aws marketplace

Pega Platform

Reviews, tips, and advice from real users
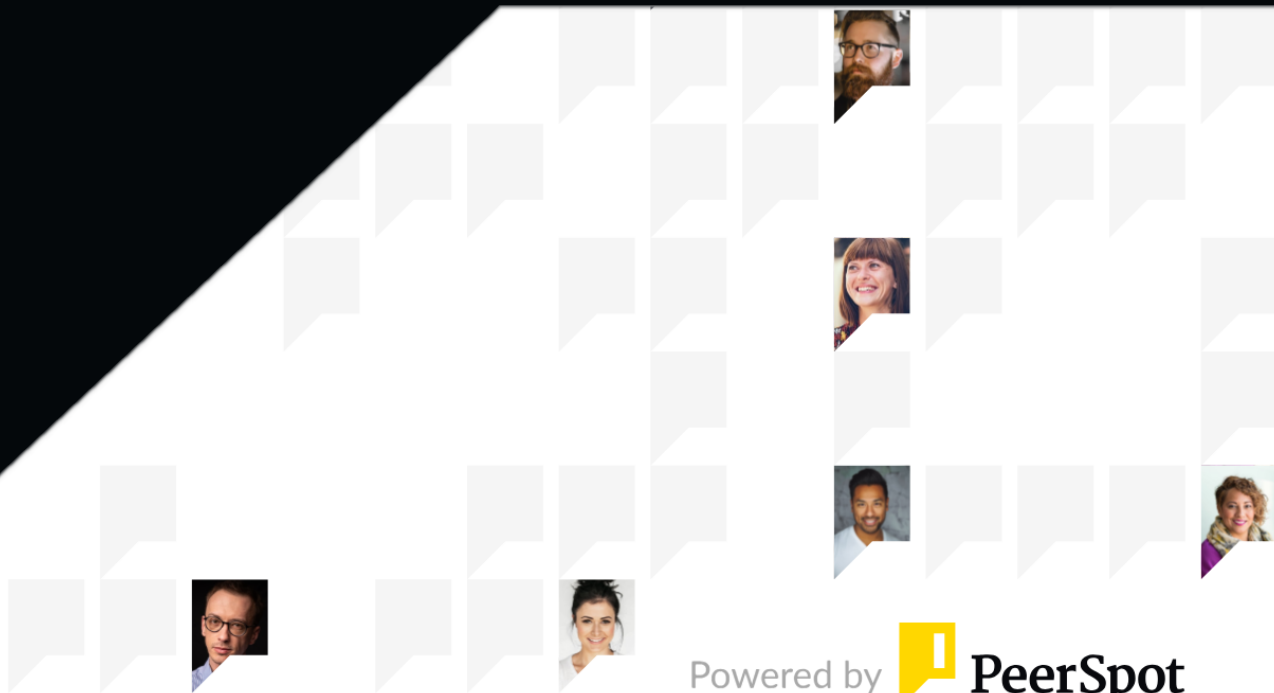
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Pega Platform

Pega Platform Recap

Pega Platform facilitates business process management, case management, and workflow automation for industries like banking, insurance, and healthcare. It supports digital transformation and customer service enhancements with its low-code capabilities and seamless integrations.

Pega Platform enables users to create efficient systems for case management, financial operations, and digital transformations. It provides tools for client onboarding, quoting, claims processing, customer experience improvements, and content management. Pega's low-code approach allows for the automation of complex processes, making it suitable for enterprises looking for adaptability and rapid deployment. While it offers strong real-time analytics and decision automation, users acknowledge challenges in user interface, integration, and performance aspects. High costs and a learning curve need attention, and enhancements in AI features and cloud services are desired.

What are the key features of Pega Platform?

- **Easy Implementation:** Quick setup for fast project kick-off.
- **Seamless Process Adaptation:** Adapts processes efficiently as business needs evolve.
- **Fast Prototyping:** Enables rapid model creation and testing.
- **Unified Architecture:** Streamlines operations across the platform.
- **Low-Code Environment:** Facilitates swift application development.
- **Scalability:** Supports growth and high-demand scenarios.
- **Real-Time Analytics:** Provides immediate insights into operations.
- **Decision Automation:** Automates standard decision-making processes.
- **Reusable Components:** Encourages efficiency in development through component reuse.

