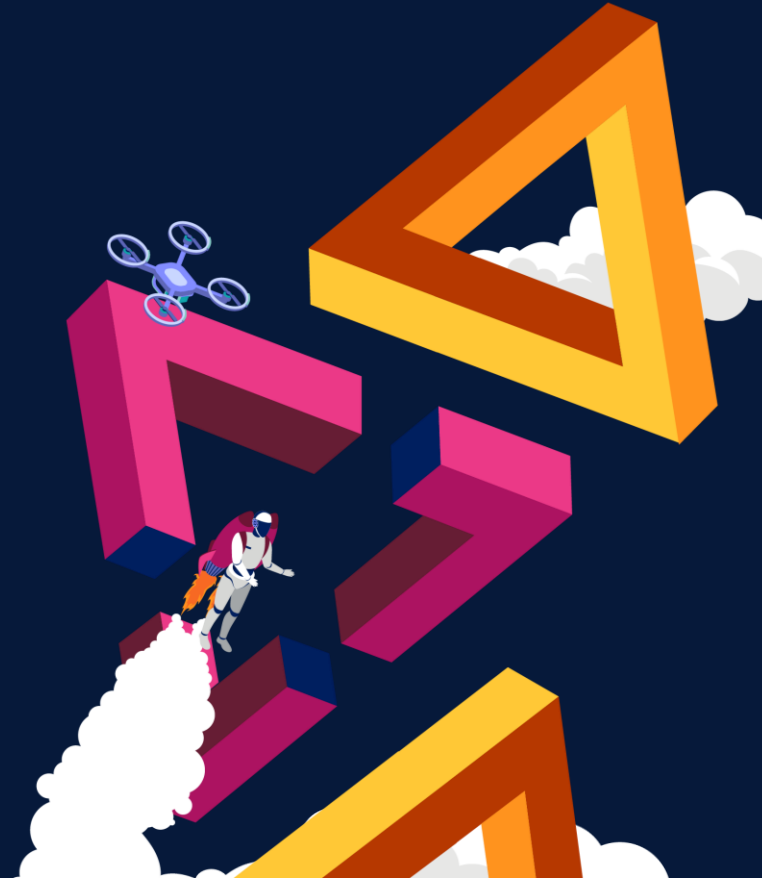
Our hybrid model for a smooth transformation to Constellation and new way of work

Johanna Sundberg, Stig Martinsson



ARBETSFÖRMEDLINGEN

SWEDISH PUBLIC EMPLOYMENT SERVICE



# The Af team @ PW25

## We are here today

Johanna Sundberg (PO CoE)

Stig Martinsson (Head of Pega)

Nilesh Verma (LSA CoE)

Mikael Sjöholm (Head of Pega CS)

Subhadip Das (SSA CoE, Capgemini)



# About the agency

## Swedish Public Employment Service

- Contributing to a well functioning labor market and increased employment
- Providing support and tools to those facing difficulties in entering the labor market
- Checking that employers and the job seekers comply with the regulations
- Embracing a digital-first strategy, partnering up with both private and public sector
- We have a workforce of over 7000 case workers + 1200 IT-specialists



# Pega at the agency

## From 2018 until today

- 13 core business process applications
- Around 3 million cases annually
- 15 Pega robots
- 55%+ of all core cases are running in Pega
- On-prem with Infinity 24
- Customer Decision Hub
- Pega Customer Service
- 12 Pega teams, ~110 members
- 70%+ of our Pega workforce are employed
- ... and now **Pega Constellation!**



# Our challenge



# Our challenge

- The UI differs too much between our different Pega applications
- Long lead time for doing process design and requirement analysis
- Hard to visualize the process flow at an early stage to the business
- Not using the full power of OOTB functionality and tools in Pega
- The implementations in UI-Kit is not fully WCAG compliant

