SIEMENS + PEGA

Low-Code Innovation: Build Enterprise Apps Fast

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Pegasystems

PW 18

PEGA

Limitless possibilities. Real results.

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Agenda

- What is low-code?
- Express @ Siemens
- What's next?

That sounds a lot like Pega!

Low-code *[loh-kohd]*

"Products and/or cloud services for application development that employ **visual, declarative techniques instead of programming…**"

"…we use the term low-code because many enterprise applications built with these platforms will **require some coding to complete**…"

The Forrester Wave™: Low-Code Development Platforms For AD&D Pros, Q4 2017

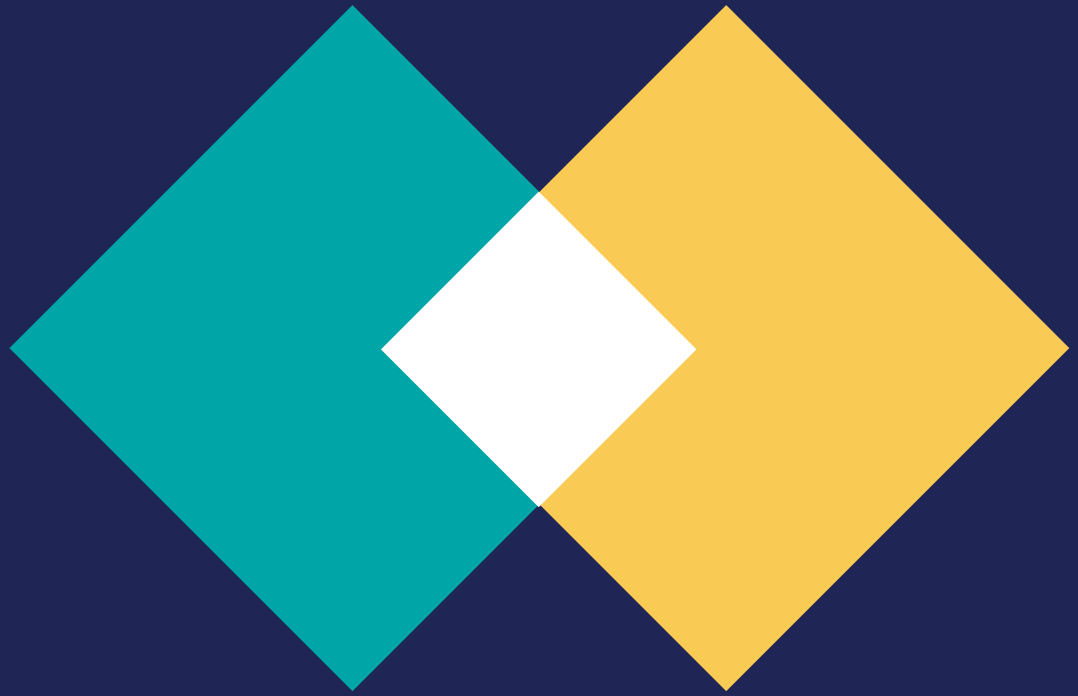
No-code is better than low-code

Drivers

Innovation

Barriers

Pega Infinity™



Innovation

The Who's Who in Low-code Development

- Citizen Developer
- Professional Developer
- Enterprise IT

The Problems With Traditional Approaches

Citizen Developer

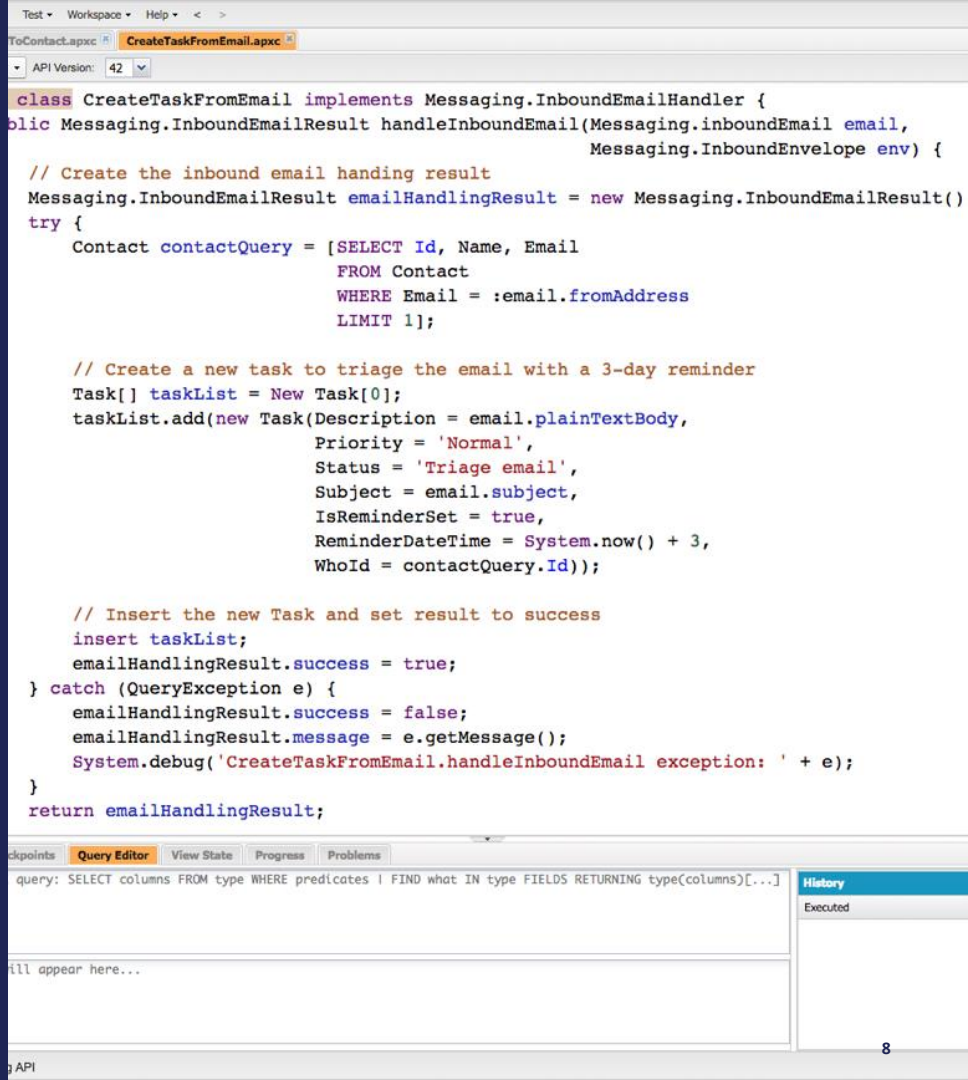
- Barriers to entry
- Relegated to writing stories & requirements

Professional Develop

- Slower to develop
- Requirements lost in translation

Enterprise IT

- Fights with shadow IT
- Worries about resulting security threats



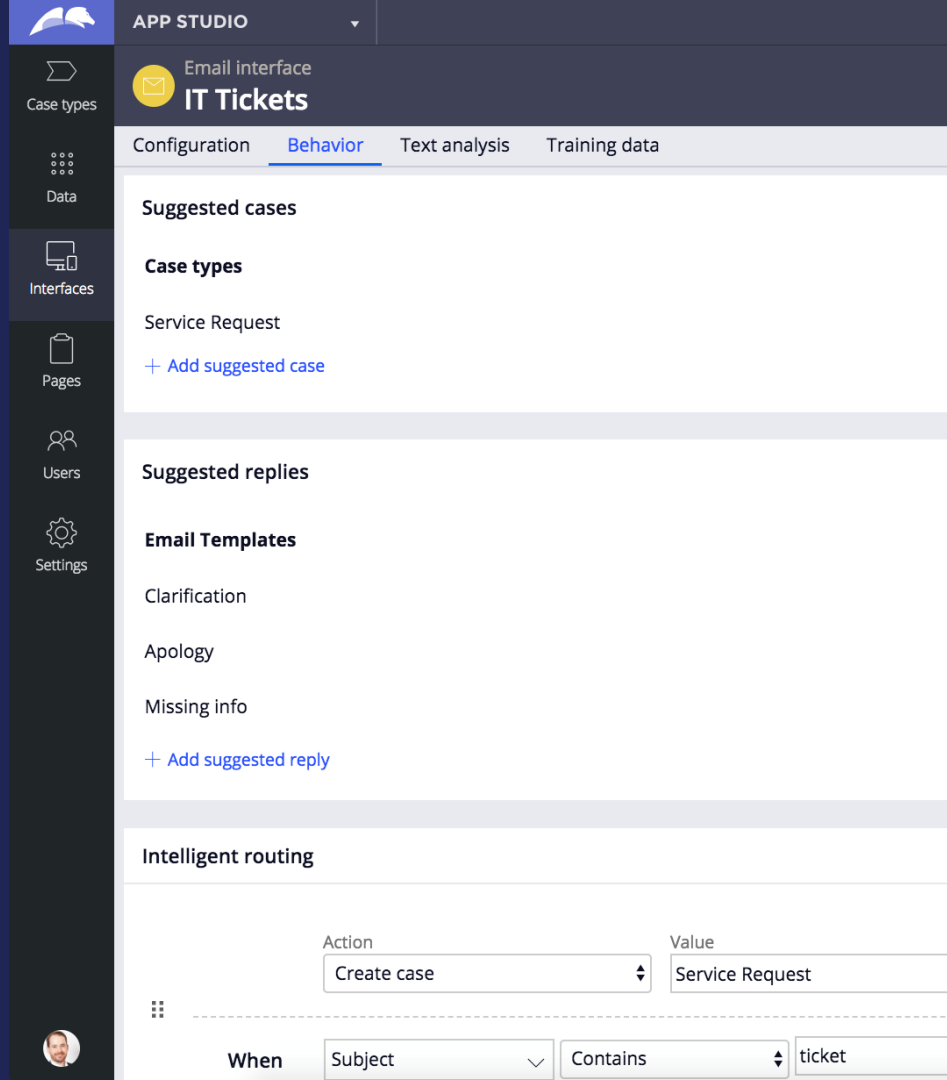
The impact of no-code in digital transformation

