Service delivery for the next generation of cloud

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Pega Cloud Services

As a Service: Scaled to meet your business needs, not one size fits all.

Compliant: Pega Cloud® prides itself on its Compliance Attestations, including ISO 27001 and SSAE 18.

Deploy anywhere: Deploy your Pega instance in one of Pega Cloud's many global regions.

Available: SLA, industry-leading RTO and RPOs.

Secure: Your Pega Cloud instance is yours and yours only with a single tenant deployment. Connect securely via VPN, HTTPS or Direct Connect. Feel safe in the knowledge that your data is secure at all times.

Updated: With a Pega Cloud subscription, you'll always have the latest version of Pega. Upgrades and updates are applied in tune with the way your business runs.

Supported: 24/7 x 365 premium Global Customer Support from Pega.

Pega Infinity™

Pega Cloud services

- Powering 3,500+ business transforming applications
- 1,500+ customer environments
- 100 new deployments each month

Pega 1:1 customer engagement

- One-to-one marketing scaled for single, global B2C use case
- Over 120 million decisions per day
- Up to 3,000 decisions per second
- Over 100 million customers
- 2.9 billion service interactions per month

Powering the companies that lead the world

- 4 of the top 7 largest global auto manufacturers
- 2 of the top 5 largest health insurance providers
- 2 of the top 5 largest U.S. banks
- 2 of the top 5 largest communication providers

Vertical expertise across the globe

- 28 insurance providers
- 40 banks or credit unions
- 11 communication providers
- Five auto manufacturers

Who better to run Pega than Pega?

1:1 customer engagement   **Intelligent automation**   **Proactive customer service**

☁ **Pega Cloud Services**

Orchestration	**Automation**	**Operation**	**Security**	**Infrastructure & architecture**
• Access control	• Deployment	• Ops audit/ troubleshooting	• Application monitoring	• Single tenant
• Performance tuning	• Backup	• Platform code maintenance	• Encryption in transit	• VPC
• Stack configuration	• Failover	• Ops monitoring and response	• SSH	• Compute
• Package management	• Configuration analysis	• Uptime monitoring	• Encryption at rest	• Storage
• Resource coordination	• Tuned cache	• Patching	• VPN configuration	• Networking
• Log management	• Load balancing	• Disaster recovery	• Whitelisting	• Kubernetes
• Task management	• Vulnerability scanning	• Resource monitoring	• Penetration testing	
• High availability	• Guardrails		• Antivirus/malware configuration	
• MFA and login control	• API and connectors		• Firewall configuration	
• Routing	• Scaling		• Infrastructure monitoring	
			• Proactive database monitoring	
			• Backup/recovery	
			• Business continuity planning	

Global service regions

Deployment regions/network operation centers (NOC)

- Multiple redundant Pega Cloud® NOCs

- Global computing infrastructure with geo-fenced deployments

- Global support staff for full management services

- Region-specific support models available

US-West

Canada (Central)

US-East

Pega

Pega Cloud operation center

South America (Sao Paulo)

(Stockholm)

EU (Ireland)

(London)

(Paris)

Pega

(Frankfurt)

Asia Pacific (Mumbai)

Pega

Asia Pacific (Japan)

Asia Pacific (Hong Kong)

Asia Pacific (Singapore)

Pega

Asia Pacific (Sydney)

PegaWorld iNspire 2020

Pega Cloud lets you focus on configuring *your* app

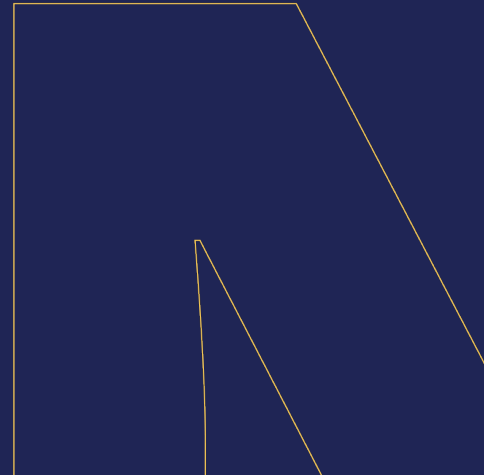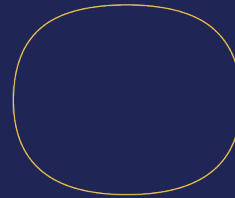|	Pega Cloud services	Client-managed
App development	Your effort	
Platform support		Pega software support
Operation	Pega service	Your effort
Automation		
Orchestration		
Infrastructure		

PegaWorld iNspire 2020

Service roadmap

- **2019: What we did**
  - Compliance: CSTAR, IRAP, FedRAMP IL2/Moderate
  - Laser focused on reliability and scalability

- **2020: What we will do**
  - Seamless upgrades across all service
  - Focus on As a Service to put more visibility and capabilities at your fingertips:
    - Service metrics and utilization dashboard
    - Sandbox and capacity increases through the portal
    - Backups and recover on demand
    - Decision strategy simulation services

Learn more

- **Visit us in the Innovation Hub**

- **Operations made easy**
  – Learn what our services entail and how we enable you to implement DevOps easily.

- **Protection as a service**
  – Security is paramount. Learn how Pega delivers on SecOps and proves our position through compliance.

- **Support as a Service**
  – Support is so much more than helping you when things go down. Learn how our global team delivers for you every day.

PEGA®

Build for Change®