PEGA
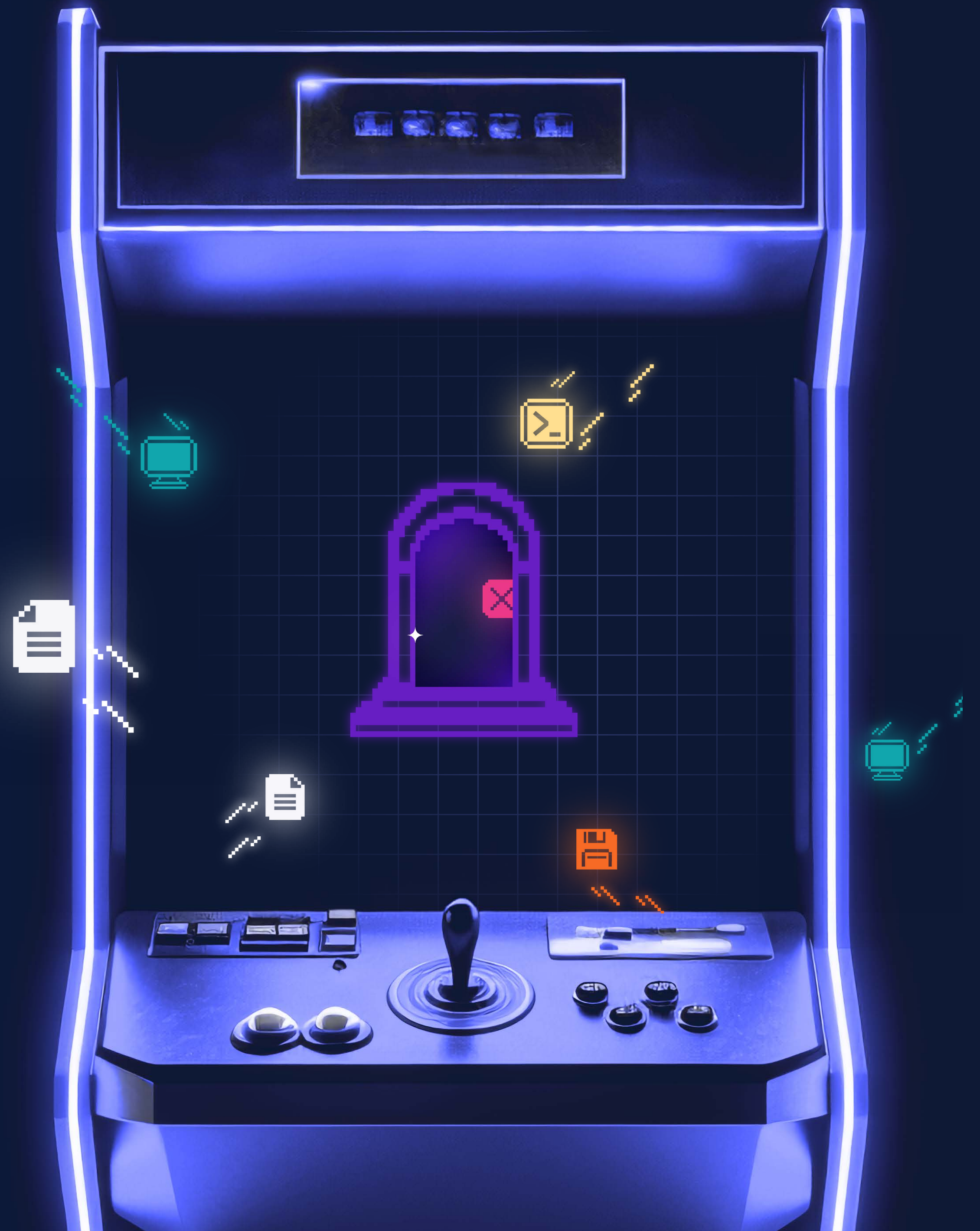
LEGACY IN. BRILLIANCE OUT.

