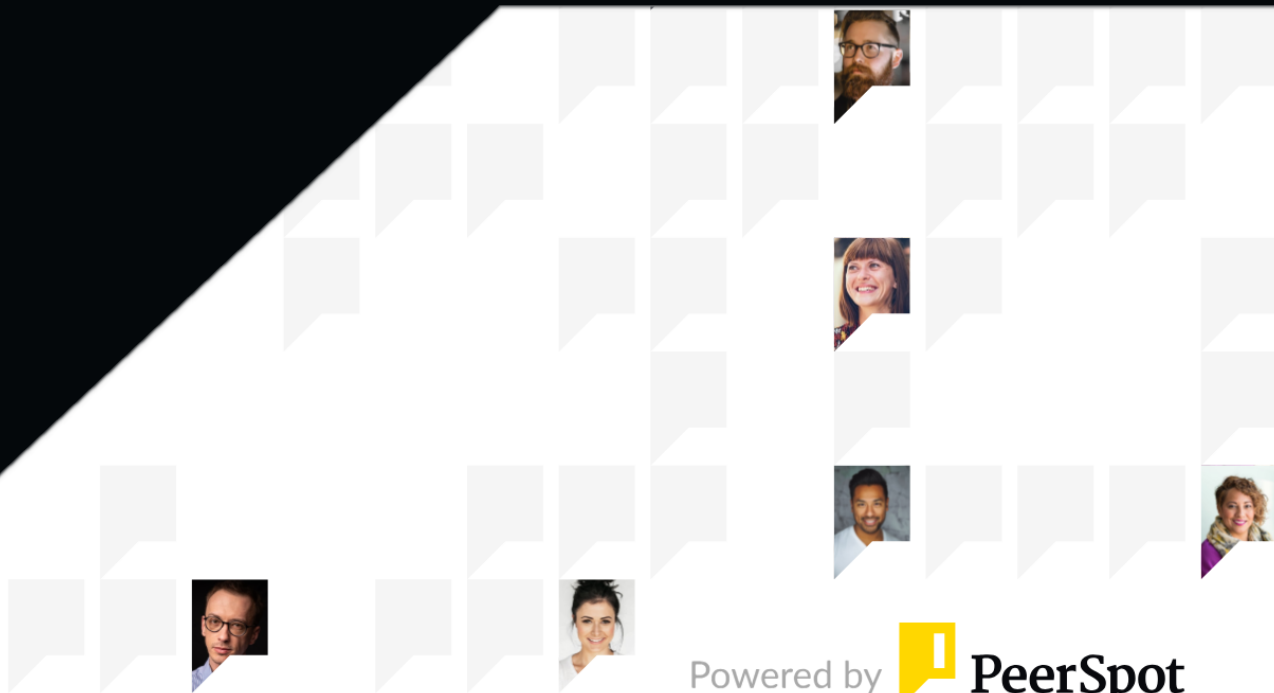


aws marketplace

Pega Platform

Reviews, tips, and advice from real users



Powered by  **PeerSpot**

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Product Recap



Pega Platform

Pega Platform Recap

Pega Platform provides flexible business process management with a focus on rapid application development and automation through a low-code approach, enhancing efficiency across sectors.

Pega Platform is renowned for its ability to streamline operations with robust automation features, including robotic process automation and decision-making capabilities. Its intuitive interface and workflow management contribute to a reputation for enhancing business processes. Although users face challenges with integration limitations and high licensing costs, they benefit from rapid deployment and efficient process adaptations. The unified architecture reduces complexity, while case management and integration services support digital transformations in sectors such as banking, insurance, and healthcare.

What are the key features of Pega Platform?

- **Low-Code Development:** Facilitates rapid application development with minimal coding.
- **Case Management:** Efficiently manages complex workflows and cases.
- **Integration Services:** Offers seamless connectivity with diverse systems.
- **Robotic Process Automation:** Automates repetitive tasks for increased productivity.
- **Decision-Making Capabilities:** Enhances process accuracy with advanced decision tools.
- **Intuitive Interface:** Simplifies user interaction and workflow management.

What benefits and ROI should users expect?

- **Enhanced Efficiency:** Streamlines operations, reducing time and resource usage.
- **Quick Deployment:** Facilitates rapid implementation and adaptability.
- **Improved Customer Experience:** Integrates seamlessly with customer service solutions.
- **Increased Flexibility:** Adapts to changing business requirements effectively.