Citizen Developer
- Contributes to build and design
- Seamless communication with IT

Professional Developer
- Collaborates in lock-step with business
- Achieves greater productivity & efficiencies

Enterprise IT
- Supports a platform for innovation
- Avoids risks to business

PEGA



Email interface
IT Tickets

Test | Actions | Save

Configuration | Behavior | Text analysis | Training data

Suggested cases

Case types

Service Request

+ Add suggested case

Suggested replies

Email Templates

Clarification

Apology

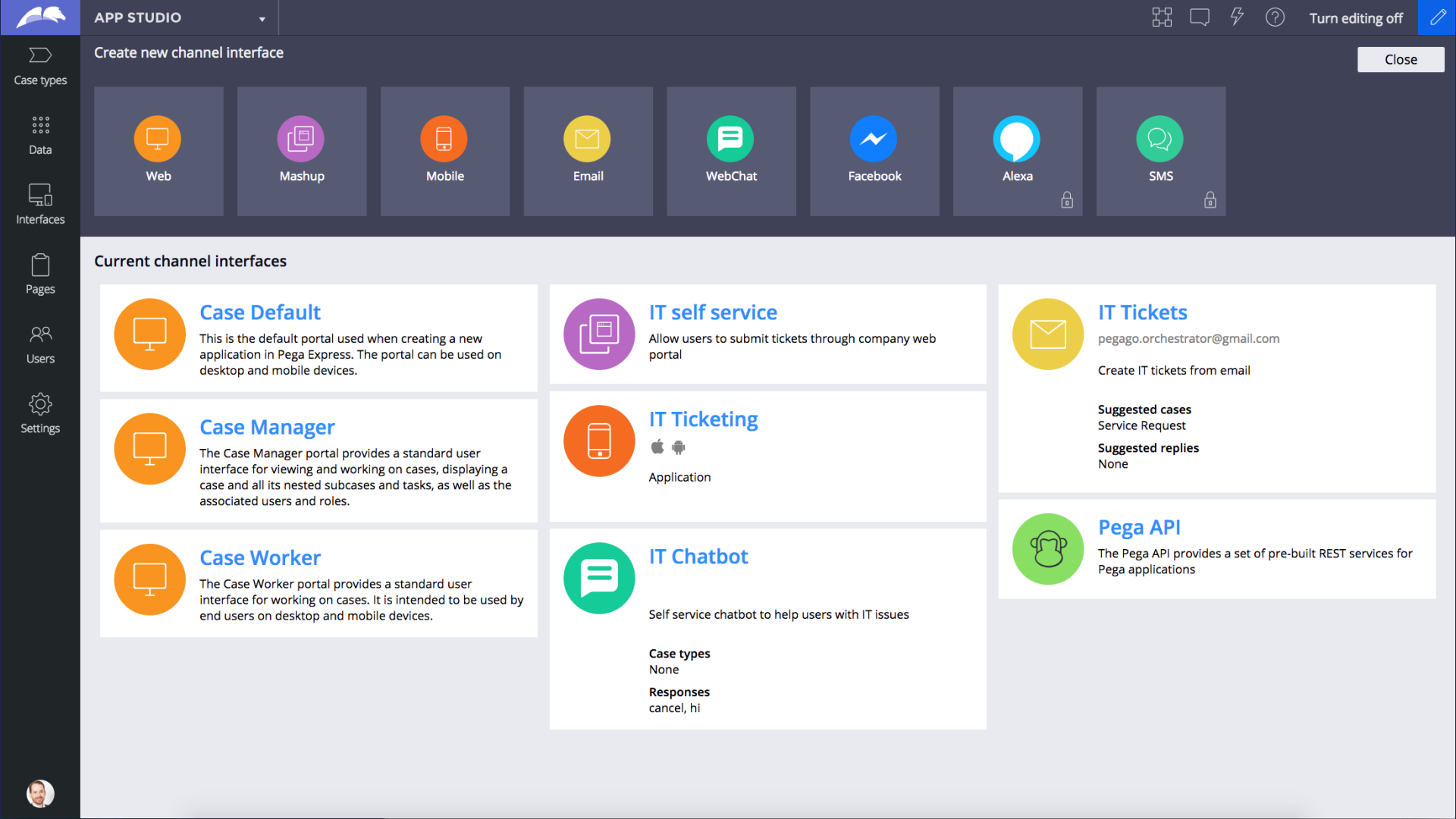
Missing info

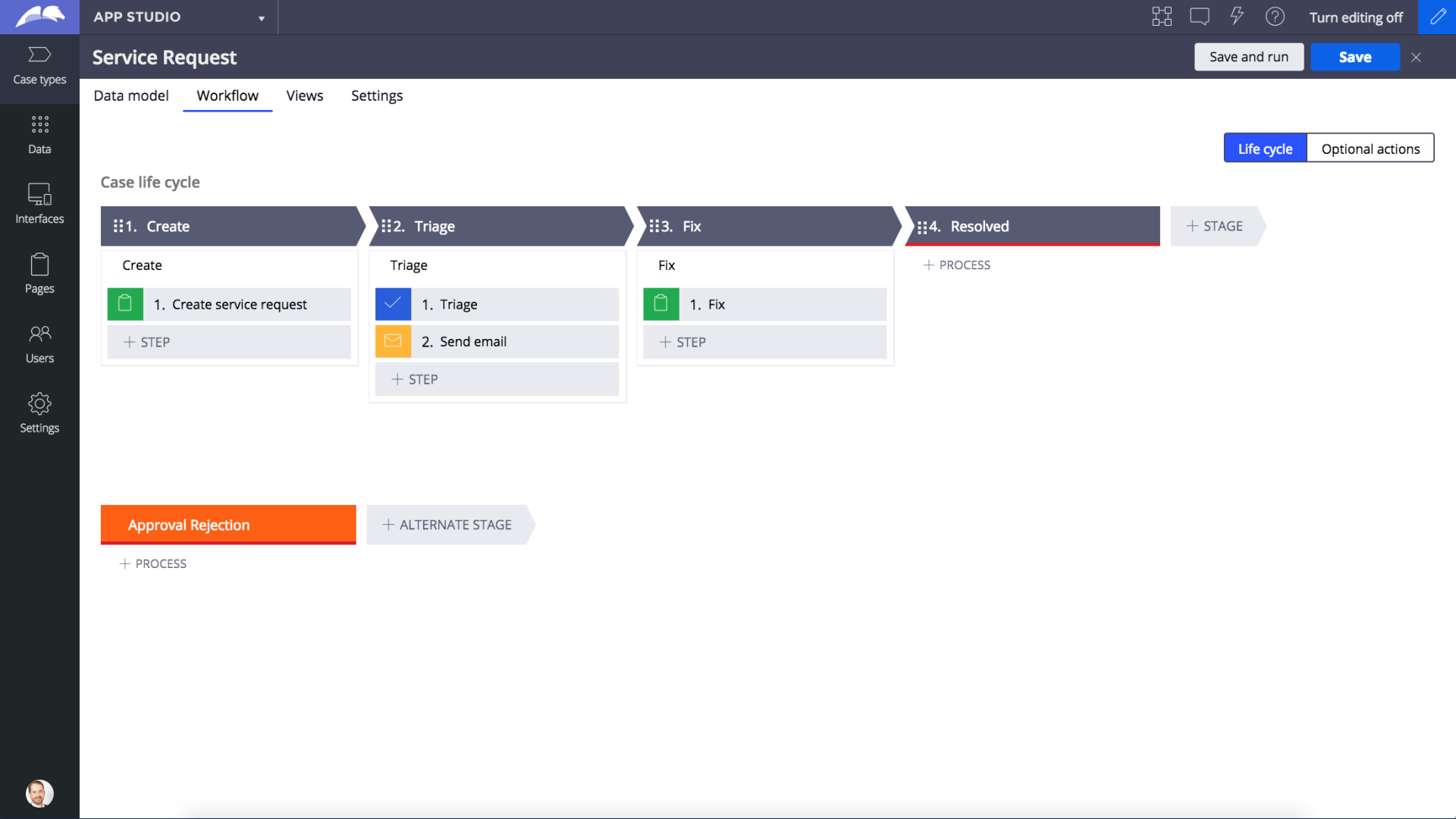
+ Add suggested reply

Intelligent routing

Action	Value
Create case	Service Request

When | Subject | Contains | ticket


APP STUDIO
Turn editing off
Case types
Data
Interfaces
Pages
Users
Settings
Create new channel interface
Close
Web
Mashup
Mobile
Email
WebChat
Facebook
Alexa
SMS
Current channel interfaces
Case Default
This is the default portal used when creating a new application in Pega Express. The portal can be used on desktop and mobile devices.
Case Manager
The Case Manager portal provides a standard user interface for viewing and working on cases, displaying a case and all its nested subcases and tasks, as well as the associated users and roles.
