

ADvantage Pega



HCL's ADvantage Pega offering under the end-to-end portfolio of digital process automation services, is a set of solutions, implementation frameworks, and playbooks that accelerate implementation of Pega-based solutions or platforms. For global implementations of **Pega solutions**, these provide the speed and consistency needed for success.

THE KEY FACETS OF "ADvantage Pega"

The key solution facets of the **ADvantage-Pega solutions** proposition include the following:

Bootstrap Business Solution Store

A catalog of business solutions built on Pega leveraging the latest industry trends and common business pain-areas. Provides a model and blueprint for adoption & customization.

Rapid Deployment Framework

An integrated offering, which enables automated environment provisioning, CI/CD automation, code quality validation, test automation, containerization, and frameworks for adopting best practices intended for platforms based on Pega

Smart Process Automation Hub

A collection of solutions, proofs-of-concept, and PoVs leveraging key digital technology trends (like RPA, AI/ML, blockchain etc.), wrapped around Pega, provide an edge in Ideation and defining the next-gen Target State Platform

Pre-built Accelerator Library

A set of design pattern cookbooks, standards, checklists, and pre-built reusable components/accelerators that catalyze the implementation & reduce the app-dev cycle time

App-Dev-Playbook

A guided gear for Process Optimization, Pega Upgrades, Migration, Performance Tuning, Automation, and best-in-class DIY (do-it-yourself) prescriptions/ready-reckoners, assist in improving efficiency and circumventing potential bottlenecks

BUSINESS PROBLEM ADDRESSED

In the digital economy, every business is a technology company for whom the time-to-market is a key differentiator. Therefore, application delivery has to counter rapidly evolving business models and diverse technology stacks that need IT systems and teams to embrace speed and flexibility.

HCL ADvantage-Pega, with its varied set of offerings (solutions and accelerators), augments and catalyzes the program execution and helps enterprises leap forward in their digital acceleration.

The propellant for the ADvantage-Pega offerings includes the challenges, issues, improvement areas confronted by the various account/delivery teams across the geo, that are discussed, explored, prioritized and adopted into the backlog, thus making the adoption and thought process more realistic.

FUNCTIONAL AREA AND TARGET INDUSTRIES

ADvantage-Pega is a technology driven solution. Since the core of ADvantage-Pega is built as a highly malleable and independent component, it can be easily fit in any functional area or industry domain. Target Industries include telecom, insurance, pharma, financial services, and more.

BUSINESS BENEFITS OF ADOPTING ADvantage-Pega

Using the HCL ADvantage-Pega, an overall 30-40% accelerated time-to-market for Pega-based digital process automation projects can be expected. The **benefits of ADvantage-Pega** are inclusive of a 10-15% reduction in implementation costs on account of a pre-built and reusable component library with more than 50+ accelerators and playbooks; up to 30% faster time-to-market based on an integrated DevSecOps framework tailored for Pega; up to 20% faster development with automated quality scan & testing; and up to 20% faster and more cost-efficient Pega upgrades or migration from legacy platforms.

An assessment is crucial for tailoring and contextualizing the quantified benefits based on the customer, landscape and affinity for adoption of the solution and accelerators in the as-is state

KEY SOLUTION HIGHLIGHTS



CHURN MANAGEMENT SOLUTION

The Churn Management solution leverages predictive, adaptive, and text analytics, to identify customers at risk of churn and pro-actively provide personalized retention offers powered by the Pega Customer Decision Hub (CDH)

Business Benefits:

- ★ Increase customer retention
- ★ Increase profitability
- ★ Improve customer satisfaction and loyalty
- ★ Improve business performance and customer experience
- ★ Improve marketing strategy (targeted cross-selling)
- ★ Reduce retention cost



DIGITAL INSURANCE CLAIMS EXPERIENCE (D.I.C.E) SOLUTION

A bootstrap solution for next-gen insurance platforms, built leveraging robotic process automation, Pega Infinity Case Management, AWS Machine Learning, and HCL's home-grown Cognitive Platform- Omniverse. It helps customers embarking on a digital journey and how the seamless interlock across the products can be achieved

Business Benefits:

- ★ Improve productivity and faster time to market
- ★ Reduce manual hand-offs and overheads with STPs
- ★ Reduce operational cost (OpEx)
- ★ Multi-lingual conversation and voice-enabled assistants
- ★ Eliminate mundane and monotonous tasks with OCR & RPA
- ★ Personalized Customer Experience
- ★ Providing a human-face to your brand
- ★ Elevation of the nature of work
- ★ Improve speed and scale
- ★ Proactive detection of fraudulent claims with AI/ML techniques



RAPID DEPLOYMENT FRAMEWORK

Agile projects require well-orchestrated engineering automation to support rapid releases. HCL's Pega Rapid Deployment Framework brings the agile and DevSecOps tooling required to enable a continuous release environment for DPA engagements on the cloud/on-prem.

Business Benefits:

- ★ Reduced Operational Expenditure (OpEx)
- ★ Automated Release Management Pipeline
- ★ Faster time to market through cutting out the waste in the life cycle
- ★ Reduced risk - better understanding of impact of code on infrastructure and vice versa
- ★ Reduce cost of delivery and deployment through automation



HCL PEGA CODE SCANNER

Pega Code Scanner focuses on performing design, security, and consistency analysis for Pega that will help improve Pega code quality and provide productivity improvement on development and code review effort

Business Benefits:

- ★ Ease of usage, maintenance, and configuration
- ★ Enabling developer to focus on solving business problems.
- ★ Improved consistency and standardization across development teams
- ★ Improved effort efficiency
- ★ Increased productivity and quality through automation
- ★ Model-driven automated code validation for scaffolding components
- ★ Propagate knowledge, experience, and best practices across projects



ENVIRONMENT 360 PORTAL AND PEGA ROAR FRAMEWORK

The one-stop operations portal to get a 360-degree view on the operational transactions in one-portal than making the support teams act as keyboard-warriors by toggling multiple windows for fetching the info. HCL's Pega Real-time Operational and Analytics Reporting (ROAR) Framework provides an ELK-based real-time view for transactional volumes that are summarized by service, operation, partners, etc.

Business Benefits:

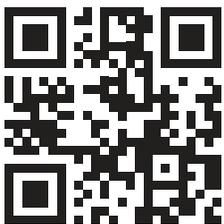
- ★ Productive use of team's effort by reducing the troubleshooting activity and time
- ★ Reduced manual effort in comparing data across environments
- ★ Single portal for all (DevOps, Monitoring, Sanity test etc.)
- ★ Real-time Operational Reporting and Analytics helps customers in their analysis of the data and reports
- ★ No restriction on the amount of transactional data that can be stored, searched and analyzed. Both storage and processing can be horizontally scaled through addition of hardware
- ★ Modern JavaScript-based components that provide intuitive visualization
- ★ Responsive design that works well on all form factors
- ★ Customized user management plugin

For any queries, please write to us at digitaltransformation@hcl.com

HCL Technologies (HCL) empowers global enterprises with technology for the next decade today. HCL's Mode 1-2-3 strategy, through its deep-domain industry expertise, customer-centricity and entrepreneurial culture of ideapreneurship™ enables businesses to transform into next-gen enterprises.

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As a leading global technology company, HCL takes pride in its diversity, social responsibility, sustainability, and education initiatives. As of 12 months ending on December 31, 2019, HCL has a consolidated revenue of US\$ 9.7 billion and its 149,173 ideapreneurs operate out of 45 countries. For more information, visit www.hcltech.com



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