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

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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!

How we did it

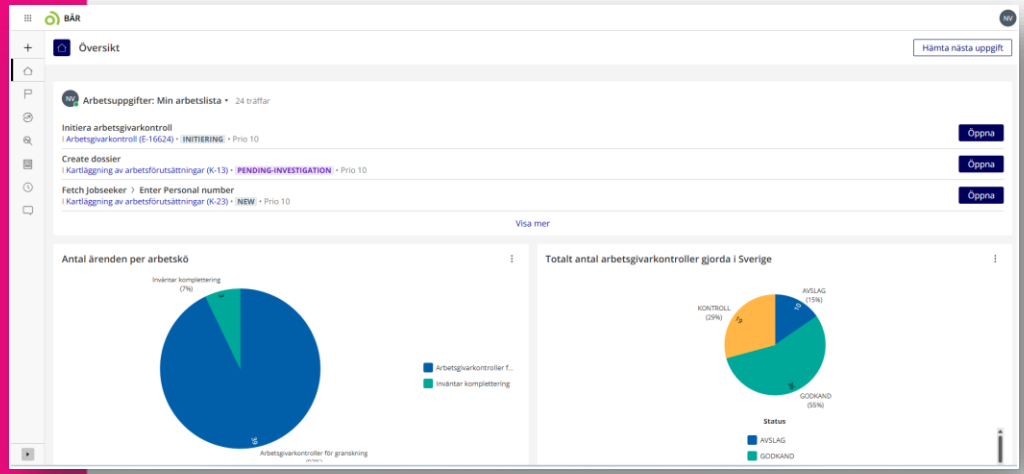
Early adopters in the Nordics

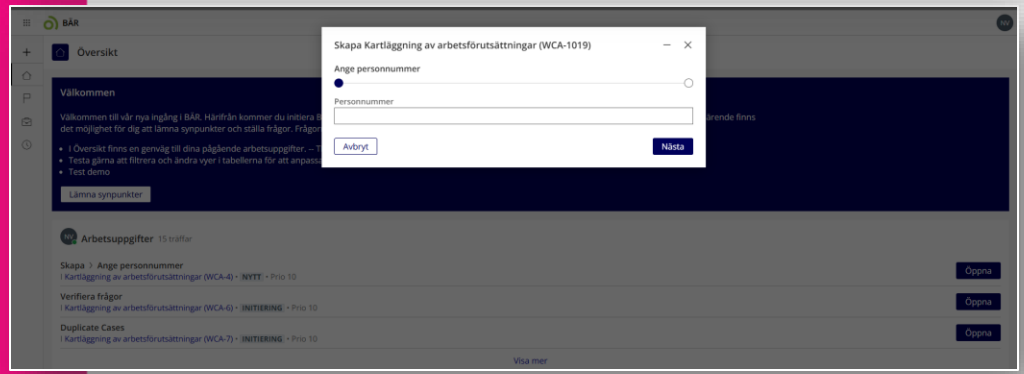
Started off in March 2024

- 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)

