

Joint Value Story T-Systems & Pegasystems



Market environment for hyperautomation

01

Process automation will be critical to giving many businesses the operational efficiency and resilience they will need against an increasingly volatile economic backdrop ... process orchestration will emerge as an important building block for future success. (PAC)

02

59% of enterprises will increase their investments in hyperautomation. (Gartner)

03

Automation will account for 25% of industrial companies' capital spending over the next five years. (Gartner)

04

"Hyperautomation is irreversible and inevitable. Everything that can and should be automated will be automated." (Brian Burke, Research VP, Gartner)

05

The use of low-code and no-code technologies will nearly triple by 2025. By 2025, 70% of new custom applications written by enterprises will use low-code or no-code technologies. (Gartner)

06

By 2024, organizations will lower operational costs by 30% by combining hyperautomation technologies with redesigned processes. (Gartner)

07

The "AI in Customer Experience" market is projected to reach a value of around USD 76.7 billion by 2033, growing at a CAGR of 22%. (Market.us)

Challenges and needs



Global and industry challenges

Digitalization forces enterprises to **transform their business** (to Biz DevOps) and to **create higher business process efficiency to stay competitive**. This gets even more crucial as many enterprises **face a skill gap**.

Enterprises thus need to **enter the second stage of digitalization** in which **hyperautomation** (and therefore business process management or BPM as overarching technology) gets into focus. **Business and IT become closely integrated**; business departments need to develop capabilities to build up process support solutions themselves (without IT support).



Client needs and challenges

With Biz DevOps as a target picture, enterprises need to transition from agile software to business agility transformation. Hyperautomation leads the way to intelligent business process automation.

But realizing successful hyperautomation means to adopt holistic approaches starting from process analysis, via hyperautomation solution design and implementation up to monitoring, testing, and continuous improvement including aspects of artificial intelligences/machine learning.

In other words, hyperautomation needs efficient technologies (such as BPM), along with process and realization expertise. And hyperautomation also needs to leverage citizen developer concepts.

Our value proposition

A platform built for change with an experienced digital enabler.

Pega and T-Systems are a top match for enterprises' hyperautomation plans providing a central solution for intelligent BPM and enterprise-scale low-code capabilities for citizen developers. Customers will benefit from a customer-centric approach and a comprehensive automation suite providing AI readiness.

Start small, think big – extendable and re-usable platform that allows for the fast introduction of hyperautomated processes. T-Systems enhances the powerful platform with their consulting, implementation, and managed services (including security) guiding customers along the way (end to end) to hyperautomation.

With Pega Platform as a Service, T-Systems provides Pega from a German cloud with data storage in EU – secure, compliant (GDPR), reliable, and scalable.



USP

A market-leading GDPR/DSGVO-compliant cloud service in DACH that enables leaders to drive their hyperautomation and AI imperatives and optimize customer experience and operations in real time today. Together, we help you build the autonomous enterprise of the future.

Proof points

Dozens of successful customer projects with tangible business value

Setup of process support solutions within days

New customer platforms deployed in 2 hours

Pega recognized as a market leader by [several analyst houses](#)

