

Integrating business processes with Pega Process Fabric™

Weaving siloed operations together
to magnify business outcomes

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Introduction

The era of digitization saw some organizations rushing to move their business online, from brick-and-mortar models, and others, who were already on e-business, adapting to the trends of Social, Mobile, Analytics, and Cloud (SMAC). This, however, spawned disparate, disjointed applications built on distinct platforms. While everything was digital, this brought about another challenge – multiple applications or platforms for a single business outcome.

Re-engineering them all into a single technology or platform meant further impact on cost, adoption, and lost time. Of course, there are still running businesses on proven legacy systems that are willing to move, but the involved effort and investment are preventing them from doing so.

Hence, there is a need for a fabric that is integrated for a joint business outcome and would allow diverse applications to function as a single piece.

Diverse applications present two scenarios:

- A. Multiple applications – a single, common technology**
- B. Multiple applications – diverse technologies**

In case A, weaving the applications together would need an umbrella of sorts, utilizing integration at database, web services layers to build a workflow without switching between applications. Compared to case B, this still seems to be a viable option, as being on a common platform reduces the integration challenges to a great extent. In the case of B, robust integration solutions would be needed.



Need for a platform of platforms

Pegasystems is known for its no-code platform and has a proven history of over three decades in the Business Process Management (BPM) and process automation space. Very few products offer a development platform that incorporates case management, analytics, AI-powered decision-making, and a comprehensive suite of integration tools with a seamless multi-channel experience.

While all of it sounds great, the issue of having many applications for an end-to-end process persists.

EXAMPLE 1: A skill-fulfillment process

Let's take the scenario of creating a request for a new position in an organization. This seemingly simple process itself may have a couple of different applications to be navigated to onboard an employee.

At a very high level, the following needs to be triggered (represented in Fig. 1)

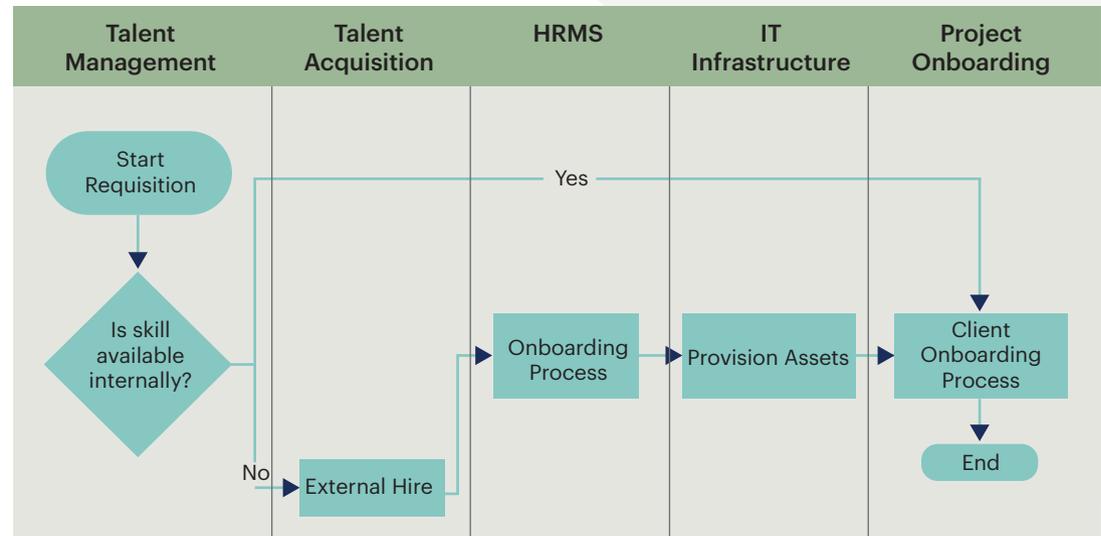
1. Skill request for the vacancy
2. Skill inventory check for available associates with the requested skill
3. Interviews
4. Offer release

And upon joining

1. HR processes – Payroll/ID Card/Account opening
2. Email provisioning/Laptop provisioning
3. Onboarding into the project account

Fig. 1: A Sample skill fulfillment process is indicated below

Skill fulfillment process



The above process navigates through different functions, from raising a vacancy to fulfillment. The siloed tools may not talk to each other, and the only way to extract any information may be by accessing each application individually. For example, the Talent Management and HRMS could be on Oracle, the subprocesses of bank account opening will be on a third-party portal. Similarly, the IT infrastructure may be managed on a different platform, and client processes may be on other tools.

