



PegaWorld

JUNE 7-9 | LAS VEGAS

PEGAWORLD.COM



PegaWorld

JUNE 7-9 | LAS VEGAS

The Architecture of Trust

The Enterprise Foundation for Generative AI

Information shared during PegaWorld is not an offer or commitment by Pegasystems and does not create any legal obligation for Pegasystems, including to deliver any material, code, or functionality. The timing of the development and release of any features or functionality described about our products remains at our sole discretion. ©2026 Pegasystems Inc.



The Architecture of Trust

The Enterprise Foundation for Generative AI



Grzegorz Lysko

Director of Cloud
Architecture



Andrzej Lassak

Senior Director, GenAI
Engineering

Every enterprise wants GenAI speed.
Very few want GenAI risk.
To scale AI, leaders need more than
model access.

They need **governance** and **control**
across the operating model.

Pega delivers **trusted,**
enterprise-grade AI backed by
audited **certifications.**

The GenAI dilemma every enterprise faces

Maturity level	Compliance
Level 1	Envision: "What rules will govern our GenAI use?"
Level 2	Experiment: "Governance starts before scale starts."
Level 3	Launch: "To go live, GenAI needs audited controls, not just good intentions."
Level 4	Scale: "Enterprise GenAI scales when governance is automated and inherited."

Go live requires governance and control.

Scale requires repeatable architecture.

 Levels in the generative AI maturity model

Pega Cloud delivers both with safe-by-design architecture and certification-backed assurance.

Agenda

Section 1:

Enterprise-Grade Security & Compliance for Pega GenAI

Focus: What Pega guarantees

Section 2:

The Architecture of Trust: A Pega GenAI Architectural Deep Dive

Focus: How Pega delivers it

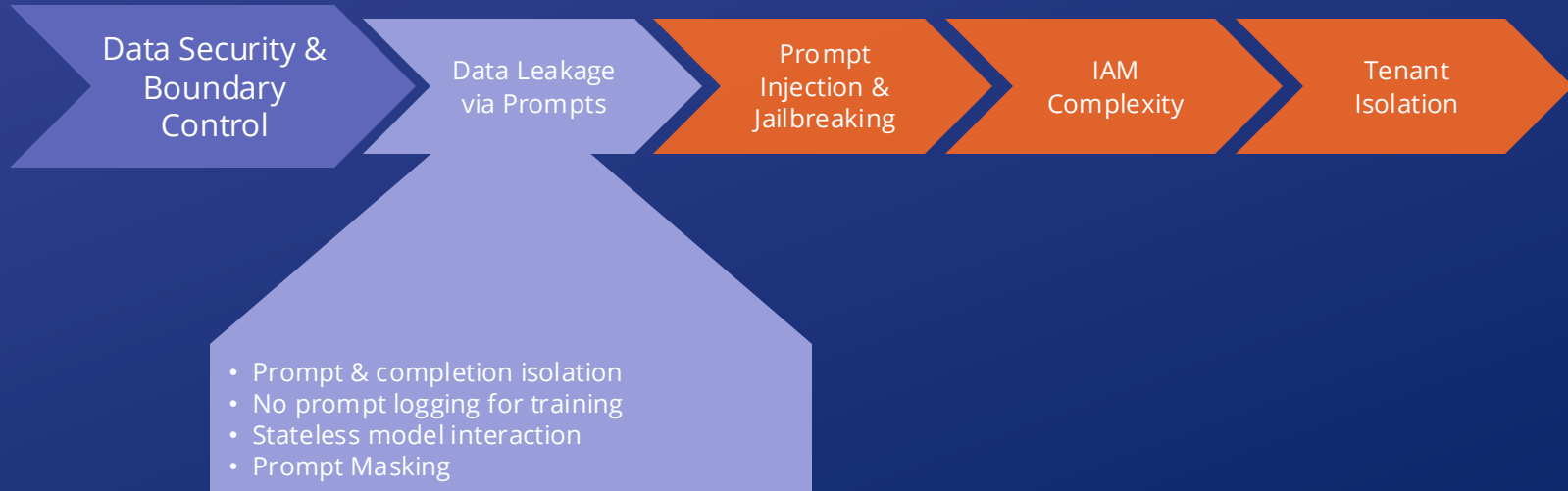
Enterprise-Grade Security & Compliance for Pega GenAI



