



Siemens uses Pega to bridge the gaps in processes and systems

- Embarked on shift to digitalization and digitalized products
- Partnered with Pega to develop a Center of Excellence to support strategic goals
- Developed 20 Pega applications that save time and IT resources, and continuing to build more with Pega

The business issue

Siemens is one of the world's largest industrial manufacturers, with more than 380,000 employees at 280 sites around the globe. While electrification and automation have been at the core of the company's business for most of its existence, it has begun a shift to digitalization and digitalized products.

With this drive to digitalization, Siemens faced several obstacles including:

- Heterogeneous business groups
- A growing legacy system landscape including over 60 ERP systems
- Decentralized decision-making structures

The solution

Siemens partnered with Pega to develop a Center of Excellence (COE) to drive end-to-end process optimization across multiple business units and use cases. The COE is unique in that its purpose is not necessarily to completely reinvent processes, but to identify areas that cannot be optimized any further within the existing technical landscape. Pega fills in the gaps, acting as a bridge between systems.

The two companies have optimized Siemens' order-to-cash and supply chain management processes by developing applications for master data management, order management, and cash collection.

An additional tool developed by the COE is the Generic Workflow Self-Service Solution. This templated application allows business users to configure approval processes without the help of IT resources.

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Pega is the best in place, best in market. We were convinced because we saw, only with Pega, the chance to cover requirements in all sizes.

Jürgen Schönenborn
Program & Integration
Manager

Siemens AG

The results

With 20 Pega applications currently in production, Siemens has seen the following results:

- **25,000 hours saved per year in processing RFQs (for 1 business unit)**
- **Full transparency in managing order exceptions**
- **Improved maintenance of vendor and customer records**