Future proof your business with Pega Cloud

Enhancing agility, efficiency, and innovation in the digital & AI age

Capgemini

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Executive summary

As a growing number of organizations look to create value by deploying tech at scale, digital transformation is at the core in the *Age of Digital and AI*.

Pega Cloud, the Software-as-a-Service (SaaS) offering of Pegasystems Inc, promises just that. The secure cloud platform significantly reduces the amount of time, money, and effort organizations spend on maintaining infrastructure needed to run software smoothly, enabling organization to redirect attention to innovation, strategic initiatives, and enhanced user experience.

At Capgemini, we are focused on enabling large as well as niche organizations adopt and scale Pega Cloud while adhering to the compliance and security landscape across different geographies.

Overall, migrating Pega Platform applications to Pega Cloud offers a clear and compelling path to improved scalability, enhanced security, operational efficiency, and cost-effectiveness, all the while simplifying the complexities of infrastructure management. This transition not only prepares organizations for future growth and technological advancements but also helps align IT strategy with broader business objectives, positioning them for long-term success in an increasingly digital world.

In this paper, you will find

1. Key drivers for migration from Pega Platform applications to Pega Cloud
2. A look at Pega Cloud and its differentiating features
3. Migration approach and connectivity models
4. Benefits of Pega Cloud for your unique business environment

Key drivers for migration

Organizations consider migrating from an on-premises environment to Pega Cloud for several compelling reasons. Few are driven by the need to enhance business agility, reduce costs, while others are driven by the need to improve security & regulatory compliance or unleash the advanced capabilities of cloud computing.

Here are a few primary drivers for migration to Pega Cloud:

1. Operational efficiency

Migrating to Pega Cloud enhances operational efficiency by automating repetitive tasks associated with an on-premises infrastructure. Tasks such as patch management, software upgrades, and system monitoring are handled automatically by the platform, reducing the operational burden on IT teams and ensures that systems are running the latest, most secure versions of the software. Pega Cloud also offers robust disaster recovery and business continuity features. This ensures that applications remain available even in the event of hardware failures, natural disasters, or other disruptions. This is often achieved through automated backups, failover mechanisms, and geographically distributed data centers. Apart from this, automated operations minimize the risk of human error, which can lead to system outages or security vulnerabilities. The automation, therefore, is not only about reducing workload but also improving reliability.

This shift in focus can lead to faster time-to-market for new products and services, improved customer experiences, and a stronger competitive position in the market.

Capgemini supports a major European bank improve operational efficiency

Client was planning to upgrade their PEGA on-premises applications and make them cloud native for future. Pega applications were operating on separate clusters, leading to increased costs and management complexity, lacking reusable assets across applications.

Capgemini supported the bank to upgrade its Pega applications and consolidate them into a single cluster, reducing costs, improving code quality, and accelerating production releases through a new DevOps pipeline.

2. Scalability and flexibility

The ability to scale operations quickly and efficiently is crucial for maintaining competitiveness. Pega Cloud provides on-demand scalability, allowing organizations to dynamically adjust their computing resources to meet fluctuating business demands. Whether dealing with seasonal spikes, unanticipated surges in usage, or steady growth -- Pega Cloud ensures that applications can handle varying workloads without compromising performance.

Pega Cloud's dynamic resource allocation allows organizations to quickly scale resources up or down based on current business needs. Scalability is not just about adding more resources but also about optimizing existing one. Pega Cloud automatically adjusts adjusts resource allocation based on real-time demand. This

flexibility is particularly beneficial in environments where workloads are unpredictable, allowing systems to expand and contract as required without the need for significant upfront investments in physical infrastructure.

3. Cost efficiency

Traditional on-premises infrastructure requires substantial investment in physical infrastructure such as servers, storage, and networking equipment, leading to high capital expenditure (CapEx). Moreover, the costs associated with over-provisioning resources to handle peak loads can lead to inefficiencies and increased cost. One of the most compelling reasons to migrate to Pega Cloud is that it helps organization reduce capital expenditure (CapEx) and successfully transition to an operational expenditure (OpEx) model, where they pay only for the resources they use. The pay-as-you-go model reduces not only total cost of ownership (TCO) but allows organization to redirect their focus on core business activities. Further, Pega Cloud providers take complete responsibility of maintaining the cloud infrastructure including hardware upgrades, software patches, and security updates.

4. Data security and regulatory compliance

Security is paramount for organizations while migrating to the cloud, and more so, for industries with stringent regulatory requirements such as banking, insurance, healthcare, and government. Pega Cloud is designed with a robust security architecture that provides end-to-end protection for applications and data. This includes advanced encryption protocols that safeguard data, both at rest and in transit, ensuring that sensitive information remains secure from unauthorized access. Pega Cloud's advanced security features have built-in security measures, including data encryption, identity and access management, and threat detection, which are continuously updated to protect against emerging threats. This level of security is often costly and difficult to replicate in an on-premises environment.

Regulatory compliance is another key requirement for a growing number of organizations. Pega Cloud is compliant with a range of industry regulations and standards such as GDPR, HIPAA, and SOC 2, and others which ensure that organization data is protected according to the latest legal requirement and industry-leading practices. Further, Pega Cloud platform provides continuous security audits and assessments, automated security updates and patches, reducing the risk of vulnerabilities and freeing IT teams from the burden of manual updates.

5. Enhanced performance

Migrating to Pega Cloud enhances the performance of applications by leveraging high-performance computing resources and advanced cloud infrastructure. Pega Cloud' s automated resource scaling allocates computing power, memory, and storage based on the demands of applications

automatically. During peak times, the cloud environment can dynamically scale resources to maintain optimal performance levels, ensuring that applications run smoothly and efficiently under heavy loads –easily adapting to the dynamic applications' needs.