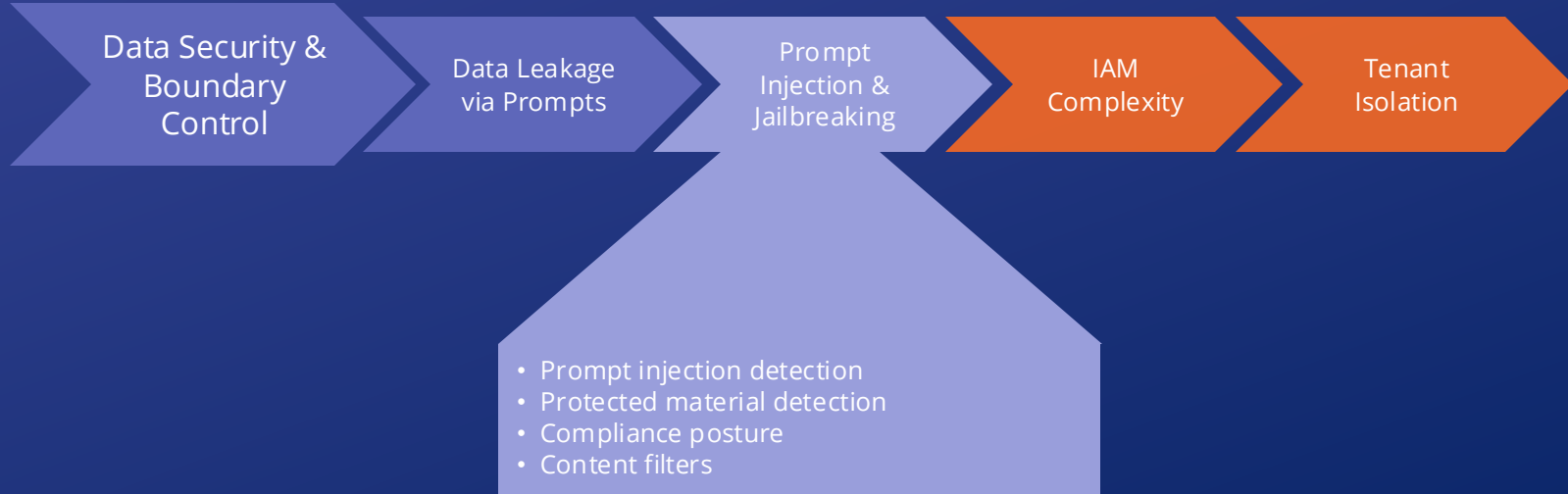
Security challenges with GenAI



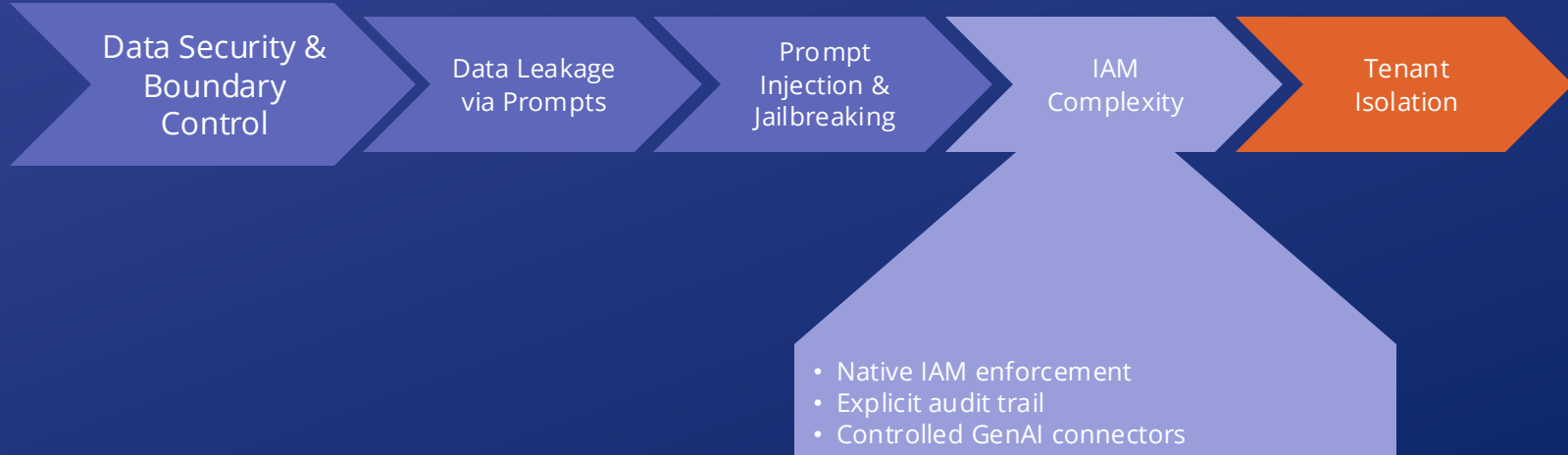
Security challenges with GenAI



