

HCL's ADvantage™ Pega ROAR

Infusing Pega platform foundation and
data insights for supercharged OpEx



HCL's ADvantage™ Pega - ROAR

Real-time Operation and Analytics Reporting] framework provides an ELK-based real-time view for transactional volumes that are summarized by service, operation, and partner etc. The ROAR framework presents real-time cutting-edge monitoring, thus, allowing teams to move from a manual to an automated supervision. The automated process enables teams to focus on preventive and proactive techniques of monitoring over the reactive ones. One of the major advantages of HCL's ADvantage™ Pega ROAR platform is that it is compatible with 7.x and 8.x Pega platforms, both on premises and on cloud.



Elastic Search:

Storage in the form of indexes and documents are available on Elastic Search. Both storage and processing can be horizontally scaled through the addition of hardware.

Logstash:

Log Stash is the data ingestion pipeline to push data into Elastic Search. Easily ingest from your logs, metrics, web applications, data stores, and various AWS services, all in a continuous, streaming fashion. Parse and transform your data on the fly.

Kibana:

Feed the data to visualizations with Kibana. A picture is worth a thousand log lines. Kibana gives you the freedom to select the way you give shape to your data.

D3 Visualization:

D3 is a JavaScript library and framework for creating custom interactive data visualizations. D3 charts are dynamic which help users extend the charts to any requirement. D3 helps you bring data to life not only with complex charts but also with simple ones. D3 has been added to ROAR to create user-interactive dynamic charts.

Solution Approach :

HCL's ADvantage™ Pega – ROAR framework is designed to simplify the data processing and integration. Teams can easily plug in with multiple Pega portals to monitor the Pega logs. The accurate and standardized data representation allows teams to access the real-time data in line with Pega's industry requirements.

The ROAR platform also helps organizations with a multi-faceted approach, thus, providing benefits in deployment, cost savings, and customizations. Some of these benefits include:

Deployment :



Easy to deploy in a Pega environment



Can be used in on-premises as well as on cloud environments



Can be configured to notify some exceptions as per threshold limit



Less time needed to deploy and ready for use immediately



Cost Savings:



Reduces time in root cause analysis



Reduced system downtime and improvement in availability



Automated alerts to avoid and reduce human effort in monitoring 24x7



Elastic Search is scalable just by adding the additional hard disk; no other cost involved in extending the storage

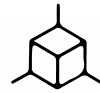
Customizations:



Configurable alerts and thresholds to monitor proactively



Customized user management to enable role-based access control [RBAC]



Customized D3 interactive charts



Customizable and extendable in future

Key Features:

- ✓ Configurable alerts, thresholds and email IDs for notification
- ✓ Readily available reports and charts for any Pega applications
- ✓ Exhaustive reports of alerts, error trends, drill down reports, etc.
- ✓ Simple and easy to follow charts and illustrations
- ✓ Customizable reports specific to client
- ✓ Interactive D3 charts which enable easier drill-down of log data



Configuring the platform is a simplified process giving the teams options to:

- Configure email IDs so that the real-time notifications will be seamlessly delivered
- Set the thresholds for the log data to know about exceptions or errors through notifications
- Configure user management for access-based dashboards
- Support alerting and notifications via a custom plugin for Kibana developed by HCL
- Configure to send alerts via WhatsApp and SMS

...

