Prime Therapeutics

Maximizing ROI by Migrating to Pega Cloud

Prime
THERAPEUTICS™
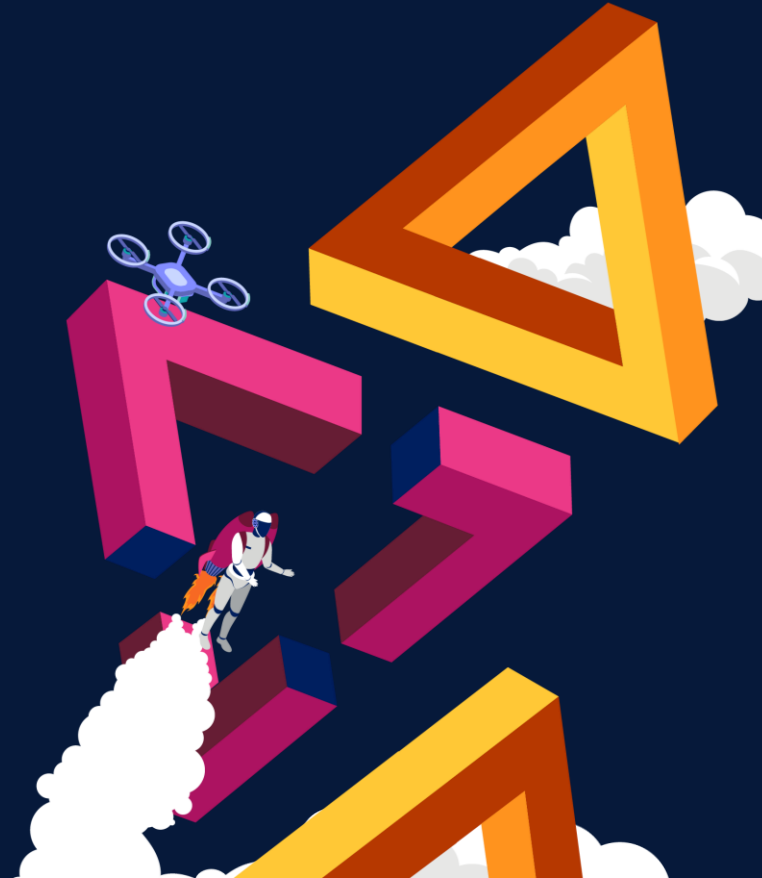
Keith Harvego
Prime Therapeutics
IT Manager, Platform Integrations

19 years at Prime

Favorite Casino Game: Slots

Sports Favorite: Vikings

Hetal Dave
Prime Therapeutics
Senior Principal Architect

6 years at Prime

Favorite Casino Game: Roullette

Sports Favorite: Chiefs

Eric Ryan
Pegasystems
Principal Solutions Architect

15 years at Pega

Favorite Casino Game: Pai Gao

Sports Favorite: Patriots

Prime's Pega Cloud Journey

Introducing Prime Therapeutics

Prime's Business Case

Maximizing ROI

The Migration Experience

Migration of 12 applications

Top 5 Suggestions

Prime Therapeutics

Reimagining pharmacy solutions to provide the care we want for our loved ones.

- Designed by health plans for health plans, we provide an innovative pharmacy benefit manager (PBM) partnership experience.

- Prime Therapeutics (Prime) is a trusted, truly transparent pharmacy solutions partner delivering savings, simplicity and support to our customers and members.

- Our 7,000+ dedicated employees are committed to challenging norms and curating innovative pharmacy solutions that simplify the complex and provide exceptional experiences for millions of people across the nation.

$422

Average savings on medical costs per member per year.

Lower drug costs

Holistic Specialty Solutions

Better Experience & Outcomes

Why Pega Cloud?