In industries like insurance, banking, healthcare, and government, Pega Platform is implemented to automate diverse workflows, supporting initiatives from claims processing to customer onboarding. Enterprises use Pega for case management and digital transformations, valuing its out-of-the-box integrations and real-time reporting capabilities to boost operational automation and enhance customer experiences.

Valuable Features

Excerpts from real customer reviews on PeerSpot:



“Pega Platform has improved my business process overall.”



Venkat Sriram

Quality Assurance Team Lead at HCLSoftware



“Using Pega Platform has saved me time during development, as it takes significantly less time to create example use cases compared to other platforms.”



WA

developer at Velagapudi Ramakrishna Siddhartha Engineering College



“Pega Platform is so dynamic and can take on any business demand, challenges, and solve issues.”



BhaveshPatel1

Pega Lead System Architect at a tech services company with 51-200 employees



“The feature that I find most valuable in Pega Platform is the focus on customer experience, which is evident and supports initiatives that improve the user journey.”



Brigati

Analista de Sistemas with 201-500 employees



“Pega BPM has features for process and operation efficiency, business security texture, various report definitions like bar chart and pie chart, and management capabilities such as dashboards.”



VenkatSriram

Quality Assurance Team Lead at Value Labs



“The flexibility of the Pega Platform in allowing use of different UI architectures, such as React and Angular, is also appreciated.”



Balaji Choda

Architect at American Express



“Whenever a customer needs to do something, the way Pega designs the whole thing into an easy number of steps makes the flow from the actual intent to the actual final results pretty fast.”



Mallik-Kesavaraju

Independent Consultant at Selfemployed

What users had to say about valuable features:

“The feature that I find most valuable in Pega Platform is the focus on customer experience, which is evident and supports initiatives that improve the user journey. Overall, Pega Platform is a robust and strategic tool, aligned with the demands of insurance companies in Brazil.

“The specific improvements or results that stand out after implementing Pega Platform are agility and organization..”

Brigati

Analista de Sistemas with 201-500 employees

[Read full review](#) 

“Pega Platform is excellent for enterprise-level solutions with integrations to entire systems, including case management, service orchestration, CRM, decision-making capabilities, digital process automation, and AI-driven functionalities. It allows for a unified platform with features like case management, BPM, service orchestration, low-code development, digital process automation, CRM, and decision-making, all integrated into a single platform..”

Chandu Panda

MEA Head at Aaseya IT Services Pvt. Ltd.

[Read full review](#) 

“The best feature is case management, which is so automated and does most of the things out of the box without requiring a lot of customizations.

“I use Pega Platform's low-code environment, which helps reduce development time and cost because in the past, most things had to be done from scratch. Now, everything is pretty much API and wizards, so we don't have to write much code. It's all more configuration-based.

“Pega Platform has positively impacted my organization, as they were using different technology before and have seen tremendous success and return on investment, so they are very happy..”

BhaveshPatel1

Pega Lead System Architect at a tech services company with 51-200 employees

[Read full review](#) 

“Pega Platform has improved my business process overall. The manager confirmed that manual statuses are automated and manual evaluations are automated. For eight hours of work, it automates four hours of work.

“Pega Platform has features for operational efficiency that are significant. It provides a business security texture app, which is a valuable feature, and it also offers report definitions such as bar charts, pie charts, and operational help.

“In terms of management capabilities, Pega Platform provides dashboards and tools that help with management and categories.

“Pega Platform has good integration features, as integration can be done in many ways, and even for legacy systems, it is a strong feature. I did not encounter any problems with legacy systems.

“Pega Platform has good scalability. It is not difficult to scale up or down if there is a need..”

Venkat Sriram

Quality Assurance Team Lead at HCLSoftware

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In Pega Platform, we have used the inbuilt OOTB rules which have already been developed. It is a UI-based development platform, so apart from the core, it is a low-coding platform that allows me to personally use features such as inbuilt case flow structures and to create steps and small data types.

In my opinion, the design structure of Pega Platform is a best feature, as it allows you to create the overall design inbuilt and later add the features step-by-step for application development.

“I find the step-by-step feature when building out structures easier because we have case flows and stages where we can add the steps.

“I also enjoy the integrations in Pega Platform, where we can communicate with third-party resources to extract and send data in real-time, including sending emails and messages or integrating payment applications.

“Pega Platform has positively impacted my organization by providing faster application development than traditional methods.

“With Pega Platform, the development process becomes faster. For example, coding an application can take a couple of weeks or months but can be done in weeks using Pega Platform. .”