GAME OVER

for outdated systems: How Government can *transform with Pega*

A guide for public sector transformation leaders

Your government systems are
stuck in the maze

For decades, public sector IT has been trapped in a complex labyrinth of legacy systems. Green-screen terminals. Paper forms scattered across departments. Old code no one dares touch. Manual processes that should have been automated years ago.

Sound familiar?

You're spending up to **80% of your IT budget** just keeping the lights on - maintaining systems that are older than some of your staff.

Meanwhile, citizens expect digital services that rival the private sector, policy changes pile up waiting for outdated workflows to catch up, and fraud slips through manual cracks.

But here's the thing: patching isn't transformation.

Wrapping old systems just hides old problems and burns your budget.

There's a better way. And it doesn't require starting from scratch.

Welcome to Legacy Mode - where outdated systems get consumed, not patched.
Where safe AI-powered transformation happens in weeks, not years.
Where you build once and deploy everywhere.

Ready to play?
Turn the page.

Why transformation *keeps failing*

70% of legacy transformation projects fail. Here's why.

The imperative is clear: organisations must move away from outdated systems. But knowing you need to transform and successfully executing that transformation are two very different challenges.

1 Costly discovery

Traditional approaches require lengthy analysis, extensive documentation, and months of expensive consultancy just to understand what you have.

By the time discovery ends, requirements have already changed.

2 Cloud readiness gaps

Legacy systems weren't built for modern, cloud-based environments.

The technical debt is so deep that migration feels impossible without massive disruption to services citizens depend on.

3 Incomplete retirement

You thought you'd finally switched off that old system - then discovered embedded dependencies, undocumented integrations, and business logic buried so deep that full retirement became a pipe dream.

The result? A *widening gap.*

Whilst market leaders deploy AI-augmented workflows and deliver real-time, personalised citizen engagement, laggards remain trapped in rigid, rules-based processes with fragmented experiences and **40-60% slower response times.**

Leaders achieve **40–50% faster** implementation through intelligent automation.

Laggards struggle with manual updates that take **weeks or months.**

The organisations that successfully execute transformation won't just reduce costs - they'll create sustainable competitive advantages through enhanced agility and innovation.

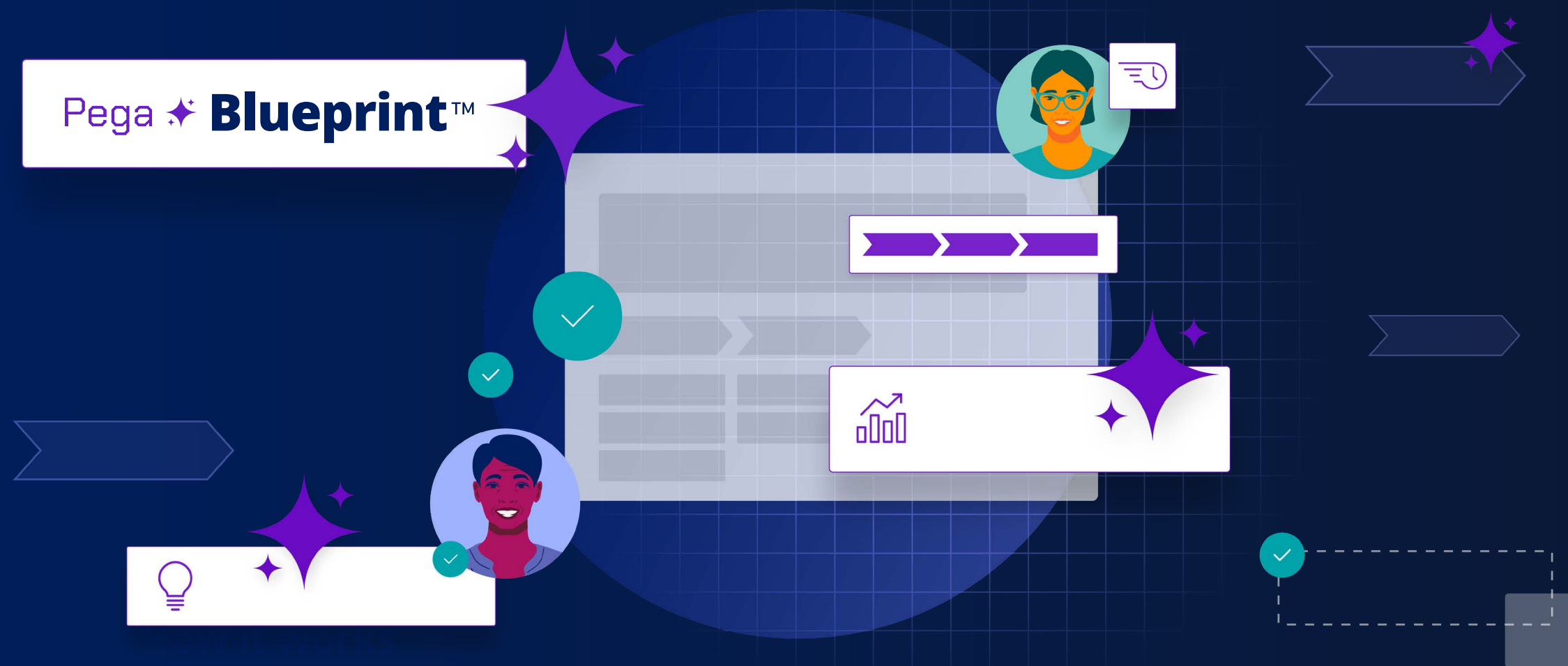## But the *old playbook* won't get you there.