Case Worker
The Case Worker portal provides a standard user interface for working on cases. It is intended to be used by end users on desktop and mobile devices.
IT self service
Allow users to submit tickets through company web portal
IT Ticketing
Application
IT Chatbot
Self service chatbot to help users with IT issues
Case types
None
Responses
cancel, hi
IT Tickets
pegago.orchestrator@gmail.com
Create IT tickets from email
Suggested cases
Service Request
Suggested replies
None
Pega API
The Pega API provides a set of pre-built REST services for Pega applications


APP STUDIO
Turn editing off
Service Request
Save and run
Save
Case types
Data
Interfaces
Pages
Users
Settings
Data model
Workflow
Views
Settings
Life cycle
Optional actions
Case life cycle
1. Create
2. Triage
3. Fix
4. Resolved
STAGE
Create
1. Create service request
STEP
Triage
1. Triage
2. Send email
STEP
Fix
1. Fix
STEP
PROCESS
Approval Rejection
ALTERNATE STAGE
PROCESS

Pega Express powered by CoE

Kevin Irmscher | Siemens AG, Global Services IT
Enterprise Content Management Services (ECM)
Head of Pega CoE Service Management

Unrestricted © Siemens AG 2018

Milestones

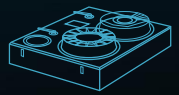
170-year history

