



PEGA MOBILITY

KEEP EMPLOYEES AND CUSTOMERS CONNECTED, WHEREVER THEY ARE

AT A GLANCE

KEY CHALLENGE

Employees and customers demand to interact with businesses on their terms—whenever they want, wherever they are, on whatever device they are using. While enterprises can reap huge productivity improvements and cost benefits by taking advantage of every communication device, building a new mobile app for each business process can be costly and complex, and treating mobile as an independent or “special” channel only leads to silos and disconnected experiences.

THE SOLUTION

Pega Mobility enables mobile users to stay connected to business applications, anywhere, anytime. With the Pega 7 Mobility Platform, enterprises can mobilize business processes so users can collaborate, participate, take action, and stay informed directly from their mobile devices. The Pega 7 Mobility Platform is a one-stop shop to meet the needs of every mobile enterprise with all the necessary development, deployment, and management features

BUSINESS DOESN'T STOP WHEN YOU LEAVE THE BUILDING OR WHEN YOUR CONNECTION DROPS

Pega Mobility extends crucial business processes from the back office to the front lines. Users can complete tasks directly from their mobile devices, capturing relevant content directly through barcode scan, GPS, or just taking a picture. More effective customer service is enabled when users can remotely view the status of cases and update recent activity secure in the knowledge that data is accurately synched between the server and their device, even when the wireless connection is unavailable.

Field Service teams can receive work requests on their mobile devices and be guided through the appropriate workflow to accept or reject assignments, travel to a work site, process work items, report issues, complete tasks, and even collect customer approval signatures directly on their devices. And it all works seamlessly, even with sporadic or unreliable wireless connections.

- **Ensure mobile apps are built for change** – Eliminate time-consuming coding and the wait for IT resources. The Pega 7 platform brings new solutions to life for adapting to changing business needs with simplicity and speed, providing up to 6.4X faster development times than coding in Java., Pega mobile apps change along with the underlying application with no further coding required -- whether it's the user interface, business process, or backend data integration.
- **Deliver customer-pleasing mobile self-service** – Any Pega-powered business process can be embedded directly into a mobile app—even a pre-existing app developed outside the Pega environment. Customers can initiate, track, and resolve requests from their mobile device instead of calling the customer service center, reducing operating costs while increasing customer satisfaction.
- **Take advantage of the latest device features and platform releases** – Pega Mobility ensures mobile apps work with all iOS and Android devices, regardless of screen size, orientation or pixel density. Device features like camera, GPS, signature capture, touchID, or barcode scanning can be accessed via native device APIs.

PEGA MOBILITY

THE PEGA DIFFERENCE

Rapidly Deliver Apps with Pega Mobile Client

- Deploy almost any Pega application as a standalone mobile app for iOS and Android devices, distribute via public or private app stores, and install by users like any other app on their devices.
- Create mobile apps with a single click, leveraging the same model-driven, drag-and-drop environment used to create all Pega applications. There's no need to re-create business logic or create a separate application for mobile users.
- Incorporate device features like push notifications, camera, geofencing, or barcode scanning via native device APIs for a rich user experience.
- Deploy mobile apps that continue to function even in a disconnected state.

"Mobilize" Your Automated Business Process with Pega Mobile Mashup

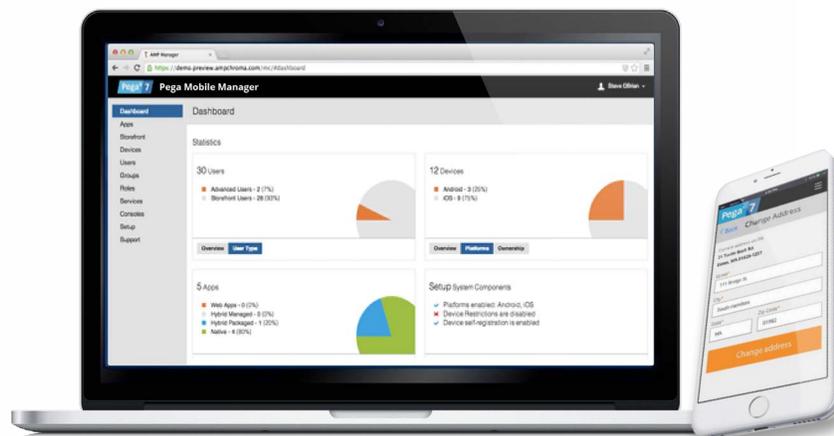
- Embed any Pega process into a pre-existing mobile app running on iOS or Android.
- Bring the power of Pega 7 process automation to mobile users through Pega Mobile Mashup, an ideal self-service solution that allows users to enter and retrieve information without human assistance for such tasks as onboarding, upgrading, or problem resolution.

Build Native Apps From Scratch and Connect With Pega Mobile SDK

- Even when business or technical requirements dictate a natively coded mobile app, Pega 7 industry leading process automation can still be leveraged by connecting with the Pega Mobile Software Development Kit.
- The Pega Mobile SDK includes documentation and code samples for Pega 7 APIs along with Native Libraries for iOS, Android, and Pega 7 REST APIs.

Efficiently Manage It All with Pega Mobile Manager

- A visual reporting dashboard enables centralized management and control of apps, users, and devices.
- Enterprise app store functionality supports deployment and distribution of mobile apps without using public app stores like iTunes or GooglePlay — perfect for private distribution to employees and business partners.



Pega Mobility provides a complete solution for turning your essential business processes into mobile apps. It includes development, deployment, and management features that enable rapid delivery of Pega-powered processes to every mobile device along with centralized control of apps, devices, and users from a browser-based dashboard.