Capgemini supports cloud migration of the Patient Relationship Management platform for a global pharma company.

Client wanted to move the PRM platform On premise to Pega Cloud with the same Pega version.

Capgemini supported a global pharmaceutical company successfully migrate to Pega Cloud, transferring large data seamlessly, while reducing infrastructure costs and enhancing platform scalability and performance.

6. To future proof your organization

Migrating to Pega Cloud is a strategic move at its core that positions organization for long-term success. It is a critical step in embracing digital transformation -- enabling organizations to take advantage of emerging technologies, such as AI, machine learning, and the Internet of Things (IoT) that are increasingly integrated into cloud platforms. By aligning with the broader digital transformation initiatives, it can future proof organizations, cognizant that it will remain at the forefront of technological innovation, ready to leverage new tools and capabilities. Additionally, moving to cloud gives a competitive edge to the organizations over those tied to on-premises infrastructure.

Key differentiators of Pega Cloud

Pega Cloud is uniquely positioned to offer a cloud environment that not only supports but optimizes Pega applications -- providing a distinctive edge over other cloud platforms. Below are the key differentiators that make Pega Cloud the ideal choice for organizations looking to leverage the full potential of their Pega solutions.

Native integration with Pega Applications

One of the most compelling advantages of Pega Cloud is its native integration with Pega applications. Unlike generic cloud platforms that support a wide range of applications but are not optimized for any specific ones, Pega Cloud is purpose-built to elevate Pega's suite of applications.

Pega Cloud is designed with a deep understanding of Pega applications' architecture and operational needs this means that every aspect of the cloud environment, from computer resources to network configurations, is fine-tuned to ensure that Pega applications run at **peak performance**. As a result, organizations experience faster application response times, reduced latency, and higher throughput compared to running Pega on generic cloud platforms.

Further, Pega Cloud's native integration allows for **seamless upgrades** and patches, ensuring that Pega applications are always running the latest, most secure versions. Pega Cloud manages these updates automatically simplifying the update process, reducing the risk of compatibility issues or downtime during upgrades.

Additionally, Pega Cloud provides a **unified management interface** that is specifically tailored for Pega applications. This interface offers intuitive tools and dashboards for monitoring and managing applications, making it easier for the IT team to oversee operations, diagnose issues, and optimize performance. The native integration also facilitates smoother deployments, enabling faster time-to-market for new features and updates.

Robust AI and automation capabilities

Pega Cloud comes with robust AI and automation capabilities which are seamlessly integrated into the platform. These tools empower organizations to enhance customer engagement, streamline process automation, and boost operational efficiency.

Pega Cloud includes Pega's industry-leading AI engine, which enables real-time decisioning across all customer interactions. The AI engine uses machine learning algorithms to analyze vast amounts of data, providing personalized recommendations, next-best-action strategies, and predictive analytics. By leveraging AI-powered decisioning, organizations can deliver more tailored customer experiences, increase conversion rates, and improve customer satisfaction.

Further, Pega Cloud excels in automating complex business processes, reducing manual intervention, and minimizing the risk of human error. The platform includes powerful automation tools that can design, deploy, and manage workflows -- from simple task automation to complex case management scenarios. These tools are built on Pega's proven business process management (BPM) capabilities, enabling organizations to automate processes across departments, improving efficiency and reducing operational costs.

Finally, beyond traditional process automation, Pega Cloud offers intelligent automation features that combine AI with automation to drive smarter workflows. For example, AI-driven bots can be used to automate routine tasks, while predictive analytics can be integrated into workflows to trigger actions based on real-time data. This combination of AI and automation enhances agility, allowing organizations to respond quickly to changing business conditions.

Unified cloud platform

Pega Cloud provides a unified platform for development, deployment, and management. This single-platform approach is designed to simplify the IT landscape, enabling organizations to manage all aspects of their Pega applications in one cohesive environment thereby significantly streamlining operations and reducing complexity. This simplification leads to lower operational costs, easier maintenance, and faster problem resolution, as there are fewer moving parts to manage and monitor.

Pega Cloud offers an integrated development environment (IDE) that supports the full lifecycle of application development, from initial design to deployment and ongoing maintenance. The IDE is tightly integrated with Pega's low-code development tools, allowing technical and non-technical users both to collaborate on application development. This provides a consistent experience across the platform, reducing the learning curve and increasing productivity.

Pega Cloud consolidates all management functions into a single platform, providing a centralized interface for monitoring, scaling, securing, and optimizing Pega applications. This unified management approach eliminates the need for multiple tools and interfaces, simplifying administration and reducing the risk of errors. Organizations can easily monitor application performance, track resource utilization, and implement security policies, from the Pega Cloud environment.

Beyond management, the unified platform approach also enhances operations. Pega Cloud's built-in tools for deployment, monitoring, and optimization are designed to work together seamlessly, enabling continuous integration and continuous deployment (CI/CD) practices. This integration supports agile methodologies, allowing organizations to quickly deploy updates, roll out new features, and respond to customer needs in real-time.

Migration approach

Migrating Pega Platform applications to Pega Cloud is a complex, multi-step process that requires careful planning, thorough assessment, and a strategic approach to minimize risk and ensure a successful transition. Below is a detailed migration approach that Capgemini recommends for ensuring a seamless migration aligned with organization's objectives.