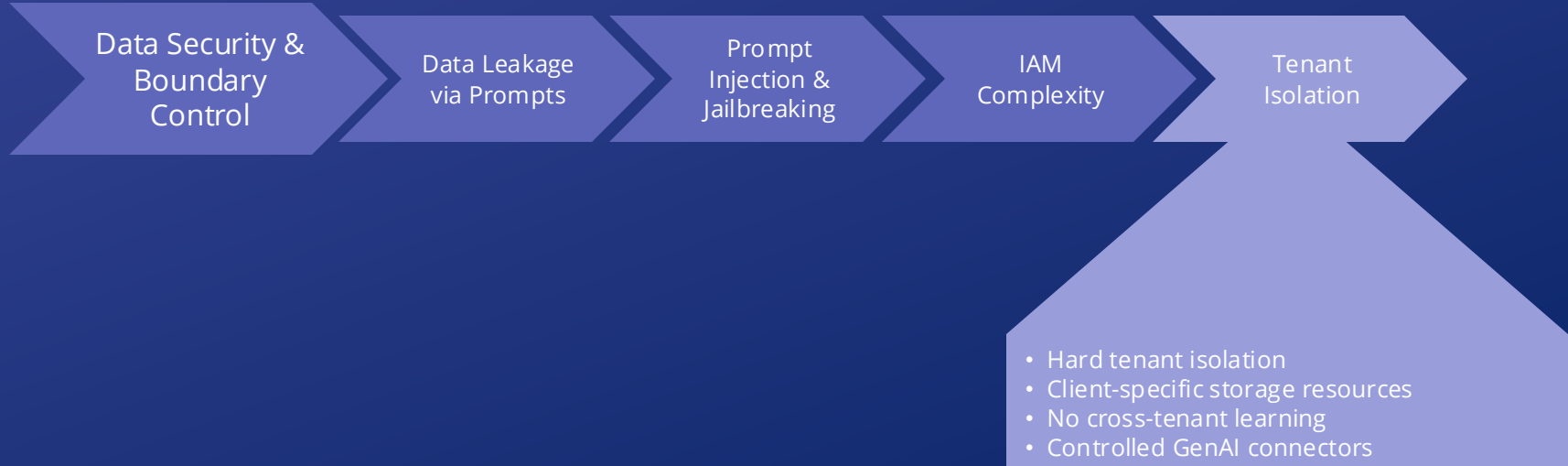
Security challenges with GenAI



Security challenges with GenAI



Security challenges with GenAI



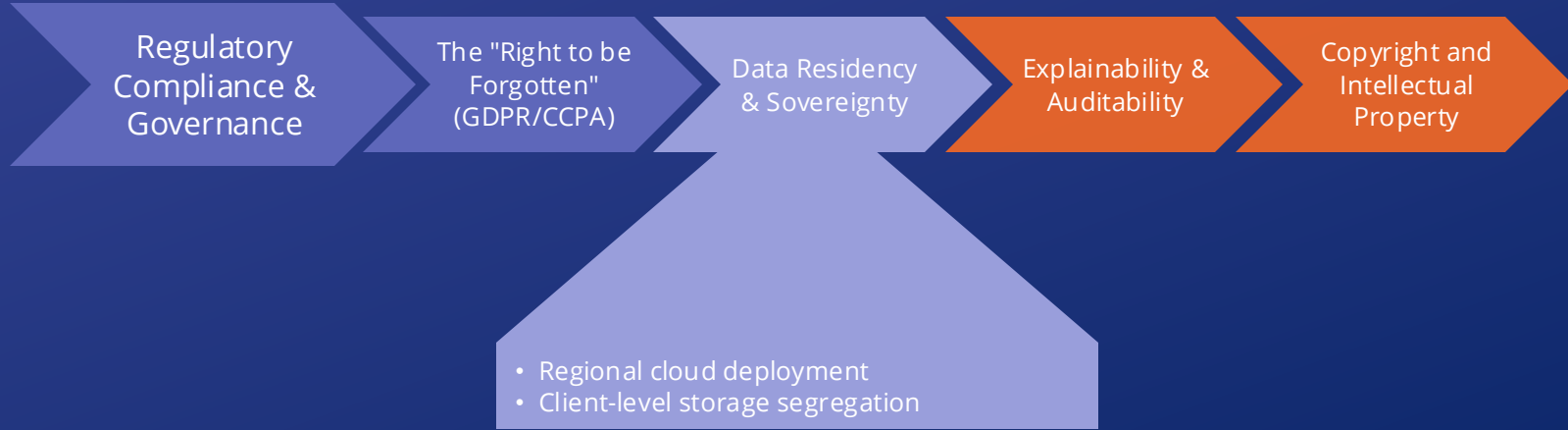
