

## Overview

# Digital Transformation Practice

## Pega Digital Process Transformation Practice

The Digital Process Transformation Practice from NIIT Technologies is powered by its two specialist subsidiaries – Incessant & RuleTek – who bring unmatched expertise in assisting global organizations to achieve their digital process automation goals and revolutionize their customer's experience.

The combined strength of Incessant and RuleTek powers the Pega Practice with unmatched certification levels in the industry, with highly experienced teams offering consulting and implementation services to help deliver mission critical customer engagements. With experience of over 300+ successful customer implementations and a suite of Pega Platform productivity solutions, we deliver significant value to customers in Insurance, Banking & Financial Services, Government, Manufacturing and Travel.

# About Us

## Pega Partner Awards



Awarded 'Excellence in driving client success' by Pega in 2018



Awarded 'Excellence in Growth and Delivery' by Pega in 2019

Incessant acquired RuleTek in May 2017

- » **Pega practice of 700+ with 94 CLSAs**
- » Largest niche DPA player with Global footprint
- » Most certified partner, highest number of CLSAs
- » Providing Architecture consulting on Strategic Apps (PUI, CLM, CS)
- » Marquee customer base
- » Off-shore/on-shore/near-shore delivery models
- » Development centers in Hyderabad, Bangalore, UK and Boise, Idaho
- » 100% Agile/Scrum Project Delivery
- » Strong 360 degree relationship with Pega – Automated internal operations with Pega Sales Automation

## Unmatched Expertise

### Key Pega Certifications



Certified Lead System Architect



Certified Pega Decisioning Consultant



Certified Customer Service Architect

## Pega Solutions and Accelerators



### iVLSA - Pega AI based Virtual LSA

Designed to perform a thorough review of Pega applications remotely, providing real-time suggestions to developers during the implementation cycle – enhancing code quality and developer efficiency



### RAPID – Optimize the prioritization and despatch of work orders

RAPID is a single point solution uniquely designed to optimize the prioritization and dispatch of work orders. By leveraging Pega's Field Service Management system the solution provides automatic creation and real time analysis of work orders.



### Integrated DevOps Suite

Enabling continuous delivery with solutions and processes that move applications quickly from development, through to testing and then rapid deployment



### Pega & Blockchain Solutions

Integrate with Blockchain to support your KYC process and e-Checks



### Seamlessly Manage Cases and Content

Integrated Pega Case and Content / Document Management Platform using Alfresco



### Contract Management Framework

Contract Management framework allowing users to intelligently assemble, publish, and orchestrate the lifecycle of use-case specific documents with ease

## Service Offerings

### Pega Platform

- » Pega Architecture Consulting
- » Pega COE Enablement
- » Pega Platform Implementation
- » Pega Upgrades

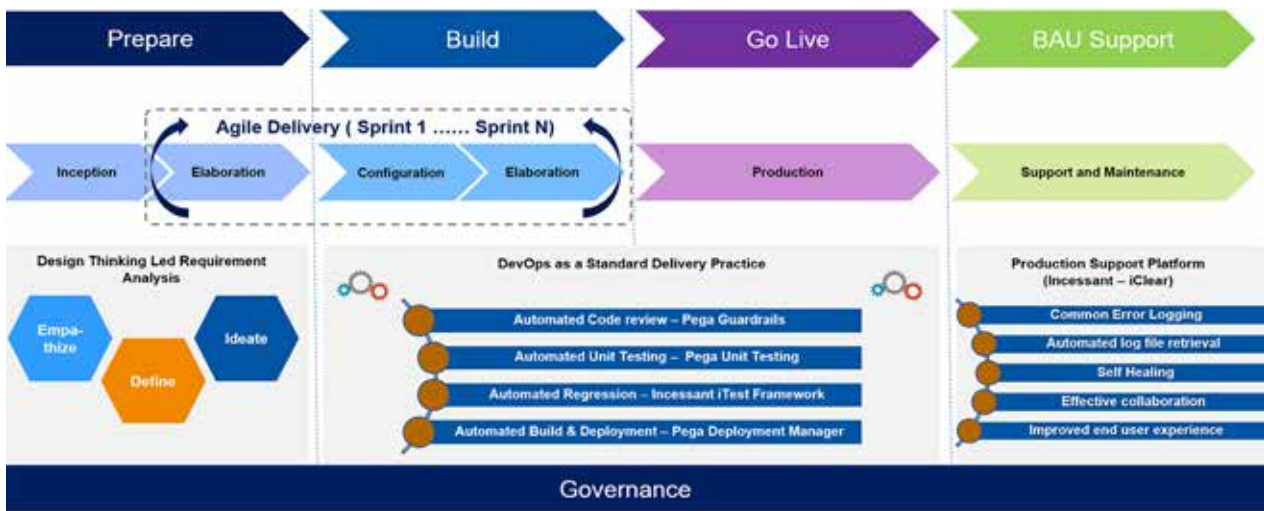
### Customer Service & Marketing

- » Decisioning / Next Best Action
- » Multi-Channel Enablement
- » Pega UEX & Customer Journeys
- » Robotic Process Automation

### Support & Automation

- » Pega / DevOps Acceleration
- » QA Automation
- » Pega Application Support
- » Performance Engineering

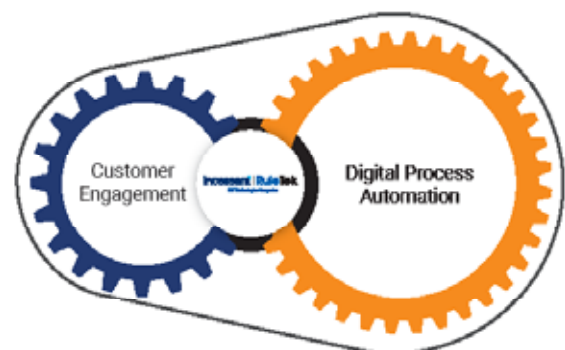
## Our Unique Delivery Methodology



## Why Incessant-RuleTek?

With our unique and combined expertise in the Pega Platform, we provide CRM, Case Management, RPA and Decisioning based solutions that transform organizations into the digital businesses of tomorrow.

- » Pega practice of 700+
- » 300+ Successful Pega implementations
- » Nearshore North American Development Center
- » Specialist Pega BA and QA Practice
- » PUI Product Development Partner for Pega





# Leaders in the Delivery of Digital Transformation

## Contact:



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## About Us

Incessant & RuleTek, NIIT Technologies companies, helps global organizations realize their Digital Integration goals through the agile delivery of enterprise iBPM solutions. The Pega® Practice has unmatched certification levels in the industry, thereby providing highly experienced teams on customer engagements. With experience of over 300+ successful customer implementations and a suite of Pega Platform productivity solutions, Incessant & RuleTek delivers significant value to its customers in Insurance, Banking & Financial Services, Government and Manufacturing. With our expertise in the Pega Platform we deliver CRM, Case Management, RPA and Decisioning solutions that transform organizations into the digital businesses of tomorrow.