The new *transformation mechanic*

What if AI could eat legacy and output brilliance?

Pega Blueprint is a is an enabler for efficiently transforming old legacy systems into our modern platform. It ingests messy legacy information - old green-screen UIs, tangled code, disconnected forms - and acts a translator between technical aspects and business needs.

Here's what makes it different: Using this AI tool not only drives efficiency but also means that colleagues can contribute towards service design and improvement, thanks to Blueprints low technical barrier to entry.

This is an AI tool which is simple to adopt, allows multiple stakeholders to collaborate, and ultimately provides a mechanism to quickly prototype ideas which solve problems across Government organisations.

RAPID ANALYSIS

Extract process data and accelerate discovery. Blueprint compiles existing process documentation - PDFs, diagrams, BPMN files, demo videos, screenshots - alongside output from legacy code analysis tools. What used to take months of consultancy happens in days.

INTUITIVE BLUEPRINT

Reimagine application design in minutes. AI analyses those components and generates an end-to-end, cloud-ready application complete with everything needed for future-proof architectures. Modern best practices. Built-in automation. Government-ready from the start.

FUTURE-PROOF ARCHITECTURE

Rapidly deploy cloud-ready applications. The newly designed Blueprint application deploys directly into Pega Platform production. No wraparounds. No workarounds. Just modern, scalable workflows purpose-built for government.

The obstacles that have long prevented successful projects are now solved with Agentic AI in a safe way, simpler with lower cost.

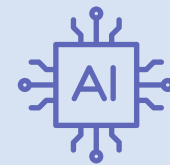# Transform once. *Reuse everywhere.*

The traditional approach to modernisation creates its own problems. Every department rebuilds the same service journeys. Benefits processing logic gets rewritten fifteen times for fifteen agencies. Housing applications, healthcare referrals, licensing workflows - all duplicated across government.

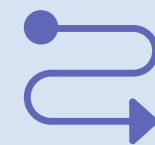**Pega Blueprint and the Pega Government Platform change the game:**

Build once. Deploy across government.

Create case flows once, then deploy them across departments and policy areas. It's modular. Reusable. AI-enhanced. Built to reduce duplication, not replicate it.

GenAI Blueprint

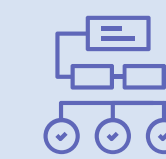Model legacy systems and generate future state workflows automatically.

Reusable architecture

Build fast, once, then scale across departments without rebuilding.

Built-in intelligence

Detect fraud, streamline operations, and serve citizens faster with safe AI for Government

Real transformation in action

Some of the world's most successful enterprises are already using Blueprint to transform operations.

