ACCENTURE AND PEGA

ROTATE TO THE NEW AND
ACCELERATE GROWTH
IN YOUR BUSINESS

CREATE AN AGILE DIGITAL EXPERIENCE POWERED BY AN INTELLIGENT ENTERPRISE

The rise of the customer, whose purchasing journey is now dynamic, accessible and continuous, is disrupting markets. To deliver top-line growth in this global switching economy, companies must "rotate to the New," using technologies such as artificial intelligence (AI), robotic process automation (RPA) and real-time analytics to connect customers to their operations, streamline work and get it right for the customer the first time. They must engage the customer in an integrated conversation—with the same high-quality experience and intelligent interaction from every channel.

Accenture helps digital enterprises use Pega solutions to engage and delight their customers and drive efficiencies in their business. Our specialized capabilities in such critical areas as real-time decisioning, analytics and DevOps, combined with our unsurpassed industry knowledge and delivery capabilities, help our clients develop and retain more profitable customer relationships and increase operational efficiencies while minimizing risk. Our innovation with new IT such as AI, RPA, and DevOps positions clients to rapidly adopt future technologies.

DISRUPT MARKETS AND DRIVE GROWTH

Accenture's technology vision, thought leadership and innovation with Pega technology in such critical areas as AI, analytics, automation and cloud can be applied to your business now to help create new opportunities, disrupt markets and drive growth.

With a significant specialization in in Pega® Robotics capabilities—Robotic Process Automation, Robotic Desktop Automation, and Workforce Intelligence, and its AI-powered Pega® Customer Decision Hub—Accenture has the experience and skills to help increase the value of every customer interaction. We use proprietary tools, such as the Accenture Rapid Decisioning Suite and RPA assets to help you quickly bring these capabilities to market.

DEVELOP AND RETAIN MORE PROFITABLE CUSTOMER RELATIONSHIPS

Accenture's business operations deep experience and industry-leading CRM capabilities can help you deliver seamless, efficient, industry-relevant, and context-aware customer interactions across marketing, sales and customer service to develop and retain more profitable customer relationships.

Accenture leads the industry as the Pega partner with the strongest leadership in Gartner's Magic Quadrant for CRM service providers. With our comprehensive suite of customer experience (CX) offerings, Accenture helps you understand how to leverage Pega solutions to differentiate your business and achieve new levels of customer loyalty.

For example, Accenture Aviation Experience Accelerator allows gate agents, customer service representatives, cabin attendants and maintenance personnel to all see flight status in real-time, make adjustments in their procedures and communicate efficiently. This not only improves on-time departure, but also helps them engage with customers in context, which can enhance revenue and help deliver high-quality customer service.

With real-time decisioning, Accenture helped Oi, one of the largest telecom networks in Brazil, deliver $140M in incremental revenue in the first year— turning call centers into profit centers.

ENHANCE YOUR COMPETITIVENESS AND PROFIT WITH UNENCUMBERED DEVELOPMENT

DEVOPS FOR PEGA SOLUTIONS: PROMOTE CODE QUALITY AND STABLE OPERATIONS AT THE PACE OF BUSINESS

With highly-advanced DevOps capabilities, Accenture brings innovative tools and practices, automation and the Accenture DevOps Platform to Pega solution development, resulting in continuous integration and continuous deployment to promote code quality and stable operations.

With DevOps, we reduce cycle time, increase speed to deliver, improve quality and cut manual intervention, using proprietary tools for automation-enabled, agile delivery, such as:

A RULE REVIEW TOOL for Pega-based solutions, with more than 60 client-specific best practices, which detects issues earlier in the application lifecycle and has reduced manual review efforts by up to 25 percent.

AN AUTOMATED TEST CASE GENERATOR that creates English language test specifications, and has helped cut manually written test scripts for complex components by more than 25 percent.

TEST AUTOMATION ACCELERATORS that have helped reduce test script generation effort by more than 60 percent by automatically writing test scripts, translating these into the development language and eliminating the need for specialized skills.

WHY ACCENTURE?

- More than **4,600 Pega-skilled** professionals
- More than **12,000 agile-trained** professionals
- More than **1,000 DevOps** specialists
- Specialization in **more than 35 industries**
- More than **3,000 reusable automation solutions** produced by more than 1,100 robotics experienced professionals, more than 200 of whom are certified in Pega Robotics.
- Accelerate **time to value**, **reduce costs** and **help make projects more predictable and repeatable** with Accenture Foundation Platform for Pega, a proven approach and development accelerator that brings our global delivery capabilities to your Pega implementation. We invest up to 100,000 hours per year into AFP for Pega, which has more than 540 assets and accelerators, including 16 Pega-based software tools.
- Accenture is a Pega **Strategic Consulting Partner**
- Accenture has won more than **15 Pega Partner Awards**—more than any other systems integrator
- **Comprehensive capabilities**, including strategy, design, implementation and ongoing operation of Pega solutions
- More than **10,000 CX practitioners**, offering a range of digital services to help enable closer interaction between marketing and technology—thus driving enduring customer relevance at scale
- **Deep experience in real-time decisioning and analytics**, having executed more than 700 analytics engagements
- **Extensive experience and breadth of coverage in large-scale**, **complex projects**, having worked with 91 of the Fortune Global 100 and more than three-quarters of the Fortune Global 500

Accenture's Pega technology expertise can help you get the results you need from your Pega implementation—more quickly, reliably and cost-effectively—with less risk.

Let us help you leverage Pega solutions to become a more agile digital enterprise.

CONTACT US

DAVID H. STEUER
Managing Director
Global Pega Practice Lead
Accenture
david.h.steuer@accenture.com

ABOUT ACCENTURE

Accenture is a leading global professional services company, providing a broad range of services and solutions in strategy, consulting, digital, technology and operations. Combining unmatched experience and specialized skills across more than 40 industries and all business functions—underpinned by the world's largest delivery network—Accenture works at the intersection of business and technology to help clients improve their performance and create sustainable value for their stakeholders. With approximately 401,000 people serving clients in more than 120 countries, Accenture drives innovation to improve the way the world works and lives. Visit us at www.accenture.com.

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