Werner von Siemens

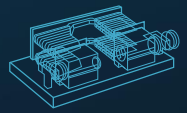
1816 – 1892
Company founder, visionary and inventor

Siemens innovations over the past 170 years

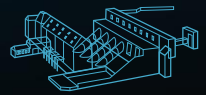
1847
Pointer telegraph lays the foundation of Siemens as a global company



1866
The dynamo makes electricity part of everyday life



1925
Siemens electrifies the Irish Free State with a hydroelectric power plant



1959
SIMATIC makes Siemens a leader in automation technology

1975
Breakthrough of high-voltage direct current (HVDC) transmission

1983
First magnetic resonance imaging scanner goes into operation

2010
TIA Portal takes automation a stage further

2012
Test operation of the world's largest rotor for offshore wind turbines

2016
MindSphere introduced as the digitalization platform for all industries

GLOBAL TRENDS

- DIGITALIZATION
- DEMOGRAPHIC CHANGE
- GLOBALIZATION
- URBANIZATION
- CLIMATE CHANGE

2020

DIGITALIZATION

~ + 8%

Market growth

AUTOMATION

+ 3 – 4%

Market growth

2017

ELECTRIFICATION

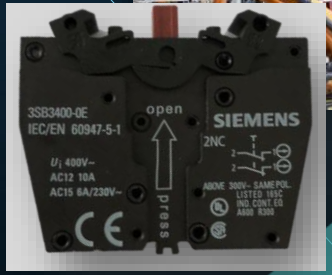
+ 1 – 2%

Market growth

Vision 2020 is our strategy

Power Generation > Power transmission, Power distribution and smart grids > Efficient use of energy | Efficient healthcare delivery

