



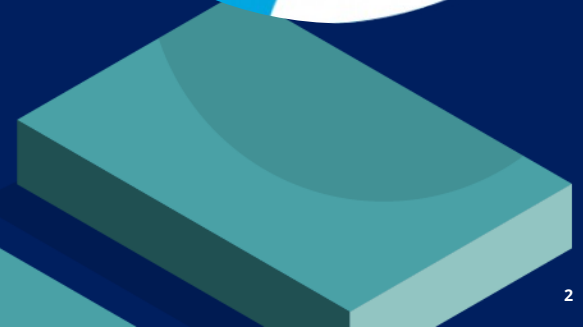
PegaWorldiNspire

Innovation as Usual: How Aflac Continues to Innovate with Pega on a “Business as Usual” Budget

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Aflac – Company Background



Establishing an “Innovation as Usual” Culture

Continuing to deliver innovative solutions to tackle business opportunities without strategic funding

Strategic vision / one digital Aflac

- Build for the future
- Improve persistency
- Drive operational efficiency
- Next gen operating model & talent



Business As Usual (BAU) / enhancements

- Automation
- Efficiency
- Process change



Customer Service Platform

Replaced legacy,
homegrown application

Real 360° view of customer

Eliminated “swivel chair”

Guided workflow

Automation!

Documentation



Risk Mitigation / Large Client RFP Requirement

Externally hosted online submissions portal – highly customized

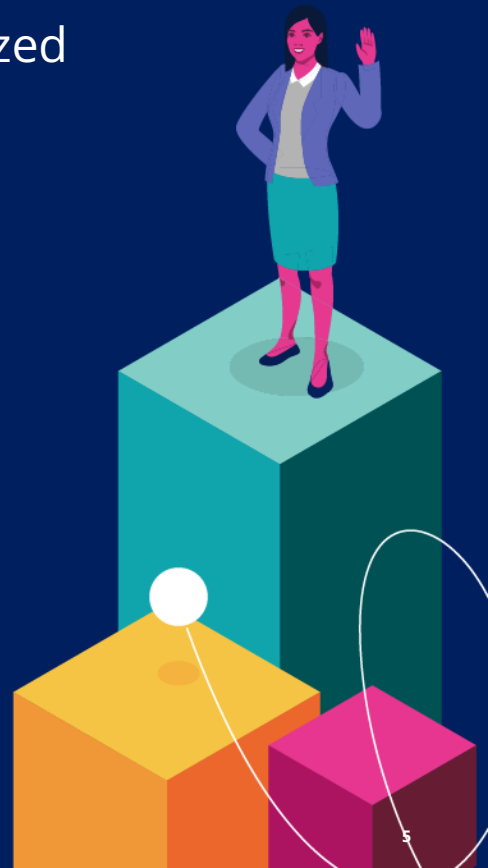
Immediate need – bring in house in 60 days

Leverage existing legacy channel?

- 6 months
- \$3.2 Million

What about Pega?

- 60 days
- \$0 Cost



Workforce Intelligence

Pilot 2019

- Information overload

March 2020 – COVID lockdown

Timeline = employee “coaching” opportunities

- Partnered with HR
- Not punitive
- 95% remain remote today



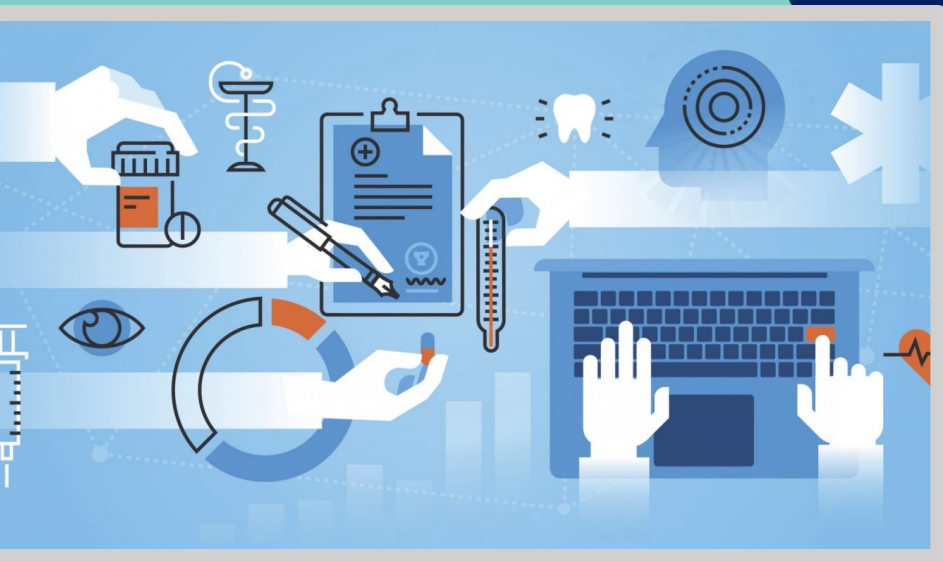
Automated Underwriting

~~Submitted 3 years for strategic funding~~

Partnered with business partner leadership team – let's make it happen!

Success story:

- 2.3% increase in applications processed
- 15% – 18% volume increases
- Year end processing – 6 weeks early!



Pegathon – April 2023



Requested business units provide "new" problems / use cases

Paired business partners with tech resources

Results – 7 MLPs in production by EOY 2023

App factory model – June 2023

KEY SUCCESS FACTOR:

Partnered with Pegasystems and Coforge!

What's Next?



More of the same!

- \$\$\$ Savings
- Replacing 2 legacy workflows
- Building 2 new workflows

Community of practice

- Best practices: Engineering, architecture & security
- Tell our stories
- Grow our Pega practice

Pegathon²



Q & A