Step 1

Assess the readiness of your estate to migrate to Pega Cloud

Assess

Application Inventory
Risks Assessment
Cloud Readiness Assessment

Step 2

Create a migration strategy specificto your solution

Plan

Develop a strategic roadmap/ detailed migration plan
Phased Migration
Milestones
Resource Allocation

Step 3

Service provisioning and application migration

Migrate

Pilot Migration
Full-Scale Migration

Step 4

Continuous development and enhancement

Optimize

Monitoring & Optimization
Training & Documentation

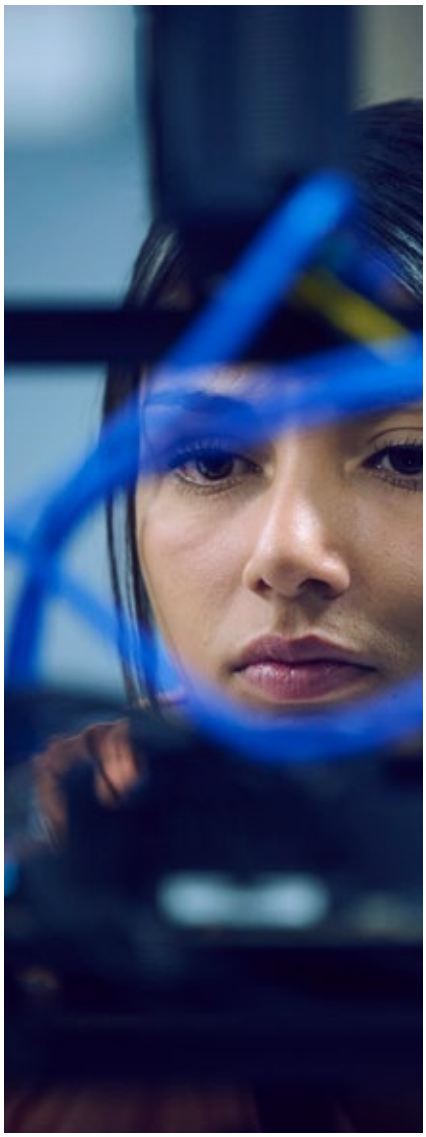
Step – 1
Assessment

As a first step organizations should create a **comprehensive inventory** of all existing Pega applications. This involves cataloging each application, noting its purpose, functionality, and all associated dependencies, integrations, and customizations. The organization must identify critical dependencies that could impact the migration process. These include databases, middleware, external services, and other systems that Pega applications rely on. Further, it should document customizations that have been made to Pega applications. These could include custom rules, UI components, or integrations with third-party tools.

Thereafter, organizations should undertake a thorough **risk assessment** to anticipate and mitigate challenges that could potentially arise during migration such as data migration risk, downtime risk or integration risk.

Lastly, organizations should undertake a cloud **readiness assessment** to assess the readiness of the current infrastructure before the organization begins its migration journey. This includes assessing the compatibility of existing infrastructure with Pega Cloud, conducting performance benchmarking that will help in identifying performance improvements or issues that may arise after moving to the cloud, and finally, assessing capacity requirements for Pega applications in the new cloud environment.

Compliance and security are the other critical considerations that should be thoroughly assessed at this stage. This will involve reviewing regulatory and compliance requirement that are applicable to the organization such as GDPR, HIPAA, or other industry-specific regulations to ensure that Pega Cloud meets these requirements. The organization should assess the security protocols and measures provided by Pega Cloud, including data encryption, access controls, and threat detection and evaluate if these measures align with organization's security policies and standards. Finally, if organization operates in multiple jurisdictions, organizations should assess data sovereignty requirements particular to that jurisdiction and ensure that data storage and processing comply with local laws and regulations regarding data residency.



Step – 2
Planning

At this stage, organizations should develop a strategic roadmap that will serve as a **detailed migration** plan for a smooth transition to Pega Cloud. The roadmap should establish timeline for each phase of the migration including key milestones and deadlines to help minimize business disruption. The detailed migration plan should define key milestones for each stage of the migration -- from initial planning to post-migration support. Finally, the plan should identify the resources required for each phase of the migration, allocate resources based on their expertise and availability and ensure that critical tasks are adequately staffed.

Step – 3
Migration

Pilot migration is a key step that helps organization's ensure success to full-scale migration to Pega Cloud. At this stage, the organization gets to test the migration process on a smaller scale, identify potential challenges, and refine the overall strategy before expanding to more critical applications.

To minimize business disruption and reduce risk, Capgemini recommends a **phased migration strategy** to Pega Cloud as part of the full-scale migration. This involves migrating applications in waves -- starting with the least complex and non-critical applications. Followed by, testing, and validating after each wave, to ensure that the migrated applications are functioning as expected and making continuous improvement by using insights gained from each wave to improve subsequent waves.

Data migration is a critical component of the migration process. This step involves development of a detailed data migration plan that outlines the steps for extracting, transforming, and loading (ETL) data into Pega Cloud. Following this step, organizations should validate that all data has been accurately migrated and no data is corrupted or lost during the process. Finally, organizations must assess data is synchronized between on-premises systems and the cloud particularly for applications that require real-time data processing.

This stage concludes with organization ensuring **seamless integration** with existing systems and third-party applications for the success of the migration. This involves assessing the compatibility of existing APIs with Pega Cloud, conducting thorough integration testing to validate that all systems and applications communicate effectively in the cloud environment. This includes testing data flows, API calls, and real-time processing implementing monitoring tools to continuously track the performance and reliability of integrations post-migration.