What benefits do organizations find with Pega Platform?

- **Rapid Deployment:** Quick launch of new processes saves time and resources.
- **Cost Efficiency:** Reduces costs through automation and streamlined workflows.
- **Customer-Centric Solutions:** Enhances customer experiences through integrated systems.
- **Improved Productivity:** Automation frees up employee resources for other tasks.
- **Reliable Performance:** Consistent platform performance ensures business continuity.

In banking, Pega Platform automates loan processing, accelerates customer onboarding, and manages compliance. Insurance companies benefit from streamlined claims processing and policy management. Healthcare sectors use the platform for patient engagement and care coordination, enabling organizations to adapt quickly to changing industry requirements.

Valuable Features

Excerpts from real customer reviews on PeerSpot:

✔ "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

✔ "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.

✔ "The product's most valuable features include its adaptability and flexibility, attributed to its Java-based architecture."

AjayKumar16
Pega Developer at Virignia Bank

✔ "While there may be stability issues, they are minimal."

Verified user
Chief Information Officer at a government with 10,001+ employees

✔ "It's an end-to-end solution and a digital transformation tool."

KishorePanathula
Software Architect at Stelantis

What users had to say about valuable features:

"The product's most valuable features include its adaptability and flexibility, attributed to its Java-based architecture. It allows for easy updates and incorporation of new features, ensuring the solution remains relevant and effective in meeting changing business needs.."

AjayKumar16   Read full review ↗
Pega Developer at Virignia Bank

"It's an end-to-end solution and a digital transformation tool. It has a range of modern technologies and proven designs built into it, making it a one-stop solution for many industries, including banking, insurance, automobile, and government. It includes AI, has decision-making capability, and is a rich case management tool.."

KishorePanathula   Read full review ↗
Software Architect at Stelantis

"The automation capabilities, including robotic automation and desktop automation, are very valuable.

The flexibility of the Pega Platform in allowing use of different UI architectures, such as React and Angular, is also appreciated. Additionally, the availability of industry-specific frameworks that can be customized is beneficial.."

Balaji Choda
Architect at American Express

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 most valuable features for me are case management, robotic automation, and the BPM workflow.

Case Management Capabilities:

Pega BPM significantly improves the overall cycle time. 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. The entire process, from capturing customer needs to achieving the final result, is streamlined and efficient.

The platform's strengths lie in prototyping, designing, low-code development, and iterative demoing to customers, all of which significantly enhance the software development life cycle.

Agile Development and Ease of Use:

Pega BPM is a very agile tool that enables very fast development with its low-code environment and numerous ready-made gadgets. So, prototyping is very easy.."

Mallik-Kesavaraju   Read full review ↗
Independent Consultant at Selfemployed

"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

"We previously used a different business process management tool but switched to Pega BPM due to its superior flexibility and adaptability to our specific needs.."

AjayKumar16   Read full review [↗]
Pega Developer at Virignia Bank

"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   Read full review [↗]
Architect at American Express

"Aware of Appian, but I do not have detailed experience with it. Other tools include KISSFLOW, however, they lack some of the flexibility and frameworks that Pega offers.."

Balaji Choda   Read full review [↗]
Architect at American Express

"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   Read full review [↗]
Global Head of Digital, Process Automation at a computer software
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.

"My company works with PegaRULES because it's adaptable and easy to build applications on. The tool is seamless and lightweight, saving you time and effort.If you don't do much customization, write your own rules, or use PegaRULES only for UI or backend platform-related features, that would reduce your testing time. Using out-of-the-box controls and features saves you time and effort because those have been tried and tested by Pegasystems.

Another reason why the company went with PegaRULES is because of its platinum partnership with Pegasystems.

