



Power your Business Transformation with Syntel's Pega Platform Offerings

- An organization's ability to gain customer mindshare depends on its ability to deliver a unique customer experience, and business processes are a critical component. Syntel helps enterprises transform their core business processes by combining our BPM capabilities and the power of the Pega platform to cost effectively accelerate your BPM journey.

We deliver Pega solutions that support your business needs on a global scale. We have worked with Fortune 500 organizations for their enterprise Pega programs across various stages – starting the adoption of Pega platform, Design to Deploy enterprise solutions, migrate/upgrade/enhance existing solutions, or extend solution capabilities by leveraging latest features offered by Pega platform.

Syntel's Pega Offerings

Syntel offers a complete range of Pega services, including:

- Business Process Modeling and Analysis
- Domain-specific Framework Implementation
- Application Design and Development
- Architecture Services
- Enterprise Application Integration
- Iterative Development and end-to-end Testing
- Business Rules Externalization
- Production Support, Administration and Maintenance
- Pega Migration / Version Upgrade
- Pega Mobile Application Development and Support
- Pega Accelerator Development and Support

Syntel's Pega Practice

- **Experienced, Pega-certified professionals** skilled at designing, implementing and integrating Pega PRPC based solutions for large-scale transformation programs
- **Proven project governance** for delivering complex Pega solutions using Agile
- **Dedicated Pega Centre of Excellence (CoE)** to help build competencies, create re-usable artifacts, frameworks and accelerators, and develop go-to-market strategies and robust knowledge repositories
- **Enables faster time-to-market** by leveraging solution frameworks, accelerators and knowledge repository developed by Syntel's Pega CoE
- **Application and domain expertise** to ensure deployments are aligned to your business needs and deliver greater ROI
- **Proven and successful delivery models** to cost effectively build and support complex business applications

Syntel's Recommendations for Pega Solutions

Follow these best practices to ensure you make the most of your Pega investment.

Stick to Pega Guardrails

- Use out-of-the-box capabilities and monitor compliance to guardrails weekly
- Share compliance scores during regular project governance
- Ensure developers clear all warnings prior to code check-in
- Project Leads should review all guardrail violations and document justification
- Review alert logs weekly and remediate application components

Leverage Pega Data Capture Objectives (DCO)

- Get business team involved in DCO sessions and control requirement changes
- Use DCO throughout the entire project lifecycle to review work progress for traceability

Control Customization

- Form a project governance team to control customization with IT & Business leaders
- Challenge any customization on the basis of overall TCO
- Track and discuss all customization in scrum meetings

Smaller Is Better, Go Incremental

- Smaller teams are more effective and efficient with Pega than large teams
- Get small features into production quickly to get full benefit
- Build incrementally and develop a cadence

Stay Up to Date

- Upgrade to the latest Pega version and keep applications close to the current version
- Leverage out-of-the-box functionality and avoid customization for smoother upgrade

Syntel In Action: Pega Case Studies

	Challenges	Solution	Benefits
Leading Global Financial Firm	<p>Global New Account (GNA)</p> <ul style="list-style-type: none"> • Mainframe based Acquisition Platform that supports customer acquisition processing • High Maintenance cost & Frequent production roll back • Legacy platforms built over 20+ years 	<ul style="list-style-type: none"> • Implemented Layered Development • Application Refactoring • Service virtualization using CA LISA • DevOps Integration Services, Infrastructure Support, End to End Testing Automation, Administration 	<ul style="list-style-type: none"> • \$1Mn - \$2Mn Annual Reduction in Technology Infrastructure cost • \$3Mn - \$4Mn Annual Reduction in Vendor cost • \$750K Annual reduction in OPEX Cost • Testing cost savings using Virtualization
Leading Healthcare Payer	<p>Provider Contract Management</p> <ul style="list-style-type: none"> • Very high turnaround time for change requests in existing .NET platform-based workflows • Existing system not scaling up • Lack of agility & flexibility due to complex code base 	<ul style="list-style-type: none"> • Implemented end to end Workflows with user interfaces for Provider Termination process • Created decision rules for Dental markets & automated membership transfer process 	<ul style="list-style-type: none"> • Enabled Mass Membership move that transfers membership of contract from one provider to another • Business users can make changes on the fly for delegated rules • Significant reduction in manual intervention in Provider Termination process
Leading e-commerce firm in US	<p>Setting up Pega CoE</p> <ul style="list-style-type: none"> • Huge use of Pega within enterprise, but it lacks in designing & solution architectural standards, re-usable components within enterprise • Need of Pega expertise to provide long term technical solution. 	<ul style="list-style-type: none"> • Formalizing the Design council and implementing gating mechanism for Pega implementation • Conducting regular sessions on Critical Code Reviews, Data & Security modeling • Pega 7 upgrade & provided Pega based solution for "Call Time Saving" 	<ul style="list-style-type: none"> • Single source for re-usable artifacts, deployment template • Client specific Pega training program • Set up CoE which acts as self-sufficient solution center and become overarching arm of all Pega roll out • Solution reduces Average Call Handle Time (90% Improvement)