Step – 4
Optimization

Once the migration is complete, it is essential to monitor the performance of Pega applications in the cloud environment. This includes **performance monitoring** using Pega Cloud's performance monitoring tools to track key metrics such as response times, resource utilization, and error rates. Compare these metrics to the baseline established during the infrastructure analysis to assess the impact of the migration. Based on the monitoring data, identify areas for optimization, such as fine-tuning resource allocation, improving application performance, or enhancing security measures. Implement these optimizations to ensure that applications continue to run efficiently in the cloud environment and lastly, establish an incident management process to quickly address any issues or disruptions that may arise post-migration. This includes defining escalation paths, response times, and resolution procedures.

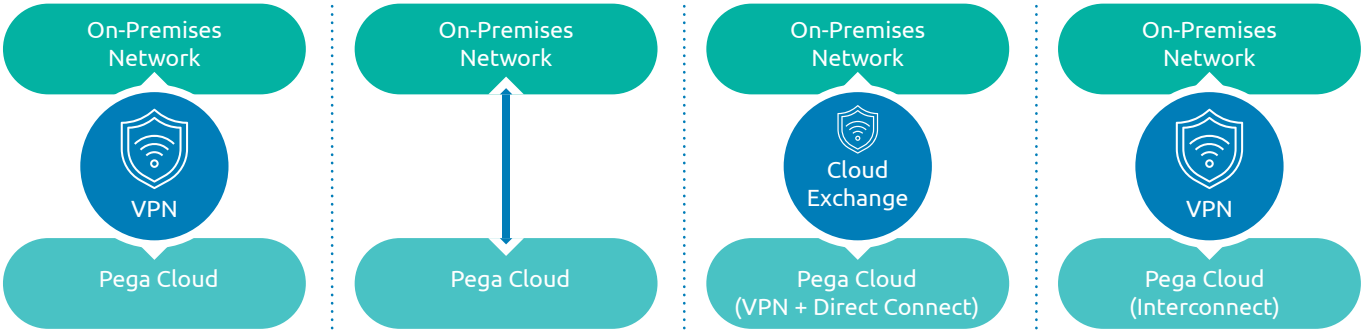
In conclusion, organizations should ensure teams are equipped with adequate **training and documentation** to operate and manager work in the Pega Cloud environment for long-term success. This involves training sessions for IT and operations teams on the new cloud environment covering key topics such as cloud management, security best practices, and troubleshooting. The development of detailed user documentation that outlines the procedures for managing and maintaining Pega applications in the cloud, troubleshooting tips, and best practices. Lastly, offering ongoing support to teams as they transition to managing applications in the cloud through experts, support channels, and knowledge-sharing resources.

Connectivity models between on-prem and Pega Cloud

Establishing a secure, reliable, and efficient connection between on-premises infrastructure and Pega Cloud is a critical aspect of cloud migration. Below are detailed technical explanations of each connectivity model, including their architecture, implementation considerations, and specific use cases.

Architecture diagrams for Pega Cloud connectivity models

VPN, direct connect, hybrid, and cloud interconnect



VPN Connectivity creates a secure, encrypted tunnel over the public internet between the on-premises data center and Pega Cloud.

Direct Connect establishes a dedicated, private connection from your on-premises data center directly to Pega Cloud, bypassing the public internet.

Hybrid connectivity combines VPN and Direct Connect, allowing traffic to flow over VPN for general usage and Direct Connect for critical workloads.

Cloud Interconnect provides connectivity via a third-party service provider, linking multiple cloud environments to the on-premises network.

Each connectivity model—VPN, Direct Connect, Hybrid Connectivity, and Cloud Interconnect/Exchange—offers distinct technical advantages and is suited to different organizational needs. Understanding the technical intricacies of each model will help you choose the best connectivity solution for organization's specific requirements when migrating to Pega Cloud.

VPN (Virtual Private Network) connectivity

Pros	Cons	Use cases
• Inexpensive to set up and maintain compared to other options. • Can be deployed quickly and across various environments.	• Dependent on public internet, leading to potential issues with latency and reliability. • While secure, it is reliant on the public internet, which is less robust compared to dedicated connections.	• VPN is often used during the initial stages of migration when setting up quick, secure connectivity is more important than maximizing performance. • It is suitable for smaller, less critical workloads where high performance and low latency are not as crucial.

Direct connect (dedicated private connection)

Pros	Cons	Use cases
• Provides consistent and reliable performance with minimal latency. • Data does not traverse the public internet, reducing the risk of interception. • Can handle large data volumes and intensive workloads.	• Higher upfront and ongoing costs compared to VPN. • Requires significant planning, coordination, and time to implement.	• Ideal for mission-critical applications that require guaranteed performance, high bandwidth, and low latency. • Suitable for environments where large volumes of data are transferred frequently between on-premises and the cloud. • Necessary for industries that have stringent regulatory & compliance requirements that demand secure, private data transmission.

Hybrid connectivity (VPN + direct connect)

Pros	Cons	Use cases
• Provides a tailored approach to connectivity, balancing performance, and cost. • Offers failover capabilities, enhancing reliability. • Optimizes costs by using the appropriate connection type for different workloads.	• Increases complexity in setup, management, and troubleshooting. • Requires continuous monitoring and management to maintain optimal performance.	• Best suited for environments where some applications are mission-critical and others are not, allowing for efficient resource allocation. • Allows for a cost-effective solution by reserving Direct Connect for high-priority traffic and using VPN for less critical needs. • Ideal for organizations gradually moving workloads to the cloud, as it supports both existing and new cloud-based applications. .