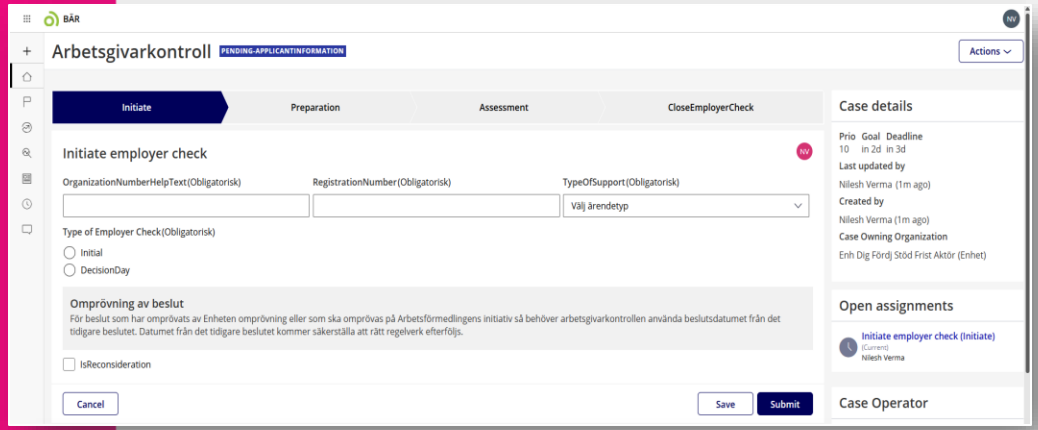


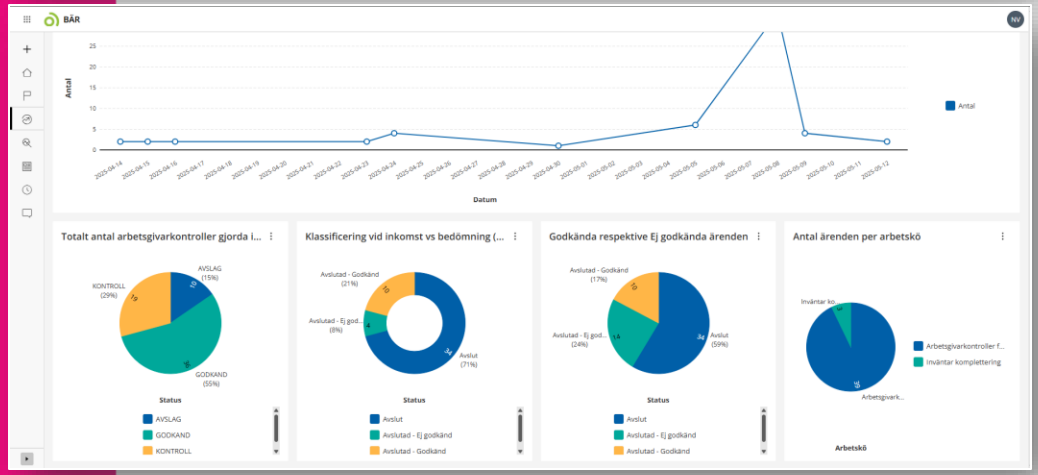


Our hybrid model

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

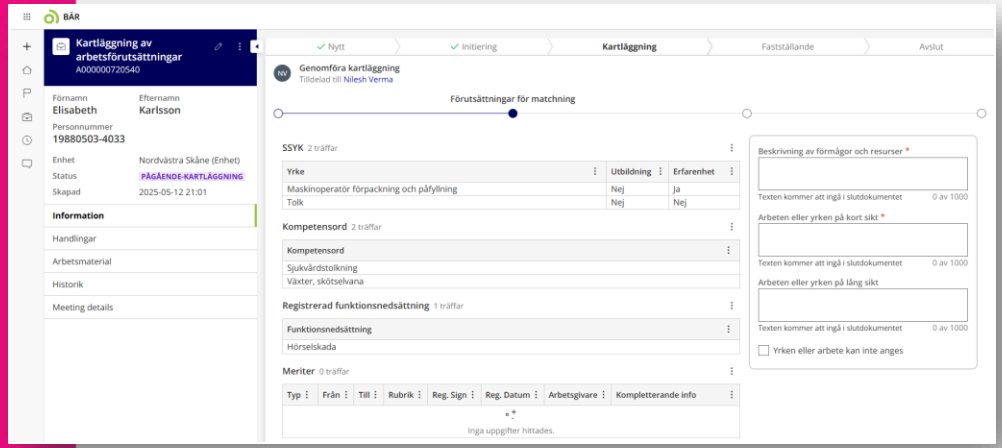


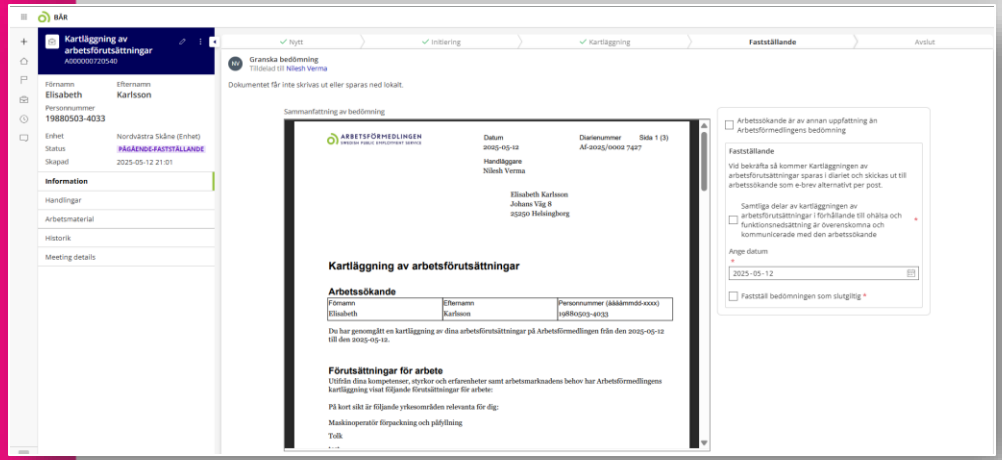


KAF release – the big one

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!





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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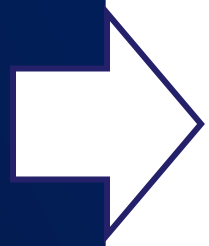

- 3 Constellation apps are live
- The UX is higher, and the UI is better
- We are using more OOTB features
- The process design... getting there
- Faster page loading
- **We are moving in the right direction**

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 ☺

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