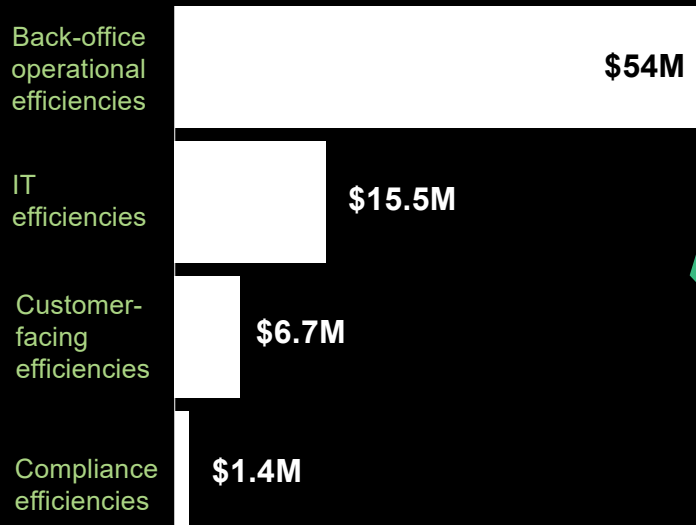


The Total Economic Impact™ Of Intelligent Automation With Pega Platform

Through eight customer interviews, survey results, and data aggregation, Forrester concluded that the Pega Platform has the following three-year financial impact.

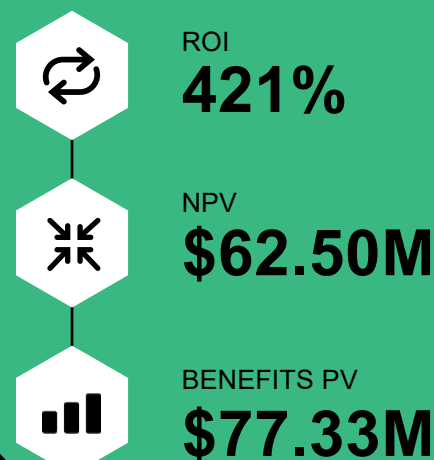
SUMMARY OF BENEFITS

Three-year risk-adjusted



FINANCIAL SUMMARY

Three-year risk-adjusted



BY DEPLOYING PEGA PLATFORM AS THE BACKBONE FOR BUSINESS TRANSFORMATION, CUSTOMERS ACHIEVE GREATER OUTCOMES:



An up to 45% increase in back-office operational efficiency.



A 70% reduction in process automation delivery timelines.



A 60% reduction in resources needed to develop a process automation.



A 70% reduction in time spent on non-value-generating tasks for contact center agents.



4 hours saved per affected employee per week on compliance efforts due to improved tracking abilities.

VOICE OF THE CUSTOMER

“Pega has given us control and visibility we’ve never had before. We know where work is within the enterprise and can really track and measure those SLAs [service-level agreements] and make sure the work is getting done within the agreed timeframes to the agreed standard and quality.”



Automation manager, financial services

“Pega somehow understands the pain points every single organization faces every single day, and they start implementing those pain points into the system. They understand the pulse of the market and try to create that particular value in the Pega software, so that they can actually affect the organizations they are implemented in. It’s really nice that the platform is evolving every day and will continue to evolve to meet people’s needs.”



Lead system architect, healthcare

“If we bring advanced automation into play, like RPA, which we often do, that’s another layer of efficiency over the baseline automation efficiency with the platform.”



Automation manager, financial services



Read the full study

This document is an abridged version of a case study commissioned by Pega titled: The Total Economic Impact Of Intelligent Automation With Pega Platform, April 2022.

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Commissioned By

