Mindtree
Welcome to possible

Business Process Optimization with Pega 7

Possibilities for Adaptive Enterprises

Pega services at Mindtree

Mindtree has helped large enterprises achieve significant productivity improvements and growth by transforming their business processes with Business Process Management (BPM) capabilities and cutting edge Pega BPM technology. We have also helped our customers in predicting risks, assessing competition and understanding the trends to create new products and services and deliver a compelling proposition to their consumers. Mindtree's BPM approach is pragmatic, with a focus on understanding client needs and creating solutions that addresses these needs.

Value Proposition

Domain-focused tool experts (CoE)

Pega skill "Provisioning Factory Model"

Situational Layer Cake Design Guide

Scrum Agile methodology for Pega

Mindtree Pega–One Step ahead with customized accelerators and frameworks to suit our clients business needs and provide a quick time to market

Pega Platform Experience

Direct Capture of Objectives (DCO) approach

Case management

Decision management

Automated unit testing

Pega Business Partner

Data-centric process
Global exposure management for largest insurer, integrating 130+ countries

Content-centric process
Leveraged Pega rules capabilities to provide advanced content management

Process collaboration
CPG-Retail collaboration process framework

BPM

- Consulting for strategy, adoption roadmap and architecture
- Process governance and performance management with analytics
- Business process discovery, optimization and automation
- Rule harvesting and mining

SOA

- SOA assessment, architecture definition and governance setup
- Process-centric SOA enablement and transformation
- SOA domain model implementation
- Services enablement and middleware implementation leveraging Enterprise Service Buses (ESBs)

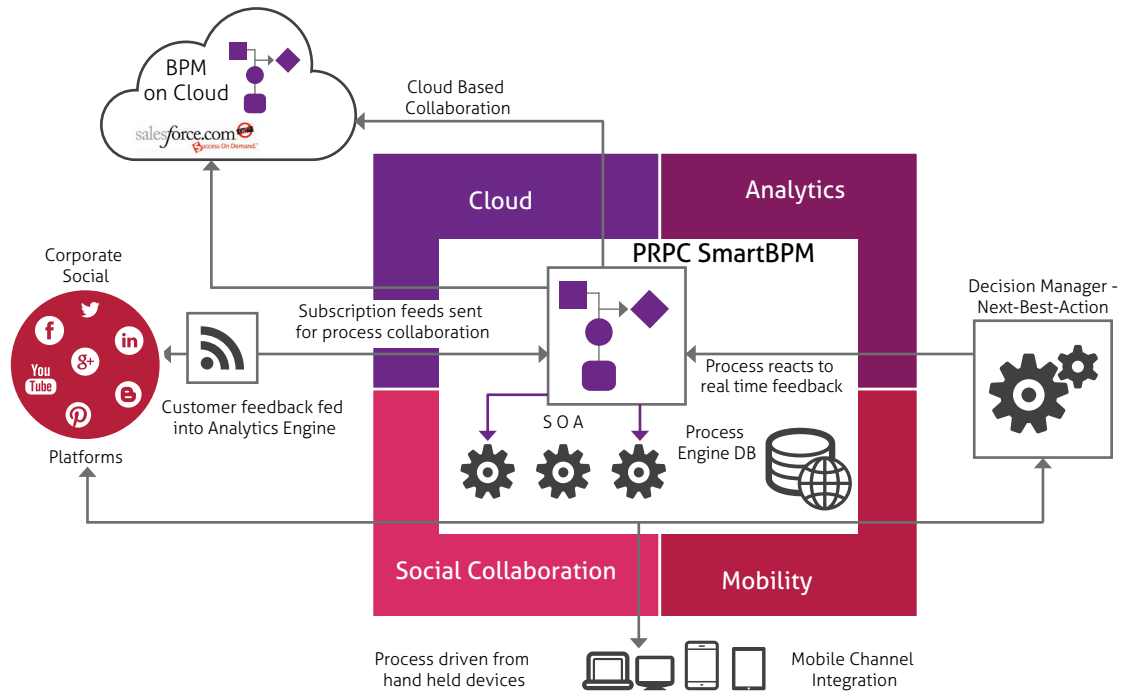### SMAC-enabled enterprises through Pega BPM

The cornerstone of Mindtree's Social, Mobile, Analytics and Cloud (SMAC)-enabled intelligent platform is the PegaRULES Process Commander (PRPC) SmartBPM engine responsible for process orchestrations. In the below architecture PRPC SmartBPM engine is plugged to social media channels to receive real time feedback from the customers. These feedbacks predicts and helps in adapting to the Next-Best-Action for a specific customer. Pega's Next-Best-Action is a new approach to customer interactions such as risk mitigation, remedial actions for churn and fraud, service provisioning, data collection, arrears, surveys and so forth. The essence is in the sophistication of the interaction and the corresponding quality of the customer experience. With Next-Best-Action, it is now possible to build a mini business case to determine the best action to take. Once the action is taken and the customer's response is recorded, the business

case is immediately recalculated and the Next-Best-Action is recommended. The insight into customer interests is calculated through predicted models, determining the likelihood of interest in each of the propositions.

Next-Best-Action advises processes to adjust behavior according to customer behavior and improves the overall customer experience.

Pega technology makes the end-to-end business processes highly visible and in multiple form factors. Pega BPM's design-once, access-anywhere UI reduces the time and cost to deliver consistent, attractive and intuitive customer experience across all channels, including mobile and social. Mindtree's SMAC architecture integrates information across all channels and enables customers to transition from one channel to the other easily. For instance, a customer can initiate a support ticket via email and the resolution can be pushed as a notification to the customer's hand-held device.