Security challenges with GenAI



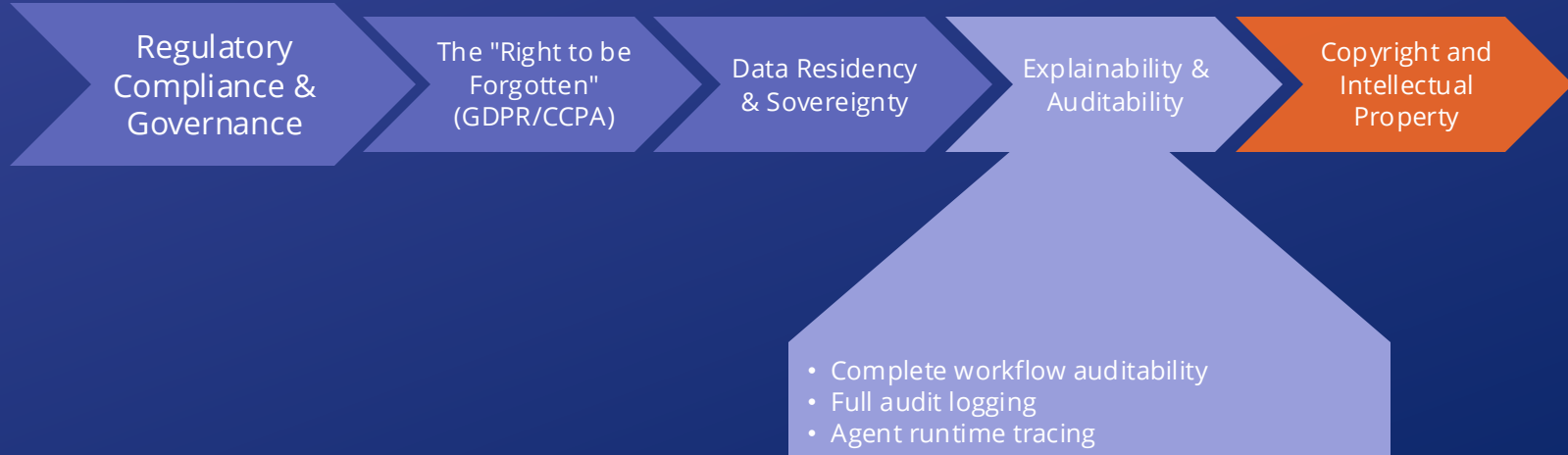
- No foundational training on customer data
- Certifications

