



# PegaWorld

JUNE 7-9 | LAS VEGAS

PEGAWORLD.COM

# Transform and Deliver Your Legacy App with Pega Blueprint in Just Weeks

Personal Coordination Cockpit (PCOC) use case

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**Proximus**

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B2B Quote to First Bill journeys

**Proximus**





# Our Domestic strategy

## Amplify our customer impact



Double down on our strengths in the consumer market



Transform for profitable growth in the enterprise and public markets

## Amplify our infrastructure



Futureproof our fixed and mobile network



Build sovereign and resilient digital infrastructure

## Amplify our future



Reimagine the way we work



Our network is your computer

## 4 transversal priorities

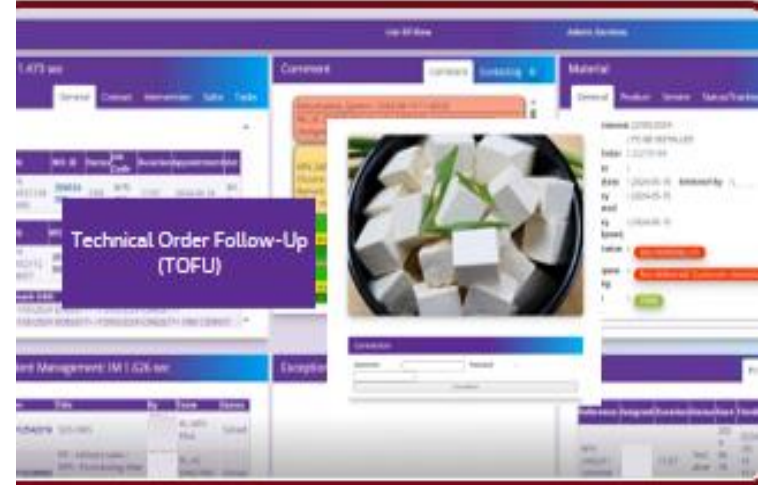
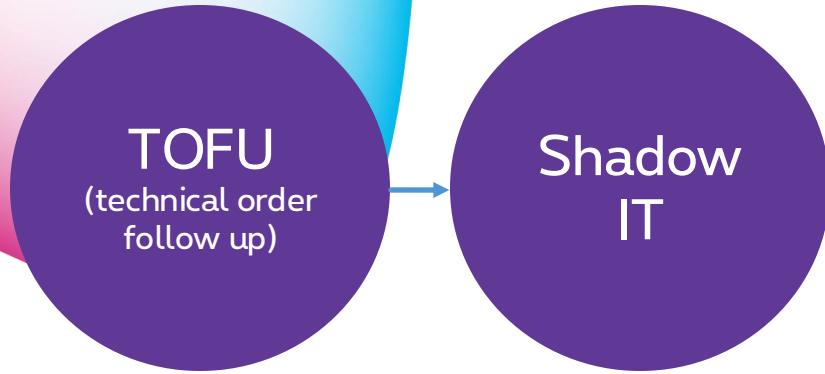
AI

