

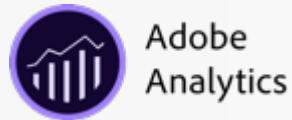


Optimising our client's PEGA systems to crush complexity

- 1 Integrating PEGA with Adobe Analytics to provide deep insights and a roadmap for PEGA UX excellence.
- 2 Migrating legacy .NET system to PEGA & consolidating existing PEGA system in the cloud.



1 Integrating PEGA with Adobe Analytics



Our customer wanted the power of Adobe Analytics to visualize and analyse how clients were using their PEGA system.

The deep insights would feed into the PEGA roadmap to ensure consistently great user experience (UX) for each PEGA client.

What we Achieved Together

- Daily usage and UX reports for 5000+ PEGA users (corporate clients)
- The ability to evolve & improve PEGA iteratively using concrete data and Adobe Analytics insights

1 The Challenge

PEGA does NOT integrate with Adobe Analytics out of the box - a complex integration project was required.

The most complex requirements were management of browser cookies including different categories of cookies and cookie modification, in addition to privacy policies.

2 What we Did

Integration of PEGA and Adobe Analytics has never been done before. Our highly experienced PEGA experts conducted in-depth research to identify a solution to this challenge.

The team built a custom JavaScript solution to manage the PEGA integration, cookie and privacy requirements.

3 The Solution

The comprehensive insights and detailed visualisations now available for the PEGA system enabled our team to understand client PEGA usage in great detail.

We could now explicitly identify UX issues and, importantly, **use concrete data to prioritise PEGA improvements** - considering time saved per process per user.

2 Migrating legacy .NET system to PEGA & Consolidating existing PEGA system in the cloud

What we Achieved Together

- Decommission of legacy .NET system
- Streamlined PEGA system in client cloud
- Lower cost of ownership and improved maintainability

1 The Challenge

The migration away from legacy .NET systems and to cloud was complex and high risk. Key challenges included:

- Data integrity across systems and users
- Migration of attachments & supporting docs
- User permissions & security
- Multiple departments to be migrated simultaneously

2 What we Did

Our team:

- Evaluated the source and target systems
- Understood business requirements
- Proposed a migration approach in line with the business strategy
- Executed a phased migration across multiple departments
- Evaluated application performance post migration and optimized as needed

3 The Solution

The fully cloud-based PEGA system is strategic and offers much improved functionality over the legacy .NET system. Key benefits:

- Two disparate BPM systems have been integrated and both streamlined
- Total cost of ownership is much lower
- Niche .NET skills are no longer required



About Sandhata

Sandhata is a multi award-winning consultancy company that develops innovative and enterprise-wide DevOps-centric service propositions.

We respond to business and technical challenges faced by the biggest and most complex organisations. Our reputation for tackling multi-layered legacy issues, and optimising IT delivery across the enterprise speaks for itself. We aim to transform your digital business!

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