Real transformation in action

Some of the world's most successful enterprises are already using Pega to transform operations.

- **HMRC** built prototypes in Pega in just 8 weeks – a record for the department – and has since deployed customer service solutions to 16,000 staff members.
- **Deutsche Telekom** consolidated more than 500 HR processes into one platform.
- **Lloyds Banking Group** transformed, remediated, and rationalised eight legacy applications into four cloud applications within six months - with dozens more platform updates that would have been impossible on legacy systems.

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Change what's *possible for government*

The autonomous enterprise starts *here*. Transforming legacy infrastructure isn't optional - it's a prerequisite to realising the autonomous vision for government.

Three HORIZONS of transformation:

HORIZON 1:
Operational Efficiency

Streamline and simplify process architectures. Redesign workflows to remove complexity, eliminate duplication, and accelerate delivery. Modernise applications with automation and best practices. Break down data silos, enable seamless data sharing, and decouple legacy, monolithic systems to support collaboration and agility.
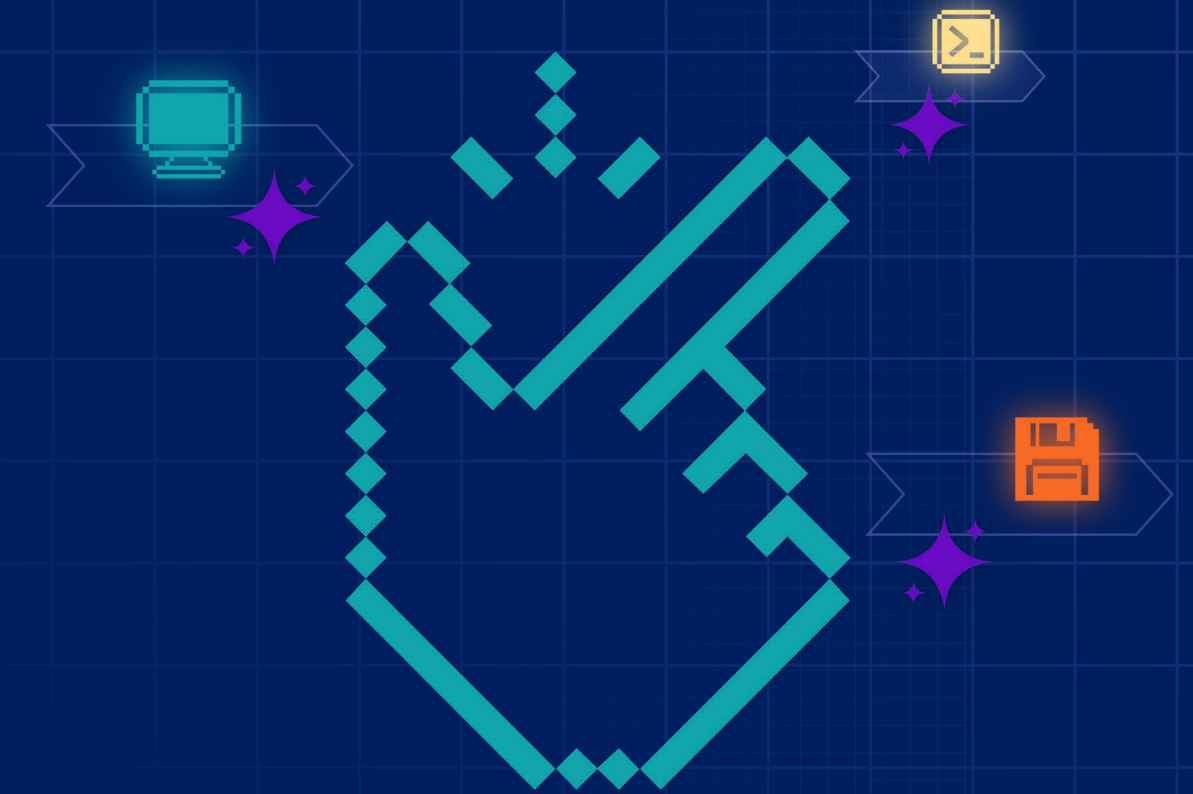
HORIZON 2:
Sustainable Business Value

Reduce operational and legacy costs while increasing efficiency. Empower teams to collaborate effectively, respond faster to change, and deliver consistent, high-quality citizen experiences at lower TCO.