Cloud interconnect/exchange

Pros	Cons	Use cases
• Simplifies the management of multi-cloud environments by centralizing connectivity. • Scales easily to accommodate additional cloud services or increased traffic. • Offers low latency and high bandwidth similar to Direct Connect.	• Relies on the third-party provider for connectivity performance and availability. • Complex to manage, especially when connecting to multiple cloud environments.	• Ideal for organizations that operate across multiple cloud environments and need seamless connectivity between them. • Suitable for business that require high availability and low latency across their cloud infrastructure. • Best suited for organizations looking for scalable solution that can grow with their cloud adoption strategy.

Benefits of migration

Migrating to Pega Cloud offers a host of benefits that go beyond simple cost savings, providing strategic advantages that can transform business operations and drive sustained growth.

Below are a few benefits that organizations can realize by migrating to Pega Cloud.

Reduced IT overhead

One of the most significant benefits of moving to Pega Cloud is the reduction in IT overhead. Managing on-premises infrastructure requires substantial resources, both in terms of personnel and budget. This includes the costs associated with purchasing, maintaining, and upgrading hardware, as well as the time and expertise required to manage software, security, and compliance.

Migrating to Pega Cloud helps offload the responsibility of **infrastructure management** to Pega's cloud experts. Pega Cloud handles everything from server maintenance and network management to storage and backups, ensuring that systems are always running optimally. Resultantly, this enables the IT team to redirect their focus toward innovation and strategic initiatives such as developing new customer-facing applications, enhancing existing services, or exploring new business models that leverage digital technologies. The reduction in IT overhead translates into **cost savings**, as you no longer need to invest in expensive hardware or dedicate a large portion of budget to maintaining legacy systems. Instead, you can allocate resources toward initiatives that directly contribute to bottom line, such as customer acquisition, product development, or market expansion.

Improved time to market

In today's fast-paced business environment, the ability to quickly deploy new applications and updates is critical for maintaining a competitive edge. Pega Cloud's continuous delivery model accelerates the development and deployment process, enabling organizations to respond to market changes more rapidly.

Pega Cloud supports **continuous integration/continuous deployment (CI/CD)** practices which allow development teams to integrate code changes more frequently and deploy them automatically. This reduces the time required to bring new features or updates to market enabling organization to quickly capitalize on new opportunities or respond to evolving customer needs. **The rapid prototyping and testing** feature within the cloud environment means development teams can quickly spin up new environments, test their ideas, and iterate based on feedback without the need for significant upfront investment in infrastructure. This agility allows organization to experiment with new ideas, validate them in the market, and scale successful initiatives rapidly. Pega Cloud's support for **agile development** methodologies further enhances ability to respond to market changes. Teams can work in shorter sprints, release updates incrementally, and gather user feedback continuously. This iterative approach reduces the risk of large-scale project failures and ensures that applications remain aligned with user needs and business goals.

Superior user experience

IUser experience is a critical factor in the success of any application. The migration to Pega Cloud provides users with a more reliable, responsive, and scalable application experience, leading to higher satisfaction and user engagement.

Pega Cloud has a robust infrastructure designed to ensure high availability and reliability, reducing the risk of downtime or performance issues that could negatively impact the user experience. The cloud platform's built-in redundancy and failover mechanisms ensure that applications remain accessible even in the event of hardware failures or other disruptions. As the user base grows, Pega Cloud can automatically scale resources to meet increased demand, ensuring that applications continue to perform optimally. This scalability is particularly important for applications that experience seasonal spikes or sudden surges in traffic, such as during product launches or marketing campaigns. Moreover, Pega Cloud's advanced monitoring and performance optimization tools allow organizations to continuously track and improve the performance of applications. This includes identifying and addressing bottlenecks, optimizing resource utilization, and fine-tuning application settings to deliver the best possible experience for users. Enhanced performance translates into faster load times, smoother interactions, and a more enjoyable user experience overall.

Enhanced security and compliance

In an era where data breaches and cyber threats have become increasingly common, security is a top priority for organizations of all sizes. Pega Cloud provides advanced security features and compliance capabilities that help protect data and ensure that applications meet industry standards.

Pega Cloud's advanced security features include end-to-end encryption, multi-factor authentication, and advanced threat detection. These security features are designed to protect applications and data from unauthorized access, ensuring that sensitive information remains

secure. Additionally, Pega Cloud is compliant with a wide range of industry standards and regulations, including GDPR, HIPAA, and SOC 2. This ensures that applications meet the necessary regulatory requirements, reducing the risk of non-compliance and the associated penalties. Further, Pega Cloud's compliance features are continuously updated to reflect the latest regulations, helping organization stay ahead of changing legal requirements. For organizations that operate across multiple jurisdictions, data sovereignty is a critical consideration. Pega Cloud allows you to choose where the data is stored, ensuring compliance with local data residency requirements -- an important consideration for specific industries where data residency regulations are stringent.

Business continuity and disaster recovery

Ensuring business continuity in the face of unexpected events is critical for maintaining operations and protecting organization's reputation. Pega Cloud offers robust business continuity and disaster recovery capabilities that helps safeguard applications and data.

Pega Cloud provides automated backups of applications and data, ensuring that critical information is regularly saved and can be quickly restored in the event of data loss or corruption. These backups are stored in secure, geographically dispersed data centers, providing an additional layer of protection against localized disruptions. In the event of a major disruption, such as a natural disaster or cyberattack, Pega Cloud's robust disaster recovery capabilities allow you to quickly restore operations. The platform includes built-in failover mechanisms that automatically switch to backup systems, minimizing downtime, and ensuring that applications remain accessible. Pega Cloud's disaster recovery plans are regularly tested and updated to ensure that they remain effective in the face of emerging threats. Pega Cloud supports comprehensive business continuity planning, allowing organization to prepare for and respond to potential disruptions. This includes tools for creating and managing business continuity plans, as well as resources for training employees on how to execute these plans in the event of a crisis.