WA

developer at Velagapudi Ramakrishna Siddhartha Engineering College

[Read full review](#) 

“In my opinion, Customer Service is definitely one of the best features in the Pega Platform.

Intelligent case management is the bread and butter, as Pega Platform evolved from a workflow product to customer engagement product. Customer service is the top-notch product, as I have done many implementations of replatforming from Salesforce – Service Cloud, and ServiceNow to Pega Platform customer service.

With the Pega Platform in general, I utilize the low-code application development environment. After they announced Blueprint, it is becoming more low-code than the earlier version. As a low-code platform, Pega Platform is doing great over the years now. Though the UI component of Pega Platform is not as matured as code-based programs such as Angular JS, Constellation is giving some advantages over the UI Kit or Cosmos.

The low-code application development has helped accelerate digital transformation by almost 40% acceleration over the implementation. As a service provider, I have seen that we are able to reduce the cost of SDLC around 40%.

With those integrations, we have seen that it is giving customers more than 40% efficiencies in the process, reduction of manual tasks, and reduction of FTE for the back office. This is definitely a good data point for CXOs to reduce their internal cost per employee or bottom-line. I have seen 40% efficiency as minimum..”

Verified user

[Read full review](#) 

Global Head of Digital, Process Automation at a computer software company with 51-200 employees

Other Solutions Considered

I did not previously use a different solution before Pega Platform, but as a computer science student, I have knowledge of various traditional platforms and have learned Pega Platform due to its low-code nature.

WA

developer at Velagapudi Ramakrishna Siddhartha Engineering College

[Read full review](#) 

“I have not utilized other similar platforms extensively. I am aware of Appian. That said, I believe it may not handle large or complex projects as efficiently as the Pega Platform..”

Balaji Choda

Architect at American Express

[Read full review](#) 

“When we work with our customers, we recommend Pega Platform if there is an enterprise need. For a single application or two to three applications or a single line of business application, there are multiple choices other than Pega Platform because of the cost factor. However, for enterprise adoption and large companies, Pega Platform definitely provides long-term benefits..”

Verified user

Global Head of Digital, Process Automation at a computer software company with 51-200 employees

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“I think it was Oracle-based workflow, and they had some limitations. Pega Platform is so dynamic and can take on any business demand, challenges, and solve issues. They are very happy with the transition.

“I don't know their system in detail to notice any main differences between the Oracle-based system versus Pega Platform..”

BhaveshPatel1

[Read full review](#) 

Pega Lead System Architect at a tech services company with 51-200 employees

“I work with Camunda for pro-code projects and OutSystems for other requirements. Camunda is a good BPM engine, but it does not provide comprehensive features like Pega. For simple case management, alternatives like APN and Camunda were mentioned..”

Chandu Panda

[Read full review](#) 

MEA Head at Aaseya IT Services Pvt. Ltd.

“I have worked with another BPM tool that is an open-source system called Flowable. It provides similar facilities but requires writing Java code. While it does feature similar capabilities, the user-friendliness is not at the same level as the drag-and-drop functionality that Pega Platform offers.

“If I compare Pega Platform with other tools, I find it varies. Flowable is an open-source BPM licensed under Apache, making it accessible to medium and low-scale industries, while Pega Platform fits higher scaling industries such as banking and insurance companies..”

Venkat Sriram

Quality Assurance Team Lead at HCLSoftware

[Read full review](#) 

ROI

Real user quotes about their ROI:

“Top banks in the world, such as the government's HMRC in the UK, see the return on investment with Pega Platform as they use it at an enterprise level..”

Chandu Panda

MEA Head at Aaseya IT Services Pvt. Ltd.

[Read full review](#) 

“It is challenging to quantify precisely. That said, the automation tools have improved efficiency by reducing the time and effort required for manual tasks..”

Balaji Choda

Architect at American Express

[Read full review](#) 

“Pega Platform has positively impacted my organization, as they were using different technology before and have seen tremendous success and return on investment, so they are very happy..”

BhaveshPatel1

Pega Lead System Architect at a tech services company with 51-200 employees

[Read full review](#) 

“Pega is making improvements to their version upgrades, which should reduce the cost and effort involved in the process. This, in turn, should further improve the ROI for customers..”

Mallik-Kesavaraju

Independent Consultant at Selfemployed

[Read full review](#) 

Using Pega Platform has saved me time during development, as it takes significantly less time to create example use cases compared to other platforms.