My company also has very happy clients, primarily because of the tool's performance. I'm talking about clients from different parts of the world, in EMEA, APAC, and the North and South Americas.."

Shibankur Mishra
Senior Consultant at a consultancy with 10,001+ employees

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 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 ↗

"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

Read full review ⬈

"Some of the key pain points were addressed by the applications that were developed, primarily in terms of user satisfaction and implementing them in the business process.

The return on investment was not a consumer web application where the product would be rolled out to the general public and revenue would be generated.

It was designed primarily for internal business users, With the main goal of the application being to improve business processes and bring all offline processes online to have a digital footprint of those business processes, making tracking easier.."

Verified user
Sr. Technical Architect at a tech services company with 10,001+ employees

Read full review ⬈

"We have witnessed an ROI.

It varies based on the business case of the customer. For traditional operational processes where either the operation process is not automated – or even if is – it can create time-saving scenarios.

In the scenarios where Pega is used in the market capabilities where it's more for offer generation or to upsell and cross-sell to the customers, we have seen an uptick in the revenue as Pega did show a conversion-based increase in outcomes.

When it comes to other scenarios, like based on the business context, if it is a customer's service application, that's where we have seen Pega help improve the average call handling. It has the capability of RPA. Therefore, during the call with the customer, if you have to fit information from other systems and quickly provide all the information in a very short time in front of the call center representative. It has helped reduce the average call handling time and the number of FTS required to manage customer service.

Therefore, it has had an impact on customer satisfaction, as well as reducing the overall cost related to servicing customers.."

Sidhartha Mohanty   Read full review ↗
Co-Founder and Chief Technology Officer at Areteans

Use Case

"The primary use case for this solution is business process management within a local bank. The environment involves handling various banking operations and customer interactions, where the solution aids in streamlining and automating processes.."

AjayKumar16
Pega Developer at Virignia Bank

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 ↗

"I use Pega BPM as part of our consulting assignments and implementation initiatives.

I work for a consulting company that is an implementation partner for Pega.

We use Pega BPM for customer service and decision systems.."

Mallik-Kesavaraju
Independent Consultant at Selfemployed

Read full review ↗

"Initially, the Pega Platform was used as a BPM tool. Now, it is not limited to BPM. We can use it for CPM, GRM, and various other functions. We also utilize robotic automation, including desktop automation and process automation.."

Balaji Choda
Architect at American Express

Read full review ↗

"Our company is the service provider for Pega BPM; we act as the IACs for three products from Pega. We recommend a product to our company's customers based on the requirement and their budget. If a customer is looking for a platform at the enterprise level, which comprises customer service, case management, BPM, and mobile features, our company recommends Pega BPM to them. When customers look for standalone applications, not at the enterprise level but a quick local platform they want to build some applications with, such as a leave management system or an attendance system, then we recommend other solutions than Pega. When an enterprise-level platform is required, which is Pro Code, our company recommends Comodo. If someone is looking for a case management platform to perform the BPM and native operations using native mobile apps but not the front-end processes, this is where our company will always recommend Comodo. ."

Chandu Panda
MEA Head at Aaseya IT Services Pvt. Ltd.

Read full review ↗

"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

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

Read full review ↗

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   Read full review ↗

Software Architect at Stelantis

"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

"PegaRULES is generally straightforward to work with, at least in my experience. While there may be some learning involved, it is not overly complex. Having some familiarity with Java can also be beneficial. Personally, I did not encounter any significant difficulties when working with PegaRULES.."

Verified user   Read full review ⬀

Senior Pega Developer at a financial services firm with 10,001+ 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   Read full review ⬀

MEA Head at Aaseya IT Services Pvt. Ltd.

"The initial setup of Pega BPM is neither easy nor complex, so it falls somewhere in the middle. Pega has provided options for automation for the setup phase, but still, its setup phase is not as direct as some of the other tools in the market.

Pega BPM has set a path for its setup phase, wherein you need to go ahead with Helm chart automation since Pega is a very wide solution, and infrastructures can differ for different companies. Pega doesn't offer something specific, like Terraform. In other technologies, the product gets installed with one click or just a few clicks, but with Pega, a person has to work a lot on the infrastructure part as well.