Culture

Sustainability

Regulation

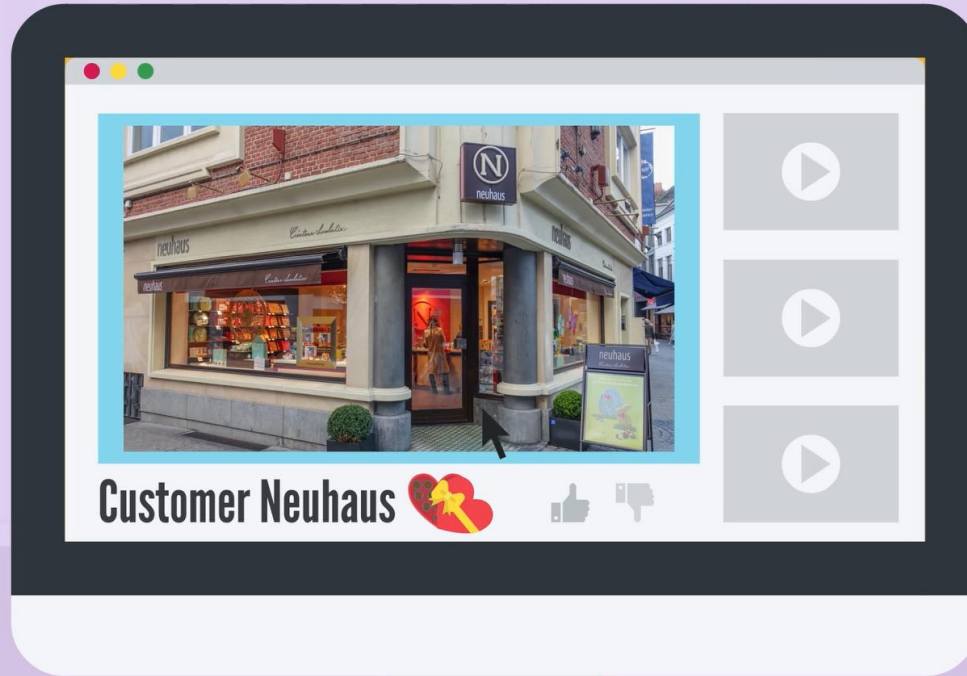
# IT Problem Statement – shadow IT



Proximus was confronted with an old tool to follow up B2B orders

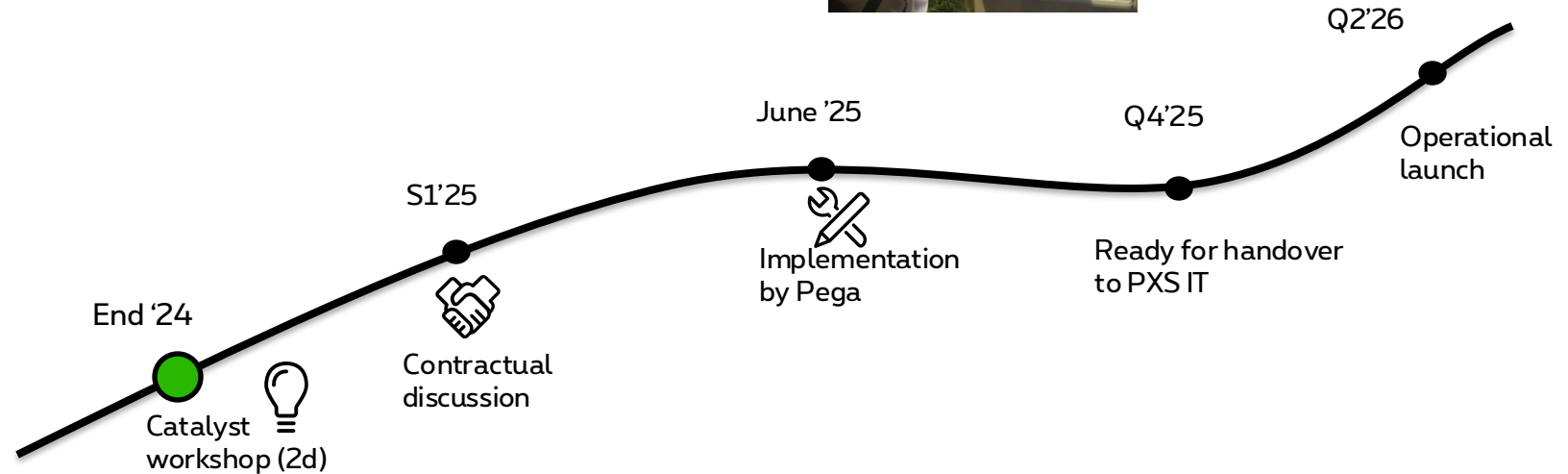
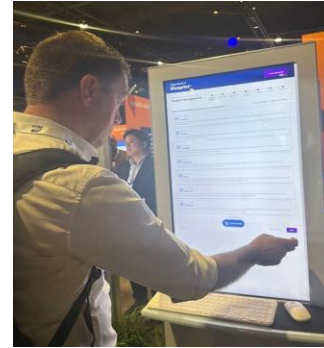
- Shadow IT
- PHP and MariaDB versions are out of date
- Single person has the code and knowledge
- Lack of access controls and user management
- Users can pretend to be someone else, no audit trail
- Lack of documentation

