Why Pega Cloud?

- Zero-downtime patching and near-zero downtime updates don’t impact your day-to-day.
- Get new applications running in days, not weeks or months.
- Seamlessly deploy applications using a continuous deployment pipeline powered by Pega Deployment Manager.
- Speed to value with flexible software as a service (SaaS) implementation.
- Pega Agile Studio: agile project management service
- Pega Predictive Diagnostic Cloud (PDC): performance monitoring and management service.
- 99.95% Availability SLA.
- Multiple availability zones.

Product overview

Pega Cloud brings together customer engagement and digital process automation in a software platform that enables you to simplify all customer interactions with a microjourney approach. Unify your frontend and backend systems together to deliver a connected engagement with your customer across digital and traditional channels. Pega helps by breaking down siloed systems to streamline your back office. That way frontline employees can focus on your customers, not the process.

Product features

Build quickly
Achieve incredible value fast.
- Reduce manual processing
- Power collaboration between business users, developers, and IT
- Get to outcomes faster

Automate intelligently
Bridge gaps and transform processes.
- Automatically process thousands of incoming emails with natural language processing.
- Improve average handle time and first call resolution.
- Integrate legacy systems, even if APIs don’t exist.

Scale with confidence
Stay in control of your future.
- Deliver a consistent experience across all channels.
- Orchestrate work across applications.
- Pull important data from existing systems without adding complexity.
How it works

A single unified platform brings together everything you need to engage customers and streamline backend processes. Leverage real-time, omnichannel AI to continuously learn and improve customer interactions. Intelligent automation eliminates complexity and orchestrates data and processes between systems to get work done. Pega’s situational layer cake allows application components to be reused, with the ability to customize an application sub-set based on regional or divisional difference. Pega provides the flexibility to deploy aligned to your IT strategy.

Differentiators

Intelligent automation

- Solve urgent problems with bots. Then use intelligent automation to bring people, processes, and systems together for long-term wins.
- Bridge gaps with low-code app development and a multi-dimensional, future-proof architecture designed for enterprises like yours.

Customer engagement

- Detect churn signals early, then make compelling, personalized offers that build long-term loyalty.

Customer service

- Drive down wait times and resolve issues faster with intelligent virtual assistants, contextual self-service, unified messaging, and more.
- AI-powered insights deliver proactive, personalized, and frictionless service, everywhere.
What our customers are saying

“Thankfully, we made the right decision, and we chose Pega for both brands...So a single, real-time decisioning brain powering the decisions across the two brands and multiple channels.”

- Leana Kielkowicz, Head of Decisioning, BT

“Why must we change? We have to, the industry is changing, our competitors are changing, our consumers want more.”

- Mylene Mayers, Divisional Information Officer, Toyota Motor

“We’ve shifted from campaigns that were very focused on selling a product during a specific window of time, to focusing on customer lifetime value. To do that, we needed to engage our customers one-to-one...That’s what Pega provides.”

- Coen Wiers, Senior Project Manager, Rabobank

Additional Resources

- Pega Email Bot
- Process Fabric
- Build for Change: Pega Live Data

Solution available in AWS Marketplace