

**iCLEAR**

Production Support  
Platform for Pega®

## iCLEAR - Production Support Platform for Pega

iCLEAR is a Production Support Platform built on Pega to facilitate the collaboration between Application Support Engineers, Administrators and Business Users to deliver an exceptional quality of service to customers. iCLEAR defines a common logging and error handling mechanism across your suite of Pega applications and reduces the time to fix issues and failed transactions. iCLEAR is used by one of the UK's largest banks to manage multiple applications in a multi-node environment which has driven exceptional ROI for the bank.

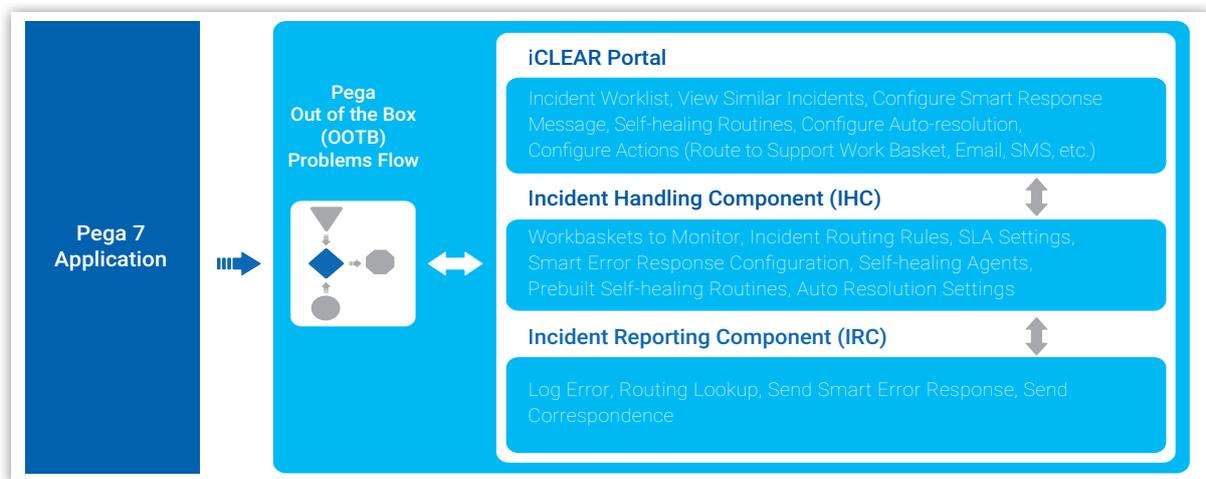
# Business Challenges

As organizations embark on their transformation journey, the Pega platform is increasingly adopted by multiple lines of business, resulting in multiple applications being built by separate delivery teams. This creates challenges around consistency and standards within the estate and application support becomes challenging in the Production Support environment. Without these standards and tools, the following challenges are frequently encountered:

- » Lack of unified platform for all Production Support operational tasks
- » Inability to collaborate and share knowledge within the support team
- » Time taken to gather logs in a multi-node environment
- » Ability to fix the failed transactions within the designated SLAs (Data Fixes)
- » Ability to automatically process failed transactions
- » Lack of insights into support activities and issue root cause analysis

## Solution Overview

- » iCLEAR monitors the Production Pega Application and creates an Incident case for each failed business transaction
- » Production Support Engineer utilises the Incident logs, recommendations and similar incidents features of the framework to expedite Incident resolution
- » iCLEAR solution resumes Pega Application's OOTB Problem Flow after the necessary fix has been applied for a given Incident
- » System Administrator configures the problem work baskets to be monitored for the target Production Pega Application
- » Approval processes can be configured by the System Administrator before the fix is applied on the Production Application