# Business Problem Statement



# Our Journey : Leverage of Pega (Blueprint)

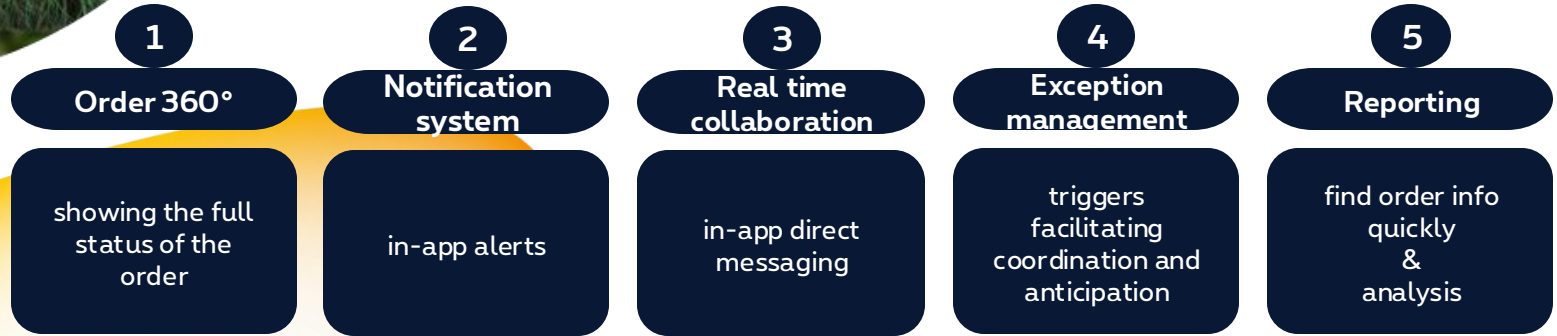
The new journey with Blueprint started at PegaWorld 2024





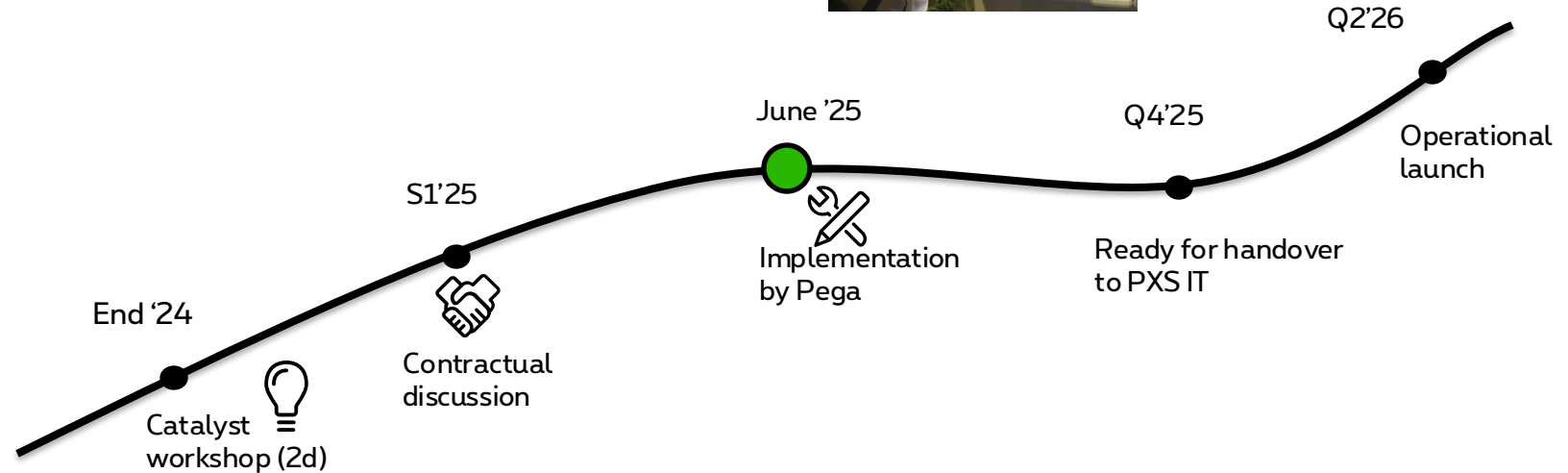
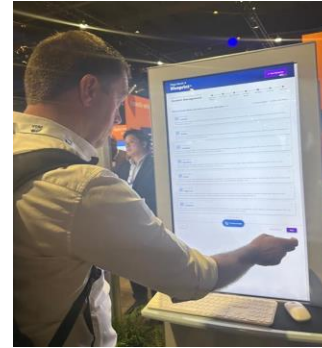
# The birth of PCOC “the personal coordination cockpit”

PCOC gives an end-to-end view of the provisioning status  
for both  
simple and complex B2B customer orders.