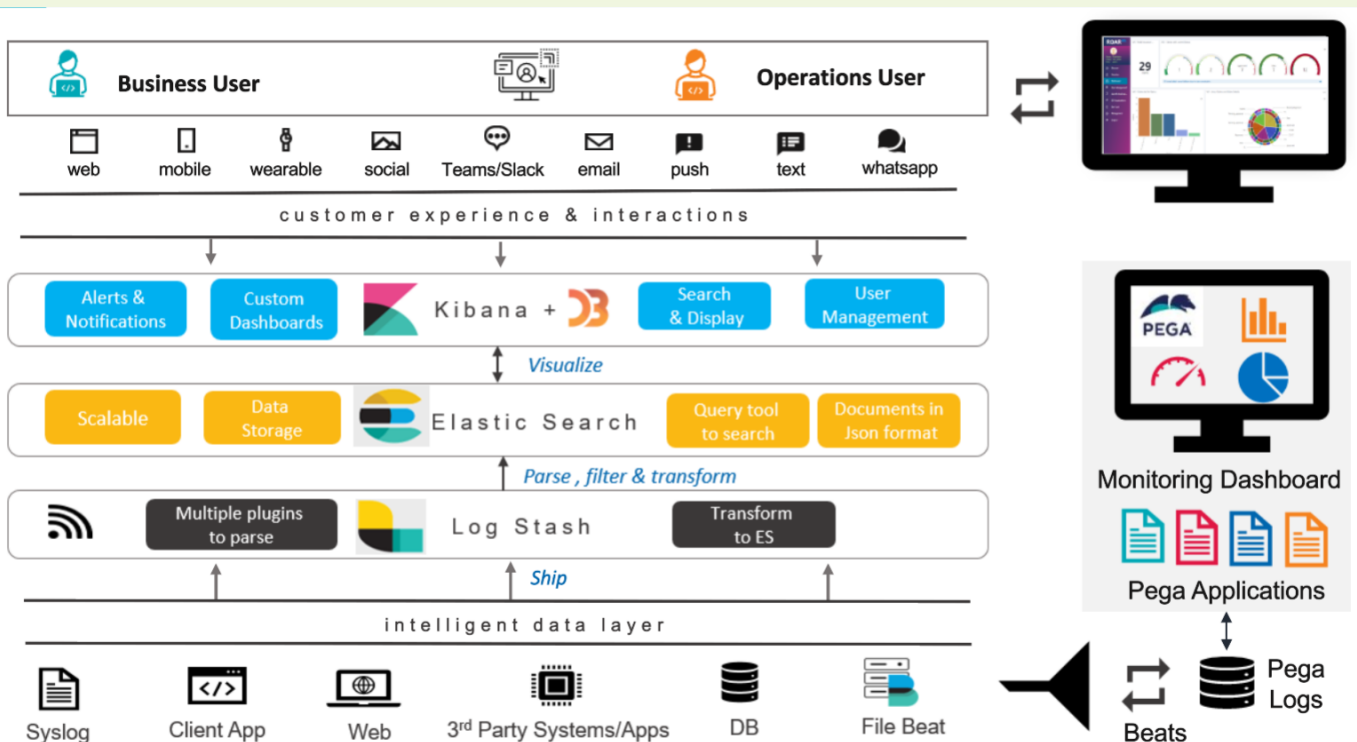
While the dashboard and reporting showcases information in the form of:

- Bar graphs to represent the request count for each API
- Hit and error count for each API per URI and operation
- No. of requests made every day for all the Pega applications
- Application requests by source systems
- Application transactions within the SLA
- Pie charts for transaction requests by each source system
- API performance

ROAR also has D3 charts which are more advanced and interactive charts. They provide a better view of the log data.



Reference Architecture





Solution Benefits:



Real-time operational reporting and analytics help customers in their analysis of the data ingestion and reports



No restriction on the amount of transactional data in the ingestion pipeline that can be stored, searched, and analyzed; both storage and processing can be horizontally scaled through the addition of hardware



Modern JavaScript-based components that provide intuitive visualization



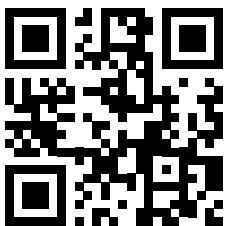
Responsive design that works well on all form factors



A customized user management plugin from HCL



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.



www.hcltech.com

HCL offers its services and products through three lines of business - IT and Business Services (ITBS), Engineering and R&D Services (ERS), and Products & Platforms (P&P). ITBS enables global enterprises to transform their businesses through offerings in areas of Applications, Infrastructure, Digital Process Operations, and next generation digital transformation solutions. ERS offers engineering services and solutions in all aspects of product development and platform engineering while under P&P. HCL provides modernized software products to global clients for their technology and industry specific requirements. Through its cutting-edge co-innovation labs, global delivery capabilities, and broad global network, HCL delivers holistic services in various industry verticals, categorized under Financial Services, Manufacturing, Technology & Services, Telecom & Media, Retail & CPG, Life Sciences, and Healthcare and Public Services.

As a leading global technology company, HCL takes pride in its diversity, social responsibility, sustainability, and education initiatives. As of 12 months ending on March 31, 2021, HCL has a consolidated revenue of US\$ 10.17 billion and its 168,977 ideapreneurs operate out of 50 countries. For more information, visit www.hcltech.com