Pega 101: Overview of Pega's Vision and Technologies

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A growing global company. A trusted brand.

Many communities. One unwavering commitment to our clients.

6,000+ employees. 41 locations.

PegaWorld**iNs**pire

Why the world's leading organizations choose Pega:

CLIENT-FIRST
Partnership with integrity

FUTURE-PROOF INNOVATION
Adapt with ease

OUTCOME-CENTRIC ARCHITECTURE
Unify the total experience

INTELLIGENT TECHNOLOGY
Work smarter, achieve more

Trusted by the world's leading brands

- ❤ **10 of the top 10** healthcare payers

- ☂ **7 of the top 10** insurance companies

- 🏛 **18 of the top 25** global banks

- ⊚ **9 of the top 10** telecommunications companies

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PEGA

Pega crushes complexity so you can work smarter, unify experiences, and adapt instantly

Our low-code platform for AI-powered decisioning and workflow automation lets you:

Personalize **Engagement**	Accelerate **Acquisition & Onboarding**	Automate **Customer Service**	Streamline **Operations**	Resolve **Exceptions**

vodafone

£100M revenue
increase from 3x higher offer acceptance with always-on engagement

Unilever

From days to hours
reduction in time to onboard new vendors

Anthem.

3-minute reduction
in average handle time across 10K agents and 100 service processes

United States® Census Bureau

2X productivity
of 400K field staff with zero downtime

TD Bank

70% faster
dispute resolution

Pega's platform can
handle quick fixes,
lasting transformation,
and everything in between.

Our AI-powered decisioning and real-time customer decision hub let you:

Build connection in every new interaction

Engage with empathy

Adapt instantly

Maximize long-term value

Our unified AI and automation lets you:

Orchestrate amazing, faster customer service experiences

Accelerate customer resolutions across every touchpoint

Empower agents to better serve customers

Transform service without having to replace the desktop

Our unified workflows, automation, and AI-powered decisioning let you:

Build faster, work smarter, adapt instantly

Achieve rapid business value

Turn intelligence into action

Embrace change

Pega is the low-code platform for AI-powered decisioning and workflow automation

PEGA®

1. Attend the following PegaWorld sessions to learn more:

- Intro to One-to-one Customer Engagement
- Intro to Pega Customer Service
- Intro to Pega Intelligent Automation

2. Visit www.pega.com to learn more