Greater agility and flexibility

Pega Cloud provides the tools and capabilities organization needs to quickly adapt to new challenges and opportunities.

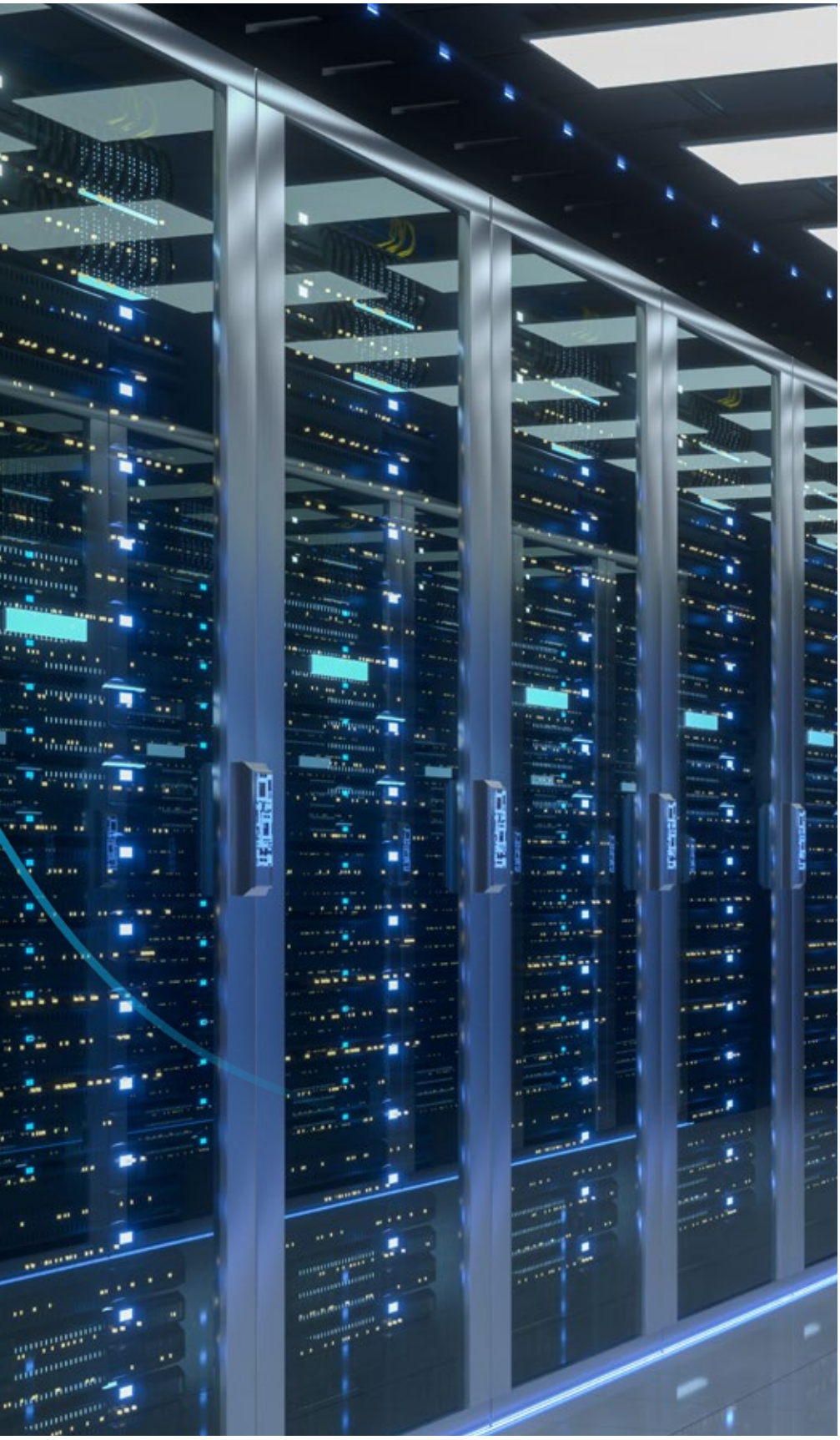
Pega Cloud's ability to swiftly scale resources up or down provides organization with the flexibility to respond to changing business conditions. Whether you need to scale up to handle a sudden increase in demand or scale down during slower periods, Pega Cloud makes it easy to adjust resource allocation in real-time. Further, Pega Cloud offers a range of deployment options, allowing you to choose the approach that best meets organization's needs. This includes the ability to deploy applications in a public cloud, private cloud, or hybrid cloud environment, depending on specific requirements. Pega Cloud's flexible deployment options make it easy to align cloud strategy with overall business goals.

Pega Cloud supports hybrid and multi-cloud strategies particularly beneficial for organizations that use multiple cloud providers or maintain on-premises infrastructure. This allows organization to integrate Pega Cloud with existing systems and other cloud platforms, providing greater flexibility and enabling you to leverage the best features of each environment.

Capgemini supports leading US telecom provider in containerization and cloud migration of CDH Platform

A leading US-based telecommunication industry player was looking to migrate from on-premise VMs to Kubernetes cloud set up

Capgemini supported the telecommunications major upgrade its CDH platform from on-premise VMs to Kubernetes, improving performance by completing a 60% load test with an SLA response time of 1.5 seconds.



