

PEGA CLOUD

EMPOWERING FASTER PATHS TO SUCCESS FOR PEGA 7 PLATFORM AND APPLICATIONS

AT A GLANCE

KEY CHALLENGE

IT staff struggle with their ability to enable business at the velocity required to realize value quickly. Infrastructure and IT operational support can be a bottleneck toward keeping pace with change when having to rely on internal or on-premises resources.

THE SOLUTION

The Pega 7 platform and its applications support rapid business change. With Pega Cloud, enterprises can deploy Pega 7 and applications, accelerating business objectives while meeting requirements for performance, security and compliance. Paths to business success with Pega Cloud can range from predictive application diagnostics, development and testing platform services or leveraging the advantage of having Pega experts provide fully managed production cloud environments.

ENABLING 'END-TO-END' CLOUD SERVICES

Pega 7 excels at delivering end-to-end customer experiences by integrating, automating and improving complex front-and-back office operations. Pega Cloud accelerates time to value for the Pega 7 platform and applications.

Pega Cloud services and offerings are designed to support customers with a variety of enhanced business IT operations that meet requirements for performance, security and compliance. Pega's approach enables organizations to engage in services that are just right for their current business and technology objectives and long-term goals. From initial pilot, testing and development to managing production environments, Pega Cloud provides 'end-to-end' cloud services for Pega 7 platform and applications.

- **Simplify application delivery with fully managed production services**

The Pega 7 platform and applications with private cloud services from Pega Cloud provide ease of deployment to your organization. Designed and supported by Pega experts and powered by Amazon Web Services, Pega Cloud lets you leverage Pega's experience supporting organizations with demanding needs and complex operations without compromising performance.

- **Achieve faster development and testing**

Benefit from the speed in which Pega applications can go through development and testing on Pega Cloud. These services are a great way to start a project quickly and continue to evolve your Pega 7 implementation. Gain the flexibility to update to a fully managed production Pega Cloud environment or feel free to move your application on premise into your data center.

- **Enhance application monitoring with Pega Predictive Diagnostic Cloud**

Predict likely points of failure and recommended remediation actions in Pega applications. Pega Predictive Diagnostic Cloud provides a holistic view of application health and complements traditional APM tools. This software as a service (SaaS) offering can securely reach and support Pega applications regardless of where they are deployed—on premises or in the cloud.

PEGA CUSTOMER SERVICE

THE PEGA DIFFERENCE

Enterprise-Grade Cloud Services

- Pega Cloud's global reach provides support for geo-specific locations including United States, European Union and Asia-Pacific regions.
- Managed production offering combines licenses and services, removing the need for organizational cap-ex planning and approval.
- Service-level agreements (SLAs) provide assurance for IT operational support for the Pega 7 platform and business applications.
- Exceptional flexibility supports short and long-term enterprise goals. Unlike other cloud application services, Pega Cloud does not lock organizations into any specific deployment or operational model. Customers can expand with additional business applications or services on Pega Cloud or take operations in-house over time.
- VPN connectivity between Pega Cloud and on-premises environments enables enterprise connectivity, data exchange and secure computing.

Industry-Leading Infrastructure and Support

- Pega is an Amazon Web Services (AWS) Advanced Technology Partner and SaaS Technology partner. Pega utilizes AWS for infrastructure and computing services as a foundation for our enterprise-grade cloud services.
- Support for integrating complex front-end and back-end business operations with a virtual private cloud. Each is designed to isolate and protect customers, and their data, providing security and controls for compliance.
- Pega Cloud is specifically designed for the Pega 7 platform and business applications, leveraging Pega's knowledge and extensive experience to ensure optimal performance.
- Unified support through a 24x7 service desk handles both cloud service and application issues for subscribers of Pega Cloud production services.

Operational Excellence

- High performance, reliability and availability with set SLAs aligned with service offerings.
- Dedicated Pega Cloud team with 24x7 SOC2 certified Operations Center provides continuous monitoring and operational support.
- Secure computing, continuous security monitoring and workload security controls facilitate compliance requirements and data protection.
- Pega Customer Success Center, a self-service portal for managing requests and tickets for Pega Cloud services, makes it easy to engage through the mobile application to view the dashboard, status, requests and tickets anywhere.