HORIZON 3:
Future-Ready Capability

Enable self-optimising, data-driven processes that continuously improve. Leverage AI-driven automation and predictive insights to enhance decision-making, strengthen collaboration, and proactively elevate the citizen experience.

Deploy to a cloud-native platform

Success hinges on adopting a comprehensive platform strategy capable of handling enterprise data at scale. Pega Infinity acts as the essential foundation to deploy and execute newly imagined workflows whilst streaming live data from the cloud, data lakes, and integrated systems.

This creates an environment where:

- **Data becomes a strategic asset**, not a burden

- **Processes evolve intelligently** without manual intervention

- **Innovation accelerates** rather than stalls

- **Everything can be captured** and activated centrally and continuously

The path forward requires a fundamentally different approach - one that leads with AI-powered workflow automation.

Your *roadmap*

Go live in 90 days. Not 90 weeks.

Pega Blueprint cuts the software development lifecycle for modernisation projects. Here's how we'll partner with you to make it happen:

PHASE 1:
Map What's Possible
(Weeks 1-2)

Transformation Test Drive: A 2-week, no-cost pilot to run discovery, reimagine processes, and deploy to the cloud. We'll build a comprehensive go-to-market plan together.

Rapidly uncover the as-is state and identify areas to consolidate many applications into few using GenAI and Blueprint.

PHASE 2:
Design the Future
(Weeks 3-8)

AI-driven software architecture design and rapid prototyping. Establish a governance and change management framework.

Build knowledge and capacity for internal teams so transformation capabilities stay with you.

PHASE 3:
Empower Your Team
(Weeks 9-12)

Leverage Pega's AI-powered development to get new workflows live fast.

Drive data migration, integration, testing, and validation against business requirements.

Start retiring legacy applications for good.

PHASE 4:
Go Live in 90 Days

Deploy modern, cloud-ready applications that replace - not wrap - legacy systems.

Citizen-facing services go live.

Back-office efficiency improves immediately.

Legacy maintenance costs start dropping.

PHASE 5:
Optimise & Transform
(Ongoing)

Continuous evolution and optimisation.

Expansion to new business opportunities across government.

Scale decommissioning of legacy applications across your entire portfolio.

Get *started*

Is your organisation ready?