**... so, the UI is fragmented, and the process design takes too long**

# Desired effects





# Desired effects

- The overall UX in Pega is high (SuS 80+)
- Same UI for all our applications in Pega
- Great process design in short time, with high engagement from the business
- Visualized and decided business process early
- Using more of OOTB functionality in Pega
- Our UI in Pega is WCAG compliant

**The UI is unified, and the process design is faster**





# Our solution



# Our solution

Implement **Constellation**, in a hybrid model where all our Pega applications can co-exist

... also moving from DevStudio to **AppStudio**

... also introducing **Blueprint** in our design phase

... also increasing **generic business modules**

**A BIG CHANGE FOR US!**



**CONSTELLATION**  
DESIGN SYSTEM



# How we did it



# Early adopters in the Nordics

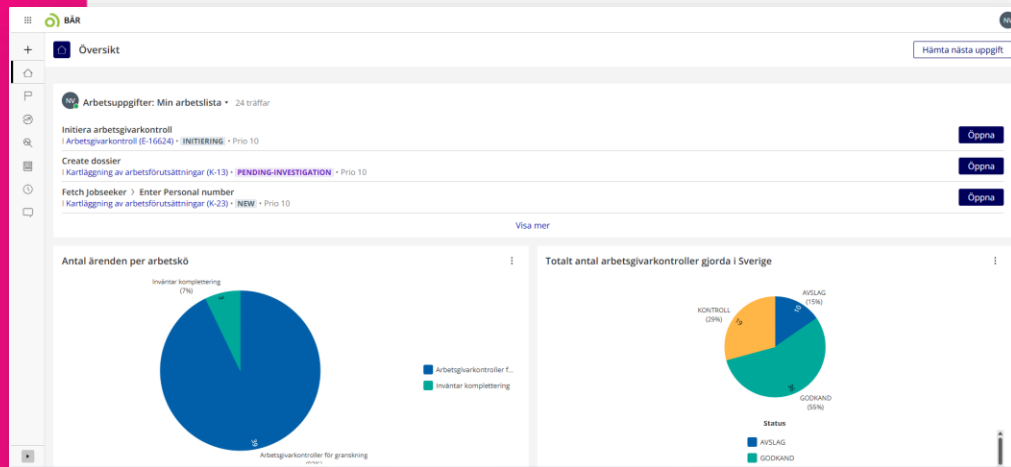
## Started off in March 2024

- CoE fired it up and took the lead
- LCED workshop with Marco Duizer (Pega)
- New data model and appstack already in place
- POC:s and technical analysis
- Close teamwork with Pega and Capgemini
- Tech days and hackatons with all teams
- Weekly Constellation war room stand-ups
- Pega Academy training (dashboard)
- Role based change management (BA/SA)
- Pega Lighthouse member (nov 2024)



# Scaling up 2025

- 1 Live with the first app in January (AGK)
- 2 Upgrade to Infinty 24 in March
- 3 Second app in April (Samstart)
- 4 Third app in May – the big one! (KAF)
- 5 New hybrid portal (TBD)



Skapa Kartläggning av arbetsförutsättningar (WCA-1019)

Ange personnummer

Personnummer

Avbryt

Nästa

Välkommen

Välkommen till vår nya ingång i BÅR. Härifrån kommer du initiera ditt ärende för dig att lämna synpunkter och ställa frågor. Frågor?

- I Översikt finns en genväg till dina pågående arbetsuppgifter. ...
- Testa gärna att filtrera och ändra vyer i tabellerna för att anpassa...
- Testa demo

Lämna synpunkter

Arbetsuppgifter 10 träffar

Skapa > Ange personnummer  
Kartläggning av arbetsförutsättningar (WCA-4) • NYTT • Prio 10

Verifiera frågor  
Kartläggning av arbetsförutsättningar (WCA-6) • INITIERING • Prio 10

Duplicate Cases  
Kartläggning av arbetsförutsättningar (WCA-7) • INITIERING • Prio 10

Visa mer

# Our hybrid model

## We are the first (on planet earth)!

- UI-kit and Constellation co-exists
- One (1) portal for the users
- Small user group
- Safe delivery
- Pega Insights
- Live in January

