Pega Robotic Process Automation

Driving productivity across global enterprises

Your organization executes thousands of time-consuming processes every day. From the simple to the moderately complex, many of these workflows are fundamentally rules-based and don't require human judgement. The work involved in these processes is mundane, tedious, and prone to errors. It often requires employees to retrieve information stored in data silos and interface with legacy systems that aren't easily accessed or integrated.

With Pega Robotic Process Automation (RPA), this type of high-volume work can be automated, eliminating the need for human intervention. Pega RPA is non-invasive and allows organizations to bridge legacy systems, easily close data integration gaps, and wrap legacy system integrations – all without making any changes to underlying technology investments.

Pega RPA is:

- **Fast:** Our event-driven approach to automation allows Pega RPA automations to move as fast as the application allows with no pausing or waiting.

- **Robust:** Pega RPA offers the deepest out-of-the-box support for both enterprise applications and custom and legacy systems, coupled with object-level integration, making Pega RPA more robust, resilient, and reliable.

- **Reusable:** Pega RPA is built for enterprise governance and reuse, offering businesses the ability to reuse bots and automation blocks across processes.

- **Flexible:** Pega Attended RPA allows you to distribute work across desktops, humans, and servers – so you can scale to meet business needs.

- **Designed for the enterprise:** Pega provides a seamless automation lifecycle experience, including governance, testing and reuse, and a proven ability to scale to tens of thousands of bots. Its seamless integration into Pega's AI decisioning and workflow automation enterprise platform – encompassing a broad set of development capabilities, automation capabilities, process orchestration, and process and task mining – allows you to automate your end-to-end business processes with a holistic and scalable automation solution.

Challenge

In today's world, you need to be responsive to market changes while also being cost effective and productive. Streamlining your processes can empower you to accomplish these objectives, but to do so, you need to tame the patchwork of unintegrated systems that make up your IT landscape. Many organizations assign that integration work to their employees; however, that approach is expensive, error-prone, and harmful to overall productivity.

Solution

With Pega Attended and Unattended RPA, you can automate the tedious manual work that hampers your organization's productivity. Additionally, you can streamline activity completion when your process involves applications that lack programmatic integration capabilities. For any operational process, from adjudicating claims to onboarding customers to updating customer information in your systems, you can use Pega RPA to optimize workflows across your enterprise, enable user readiness, enforce compliance, and provide process guidance so your organization can work smarter.

Pega Robotic Process Automation: An end to repetitive work

Pega Robotic Process Automation frees employees from the need to perform repetitive work and enables that work to be processed digitally, with greater speed and accuracy. Pega RPA fully automates end-to-end business processes to accelerate work outcomes, reduces data entry or copy-pasting errors, and enables organizations to scale quickly to account for spikes in volume – all without the need to add resources or change underlying technology investments. Additionally, Pega RPA bots are multi-functional, allowing them to process different types of business processes in the same solution, so businesses can do more with fewer bots. And with seamless integration with the Pega Platform™, Pega RPA can extend unattended robotic automations into your enterprise workflow platform, furthering your digital transformation journey. With 24/7 transaction processing capabilities, Pega RPA has capabilities that increase productivity and eliminate processing backlogs – translating to reduced costs associated with rework.

Optimize resources

Your employees are your most valuable resources. When you free them up to perform more high-value work by automating their most tedious tasks, you benefit from a team that's more efficient and more engaged.

Increased productivity and scalability

Robots don't sleep. Pega works on demand, around the clock and can switch automatically to work different types of tasks and assignments, allowing for faster turnaround times on work requests and significantly improving SLAs.

Reduce costs

With Pega RPA, you have the power to create an intelligent, software-based workforce that lowers the costs associated with high-volume, repetitive tasks that don't require human intervention.

Reduce risk

When your processes resolve without issues every time, you don't need to allocate additional resources to fixing errors. Pega doesn't make mistakes or judgment calls.

Pega Robot Manager

Pega Robot Manager lets you easily orchestrate, manage, and prioritize work queuing and processing activity for your Pega bots. From the Robot Manager console, you have access to dashboards, reports, and drilldowns that monitor your bots' health, work status, SLA compliance, and auditing. Speed up development time and regression testing using reusable automation and automatic case type creation. Robots are more productive and scale to do more work with scheduling and auto-balancing by Robot Manager.

Pega Robot Studio

Pega Robot Studio offers an automation authoring experience designed for rapid development. Robot Studio delivers the most powerful application automation and integration capabilities available today, and the visual design surface makes it easy to create workflows and apply business rules through shapes or workflow recordings. With Robot Studio, you can ensure quality and repeatable testing before deployment with unit test framework, instant replay, and automatic script and test data creation using Pega GenAI™.