SMAC-enabled enterprise

BPM on Cloud

salesforce.com

Cloud Based Collaboration

Cloud

Analytics

PRPC SmartBPM

Corporate Social

Subscription feeds sent for process collaboration

Decision Manager - Next-Best-Action

Customer feedback fed into Analytics Engine

Process reacts to real time feedback

Platforms

S O A

Process Engine DB

Social Collaboration

Mobility

Process driven from hand held devices

Mobile Channel Integration

Industry solutions in Pega

Global Underwriting Risk Management Platform

- Platform enables insurers to have a complete under-standing of location-based risk by capturing more frequent, more complete and more accurate data
- Creates account and portfolio level aggregate views of the risk in order to increase return on capital through better risk management, especially catastrophic risk
- Allows insurers to better manage their reinsurance negotiations with more accurate rating / pricing data
- Helps insurers to meet increasing regulatory / investor / government security obligations and streamline operation processes

Framework to streamline CPG-Retail Business Processes

- Solution platform for Consumer Packaged Goods (CPG) and retail industry intended to automate collaborative business processes between CPG and retail firms
- Wide range of pre-built process templates for various processes such as
  - New item introduction and maintenance
  - Omni-channel sales order processing
  - Campaign management workflow
- End-to-end integration to optimize interaction between CPG and retailers for quick BPM adoption

Customer On-Boarding for Capital Markets

- Solution streamlines the process of requesting for account creation, amendment and closure across a unified platform which provides complete visibility into each client across multiple accounts, channels and geographies
- Seamlessly captures the new account details and classification information and processes the approvals with an ability to route the request to specified account owners including manager approvals and department authorizations.

Agile delivery framework

Our agile BPM delivery processes, templates and frameworks coupled with in-depth engineering capabilities enable our clients to realize benefits within 90 days. Our incremental value-driven approach de-risks challenges associated with BPM implementations and provides immediate benefits, while ensuring that long terms goals are met within stipulated budgets. The factors that help us deliver value:

- Service Oriented Architecture (SOA) and BPM products-specific estimation and requirements tools
- Single team for all process, rules, analytics and integration needs
- Minimum rework and reduced project overhead for maximum value
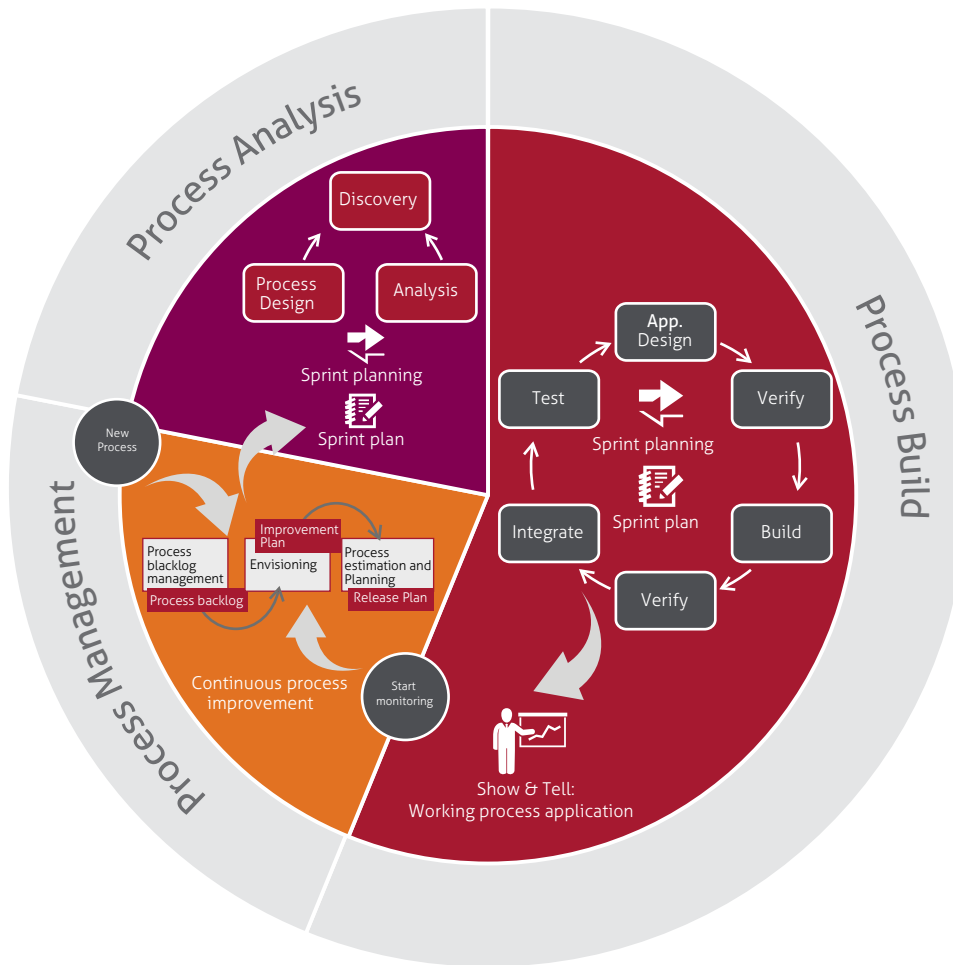
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About Mindtree

Mindtree [NSE: MINDTREE] delivers technology services and accelerates growth for Global 1000 companies by solving complex business challenges with breakthrough technical innovations. Mindtree specializes in e-commerce, mobility, cloud enablement, digital transformation, business intelligence, data analytics, testing, infrastructure, EAI and ERP solutions. We are among the fastest growing technology firms globally with more than 200 clients and offices in 14 countries.