

The Forge®

Federal Technology Roundtable Series – Pega

Mastering Agile Delivery for Government Success

In the third installment of the Federal Technology Roundtable Series, Accenture Federal Services (AFS) brought together leaders from 6 federal agencies to discuss their experiences with Pega, implementing Agile in their work and experiences with setting up a COE.

Key Topics Covered

AFS + Pega

AFS and Pega have partnered to deliver complex case management at scale. Beyond leveraging Pega's low code and prebuilt offerings along with AFS' assets, the two have been able to significantly reduce time to value by leveraging Agile delivery methodologies to ensure efficient and effectively delivery. AFS is Pega's #1 Global Partner, a 10x Pega Partner of the Year, and was named a Leader in Everest Group Pega Services Peak Matrix® Assessment 2024.

Complementary Technologies & Assets

AFS has the breadth and depth of expertise to incorporate complementary assets and technologies into a custom Pega solution to drive the mission forward, including:

Accenture Help Line

Built on Pega's powerful Constellation framework and empowers customers' end users with the ability to provide systematic feedback in real time.

FedGPT

Fully containerized and vendor agnostic generative AI accelerator for rapid, safe, and secure experimentation with LLMs built to expedite ATO and Gen AI adoption, enabling federal agencies to build solutions with best-of-breed proprietary and open-source foundation models.

Pega Build Data Extractor

Reusable framework to improve accessibility and availability for downstream data consumers that easily exports all Pega data objects through a standardized JSON export to cloud object storage service. This provides a consistent and scalable way to transfer complex data while maintaining its integrity.

WalkMe

Overlay onto existing applications to guide end users and provide insightful data to decision makers. It complements other technologies by making them "stickier" to optimize change management efforts, reduce training and support needs, and help optimize process efficiencies and cross-platform automations.

Celonis

Process mining to analyze, visualize, and improve key processes that reveals weaknesses and makes processes more transparent, faster, and more cost-effective. Using system data, workflows, and associated timestamps, process mining supports the identification of manual activities to understand their potential process impacts which can be used to inform future BPR and transformative efforts.

What's Next?

If you would like to add a federal government colleague to this community or request a follow-up meeting on the topics covered in our roundtable, please reach out to:



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