Environmental sustainability

Migrating to Pega Cloud supports organization's sustainability goals by reducing energy consumption and optimizing resource usage, contributing to a more environment-friendly operation. By leveraging the energy efficiency and resource optimization offered by Pega Cloud, organization can meet their sustainability goals while also benefiting from the cost savings and operational efficiencies that come with cloud migration. This commitment to environmental sustainability enhances organization's reputation and supports broader corporate social responsibility initiatives.

Cloud data centers are often more energy-efficient than traditional on-premises data centers due to economies of scale and the use of advanced cooling and energy management technologies. By moving to Pega Cloud organization can reduce its carbon footprint. Cloud providers optimize resource usage across thousands of customers, reducing the need for organizations to over-provision resources, which is common in an on-premises environment. This optimization not only saves costs but also minimizes waste, contributing to a more sustainable IT operation.

Productivity benefits in the application development lifecycle

Migrating from an on-premises environment to Pega Cloud significantly enhances productivity across the entire project and application development lifecycle. This shift not only streamlines development processes but also fosters collaboration, accelerates time-to-market, and optimizes resource utilization, leading to more efficient and effective project delivery.

Pega Cloud's integrated development environment (IDE) and support for continuous integration and continuous deployment (CI/CD) enable **faster development cycles**, reducing the time required to bring new applications and features to market. The unified platform of cloud streamlines development process without the need for managing multiple disparate systems. Developers can easily access and share resources, collaborate on code, and deploy updates without the delays associated with on-premises infrastructure. Pega Cloud's CI/CD pipelines further enable developers to integrate code changes frequently and automate the deployment process reducing the time spent on manual testing and task deployment. This enables them to quickly iterate and release updates and ensure that applications remain aligned with business needs and user expectations.

The shift to Pega Cloud facilitates **improved collaboration** across teams -- whether they are in the same office or distributed across the globe – leading to more efficient workflows, faster decision-making, and higher overall productivity. The real-time collaboration enables team to work on the same projects, share insights, and resolve issues faster, reducing the bottlenecks that often occur in traditional development environments. The Unified Development Environment ensures all team members have access to the same tools, resources, and project documentation. Pega Cloud seamless integration with popular collaboration tools like Slack, Jira, and Confluence, further enhance team communication and project management.

Faster **testing and quality assurance** (QA) are critical components of the application development lifecycle. Pega Cloud supports automated testing frameworks, enabling teams to run tests continuously throughout the development process. Automated testing reduces the time required for manual testing, ensures consistency, and catches issues early in the development cycle, preventing costly rework. Further, the creation of parallel testing environments, accelerates the QA process, allowing for faster identification and resolution of issues, and ensuring that applications meet quality standards before deployment. Pega Cloud also includes advanced monitoring and debugging tools that provide real-time insights into application performance and potential issues. These tools help developers quickly identify and address bugs, optimize application performance, and ensure that the final product meets or exceeds user expectations.

Strategic business value beyond the technology

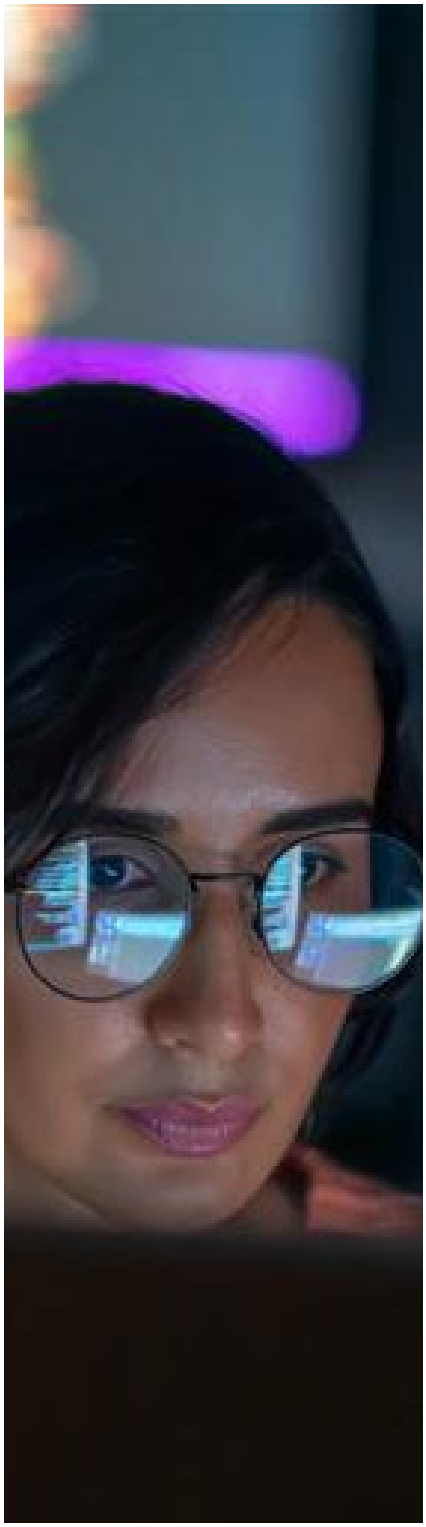
Insights from Pega Cloud migration indicate that embracing cloud technology not only brings immediate tangible business benefits in current operations but also lays the foundation for sustained innovation, growth, and success priming organization to be future-ready.

A Forrester study published in May 2021, ***The Total Economic Impact of Migrating to Pega Cloud,*** demonstrates a 47% ROI, a net present value of $2.2 million over three years, and $6.9 million in benefits due to productivity gains and legacy environment reduction.

