



# DRAMATICALLY IMPROVE MEASURABLE BUSINESS PERFORMANCE AND OUTCOMES THROUGH INTELLIGENT AUTOMATION

### **FAA BUSINESS AGENDA**

- Enhance customer services and productivity
- Improve stakeholder engagement and satisfaction
- Increase prediction reliability
- Speed application and infrastructure innovation
- Boost ROI

### **VISION FOR THE FUTURE**

- Decision makers have access to accurate, complete and reliable information
- Customer satisfaction and stakeholder collaboration is fueled by real time business intelligence
- Business processes are error-free and efficient resulting in cost avoidance

## More than 25 Government agencies use Pega









### IHS and Pegasystems Vision Proposal for FAA

### **BUSINESS CHALLENGES**

- Critical business details are trapped in unstructured documents
- Data stored in emails, PDFs, and spreadsheets reinforce organizational silos and obscure data driven insights
- Organizational blind spots make it difficult to remediate business and program risks

### THE IHS/PEGA SOLUTION

- Weaves business processes together and streamlines workflow across organizations, platforms and systems
- Unifies, manages, prioritizes and automates routine activities and tasks
- Mobile capability enables work from anywhere
- 40%-60% ROI
- Production-ready system in weeks

#### The Proof

Census Enterprise Data Collection and Processing - Pega mobile will power and mobilize 350,000 census takers

Internal Revenue Service - Core platform and foundation for enterprise case management

USDA's EzFedGrants - \$100 billion of loan, guarantees and insurance from origination to retirement

VA's Financial Services Center - Invoice and payment processing system for medical facilities nationwide