Arbetsgivarkontroll

Initiate Preparation Assessment CloseEmployerCheck

Initiate employer check

OrganizationNumberHelpText(Obligatorisk) RegistrationNumber(Obligatorisk) TypeOfSupport(Obligatorisk)

Type of Employer Check(Obligatorisk)

Initial DecisionDay

Omprövning av beslut

För beslut som har omprövats av Enheten omprövning eller som ska omprövas på Arbetsförmedlingens initiativ så behöver arbetsgivarkontrollen använda beslutsdatumet från det tidigare beslutet. Datumet från det tidigare beslutet kommer säkerställa att rätt regelverk efterföljs.

IsReconsideration

Cancel Save Submit

Case details

Prio Goal Deadline

10 In 2d In 3d

Last updated by

Nilesh Verma (1m ago)

Created by

Nilesh Verma (1m ago)

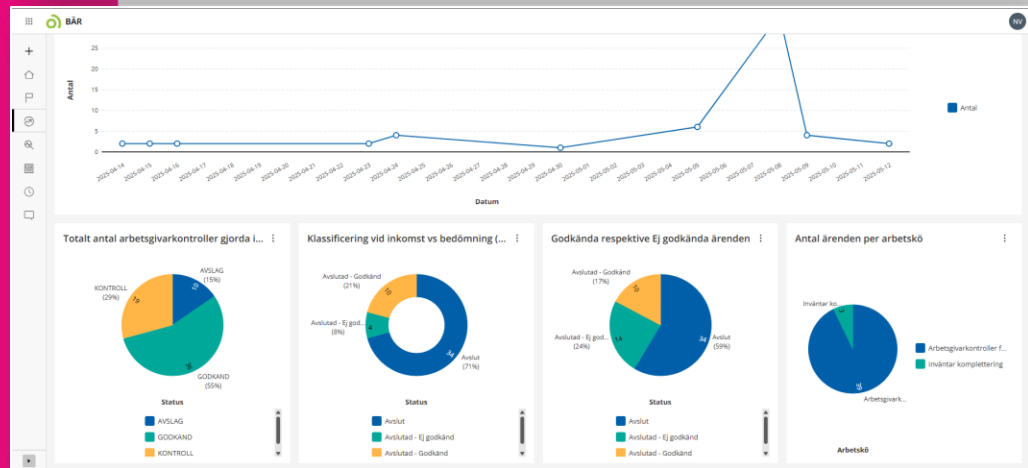
Case Owning Organization

Enh Dig Fördj Stöd Frist Aktör (Enhet)

Open assignments

Initiate employer check (Initiate)

Case Operator



# KAF release – the big one

## A roller coaster!

- A lot of ups and downs...
- Wrong data model (March)
- CoE moved in "hands on"
- Re-designed and re-build the process and a new portal in **5 weeks**
- Live end of April
- ... the users LIKE IT!

The screenshot shows the 'Kartläggning av arbetsförutsättningar' (Mapping of working conditions) process. The interface is in Swedish. The sidebar on the left shows user information for Elisabeth Karlsson, including her name, ID number (19880503-4033), and contact details. The main content area shows a progress bar with steps: 'Nytt', 'Inböring', 'Kartläggning', 'Fastställande', and 'Avslut'. The 'Kartläggning' step is currently active. Below the progress bar, there are sections for 'Förutsättningar för matchning' (Matching conditions), 'SSYK 2 träffar' (SSYK 2 meetings), 'Kompetensord 2 träffar' (Competence order 2 meetings), 'Registrerad funktionsnedsättning 1 träffar' (Registered functional impairment 1 meetings), and 'Meriter 0 träffar' (Merits 0 meetings). The right sidebar contains a section titled 'Beskrivning av förmågor och resurser' (Description of abilities and resources) with a text area for 'Arbete eller yrken på kort sikt' (Work or professions in the short term) and 'Arbete eller yrken på lång sikt' (Work or professions in the long term).