	Pre-ELA without Pega Cloud	*Post-ELA with Pega Cloud*
Modern Licensing Structure ▶	8 separate licenses Multiple amendments Multiple license scopes Outdated agreements	Single agreement Predictable pricing
Reduced IT Complexity ▶	Windows/AIX/Linux/Tanzu IBM Power/Cisco UCS Hitachi, Dell (storage) Websphere/JBoss/Kubernetes DB2, SQL Server 5 Pega Versions Complex patching=Downtime	Managed service on modern architecture

Migration Experience

Application Profiles

PCR

Tier 1
Pega Platform

Built on Pega Cloud

100 Users

5 Integrations

GO-LIVE:
Feb 10, 2025

P360

Tier 2
Pega Platform

6 years old

100 Users

15 Integrations

GO-LIVE:
Sept 28, 2024

Drug IQ

Tier 1
**Pega Platform
Robotics**

6 years old

100 Users

5 Integrations

GO-LIVE:
Sept 21, 2024

Unity

Tier 1
**Customer Service
for Healthcare**

5 years old

800 Agents

20 Integrations

GO-LIVE:
Dec 8, 2024

Application Profiles

Provider Credentialing

Tier 3
Pega Platform

3 years old

👤 20 Users

🔗 5 Integrations

GO-LIVE:
Nov 22, 2024

Benefits and Coverage

Tier 2
Pega Platform

6 years old

👤 50 Users

🔗 4 Integrations

GO-LIVE:
Dec 13, 2024

NCS

Tier 1
Pega Platform

6 years old

👤 100 Users

🔗 5 Integrations

GO-LIVE:
Dec 14, 2024

Translate Rx

Tier 3
Pega Platform

6 years old

👤 150 Users

🔗 2 Integrations

GO-LIVE:
May 10, 2025

Application Profiles

CORE

Tier 1
Pega Platform

6+ years old

2000 Users

97 Integrations

GO-LIVE:
In process June 2025

Single Intake

Tier 1
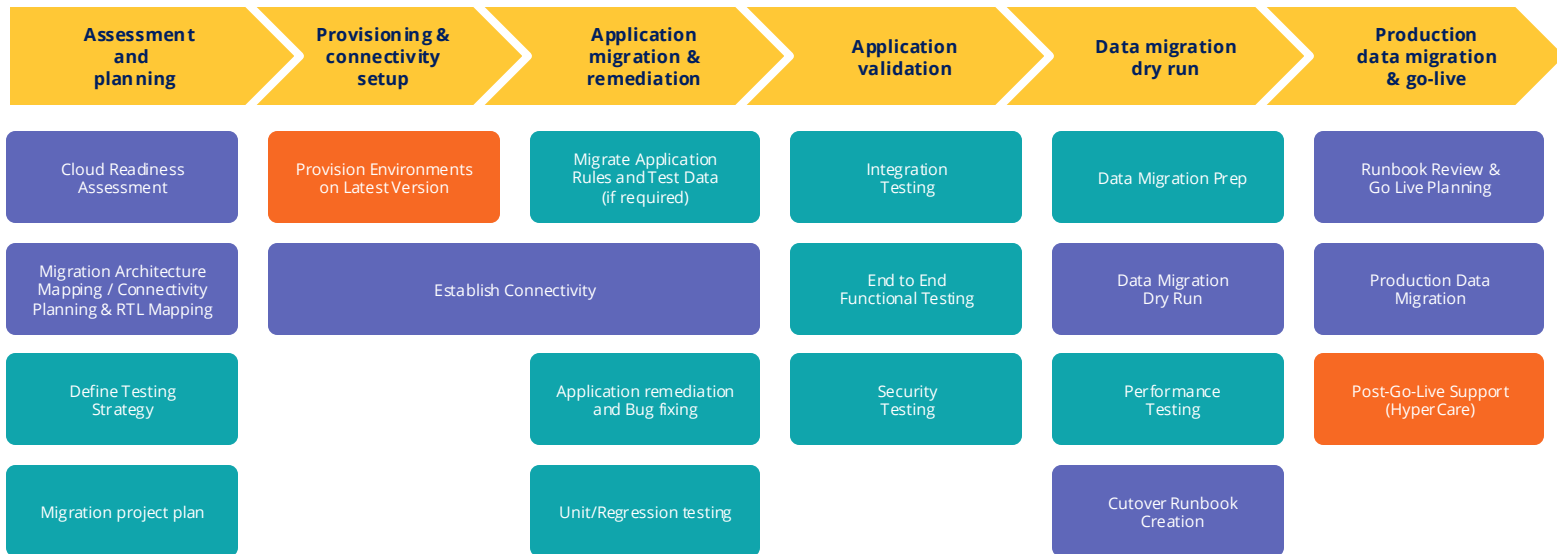**Pega Platform**

10+ years old

100 Users

48 Integrations

GO-LIVE:
In process June 2025

