

PROCESS TO APPLICATION (P2A) GOES PEGA

SERVICE ORIENTATION AS BRIDGE BETWEEN BUSINESS & IT



“Businesses that use P2A and Pega to sustainably optimize their systems are setting the foundation for an enterprise infrastructure that will be viable well into the future.”

Christoph Uhe

Head of Department IT Strategy & Architecture / Insurance, msg systems ag

COMPANY

msg systems

msg systems is an international and independent business group with more than 4,000 employees at sites in 23 countries. msg is ranked No. 5 among IT consultants and system integrators in Germany. The company focuses on a wide range of diverse industries, offering its solutions to businesses in sectors such as insurance, automotive, food, life finance and healthcare.

CHALLENGE

Challenges for the architecture

The challenges in today's IT infrastructures stem from the business, which demands a high degree of flexibility and dynamics. Tasks in product development, for example, must be performed much faster than they were ten years ago. Another challenge is process orientation, especially since the standardization of processes is still a major aspect of IT today. Enterprises still have a lot of work ahead of them. They rely on a wide variety of diverse process tools which needs to be harmonized by IT experts to ensure optimal results. And cost pressure is another challenging factor: Stagnating growth, limited budgets and higher demands for cost transparency are important issues in business today. Not to mention the fact that IT is expected to have a clear business focus: IT is supposed to realize business goals, generate competitive advantages and serve as a strategic partner rather than acting solely as a technology provider within the enterprise.

OUTCOME

Process to application approach

Future-proof enterprise architectures often need to harmonize heterogeneous

landscapes where systems are constantly changing. Modifications made in individual systems always have an impact on the entire application landscape: If one business process is changed, this will affect the infrastructure. Thus a holistic view is needed, but this entails having a methodical approach and tool in order to forecast what might happen in the software architecture or the infrastructure.

msg takes the "Process to Application" (P2A) approach when setting up enterprise-wide architectures, and it relies on Pegasystems as the tool for doing this. This results in a comprehensive view of a holistic architecture. P2A is the bridge between business departments and IT based on an E2E process orientation. It involves the systematic mapping of systems and processes: P2A presents the results in a way that makes discussions related to process changes or process standardization much easier. For every transition from one architecture layer to another, the specific steps are clearly defined, for example, indicating whether an interface or enterprise service is required. If new projects are launched, such as new sales systems or provisioning systems, predictions about possible effects are better and more accurate. The objective is to drive new applications from the top down, while constantly integrating existing applications if they are impacted by a new development.

The systematic analysis and mapping of systems and processes is the key to ensure successful system adaptation – P2A provides the approach model. Business Profiler from Pegasystems is a tool that closes the gap between operationalization and strategy.

For more information, please visit:
pega.com/customers

BUSINESS GOALS

- Holistic view of business and IT
- Process to Application established as method for creating enterprise-wide architectures
- Pegasystems supports the operationalization of P2A

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