

The EY-Pega Alliance

Innovating for the future



Why the EY-Pega Alliance

Traditional ways of managing business processes and experiences are being disrupted by emerging technologies – like artificial intelligence (AI), machine learning and cloud computing – that promise speed, simplification and significant cost optimization. But these outcomes are rarely achieved simply by deploying digital tools.

EY and Pega teams help companies navigate disruption with an outcome-first approach to business transformation. Combining EY's proven thought leadership capabilities with Pega's focus on simplifying business complexity to make smarter decisions, we help organizations achieve unprecedented business outcomes. By aligning with EY and Pega teams, clients can speed time to value, realize a competitive advantage and innovate for the future with confidence.

What we do together

EY and Pega teams offer complementary capabilities that drive value for clients. The two organizations have forged a strategic relationship through successful collaboration on multiple engagements.

The collaboration EY and Pega shares is considered elite and the EY-Pega Alliance is one of Pega's top 3 strategic alliances. Both firms are also significantly investing in one another, and EY has been recognized by Pega for industry excellence in multiple sectors.

Pega leverages EY domain knowledge and industry insights to deliver business outcomes. EY teams are considered high-quality implementors of Pega. Due to our well-respected delivery capabilities, customers have approached EY to evaluate and, if necessary, adjust the work of other systems integrators.

Providing exceptional client service

EY and Pega teams are helping clients solve their toughest challenges by leading with:

- ▶ Outcomes-focused mindset
- ▶ Enterprise-level perspective
- ▶ "Once a client, always a client" philosophy
- ▶ Industry excellence in thought leadership
- ▶ Transformational, scalable solutioning
- ▶ Diverse, cross-functional and high-performing teams
- ▶ "Real-world" adoption of new technologies

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Key solutions

- ▶ **Life 500 Proactive Customer Service:** A solution for the insurance industry to enable service professionals and agents to take proactive, personalized service actions to convert beneficiaries into clients.
- ▶ **EY Customer Experience Accelerator for TMT:** A flexible and modular customer service accelerator designed to enable TMT clients to effectively leverage data across channels and provide customers with an efficient and cohesive experience. The solution combines a rules engine, artificial intelligence, and a centralized data source to make servicing recommendations in real time.
- ▶ **Care Coordination:** The Care Coordination platform helps manage patient information across the care continuum via a centralized, yet interoperable IT platform that facilitates real-time communication between specific care teams responsible for managing and reporting patient outcomes against various value-based care objectives



Business issues addressed

- ▶ Cross-organizational event process orchestration and tracking
- ▶ High-volume manual transactions that are prone to error processing
- ▶ Regulatory tracking and reporting pressure
- ▶ Abstraction and integration of multiple systems

Find out more



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EY | Building a better working world

EY exists to build a better working world, helping to create long-term value for clients, people and society and build trust in the capital markets.

Enabled by data and technology, diverse EY teams in over 150 countries provide trust through assurance and help clients grow, transform and operate.

Working across assurance, consulting, law, strategy, tax and transactions, EY teams ask better questions to find new answers for the complex issues facing our world today.

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