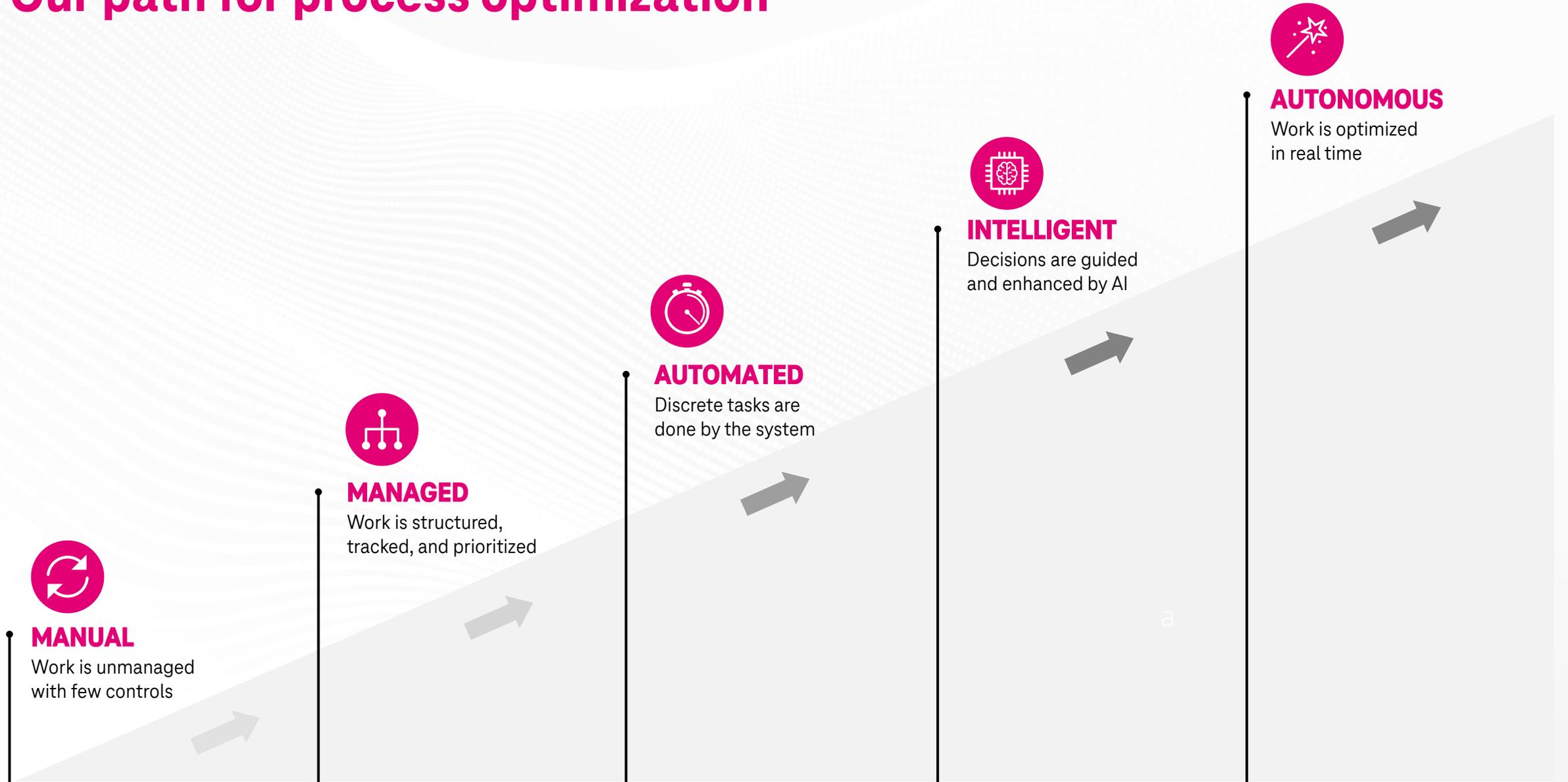
Center of excellence for Pega combining power, skills, resources, and use cases for all verticals

[Public Innovation Lab](#)

Provision from a market-leading European public cloud - Open Telekom Cloud ([confirmed by analysts](#))

Excellence in security ([confirmed by analysts](#))

Our path for process optimization



Offering overview/description

T-Systems

T-Systems provides consulting, implementation, and managed services (including security).



Pega provides a comprehensive automation suite that allows for the introduction of hyperautomated processes.

← End-to-end portfolio for hyperautomation-based intelligent business process management →

Consulting

- Process discovery (with consultants of Detecon)
- Explore and design workshop
- Solution design workshop
- Change design workshop

Implementation/transformation

- Implementation packages
- Agile application development
- Operations application lifecycle management

Operations

- Pega Platform as a Service
- Cloud-based, scalable, 7x24 support, high availability
- High security

Our client references



Corona immediate help Bavaria



Challenge

- Develop and launch end-to-end digital application and approval processes for the Corona Immediate Assistance Program Bavaria in the shortest possible time

Our solution

- End-to-end digitalization of all processes based on the Pega low-code case management platform
- High workflow automation and fast optimization: application and fraud check, notice generation, printout and dispatch of notices, generation of payment instructions, and transmission to the relevant cash register systems

Customer benefits

- Live in Five for Release 1.0
- Acceleration of aid payments
- Sustainable and extensible for further application procedures
- Comprehensive security and data protection compliance
- Adaptable for other cases such as immediate help, parents' aid or quarantine aid

Modernization of public financial administration



Challenge

- Media discontinuities and “paper interfaces” reduce the efficiency of budgetary, bookkeeping, and accounting (BBA) processes
- Existing proprietary standalone systems require high administrative efforts
- Aging technology is not forward-looking
- No support for in-house enhancements