I estimate that projects take days rather than weeks when using Pega Platform compared to traditional coding. .”

WA

developer at Velagapudi Ramakrishna Siddhartha Engineering College

[Read full review](#) 

“There's ROI from Pega BPM because it expedites time to market. You can also complete your work based on a Java tool faster when you use Pega BPM within three months, for example, rather than one year.

Businesses get ROI from Pega BPM, which is why many financial institutions use it, for example, Bank of America, JP Morgan, Wells Fargo; you name it..”

Shiv Kumar

Associate Director at Areteans

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Use Case

“My main use cases with Pega Platform involve case management and process automations. The documentation shared with us outlines the main tools in process automation..”

Venkat Sriram

Quality Assurance Team Lead at HCLSoftware

[Read full review](#) 

“Pega Platform's main use cases span different industries, including banking, oil, manufacturing, and insurance. Pega is used by these businesses to switch their manual processes to digitalized automation, serving as a business process solution..”

BhaveshPatel1

Pega Lead System Architect at a tech services company with 51-200 employees

[Read full review](#) 

“In the Middle East, ministries such as the Ministry of Justice, Ministry of Labor, Ministry of Finance, Ministry of Education, and Ministry of Municipalities, are using Pega Platform as a front-end application for their citizens..”

Chandu Panda

MEA Head at Aaseya IT Services Pvt. Ltd.

[Read full review](#) 

“My main use case for Pega Platform is in insurance, where it has proved essential for optimization processes in large Brazilian insurance companies, providing greater efficiency and agility.

“A quick specific example of how I use Pega Platform in my work is that its business process management, BPM, helps reduce rework and improve productivity. Pega Platform's flexibility and scalability allow me to adapt to the needs of different business areas..”

Brigati

Analista de Sistemas with 201-500 employees

[Read full review](#) 

My main use case as a student is to create and develop small use cases and to learn the overall platform experience.

As a student, I have used Pega Platform to create, develop small use cases, and learn the overall platform experience. I need to use Pega Platform to test all the applications and features that I need to test.

“We have developed a use case about an interview application where the user can submit their job applications, and the interview goes through based upon the steps. We have implemented this using Pega Platform, utilizing the inbuilt features. .”

WA

developer at Velagapudi Ramakrishna Siddhartha Engineering College

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“I have worked various use cases from workflow to Customer Engagement that Pega Platform can provide as I had founded the Pega Practice at Cognizant back in 2004 and worked for more than 50+ customers. Now I'm in Maantic, heading the Global Process Automation Practice to deliver Digital Transformation & Legacy Modernization leveraging Pega Platform.

Use cases varied across the following areas for insurance customers, healthcare customers (payer and provider), Auto-Finance customers, retail, manufacturing, and some telecom customers as well.

- Cloud Migration (Pega & Non-Pega)
- Legacy Modernization / Re-platforming
- Constellation Migration from Cosmos & UI Toolkit
- **Customer Service:** Pega Customer Service applications (Email Bot, Voice AI, Phone etc)
- **Marketing Automation:** Pega Customer Decision Hub.
- **Case Management:** Designing end-to-end workflows
- **Decisioning & AI:** Next-Best-Action, predictive analytics

Pega has seen widespread adoption across a diverse range of industries due to its powerful low-code platform, AI-driven decisioning, and workflow automation capabilities. Here's a summary of how various sectors are leveraging Pega:

Verified user

[Read full review](#) 

Global Head of Digital, Process Automation at a computer software company with 51-200 employees

Setup

The setup process involves configuring and preparing the product or service for use, which may include tasks such as installation, account creation, initial configuration, and troubleshooting any issues that may arise. Below you can find real user quotes about the setup process.

“As a cloud-based solution, it's a click away. If you are talking about on-premises, it hardly takes an hour, and one person is enough for installation..”

KishorePanathula

Software Architect at Stelantis

[Read full review](#) 

“The experience with the initial setup of Pega Platform was manageable. Installation is challenging, but with the guidance provided by Pega, we did not find much difficulty. Installation is a demanding job, so careful attention is needed..”

Venkat Sriram

Quality Assurance Team Lead at HCLSoftware

[Read full review](#) 

“Setting up for a new organization is straightforward. It's not that complicated, especially with Pega Cloud. If you're using Pega Cloud, then it is straightforward because most of the things they will help to set up..”