Pega Cloud Migration Journey

Stages and steps migrating Prime's apps

Assessment and planning	Provisioning & connectivity setup	Application migration & remediation	Application validation	Data migration dry run	Production data migration & go-live
Cloud Readiness Assessment	Provision Environments on Latest Version	Migrate Application Rules and Test Data (if required)	Integration Testing	Data Migration Prep	Runbook Review & Go Live Planning
Migration Architecture Mapping / Connectivity Planning & RTL Mapping	Establish Connectivity		End to End Functional Testing	Data Migration Dry Run	Production Data Migration
Define Testing Strategy		Application remediation and Bug fixing	Security Testing	Performance Testing	Post-Go-Live Support (HyperCare)
Migration project plan		Unit/Regression testing		Cutover Runbook Creation	

Client responsibility

Pega/Client responsibility

Pega responsibility

Cloud Assessment Methodology

- Cloud Environment Assessment
- Cloud Readiness Tools
- Integrations List, Reports List, Process Flow List, technical requirements

Technical Assessment

- Compile findings; Draft Assessment Report
- Architecture Map
- Draft Scope Statement, Estimate

Compile Findings

1 **2** **3** **4** **5**

Visioning Session

- Interviews and workshops to understand institutional strategies and current operating model.

Functional Assessment

- Assessment sessions for a deeper look at Functional processes tied to technical dependencies such as integrations, process flows etc.
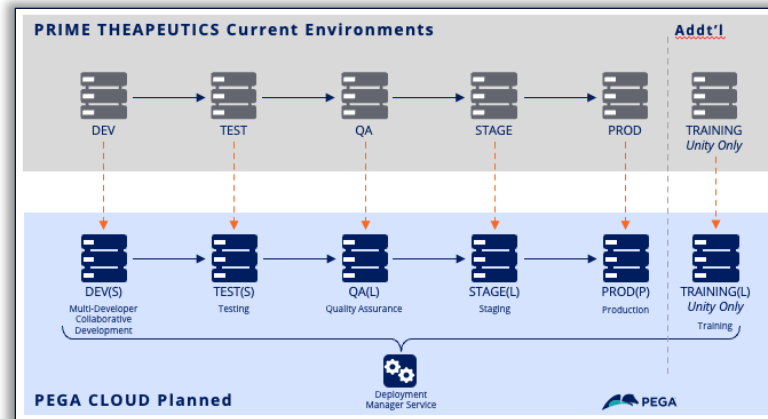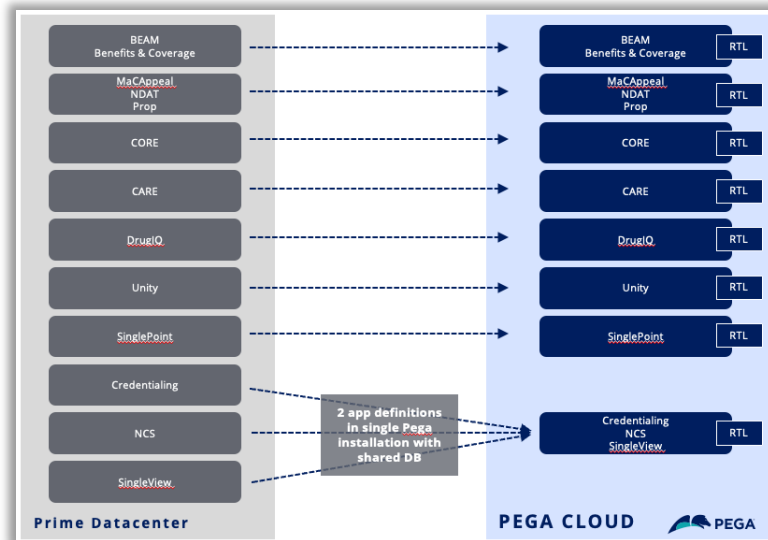- Connectivity or security requirements