Our solution

- Agile project methodology: Scrum/SAFE adapted to the project subject and the needs of the public administration
- A hybrid concept for modernizing the BBA landscape as an alternative to a full SAP solution
- Pega with low-code functionality for frontend flexibility, SAP as a core system, standard interfaces

Customer benefits

- Rapid implementation of binding EU regulations governing the processing of electronic invoice payments by the administration
- Successful replacement of legacy systems
- Efficient administrative processes that are free of media discontinuities
- Data-driven process control through the strategic information system
- Possibilities for in-house enhancement
- Sustainability aspect: reduction of printed documents

HRcules low customer effort system



Challenge

- IT silos along the customer journey with manual interfaces
- Long implementation time for new HR processes, costly maintenance
- Paper-based entries, high manual effort for HR staff
- No cross-divisional working, transparency, and internationalization

Our solution

- Harmonized customer interaction channels (voice, chat, e-mail, mail)
- Digitalized over 800 HR processes end-to-end striving for high automation
- Integrated 20+ HR Systems and used Pegasystems as a facilitator
- Set up standard processes for employees, civil servants, etc.
- Speeded up implementation by developing a scalable platform and implementing reusable items

Customer benefits

- Latest and optimized processes increase customer satisfaction
- Intuitive online self services with intelligent application forms
- Zero-touch quota in working time topics +35%
- Time to market -70% compared to workflow in ERP
- Redundant ticket request reduced by 80%

Facility-based mandatory vaccination

Challenge

- Statutory deadline chain set at very short notice; requires rapid adaptation to new unknown requirements
- High data protection requirements, including against cyber attacks and manipulation of software

Our solution

- End-to-end digitalization of all processes based on the Pega low-code case management platform
- High re-use of proven, standard low-code building blocks; cloud operation of the software in BSI-C5-tested and data protection-compliant Open Telekom Cloud

Customer benefits

- Go-live in 3 weeks
- Digital end-to-end solution
- Quickly adaptable to new legal requirements
- Comprehensive security and data protection compliance

Sources

- Process automation - PAC
<https://sitsi.pacanalyst.com/putting-the-foundations-in-place-for-hyper-automation-2023-prediction-6/>
- 59% - Gartner IT Symposium/Xpo 2023 **not public**
- 25% of industrial companies' company spending - Gartner, Competitive Landscape: Hyperautomation Service Providers, 08/2023 **not public**
- Irreversible and inevitable – Brian Burke in
<https://erp.today/low-code-citizen-developers-drives-hyperautomation-and-erp-modernization/#:~:text=%E2%80%9CHyperautomation%20is%20irreversible%20and%20inevitable,research%20vice%20president%20at%20Gartner.>
- By 2025 70% -
<https://www.gartner.com/en/newsroom/press-releases/2021-11-10-gartner-says-cloud-will-be-the-centerpiece-of-new-digital-experiences> (Nov 2021)

- By 2024 30% -
<https://www.gartner.com/en/newsroom/press-releases/2021-04-28-gartner-forecasts-worldwide-hyperautomation-enabling-software-market-to-reach-nearly-600-billion-by-2022> (Apr 2021)
- Growth of process mining 2023-2028 -
<https://www.marketsandmarkets.com/Market-Reports/process-mining-market-176608355.html> (s. left)

HOME › TOP MARKET REPORTS › PROCESS MINING MARKET

Process Mining Market by Offering (Software (Process Discovery Tools, Conformance Checking Tools), Services), Mining Algorithm (Deep Learning, Sequence Analysis), Data Source (ERP Systems, CRM Systems), Vertical and Region - Global Forecast to 2028

DESCRIPTION

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METHODOLOGY

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[540 Pages Report] The process mining market is on a substantial growth trajectory, with projections indicating a substantial expansion in market size from USD 1.8 billion in 2023 to USD 12.1 billion by 2028. This significant growth is expected to occur at a CAGR of 45.6% over the forecast period (2023–2028). The rapid expansion of the process mining market can be attributed to several key drivers, as organizations navigate through intricate processes, there's a heightened necessity for tools that can adeptly dissect and optimize these complexities, the pervasive wave of digital transformation has evolved into a tidal force, with businesses across sectors increasingly integrating advanced technologies and process mining serves as the compass, illuminating the intricate pathways of operations, fostering transparency, and empowering organizations with the control needed to navigate through the intricacies of modern business environments.



Want to know more?

Reach out to us by
scanning the QR code.



<https://www.t-systems.com/de/en/company/partners/pega>

Thank you

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