Strategic business value for organizations

Pega Cloud's scalable architecture ensure organizations are **poised to handle future growth.** Whether you are expanding into new markets, launching new products, or scaling operations to meet increased demand, Pega Cloud provides the infrastructure needed to support these initiatives without requiring significant upfront investments. In a business environment where change is constant, agility is key to staying ahead.

Pega Cloud's continuous delivery model and support for agile development practices enable organization to respond rapidly to market changes, customer needs, and competitive pressures. By accelerating the development and deployment of new applications and features, Pega Cloud empowers teams to innovate more effectively, bringing **new ideas to**



market faster, and more efficiently than ever before.

Customer expectations are higher than ever, and delivering a **superior user experience** is critical to building and maintaining customer loyalty. Pega Cloud's advanced AI and automation capabilities allow organization to create highly personalized, responsive, and engaging experiences that meet the evolving needs of customers. By leveraging real-time decisioning, intelligent automation, and performance optimization tools, Pega Cloud helps you deliver consistent, high-quality interactions that drive customer satisfaction and differentiate brand in the marketplace.

Pega Cloud's automation and AI capabilities empowers teams to focus on high-value activities that drive business outcomes. This shift not only improves productivity but also fosters a **culture of innovation and continuous improvement** across the organization.

A partnership poised for success

As a trusted partner, Capgemini brings unparalleled expertise in Pega implementations and cloud migrations. Our deep understanding of both the Pega platform and the cloud environment positions us to guide organization through every stage of the migration process, from initial assessment, planning to post-migration support.

Capgemini's **proven track record** of successful Pega implementations and cloud migrations speaks to our ability to deliver results. Our teams of experts bring a wealth of experience and knowledge, ensuring that migration is executed with precision and efficiency.

We understand that every organization is unique, with its own set of challenges, goals, and requirements. That is why we take a **tailored approach** to each migration, developing customized strategies that align with specific needs and business objectives. Capgemini works closely with you to develop a migration plan that delivers maximum value.

Our commitment to success does not end with the migration. We provide **ongoing support** to ensure that Pega Cloud environment continues to deliver optimal performance and that teams are equipped to manage and leverage the platform effectively. From training and documentation to monitoring and optimization, Capgemini leads every step of the way.

Conclusion

Migrating to Pega Cloud is a strategic investment that helps organization bring about business transformation. It offers clear pathway to greater agility, efficiency, and innovation while delivering immediate business benefits and robust technological foundations for the future.

While we recognize the complexities and challenges associated with implementing digital transformation at an enterprise scale, with Capgemini as partner, you can navigate this transition with confidence, knowing that you have the support, expertise, and resources of an expert with a proven track record of leading similar successful initiatives unleashing the full potential of Pega Cloud.

In our Digital Customer Experience practice, we collaborate closely with our clients to forge essential connections throughout the entire organization, crafting experiences that yield quick and lasting benefits for both customers and companies. Capgemini leverages our comprehensive digital expertise in a versatile manner to augment and transform your current operational/delivery frameworks. Our Digital Transformation strategy sets us apart by prioritizing people and businesses, with technology serving as a crucial facilitator. Our holistic approach begins with the "invent" and "shape" phases, which are pivotal in establishing innovative strategies, digital services, and target operating models, as well as adopting a customer-focused mindset through design thinking.

Capgemini's expertise in digital transformation, coupled with its application of Pega technologies, highlights the strengths of the Pega Infinity platform. This includes its capabilities in elevating development productivity, improving integration options, and leveraging generative AI via Pega GenAI™ to optimize the development process. Through the adoption of enterprise AI decisioning and workflow automation platforms like Pega Infinity, Capgemini facilitates swift prototyping and enhances efficiency, striving for an ideal balance between standardization and customization. This expertise reflects Capgemini's deep insight into Pega technologies and its dedication to advancing business agility and innovation through the deployment of advanced solutions and strategic digital initiatives.

Capgemini's learnings and expertise from our Generative AI Center of Excellence (GenAI COE) can help clients transform their processes. Our GenAI COE focuses on harnessing the power of generative AI to create intelligent and adaptive systems that enhance business processes and customer interactions. Our GenAI COE can help you uncover hidden patterns, predict future trends, and make informed strategic decisions that propel your business forward. We are confident that Capgemini stands out as the ideal partner for your journey, offering our leading practices and aligning our capabilities to ensure the success of your program.

Let us discuss how Capgemini's blend of innovation and expertise can drive your digital transformation journey to new heights of success

About author

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Dinesh Karanam leads business and technology transformations for global organizations using his 25 years of expertise in diverse industries to drive strategic innovation and impactful changes. He enhances operational efficiency and spearheads global teams to deliver significant business achievements, including profit growth and digital advancements.

Partner with Capgemini

The time to transform your business is now.

We recognize the complexities and challenges associated with implementing digital transformation programs at an enterprise scale, aimed at fostering positive developments across people, processes,and technology. We acknowledge the importance of having a seasoned partner with a proven track record in leading similar successful initiatives, who is dedicated to your business and ready to support your success throughout every phase of the implementation.

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About Capgemini

Capgemini is a global leader in partnering with companies to transform and manage their business by harnessing the power of technology. The Group is guided every day by its purpose of unleashing human energy through technology for an inclusive and sustainable future. It is a responsible and diverse organization of nearly 350,000 team members in more than 50 countries. With its strong 55-year heritage and deep industry expertise, Capgemini is trusted by its clients to address the entire breadth of their business needs, from strategy and design to operations, fueled by the fast evolving and innovative world of cloud, data, AI, connectivity, software, digital engineering, and platforms. The Group reported in 2022 global revenues of €22 billion.

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