



PegaWorld

JUNE 7-9 | LAS VEGAS

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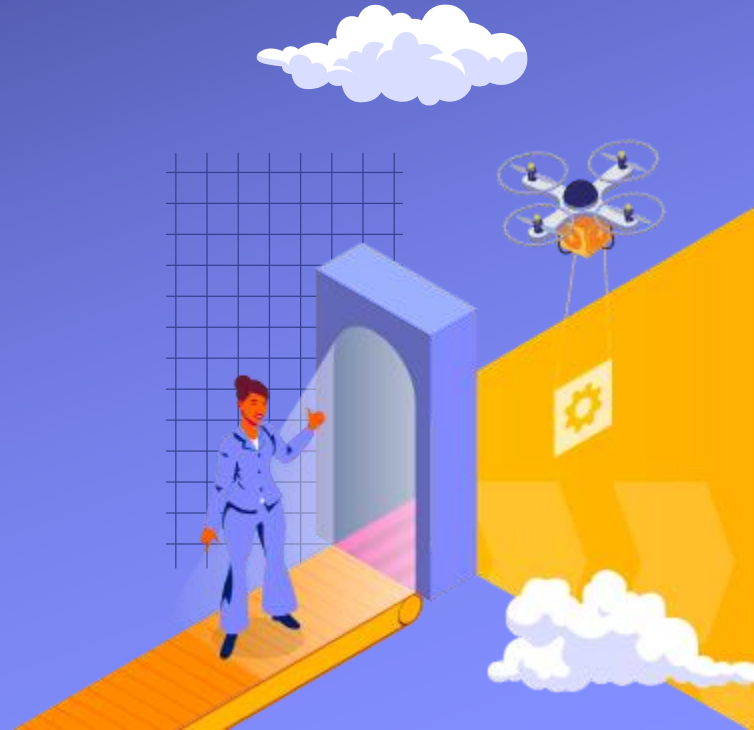
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Commonwealth
of Pennsylvania

Reinventing Legacy

How Pennsylvania and Accenture
Transformed Public Service with AI



Reinventing Legacy: Pennsylvania DHS & Accenture

Presenters



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Agenda

- 01 Unmaintainable and manual legacy systems
- 02 Organizational change through teamwork
- 03 AI approach to modernization
- 04 Realizing success
- 05 Lessons learned

Bureau of Hearings & Appeals (BHA)

Administrative Hearings & Appeals

- Conducts administrative hearings and timely adjudicates appeals across PA's major benefit programs
- Supports 19 Program Offices/Bureaus & 280+ issue types
- Serves 3.5M+ Pennsylvanians with the mission of fairness & timely decisions

12K

Appeals per Month

135K

Appeals Annually

280+

Issue Types Adjudicated

19

Program Offices &
Bureaus

Unmaintainable and Manual Legacy Systems

- 50-year-old green-screen system relied on one retiring expert
- Critical operations required manual workarounds
- Physical file handling and outdated processes limited scalability



Organizational change through teamwork

One team, one system — uniting 19 offices & bureaus behind a single vision



Leadership

Program Offices



Case Workers & Managers

AI approach to modernization

- GenAI accelerated analysis of legacy code and data structures
- Automated MAPPER-to-CSV conversion enabled large-scale migration
- Rapid prototyping with Pega Blueprint supported fast iteration



Realizing success

- Rapid completion of statewide redeterminations
- Enabled mass rescheduling during the mail disruption
- 98% reduction in paper appeals
- Significant cost reductions across operations
- Improved processing speed and scheduling efficiency

98%

Paper Appeals
Reduced

88%

Reduction in
Shipping Costs

67%

Faster Appeal
Submissions

33%

Faster
Scheduling

Lessons learned

Key takeaways from the BHA modernization journey

Don't delay value in pursuit of perfection	MLP – minimum lovable product
Use modernization to drive efficiency	98% less paper
Large-scale transformation is achievable	Successful Data Migration
Go-live is just the beginning	Continuous improvement

QUESTIONS ?



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