Siemens Product Range



Simple workflow

Pega Infinity™

Global DCM application

SWE/ SWP | NWE/ SPP | AAE/ E1P | System Layer

MDM Framework

Siemens Enterprise Layer

Pega Platform

Pega Solution Scope

CoE delivers

Business needs

- To try things out
- Be involved = Co-Designing and Co-Production
- From MVP to MLP
  → Minimum ***Lovable*** Product to start a journey
- Increase flexibility because of changing business needs
- Reduce time and effort

CoE as driver for Pega Express

Lean Change Management **Rating Order Tool** **Change Action Tracking**

Case Study – Global Value Sourcing CAT

Konrad Jelen, Technical Solutions Director, Pegasystems

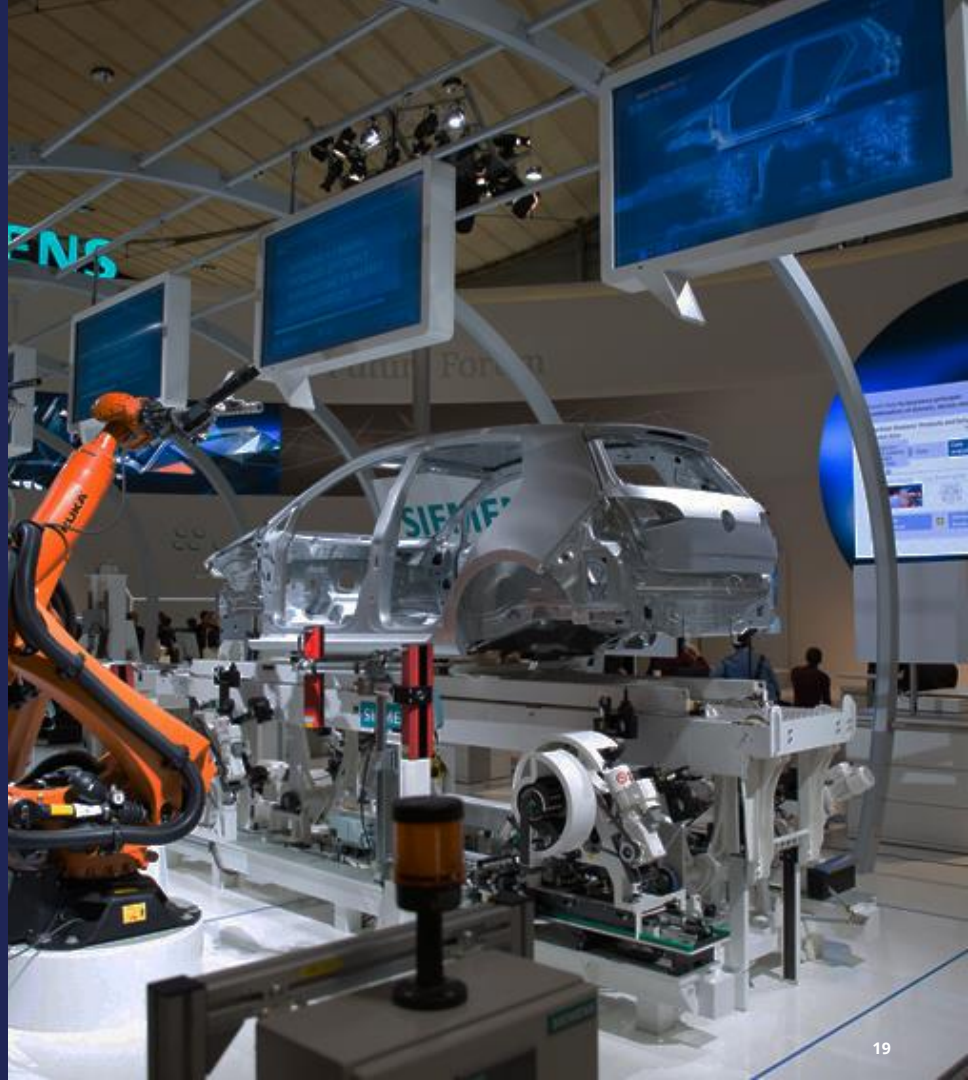
Case Study:
Global Value Sourcing CAT

Business problem

- Strategy for Siemens manufacturing was a manual process
- Involved 50+ people spread across 10+ teams
- Included 500+ data points and large number of manual steps to process

Solution

- Built in less than 30 days & LIVE in 6 weeks
- 8 case types with 26 case steps
- Continuous delivery & co-production
- Advanced stories delivered in parallel



Purpose and Promises

- Business sees limits of Pega Express as benefits
- Delivery is simpler, faster and easier. Within 30 days!
- More focus on business solution
- Business feels empowered to drive, own, & co-produce

Making It Happen – Delivery Team

Observations

- Business wants to become self-sufficient for such delivery
- Unskillful execution can compromise Pega Express adoption
- Co-production is critical to achieve delivery scalability

Ideal delivery team

Making It Happen – Project Gallery

Common challenge

- Where to get examples from?
- Who did that project?
- What is good and what is bad?