Estimate and Contract

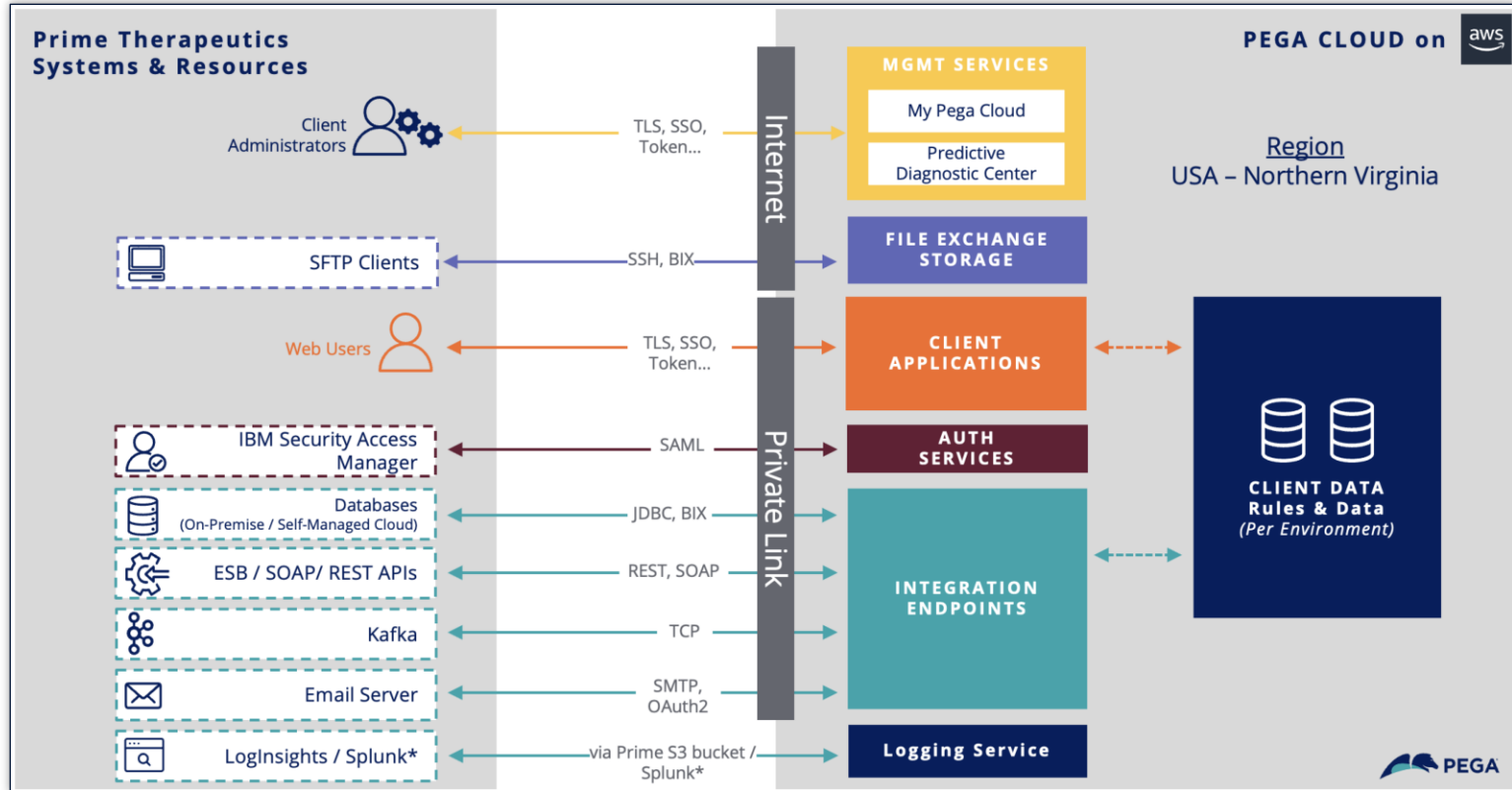- Review Assessment Report
- Scope Statement or Estimate

