

Pega Center of Excellence Accelerator

Drive adoption, success, and return on investment

A Pega Marketing Datasheet

The Pega Center of Excellence (COE) Accelerator leverages Pega's body of knowledge and expertise with people, processes, and enterprise policies and standards to expedite and maximize the return on your Pega investment. We offer accelerator services tailored to where you are in your Pega COE journey. Our staged packages rapidly set up the strategy and management, core execution capabilities, and operational components tailored to your business.

A team of expert COE consultants work closely with you to establish your initial COE, leveraging Pega's body of knowledge, and customizing the relevant tools and processes to your practice. We can also provide the ongoing staffing and execution support you require.

- Stage 1 – COE Foundation**

Guides you through the process of defining the COE vision and establishing a custom roadmap and charter. It includes an assessment of the current state, taking inventory of existing processes and supporting artifacts. From the assessment, our experts create a gap analysis document and work with your team to create a plan that bridges the status quo and COE vision.

- Stage 2 – COE Development (builds on Stage 1)**

Defines and customizes the structure, tools, and practices around the COE vision and establishes the COE's management, core delivery/execution capabilities, and operational support model. This package, with the COE Foundation, delivers the tools and guidance to set up and execute on the COE roadmap internally, leveraging Pega Consulting™ expertise.

- Stage 3 – COE Operations**

Mobilizes Pega's team of experts to operationalize the COE through "shoulder-to-shoulder" support, enablement, and coaching. The objective is to make the COE self-sufficient through co-delivering COE operations.

Challenge

Early in the Pega journey, forward thinking organizations try to create a center of excellence team to provide leadership, best practices, support, and training that lowers risk and maximizes their investment. But it can be challenging for organizations that don't have the time, experience, and best practices needed to create a COE on their own.

Solution

Pega Consulting's COE Accelerator experts work closely with each client to create a COE vision and strategy. They develop foundational processes, provide governance, and create a customer-specific operating model. The COE Accelerator collapses COE development time from three to six months down to four to six weeks.

Stage 1 – COE Foundation package

Typically requires three resources for three weeks, totaling 360 man-hours. Key deliverables include:

- Well-defined COE objectives, charter, and dashboard
- COE organizational structure with capacity plans, roles, and responsibilities
- COE roadmap for the near, medium, and long term
- COE related inventory of processes and supporting artifacts
- Gap analysis document
- Go-forward plan created with the client

Stage 2 – COE Development package

Typically requires three resources for two to four weeks, totaling 200-400 man-hours. Key deliverables (based on objectives and roadmap defined in Stage 1) could include:

- Business process architecture overview
- Enterprise policies and standards providing tools, processes, and best practices for:
 - Testing strategies and load tests, tuning performance
 - Designing and building reusable assets
 - High-level data management recommendations
 - Pega reference architecture, work management routing, and organization hierarchy
 - Pega deployment strategies for large enterprises
 - Enterprise class structure deep-dive to support all Pega applications including design and elements for reuse
 - Pega security architecture and single sign-on
- Demand management and project intake
- Enablement plan
- Delivery Excellence Workshop to co-create an optimized methodology
- Project Governance Alignment Workshop to review customer governance models and introduce Pega best practices
- Technical architecture approach and recommendations

Stage 3 – COE Operations package

Includes field resources for “shoulder-to-shoulder” support to mentor your staff while they learn by doing. Alternatively, the package can offer pre-paid hours from the Pega Adoption practice. Typical delivery is eight weeks with one to three resources, totaling 320 to 960 man-hours, depending upon the complexity. Key deliverables include:

- First quarter roadmap implementation
- Beginning implementation of demand management, project intake processes, and enablement plan
- Operationalized enterprise policies and standards
- Client enablement on design and implementation, DCO, executing the defined methodology, and governance

Getting Started

Please contact your Pega Consulting practice leader to discuss your needs and circumstances for a COE Accelerator package. Your practice leader will work with you to schedule the engagement.

