

DIGITAL  
TRANSFORMATION  
WITH  
INTELLIGENT  
SOLUTIONS FROM  
INFOSYS AND PEGA



Today, organizations want smart digital initiatives that can transform their business to drive top and bottom line growth. With the right tools and alliances, digital transformation can help enterprises interact better with partners, employees and consumers, develop new business models and products, and find innovative ways of using connected devices profitably.

Infosys' partnership with Pega provides strategic support for your digital transformation journey. We offer delivery excellence through templates that leverage Pega assets and tools along with accelerators developed by Infosys. With a number of custom-built solutions that accelerate Pega delivery, Infosys is helping telecom, financial services and healthcare clients achieve sustainable competitive advantage.

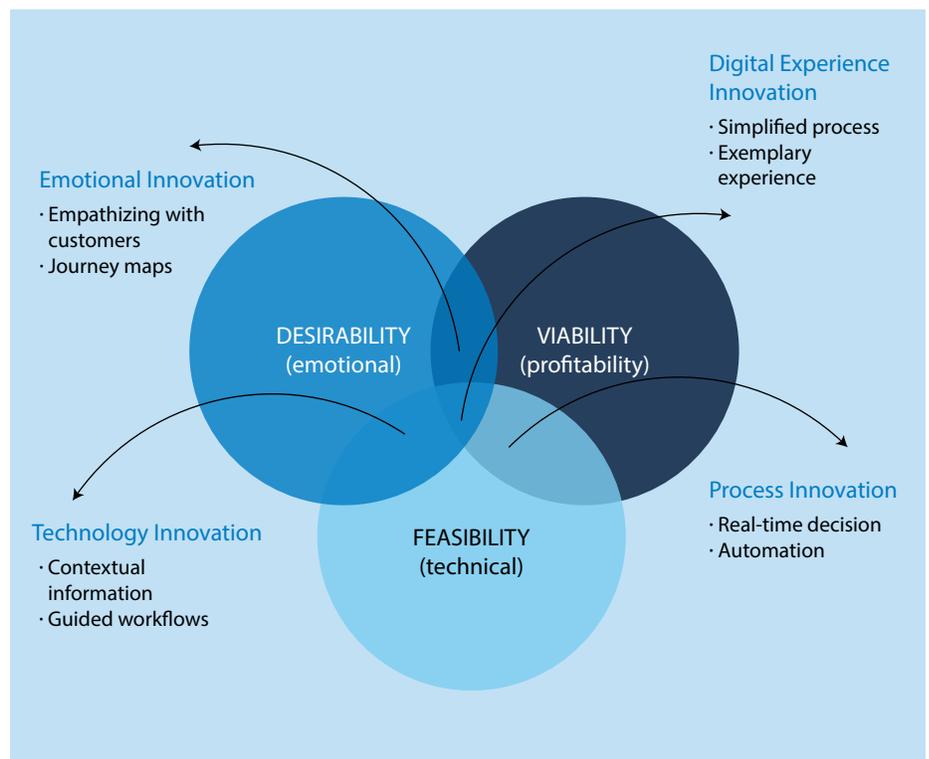


## Infosys Design Thinking-led Business Process Management (BPM)

**Maximize digital investments with pervasive business process innovation**

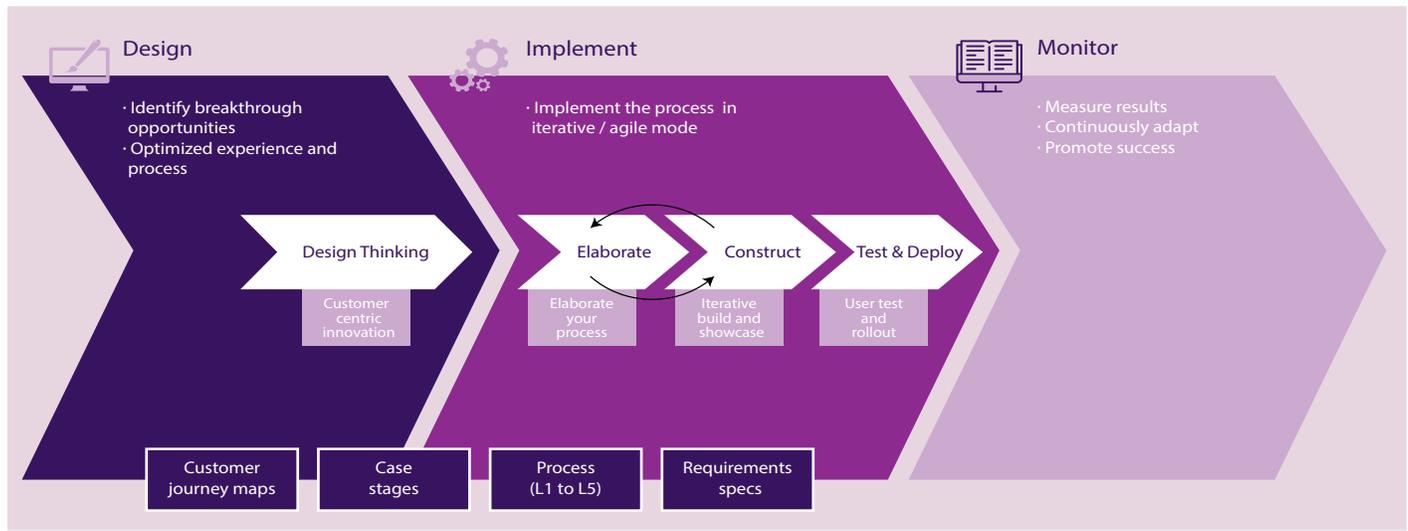
Successful digital transformation initiatives are those that revamp the customer experience and enable innovative business processes for service excellence. To make innovation pervasive, enterprises need an integrated framework that combines emotional desirability, business viability and technical feasibility.

**Infosys Design Thinking-led BPM** creates processes for new business opportunities with iterative implementations to help enterprises quickly roll out new experiences, products and models. It also measures results continuously, ensuring that business goals are met.



## With Infosys' Design Thinking-led BPM, you can:

- **Enhance your customer experience:** Personalize customer engagement with real-time and relevant consumer insights for a delightful customer experience
- **Simplify digital operations:** Balance engagement and efficiency by automating manual operations and harmonizing front and back-office processes
- **Re-imagine business possibilities:** Leverage connected devices and the power of BPM platforms to create new business and product possibilities



## Infosys QMS Solution for Clinical Trials Operations Support

### Stay compliant and efficient with a single, agile and reusable platform

Clinical trials, particularly interventional trials, are governed by stringent regulations across all trial stages. Further, pharmaceutical companies must ensure that their reporting mechanisms are compliant with various industry bodies, which can be complex, challenging and time-consuming. To negotiate these compliance hurdles, organizations need an efficient business process platform that can perform repeatable and end-to-end tasks from planning to execution. Such a system should quickly adapt to changes and accelerate time-to-market while providing continuous improvement through reusable capabilities to keep costs low.