Bhaves Patel1

[Read full review](#) 

Pega Lead System Architect at a tech services company with 51-200 employees

“The setup process is fairly complex, and we always need an integrator for implementing it. It requires expertise in the platform. It's essential to have someone with Pega expertise rather than relying solely on regular users..”

Verified user

[Read full review](#) 

Product Owner at a comms service provider with 501-1,000 employees

“For small and medium-scale requirements, the solution can be deployed within a week. But for large organizations the deployment time would vary depending on the requirement volume. The largest systems in Saudi Arabia are running on Pega. The solutions from the vendor handle the process of commercial registration, compliance metrics, investment management, citi management and integrations with IoT solutions. Pega is usually not recommended for developing small-scale applications; rather, Comodo or OutSystems can be used. Pega CRM is one of the most robust applications in the market, offering a private cloud, unlike Salesforce. Some customers in the Middle Eastern countries, India, and other APAC countries don't want the cloud to be hosted outside their native countries. Vendors like Salesforce don't have a cloud server available in the Middle Eastern countries. Pega now offers integrated customer service, 360° customer view, and additional services as per customer needs. .”

Chandu Panda

MEA Head at Aaseya IT Services Pvt. Ltd.

[Read full review](#) 

“The initial setup of Pega BPM can be complex, especially for on-premises deployments. Because it can be pretty cumbersome, as it involves configuring hardware, capacity planning, and network planning. However, if the user uses the cloud for development and testing, it can simplify the process.

Deployment Model:

While our deployments are primarily on-premises, using the cloud for development and testing can reduce some of the complexities associated with on-premises setups.

Deployment Timeline:

One of the advantages of Pega BPM is its relatively fast deployment time. A worthwhile project can typically be deployed in approximately 90 days, or roughly three months. That's the beauty of Pega.

Deployment Strategy and Steps:

A specific strategy and steps are essential for a successful Pega BPM deployment due to its complexity. Factors like:

- How many users are going to be there?
- How many locations are the users located at?
- Then, designing the required capacity for servers (including memory, hard disk, and network cards) needs careful consideration and planning.

Capacity planning, in particular, is a significant undertaking in the deployment process.

Maintenance:

Maintenance is a complex process. It requires constant communication with Pega, and if something isn't working, you need to collaborate with their hardware and customer support teams. It's crucial to have skilled Pega System Admins who can work effectively with Pega support.

Integration with Existing Systems

Pega BPM has very good APIs. We can tap into those APIs that allow for seamless integration with other databases, data warehouses, and systems. The integration process is fairly streamlined.

But thorough testing is essential to ensure data accuracy and prevent any issues like data leakage. Careful API integration point design is crucial to avoid running into problems. If done well, the integrations will work smoothly..”

Mallik-Kesavaraju

Independent Consultant at Selfemployed

[Read full review](#) 

Customer Service and Support

“I have contacted technical support for Pega Platform. My experience with support has been great, and they helped me a lot. I would rate Pega Platform support a ten..”

Venkat Sriram

Quality Assurance Team Lead at HCLSoftware

[Read full review](#) 

“The solution's technical support is good, but there are some things it needs to improve. Sometimes, the support takes longer because of the customer queries and the analysis it has to do..”

Verified user

Vice President at a financial services firm with 10,001+ employees

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“From the platform standpoint, I haven't contacted Pega for support unless it is a product issue or a new feature issue. I never needed support from the platform standpoint, but if additional features are required, we have regular meetings with the product team for feedback..”

Chandu Panda

MEA Head at Aaseya IT Services Pvt. Ltd.

[Read full review](#) 

“I haven't dealt with Pega's technical support in the last six months, but before that, I would give them a seven out of ten. Resolving critical problems sometimes took time, and some issues were pushed to the next upgrade, leading to a lag between reporting a problem and receiving a solution. However, they generally take care of critical issues quickly by providing patches..”

Mallik-Kesavaraju

Independent Consultant at Selfemployed

[Read full review](#) 

“Our company is an Elite partner of Pega; there are only six to seven Elite partners of the vendor, which include TCS, Infosys, and Accenture. Thus, our company has a strong relationship with Pega, and we receive a response within an hour from the tech support team when an issue occurs. Our company's CEO was the technical director of Pega for fourteen years. .”

Chandu Panda

MEA Head at Aaseya IT Services Pvt. Ltd.