The solution is deployed on the cloud and on-premises. My company provides the solution on Pega Cloud, technology-specific clouds, client-specific clouds, or on-premises.

The complete implementation process for Pega BPM would take a minimum of two to three days, prioritizing the infrastructure first and then the product.

Two people, one from the infrastructure end and one from the product end, which is the technical support person from Pega, would be needed to complete the deployment of the product. There is also the need to have Pega's partner who does the installation, making him or her the third person involved in the deployment.."

Rahul Bilove   Read full review [↗]

Senior Technology Specialist at Aaseya IT Services Pvt. Ltd.

"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   Read full review [↗]

Independent Consultant at Selfemployed

Customer Service and Support

"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   Read full review ↗

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

"The solution's technical support is good. My company is able to acquire the required assistance from the solution's technical support team, and they also provide consultancy services. I rate the technical support a nine out of ten.."

Rahul Bilove   Read full review ↗

Senior Technology Specialist at Aaseya IT Services Pvt. Ltd.

"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   Read full review ↗

MEA Head at Aaseya IT Services Pvt. Ltd.

"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 ↗

"Overall, the solution is highly effective for business process management. However, to fully leverage its capabilities, you must stay updated with the latest features and improvements.

I rate it an eight out of ten. ."

AjayKumar16
Pega Developer at Virignia Bank

Read full review ↗

"If you're looking for a solution at the enterprise level with comprehensive features, then Pega is suitable. However, if you only need a simple HR system or a small case management application, other tools might be more cost-effective. Pega Platform is comparable to SAP in terms of its dominance in digital process automation and business process management.

I'd rate the solution eight out of ten.."

Chandu Panda
MEA Head at Aaseya IT Services Pvt. Ltd.

Read full review ⤤

"I would definitely recommend Pega BPM. It is a great product overall, and I really like its capabilities.

Overall Rating

I would rate Pega BPM an eight out of ten. It has some areas for improvement, but overall it is a great product.."

Mallik-Kesavaraju
Independent Consultant at Selfemployed

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

"Pega BPM and other solutions from the vendor are all low-code solutions. Especially in the Middle East and African markets, our company has noticed that they are more focused on front-end development; therefore, often, a customized UI is required, which cannot be implemented with Pega due to low code functionality and standard principles defined in the platform. But Pega BPM offers an integrated case flow and customer service, which contributes to the vendor becoming a world leader. There are AI-driven business process management features being incorporated in the solution. For instance, if you mention the vendor about your plan to develop a loan application, they build the entire case flow for you and make the application available within an extremely short span, after which the connectors and APIs need to be set up and integrated. Pega BPM is a highly advanced solution. At our company, we also evaluate if a customer actually needs Pega solutions before recommending it. For instance, if Pega is considered the Ferrari of the industry and the customer is willing to drive at a speed of 10 to 20 Km/h, then it's not worth the cost. For basic requirements, a customer can choose Comodo when only the BPM layer and custom UI are needed to build native mobile apps, while the workflow remains on Comodo. Pega is the leader in business process management solutions. Pega