Let's say you are the one who has put in the request for the new position; you would have no visibility on the progress since the application used to raise the request isn't interacting with other applications down the line in the recruitment process. Of course, there are products in the market that offer an end-to-end solution to the hiring process. But the optimal utilization of all the capabilities depends on feature licenses and user training at the primary level. Also, in this narrative, the assumption is of an organization that has embarked on the digitization journey with bespoke applications, built upon needs of the hour.

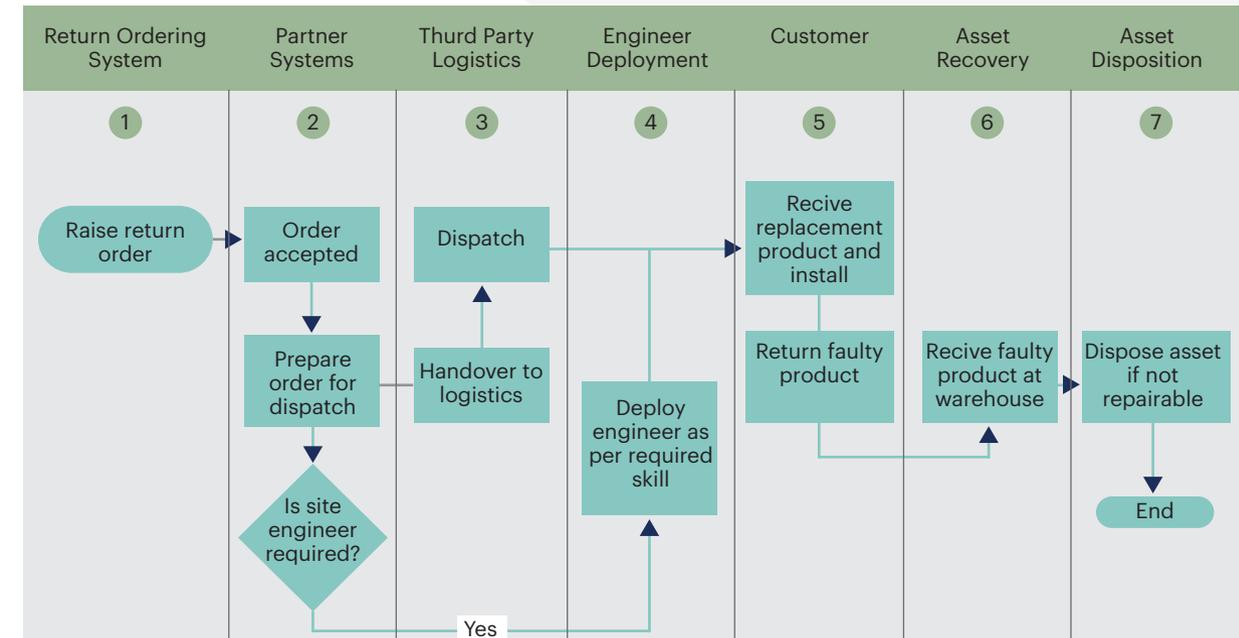
EXAMPLE 2: A reverse logistics process

In another scenario from a customer organization, a hi-tech equipment manufacturer was digitizing its RMA (Return Material Authorization)

processes on Pega. Most of their apps were re-written into the Pega platform, and few remained on Oracle.

The processes are indicated as swim lanes in the diagram below.

Reverse logistics flow



Being on the same platform enabled the applications to share information freely, so there was visibility on the overall end-to-end processes, which allowed the generation of insights.

It seems perfect, but let's say an agent works on processes handled by Apps 1, 6, and 7. To oversee the order creation up to the recovery of asset and disposition, the agent would have to flip through three applications, switching roles and searching for relevant information. This is what we call context switching or multitasking.

Context switching occurs when someone is working on simultaneous tasks together and needs to switch focus often to work on the task at hand. Here is a simple chart demonstrating the impact of a context switch, which may seem small, but has a compounding effect.

This is bound to occur in our narrative when an agent works on multiple business processes hosted on different applications; it presents a definite scope for productivity improvement.

Wouldn't it be easier if these processes were woven together in a single process fabric while still being hosted on different applications?

Both these scenarios provide the perfect premise for Process Fabric™.

Solution providers like Pegasystems have tailored products for various business processes in manufacturing, healthcare, airlines, to name a few. The latest offering from PegaSystem is Process Fabric™ which aims to plug gaps in disjointed digitization and weave together business processes, case management across all systems and platforms as the end goal – a "platform of platforms" so to speak. It would make the process independent of the user interface through which the applications are accessed.