### Infosys Quality Management System

(QMS) leverages the Infosys-Pega platform to streamline and automate standard operating procedures, thereby ensuring quality and compliance in clinical trials. The platform optimizes the various business processes and operations and makes them repeatable, efficient, visible, and consistent. Further, it enables organizations to respond with agility to changes.

Infosys QMS uses a modular approach for easy integration with multiple applications and real-time operations tracking and reporting through a single platform. Your organization can achieve faster time to value for all quality management functionalities through:

- **Holistic approach to QMS** – The solution identifies common elements and designs them as foundational objects for QMS applications. It defines clinical studies and its attributes that can be scaled to long-term QMS needs and provides automatic

and conditional instantiation of sub-cases

- **Leverage Pega capabilities** – Infosys involves Pega during the design phase to align the solution with Pega's roadmap. It establishes a closed loop to map functional design with available Pega functionalities such as Pega Case Management and BPM
- **Easy integration and reuse** – The secure, scalable and upgradeable application framework integrates easily with existing IT infrastructure. It leverages reusable cases and work types with the provision to share, integrate and extend user interface (UI) components, business logic and standard data models
- **Agility** – Flexible and dynamic case management can determine the case journey during execution. It also uses ad hoc and unstructured processes and tasks to quickly adapt to changing business needs

### Infosys QMS helps you:

- Become flexible and adapt strategically to changing business models
- Gain management control of clinical trial operations
- Lower total cost of ownership through account re-usability and automation
- Share insights and improve proactive analysis
- Stay compliant through enhanced inspection/audit readiness

## Infosys Contract Management Solution

### Grow your business through personalized customer interaction

The first customer experience is critical for payers in the healthcare industry. Presently, providing smooth customer interactions is a challenge owing to inefficient and costly content and document management systems. These result in non-standardized communication, long turnaround time, and inability to address changing legal mandates or handle increasing volumes. Customers today want personalized content and instant service from their payers and this necessitates an agile system that optimizes integration and communication.