creates market trends across the globe. If you check Forrester or Gartner reports, Pega has always been rated as the top BPM solution provider. Other competitor companies learn from Pega and implement improvements in their products. Pega is not considered a front-end portal platform. The limitations of Pega are quite logical. The product owner of Pega mentioned that to build a low-code rapid development platform, it is mandatory to provide templates. For example, in MS Word, you can use the numerous templates or start from a blank template. The templates in Pega are pre-defined; they cannot be customized; when starting from scratch in a solution, it won't be considered as a low-code solution. Pega needs to find a way to implement low code even with a blank template. Pega is working on a new product line called Constellation in which the aforementioned issue will probably get resolved. I would overall rate Pega BPM an eight out of ten. There are still some challenges with the front-end aspect of the solution, but the product is best when it comes to business processes and customer service management. The European and American customers of our company are more keen on the process flow rather than the application appearance at the front-end. But for customers who are focused on the front-end more than what's underneath the Pega product, it becomes very difficult to make them understand the value of Pega. I expect the vendor to implement improvements on the front-end. ."
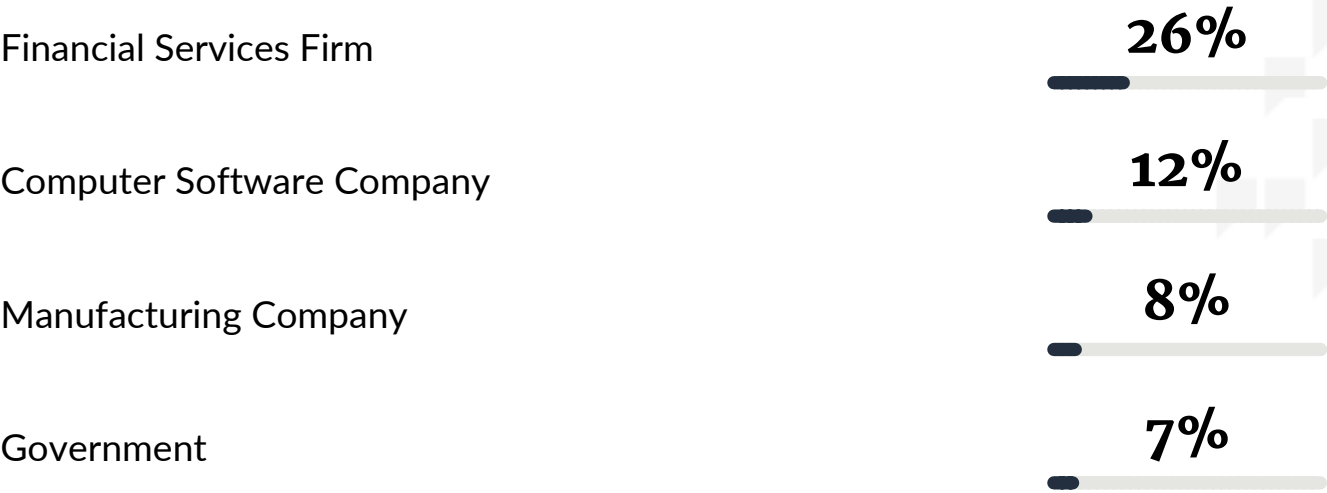
Chandu Panda
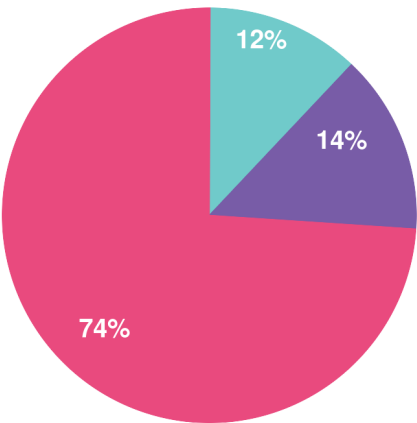MEA Head at Aaseya IT Services Pvt. Ltd.

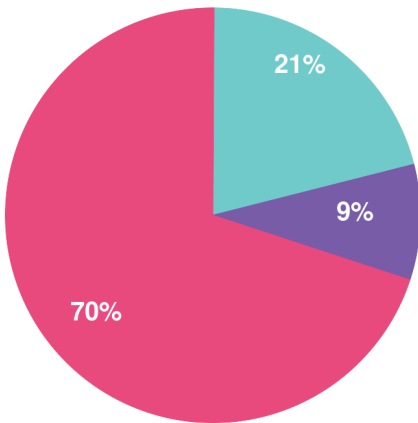Read full review ↗

Top Industries
by visitors reading reviews

Financial Services Firm
26%

Computer Software Company
12%

Manufacturing Company
8%

Government
7%

Company Size

by reviewers

12%
14%
74%

by visitors reading reviews

21%
9%
70%

🔵 Large Enterprise   🟣 Midsize Enterprise   🔴 Small Business

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