The screenshot shows the 'Fastställande' (Confirmation) step of the 'Kartläggning av arbetsförutsättningar' (Mapping of working conditions) process. The interface is in Swedish. The sidebar on the left shows user information for Elisabeth Karlsson, including her name, ID number (19880503-4033), and contact details. The main content area shows a progress bar with steps: 'Nytt', 'Inböring', 'Kartläggning', 'Fastställande', and 'Avslut'. The 'Fastställande' step is currently active. Below the progress bar, there is a section titled 'Granska bedömning' (Review assessment) with a text area for 'Dokumentet får inte skivas ut eller sparas på lokalt' (The document must not be printed or saved locally). The right sidebar contains a section titled 'Arbetsförhållanden' (Working conditions) with a text area for 'Arbetsförhållanden är av annan uppfattning än Arbetsförhållandens bedömning' (Working conditions are of a different opinion than the assessment of working conditions). Below this, there is a section titled 'Fastställande' (Confirmation) with a text area for 'Vid bekräfta så kommer Kartläggningen av arbetsförutsättningar sparas i diariet och skickas ut till arbetsförhållanden som e-brev alternativt per post' (Upon confirmation, the mapping of working conditions will be saved in the diary and sent out to working conditions as an e-mail or by post). The bottom section contains a section titled 'Förutsättningar för arbete' (Conditions for work) with a text area for 'Utbilda dina kompetenser, styrkor och erfarenheter samt arbetsmarknadens behov har Arbetsförhållandens kartläggning av följande förutsättningar för arbete' (Train your competences, strengths and experience as well as the needs of the labor market have the mapping of the following conditions for work).



# Pega Lighthouse member

## This helped a lot!

- Bi weekly meetings with Pega dev team
- Solution focused
- Service requests to Pega
- UX/UI components
- Knowledge transfer



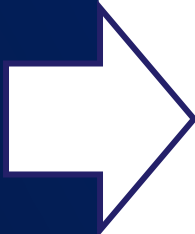


# Mission Accomplished?



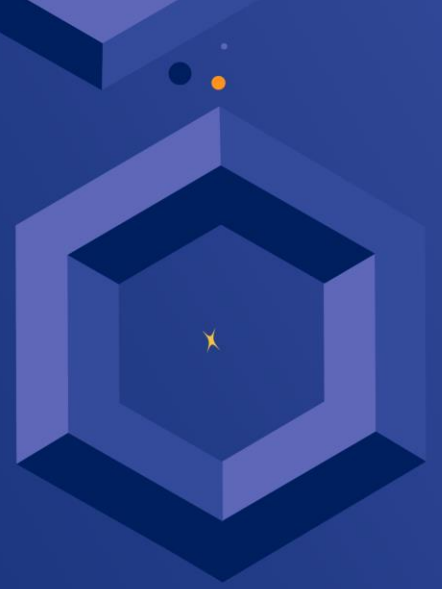
# Coming back to the desired effects...

- The overall UX in Pega is high (SuS 80+)
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- 3 Constellation apps are live
- The UX is higher, and the UI is better
- We are using more OOTB features
- The process design... getting there
- Faster page loading
- **We are moving in the right direction**

# Key take aways



# What we learned

- A bigger change and more work than planned
- Starting with the right team is key
- A lot of support from CoE was a must
- Lighthouse was crucial, especially for solving issues with Nordic localization
- On-prem upgrades has been a challenge
- Strong BA's makes the difference
- Teamwork is everything! CoE, platform team and product teams made it happen



# The journey continues

## Next steps for us

- Train senior developers
- BA and SA co-exist in AppStudio
- Right mix of Pega tools to make the perfect "drink"
- Business sign-off the Blueprint design
- Refined way of work in the teams and CoE
- More change management

**... Now we re-load for our next big app! 😊**





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# THANKS!

QUESTIONS PLEASE 😊