Environments Plan

Mapping on-premise to Pega Cloud

- Decision Drivers
  - App Profiles
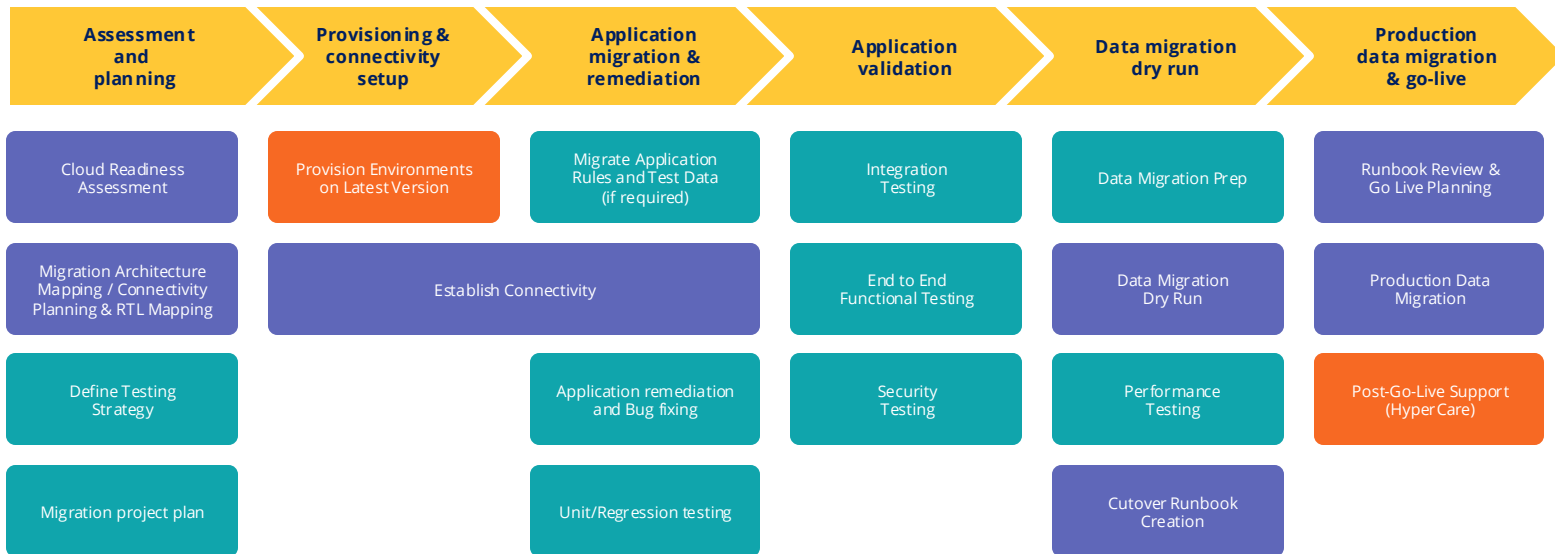 - SDLC Practices
  - Time Constraints
- SDLC replicated

Connectivity

Pega Cloud Migration Journey

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Legend:
- Client responsibility
- Pega/Client responsibility
- Pega responsibility

Top 5 Recommendations

Partnership

Upgrade

Test

Document New Processes

Detailed Migration Plan

Get More Details...

Innovation Hub

Accelerate to Pega's as a Service Experience

Operational Excellence: Run Smarter in Pega Cloud

Pega Cloud Exclusive Services