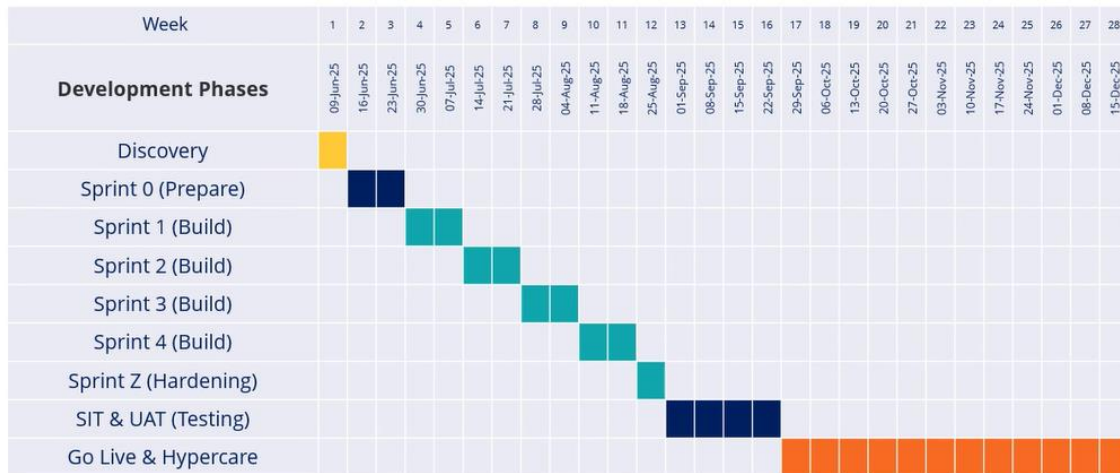
# Our Journey : Leverage of Pega (Blueprint)

The new journey with Blueprint started at PegaWorld 2024



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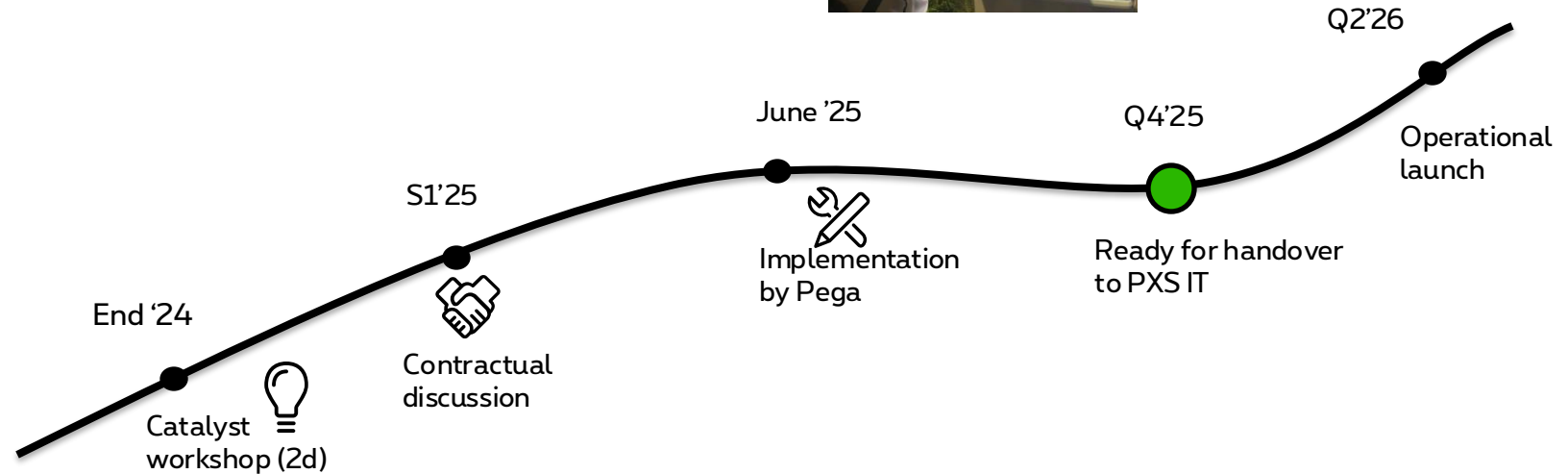
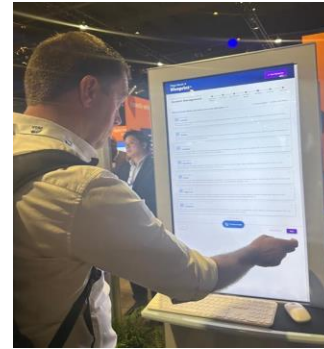
## PCOC application built in 4-sprints window