If any of these statements is true, it's worth exploring legacy transformation with Pega:
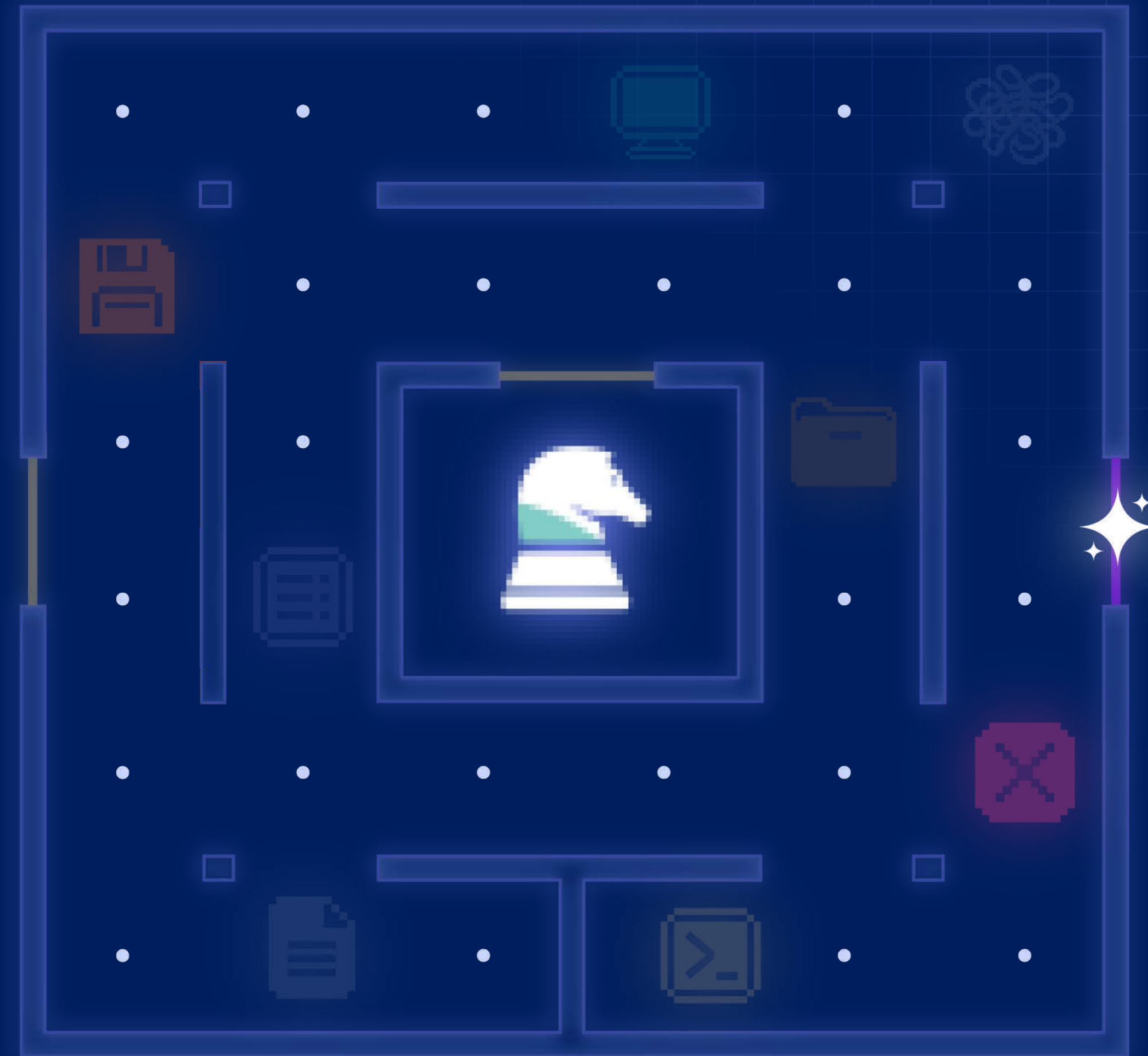
This is a pure workflow application, like a BPM or CRM

This app lives on a system with rules and logic built in (mainframe, Lotus Notes)

We have existing process documentation describing our legacy state

We've attempted transformation projects before, but they stalled

We're working with a hyperscaler or GSI partner on modernisation today

Let's talk *transformation.*

Ready to retire legacy?
Let's turn mission into action.

Public sector innovation shouldn't be stalled by outdated systems. With Pega Blueprint, you can retire legacy entirely - no more wrapping, no more workaround budgets.

What you'll achieve:

- Accelerate new services without rebuilding from scratch

- Reduce maintenance costs by up to 80%

- Align every transformation to citizen outcomes

- Build once and deploy across departments

- Detect fraud before it happens with built-in AI

- Deliver faster, smarter, more efficient services

Three ways to start your transformation:

1 **Book a strategy session**

Speak with a **Pega government transformation advisor** to map your modernisation challenges and opportunities.

2 **Try the Transformation test drive**

Experience a **no-cost, 2-week pilot** where we'll run discovery, reimagine processes, and deploy to the cloud together.

3 **Explore the Pega blueprint**

Go to **Pega.com/ blueprint** to start designing applications for free and see how AI-powered transformation works.

Legacy in.
Brilliance out.
Just like that.

Visit **pega.com** **to learn more**

Pega is the leading Enterprise Transformation Company that helps organisations Build for Change with enterprise AI decisioning and workflow automation.

Since 1983, we've built our scalable and flexible architecture to help enterprises meet today's demands whilst continuously transforming for tomorrow.

Goodbye legacy systems.
Hello possibility.