**Infosys Contract Management Solution** integrates workflow, document and content management capabilities on a single platform for real-time and dynamic business communication without the need for IT support. It provides payers with a reusable component repository and interactive assembly of contracts allowing them to preview, review and dispatch contracts efficiently.

The solution gives organizations:

- Holistic contract management and support for contract assembly for new products, contract renewal, contract re-issue, and riders/amendments. It

also automates contract creation. Other solution capabilities include intelligent contract hold and release for benefit or component hold, connectors to fetch contract components from document repository at run-time for contract preview and final assembly, and ready-to-print contracts in book format

- Integration with content management to store, maintain and organize contract components that can be viewed using images and dynamic tables
- Pega-enabled capabilities such as Pega workflows for review and gating as well as standardized and customizable branding
- Standardized communication models (XML) for rapid adoption across multiple business areas
- Agility to manage, analyze and update propositions, priority and decisions through marketing and decision management functionalities

### With the Infosys Contract Management Solution, you can:

- Eliminate manual effort and improve operational efficiency
- Reduce cost involved in generating contracts through reusable components
- Reduce turnaround time by eliminating IT involvement

## Infosys Decisioning-driven Proactive Service Operations Orchestration Solution

### Deliver customer delight with service excellence

With customer acquisition costs on the rise, businesses are focusing on new strategies to retain existing customers. This is challenging since 68% of customer attrition is attributed to customer dissatisfaction. Thus, business expansion is inextricably linked with

cementing customer loyalty and creating opportunities for cross and up-selling.

Orchestrating customer delight at every interaction requires a customer-centric organization with an intelligent service operations value chain. However, this value chain comprises of several parties, making orchestration a challenge.

#### Customer

- How do I get quick resolution for my request and instant information on new products, services and promotions when I call customer care?

#### Data center manager

- How do I determine customer intent based on installed base or historical interaction data for a customer?