- Advantage of fixed price contract: there are repercussions on your slowness
- Zero customization: Fast build and cheap maintain
- Pega Unit compliance of 74.82%
- Guardrail score of 93

# Our Journey : Leverage of Pega (Blueprint)

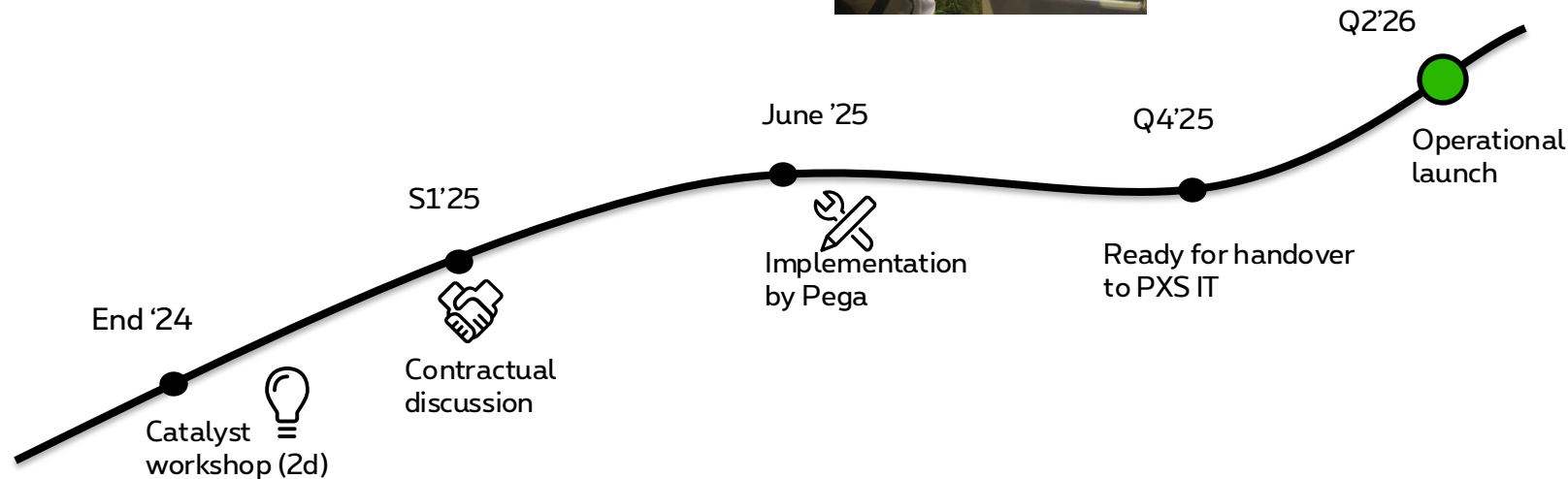
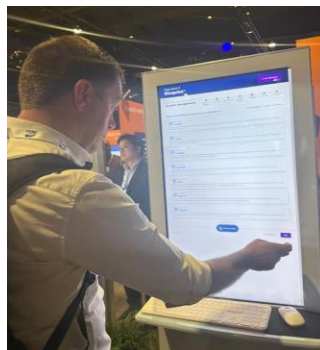
The new journey with Blueprint started at PegaWorld 2024



# Our experience Q4 2025

# Our Journey : Leverage of Pega (Blueprint)

The new journey with Blueprint started at PegaWorld 2024



# We wanted to launch... but

We gained speed through PEGA ;  
the trade-off was learning the  
business details after go-live.

Data hardening effort  
was underestimated

Architect & IT analyst **involvement**  
**insufficient** from project inception

**Knowledge gaps** emerged  
during business and IT  
handover

**Transition** away from  
shadow IT required more  
time and support



# Key Take aways

- 1 Development by PEGA goes fast!
- 2 Involve your specialists as from the start to facilitate the handover afterwards
- 3 Change management is an important enabler to push adoption



# What's next ?

- Upgrade of our current Pega applications to Pega Infinity
- Legacy transformation is still on our radar

But decisions are taking time as the world of AI is evolving that fast....



# Thank you!





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