ISO 42001		First international AI management standard
HITRUST		Gold standard for healthcare/regulated industries
ISO 27001 / 27017 / 27018		Information security + cloud controls + PII protection
SOC 1 & SOC 2		Security, availability, and confidentiality
CSA STAR		Cloud-specific security transparency
IRAP		Australian government security
ISMAP		Japanese government cloud security
C5		German Federal Cloud Security
FedRAMP		The Federal Risk and Authorization Management Program

Security challenges with GenAI



Security challenges with GenAI



Security challenges with GenAI



The Architecture of Trust: A Pega GenAI Architectural Deep Dive



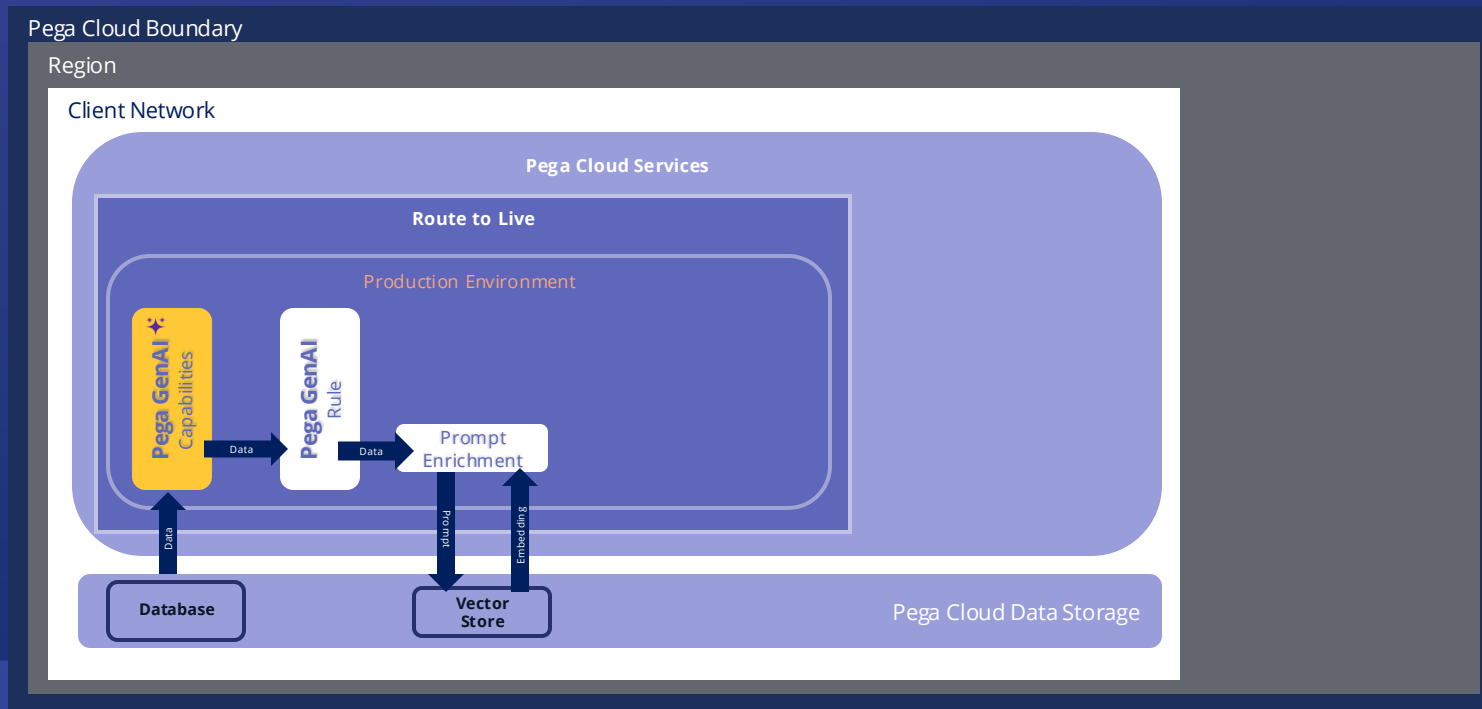
GenAI data flow in deployment

Pega Cloud Architecture



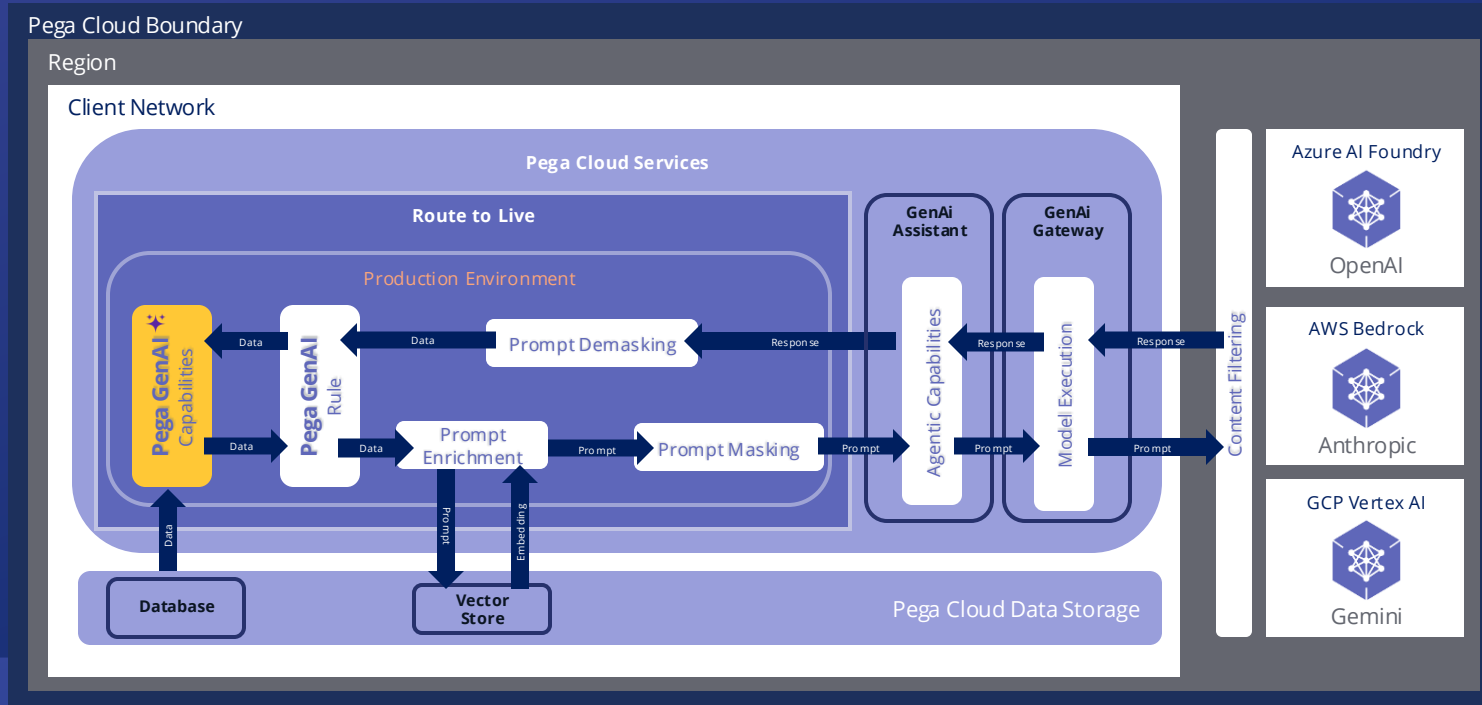
GenAI data flow in deployment

Pega Cloud Architecture



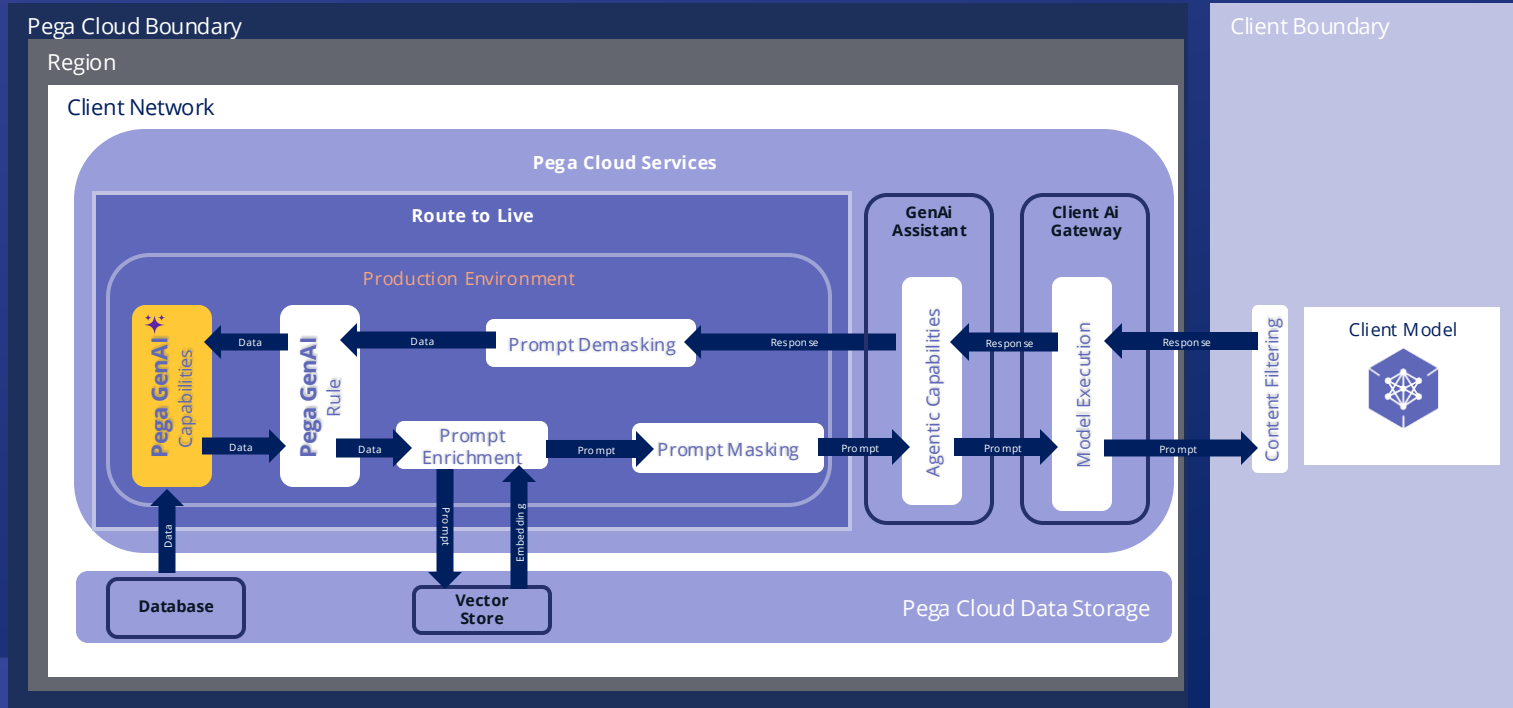
GenAI data flow in deployment

Pega Cloud Architecture



Model override

Pega Cloud Architecture



AI governance can't be bolted
on - it must be built in.

With **Pega GenAI**, enterprises gain everything from in-boundary **prompt masking** and **PII protection** to globally recognised certifications like **ISO 42001** - providing a secure foundation to scale **AI without compromise.**

With **Pega GenAI**, trust is
engineered into the **architecture**
that powers the future.



PegaWorld

JUNE 7-9 | LAS VEGAS

[PEGAWORLD.COM](https://pegaworld.com)