Project gallery concept

- Easy to set up source of **inspiration** and knowledge
- Great for sharing **best practices** and examples
- Real projects with real people and **real success**

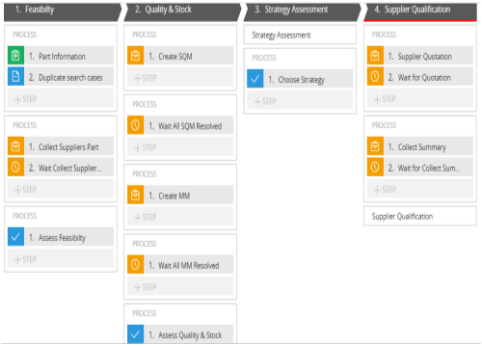
GIS CAT

Change price workflow application for the procurement department and automates the work that used to be manually completed.

Pega Express use
Level of use
Complexity
Quality
Business satisfaction

Owner: John Halpert
Link: https://pe.ga/2HM35PC
Live since: 1 months 5 days
Work volume: 600 cases/mo.

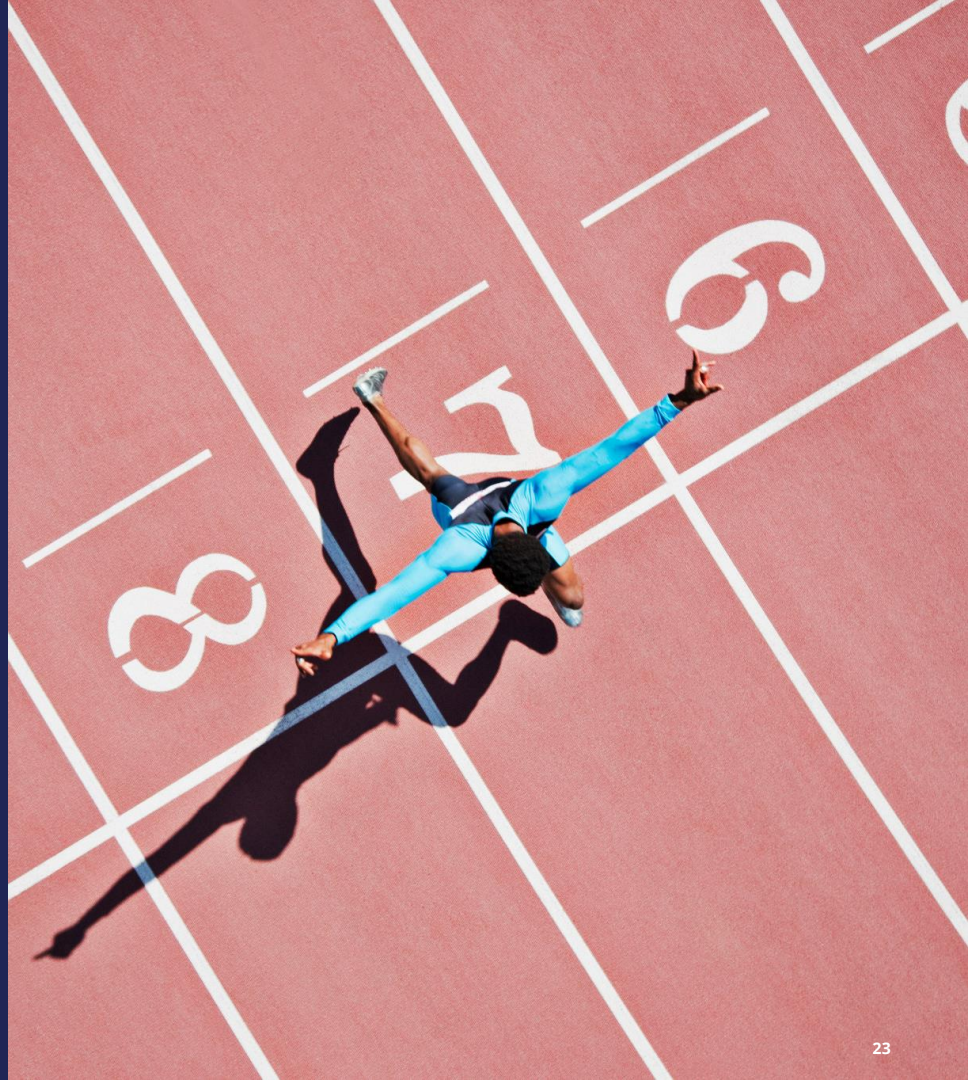
Click here fore more details



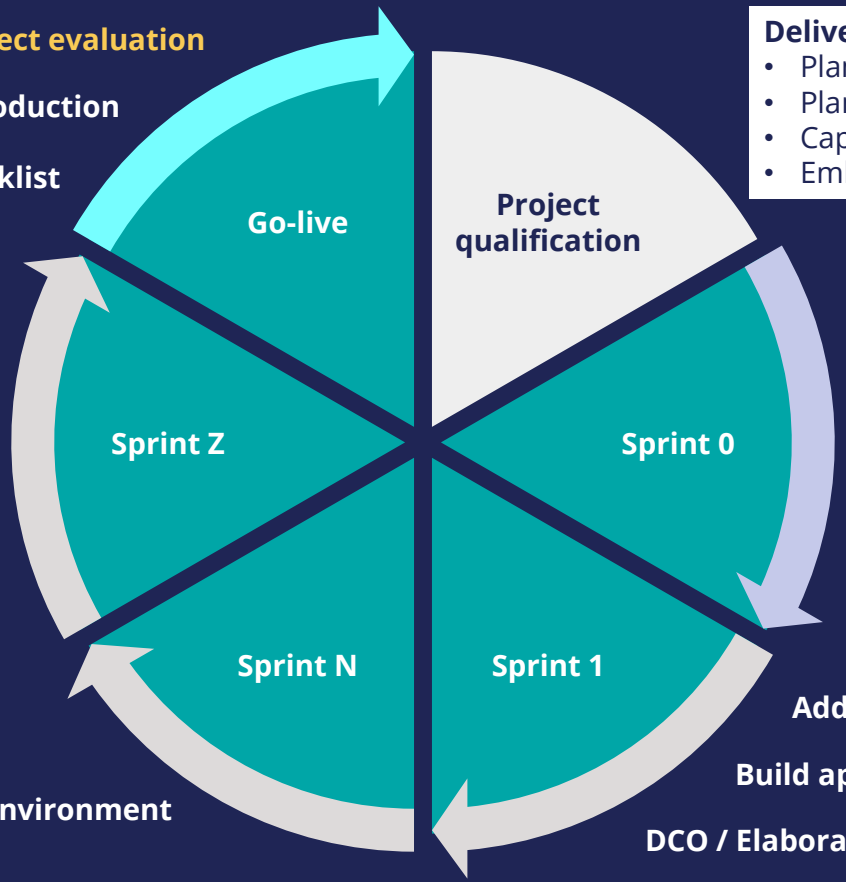
* The sample presented merely demonstrates the principle behind the gallery

5 Steps to Success

1. Maintain backlog and run sprints, not phases
2. Test early, even if only one stage of a case
3. Record all refinement stories in backlog
4. Collaborate and refine services when needed
5. Go live early and continue improvement after



Pega Express Continuous Delivery Model



Delivery tips

- Plan short sprints (1-2 weeks)
- Plan to go-live fast (< 30 days)
- Capture refinements as you go
- Embed testing in every sprint

Project evaluation

Deploy application to production

Finalize deployment checklist

Project onboarding

Book refinement services

Build backlog of stories

Add refinements to backlog

Build application vs. sprint backlog

DCO / Elaborate next sprint stories

Implement refinement stories

Test sprint on separate environment

Deploy to QA/staging

Customer test signoff

Asset deployment checklist

Key Takeaways

CHALLENGES

Functional and UX restrictions

Continuous engagement instead of separate phases

Citizen developer vs. system architect

Parallel co-design and co-production

OUTLOOK

Make it fun – focus on customer satisfaction

Refine Pega Express delivery approach

Promote Pega Express and enable maker role within business

Pega 7.4 as basis for Siemens PE application framework

Demo

Q&A

Ways to Learn More

- Stop by our no-code booth today
- Try for yourself at the Pega Playground
- Sign up for a free trial
  Pega.com/platform

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