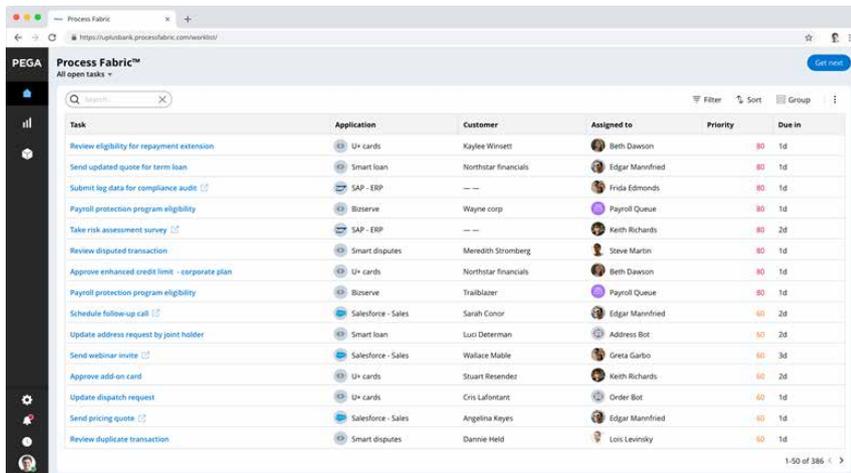


Key benefits

#1 – Interwoven worklist

To improve productivity, the process fabric aims to build an interwoven worklist that would allow tasks from different applications or workflows to be presented in a single worklist without having to switch applications.

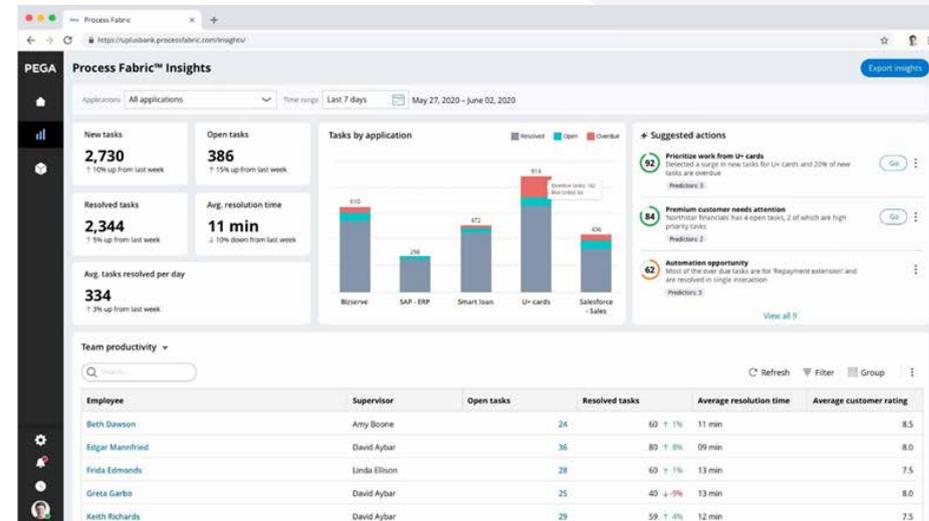
Process Fabric™ utilizes open APIs to collect task assignments across applications and workflows and prioritizes them, reducing the burden of decision-making on the caseworker.



Source: www.pega.com/process-fabric

#2 – Seamless cross-system work

With business processes getting distributed, API-powered automation, worklist, views, and analytics come together to provide a “command center”-like view to the processes in progress, where everyone involved knows everything. This allows for progress tracking, data sharing, and process automation across organizational boundaries.



Source: www.pega.com/process-fabric

#3 – Increased automation possibilities

When processes are unified under an interwoven worklist, it opens numerous opportunities for automation, using Pega RPA or with AI-driven business rules, which are native to the Pega platform. In the skill fulfillment use case, for example, some of the onboarding processes and asset provisioning can be automated. Similarly, in the case of reverse logistics, the asset recovery to closure can be triggered with reminders to the customer to return the faulty asset. Then disposition decisions can be taken based on business rules, providing some level of automation.

#4 - A unified pane of glass

In an enterprise, there are many customer-or employee-centric journeys that involve various processes and systems. The functional view of these journeys is essential to fine-tune these processes and improve the user and employee experience. The Process Fabric, in a way, provides a single, unified pane of glass view of these processes. It helps organizations to scope and analyze the impact of the process improvements or changes planned. The organization can quickly take corrective measures based on the bottlenecks or the changes in the business environment to a certain extent.