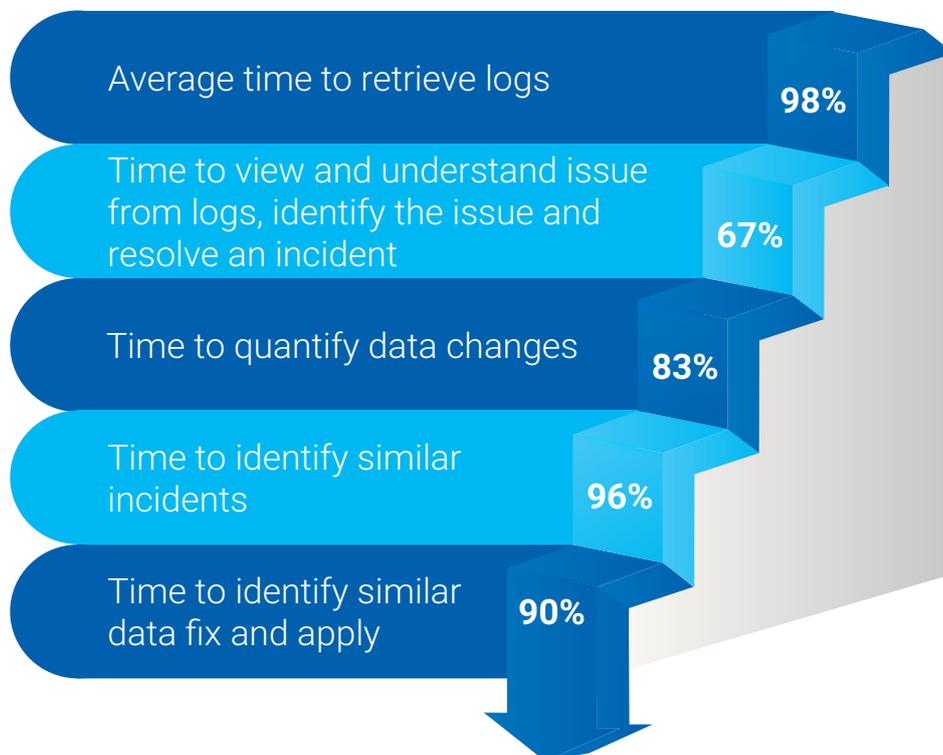


## Solution Benefits

- » Unified approach to logging an error handling
- » Production Support Portal to track, manage and fix Pega application issues
- » Audit Trail for failed transactions
- » Similar Incident pattern matching with an auto-resolve facility self-healing
- » Integrates with Kibana leveraging the elastic search features
- » Log retrieval mechanism for multi-node environments
- » Knowledge management to help support engineers expedite issue resolution
- » Weekly and monthly BAM reports help businesses keep track of the volume and failure ratio of the transactions
- » Management Information showing incident frequency enabling the business to prioritise application defects

## Client Success

One of the UK's largest banks uses iCLEAR to manage their Pega applications in a production environment. The solution provides a single platform to manage over 20 Pega applications within production spanning 30-nodes. iCLEAR is used to automate the Incident Resolution Process resulting in significant cost savings and increased efficiency



## iCLEAR Framework Business Benefits

- » An out of the box set of common logging and error handling rules that can be re-used across multiple applications, therefore reducing development time
- » Improves end-user experience during transaction failures, by providing informative error messages
- » Reduces the time to resolve application issues by automating log file retrieval and leveraging knowledge of similar incidents
- » Provides a self-healing mechanism for data fixes, that can be used to resolve thousands of failed transactions
- » Provides transparency and control over the production support processes
- » Reduces the overall application support and maintenance costs

# Orchestrating the **Digital** Enterprise™

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## About Us

Incessant Technologies, an NIIT Technologies company, helps global organizations realize their Digital Integration goals through the agile delivery of enterprise iBPM solutions. Incessant's Pega® Practice has unmatched certification levels in the industry, thereby providing highly experienced teams on customer engagements. With experience of over 200 successful customer implementations and a suite of Pega Platform productivity solutions, Incessant delivers significant value to its customers in Insurance, Banking & Financial Services, Government and Manufacturing. Orchestrating the Digital Enterprise is at the heart of everything we do. With our expertise in the Pega 7 Platform we deliver CRM, Case Management, RPA and Decisioning solutions that transform organizations into the digital businesses of tomorrow.