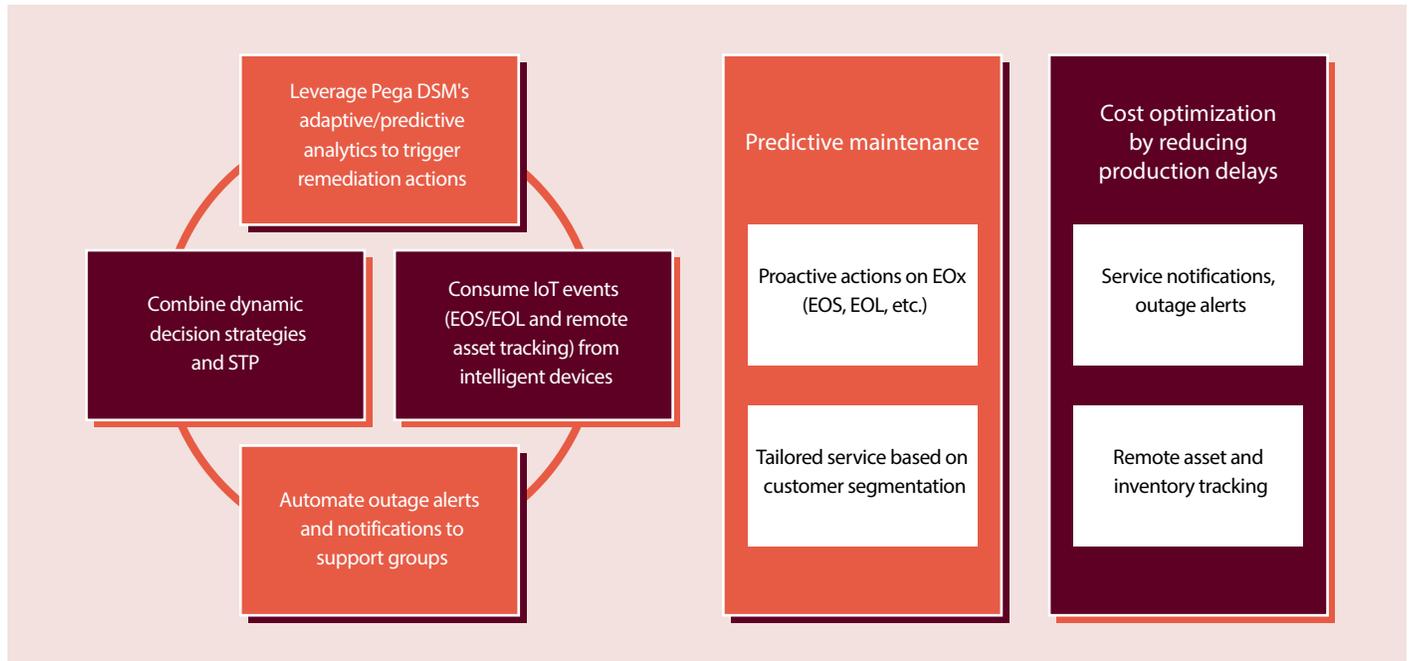
#### Manufacturing plant manager

- How do I reduce production delays using accurate forecast and estimation?

#### Organization

- How do we enable new revenue streams and introduce new products to create sustainable competitive advantage?

**Infosys Decisioning-driven Proactive Service Operations Orchestration Solution** leverages Pega's decisions strategy management (DSM) framework to combine the power of the Internet of Things (IoT) with dynamic data analytics and straight-through processing (STP). The solution enables the following capabilities:



## Benefits



## Infosys Correspondence Management Solution

### Communicate better for rapid business growth

Organizations in the healthcare industry struggle with ineffective business communication owing to costly and high-maintenance legacy systems, non-

standardized document management and inefficient content management systems. Outdated systems are unable to accommodate digital channels while time-consuming processes lower compliance. As the focus on promoting customer satisfaction increases, enterprises need to optimize communication, streamline correspondence and accelerate turnaround time.

**Infosys Correspondence Management Solution** integrates workflow management, document management and content management for real-time business communications without IT involvement. It enables business users to create, review and dispatch new templates and correspondences to end users in faster cycles, thereby increasing efficiency.



The solution allows you to:

- **Manage and create correspondence templates** easily through core template management functionality
- **Deploy an integrated solution** with technological capabilities that can be bundled as-a-service for a unique user experience
- **Get interactive correspondence** with images and dynamic tables across multiple input channels, delivery channels and correspondence types
- **Leverage Pega capabilities** such as standardized and easily customizable branding as well as workflows for better review and gating
- **Communicate better** with the standardized communication model (XML) that can be rapidly adopted across multiple business areas