[Read full review](#) 

“While basic issues are resolved quickly, complex or escalated cases may take longer than expected. Advanced support tiers and consulting services come at a premium, which may not be feasible for smaller organizations. Support during upgrades can be improved, particularly in terms of documentation and proactive guidance. Integration-related queries, especially involving third-party systems, sometimes lack deep technical guidance. Support portal and ticketing system could offer more flexibility and transparency. The Support Center, Pega Academy, and Diagnostic Cloud (PDC) are praised for enabling self-resolution and proactive monitoring..”

Verified user

[Read full review](#) 

Global Head of Digital, Process Automation at a computer software company with 51-200 employees

Other Advice

“I would recommend Pega to organizations with good financial resources. For middle-layer industries, it may not be the best choice due to revenue considerations.

I'd rate the solution ten out of ten..”

VenkatSriram

Quality Assurance Team Lead at Value Labs

[Read full review](#) 

“I prefer Pega Platform over other tools. When recommending Pega Platform, I need to consider financial matters. If the industry is at a middle layer, I do not recommend Pega Platform considering the revenues. However, if the industry is well-positioned, then Pega Platform will be my first recommendation. I would rate this review a ten..”

Venkat Sriram

Quality Assurance Team Lead at HCLSoftware

[Read full review](#) 

I advise others looking into using Pega Platform that it is easily understandable, especially for those not from coding backgrounds.

Pega Platform is beneficial across a wide range, serving business people, developers, and customers. I would rate this review an eight out of ten. .”

WA

developer at Velagapudi Ramakrishna Siddhartha Engineering College

[Read full review](#) 

“The technical support with Pega Platform rates more than eight out of ten if it is on the cloud. However, for on-premises support, which they are getting rid of, the support is not as good. Cloud support is definitely great.

On a scale of one to ten, I would rate the Pega Platform more than eight for enterprise-wide usage. For enterprise adoption and large companies, Pega Platform provides long-term benefits. On that scale, I rate it 8.5 for enterprise adoption..”

Verified user

Global Head of Digital, Process Automation at a computer software company with 51-200 employees

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“Pega Platform helps with managing VPN processes by facilitating use through an intuitive interface, even for employees without technical knowledge.

“The kinds of tasks that Pega Platform automates include real-time report features, which offer a point of control for more assertive decisions. The low-code approach accelerates the development of solutions, while [RPA](#) functionalities automate routine tasks.

“I did not purchase Pega Platform through the [AWS Marketplace](#).

“I find this interview very good, and there is nothing I think should change for the future. I have given this review a rating of 9..”

Brigati

Analista de Sistemas with 201-500 employees

[Read full review](#) 

“We use Pega Platform with [AWS](#) as our cloud provider.

“I haven't used Pega Platform's omni-channel capabilities recently.

“Pega Platform's integration capabilities are very good for ensuring data consistency and accessibility in my industry. They are very user-friendly, and it's not that complicated to set up.

“Integration is critical for us as it helps to satisfy business needs.

“I have implemented Pega Platform's Case Management feature for many years.

“I don't know the metrics that demonstrate its effectiveness in workflow orchestration exactly.

“Pega Platform is an enterprise solution.

“I am a Lead [System Architect](#).

“State Logic is the partner, and they are Pega partners.

“I would rate this review an eight out of ten..”

BhaveshPatel1

Pega Lead System Architect at a tech services company with 51-200 employees

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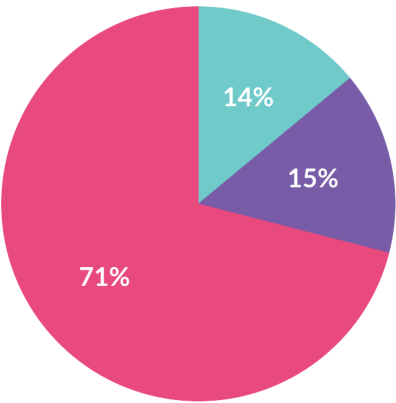
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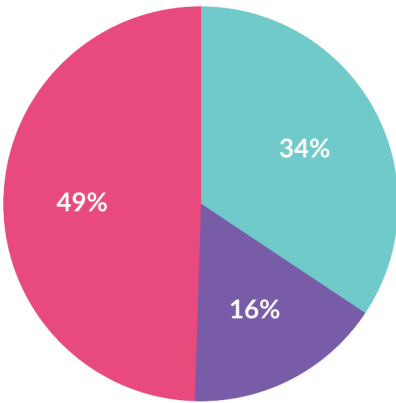


Company Size

by reviewers



by visitors reading reviews



 Large Enterprise  Midsize Enterprise  Small Business

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PeerSpot helps tech professionals by providing:

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