Key performance indicators

Here are some of the critical areas that Pega Process Fabric™ impacts positively:

Productivity improvement:

With interwoven experiences, agents can work across Pega and non-Pega applications within a single user interface. Elimination of inefficient context switching itself will result in significant productivity gains.

CSAT Rating improvement:

For an employee working across different processes, the burden of choosing the next most important item in the worklist is eliminated. With AI-powered decision-making, the most critical work gets top priority.

Improved business insights:

Process insight analytics can provide leaders with a complete view of the status of processes across systems.

Improved integration with partner systems:

Complex business processes often include more than one partner. Pega Process Fabric™ will provide businesses and their partners the opportunity to operate together as a unified team. This will also give the partners visibility on progress, allow data sharing and automation work across organizational boundaries.



Zensar and Pega partnership

Zensar is one of the few key service providers in the Pega eco-space. As a Silver Partner, we have delivered several Pega programs and projects for key customers in the hi-tech manufacturing and insurance sectors for over 6 years.

We have a well-established Pega Center of Excellence (CoE), which is the backbone for all the success we see with our clients today. Our CoE has been driving skilled workforce management, scalability and flexibility, operational excellence and governance, accuracy and quality, and cost savings for our stakeholders.

How can Zensar enhance Pega Process Fabric™?

Process Fabric is a way to integrate diverse applications into Pega's workflow, which is the main backbone of most Pega solutions available in the market. Our curated suite of solutions, accelerators, and capabilities are highly relevant to any application or workflow built using Pega

process fabric.

Mapping some of our solutions & accelerations with the outcomes that they have driven for our clients:

Outcome	Solutions and Accelerators
Seamless legacy modernization	NextGen Migration Engine 1. Migration engine for Pega 2. Reusable framework 3. Leverages existing rules and the entity
Quicker onboarding of business processes	Intelligent DPA 1. Unified Process Weaver 2. On-the-fly process orchestration. 3. Inbuilt Automation
Omnichannel unified approval experience	Approval Central 1. One-stop solution for all approval needs 2. Business entity enclosure 3. Mobile ready
Quality transformation & assurance	No-Code Test Automation 1. Test automation-ready for Pega 2. 100% no-code 3. Multi-browser and device support
Quicker Time-To-Market	TrueCD DevOps Framework 1. Automates build and deployment 2. Traceability rule and data 3. Aligns easily with org DevOps strategy

CONCLUSION

As mentioned in one of the examples of the hi-tech manufacturing giant, end-to-end processes are often too complex to build into one application. Hence, organizations build smaller manageable applications for distinct process units. This may be the right approach from an application design perspective. But for an end-user, it can mean too many hops between applications to get things done, impacting user and customer experience.

Organizations with disparate applications that are working well on their own and do not present the need to migrate them into another platform can consider moving to a "platform of platforms". The individual apps can be maintained as-is, but productivity gain will still be within reach with Pega Process Fabric™.

Pega Process Fabric™ capabilities are being rolled out in stages. Dynamic APIs and data virtualization are already available on the Pega platform, interwoven worklist and process insight analytics are due for release very soon.

Pega Process Fabric™ can be a game-changer. We are no more asking organizations to disrupt their current infrastructures and re-engineer processes. Instead, they can continue with the comfort of their proven

applications and platforms and still utilize the best-in-class features Pega offers. With the comprehensive suite of connectors for databases, web services, support for event-driven architecture, the tasks can be interwoven into a workflow. When disparate processes are onboard the Process Fabric™, all the platform's capabilities can be unleashed – AI-driven decision-making, analytics, multi-channel support, and, of course, the consolidated workflows. Removal of context switching would result in significant productivity improvement, which can be something to watch out for.

Zensar has the know-how and the skilled workforce to bring about business transformation with Pega out-of-the-box capabilities, integrating best-in-class technologies and platforms in the market today. By bringing the right mix of techno-functional expertise and skills together, we have been able to achieve an excellent ROI with a 100% success rate for the transformation programs for our clients.

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We conceptualize, build, and manage digital products through experience design, data engineering, and advanced analytics for over 130 leading companies. Our solutions leverage industry-leading platforms to help our clients be competitive, agile, and disruptive while moving with velocity through change and opportunity.

With headquarters in Pune, India, our 10,000+ associates work across 33 locations, including San Jose, Seattle, Princeton, Cape Town, London, Singapore, and Mexico City.

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