- **Use add-on capabilities** such as enhanced auditing and tracking

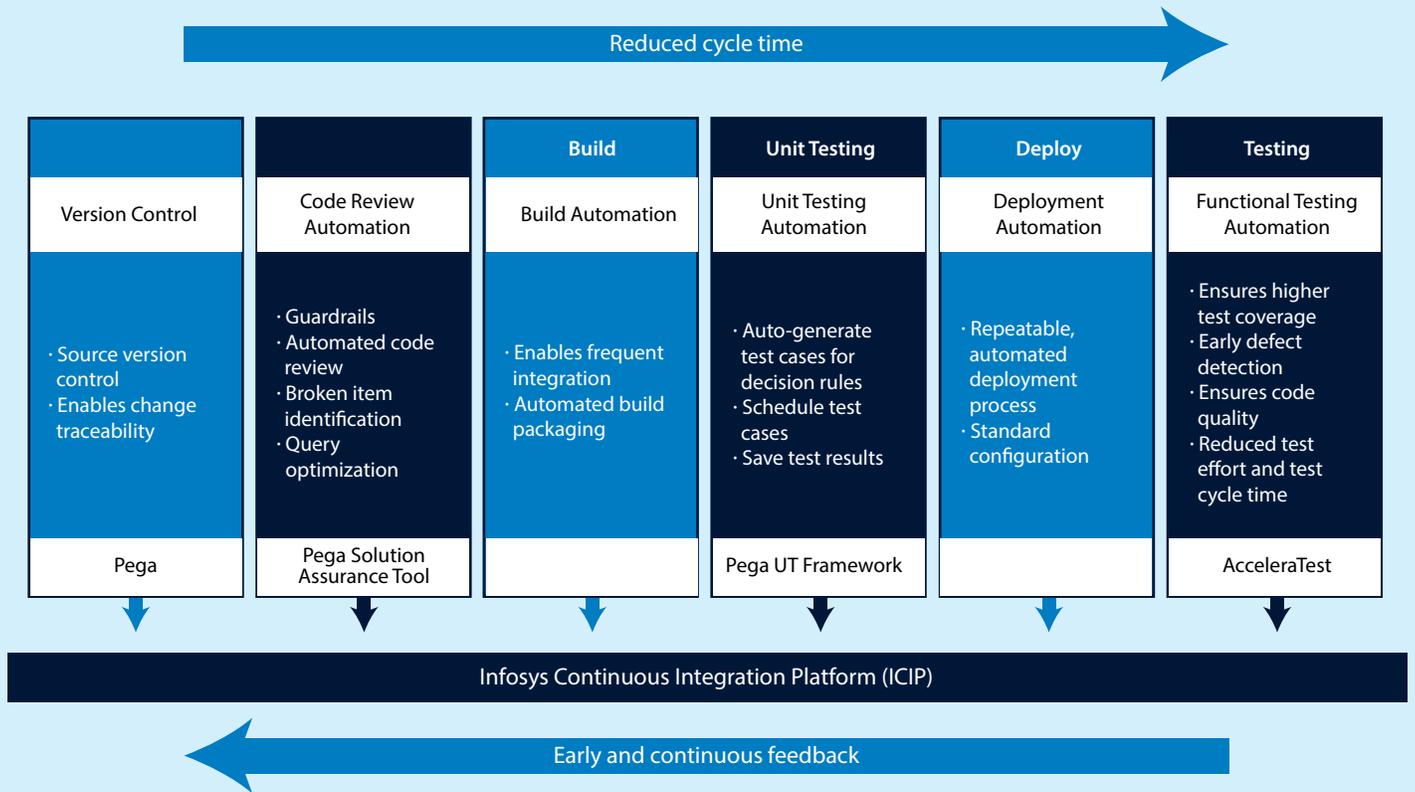
**With the Infosys Correspondence Management Solution, you can:**

- Reduce IT costs and get quick return on investments
- Create new correspondence instantly without depending on IT
- Increase contract accuracy and improve the gating and auditing processes
- Enhance operational efficiency with shorter turnaround time

## Infosys-Pega Development Lifecycle Management Suite

**Get agile and continuous software delivery**

In a world where competitive advantage is defined by accelerated time-to-market, lengthy project lifecycles can have an adverse impact on innovation and business growth. New technologies such as cloud and virtual machines break silos of communication within project lifecycle and create unified and lean teams to manage infrastructure and deploy code rapidly. However, organizations need a DevOps approach that delivers transparency, automation and collaboration to accurately detect and correct code failures as well as rapidly test and deploy code for production.



**Infosys Pega Development Lifecycle Management Suite** is a web-based platform that can be leveraged by Pega projects to quickly, reliably and repeatedly schedule automated builds, conduct code reviews and testing, and automate software deployments. The solution implements continuous integration as a process and leverages industry-leading tools and best-practices. It enables high quality agile delivery and helps in reducing total cost of ownership.

The key solution features are:

- **Rapid adoption:** Infosys Continuous Integration Platform (ICIP) is available as-a-service. Its single-click adoption helps you reduce effort, improve software quality and enable continuous integration and delivery

- **Standardized processes:** The solution automates the creation of build scripts, configures continuous integration systems and automates deployment systems
- **Automated code review:** Infosys Code Review Framework coupled with Pega Assurance Tool provides automated reviews for application code along with details on code quality issues and areas of improvement
- **Automated deployments:** The solution provides fast, consistent and repeatable deployments across all environments with easy rollbacks in case of failure
- **Testing automation:** Infosys solution for test automation – AcceleraTest – coupled with Pega Unit Testing

Framework creates automated test scripts without tool-specific scripting knowledge and performs seamless triggering of automated functional tests after every deployment, thereby minimizing manual intervention and allowing easy integration

**With Infosys-Pega Development Lifecycle Management Suite, you can:**

- Reduce total cost of ownership and ensure high quality assurance
- Increase productivity and improve visibility
- Accelerate time-to-market
- Enjoy faster deployments and lower project downtime
- Minimize risk and cost

For more information, contact [askus@infosys.com](mailto:askus@infosys.com)



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