



# **HOW THE PEGA INFINITY UPGRADE HELPED A GOVERNMENT AGENCY ENHANCE CUSTOMER AND EMPLOYEE EXPERIENCE**

Modernizing a Legacy System to Unify Data, Automate Workflows,  
and Transform Public Service Delivery.

# About the Customer

A government agency managing retirement benefits for public employees and retirees across multiple counties and districts in the United States. The agency serves over 300,000 members, helping individuals plan for their future while navigating complex benefit structures, regulatory requirements, and local variations. Operating at this scale requires tightly coordinated processes and seamless access to information to meet the needs of every member efficiently and accurately.

## Engagement Story

With more than 300,000 members depending on the agency for timely, accurate retirement support, delivering responsive service was central to its mission. However, as member interactions grew in volume and complexity, the agency's legacy system and manual practices could no longer keep pace. Staff were forced to pull information from multiple systems, often spending extra time on each inquiry to locate and verify data. These bottlenecks slowed responses, complicated troubleshooting, and affected the member experience.

Recognizing the need for a modern, scalable platform, the agency partnered with EvonSys to implement a flexible solution that unified data access, reduced manual effort, and laid the foundation for future digital expansion.

Staff relied on disconnected systems, creating delays in member support and reducing operational efficiency.

# Key Business Challenges



## Legacy Systems and Practices

The existing legacy setup and outdated processes were difficult to navigate, limiting staff efficiency and increasing the risk of errors.



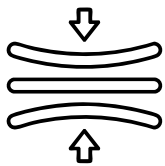
## Disparate Data Sources

Staff needed to switch between multiple systems to access member information, increasing handling time and reducing productivity.



## Troubleshooting Difficulties

Due to fragmented data and inefficient workflows, resolving member inquiries was cumbersome and slow.



## Limited Flexibility for Change

The system was not built for easy updates; adding new functionality was complex, time-consuming, and risky.

The legacy system caused extra manual work, risk of errors, and slower service delivery.

# Desired Goals

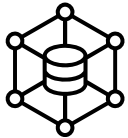
- Streamline multiple tools and systems into a single cohesive workflow.
- Enable staff to retrieve information to improve response times.
- Provide self-service options for members to reduce staff dependency.
- Deploy a platform capable of supporting future digital upgrades.

# Solution



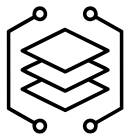
## **Pega Infinity Upgrade**

Migrated to the latest version, enabling multichannel self-service and enhanced automation.



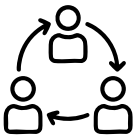
## **Integrated Architecture**

Services and APIs migrated from middleware into the platform for streamlined operations.



## **Unified Platform**

Centralizing information access, improving collaboration, and enhancing transparency across all roles.



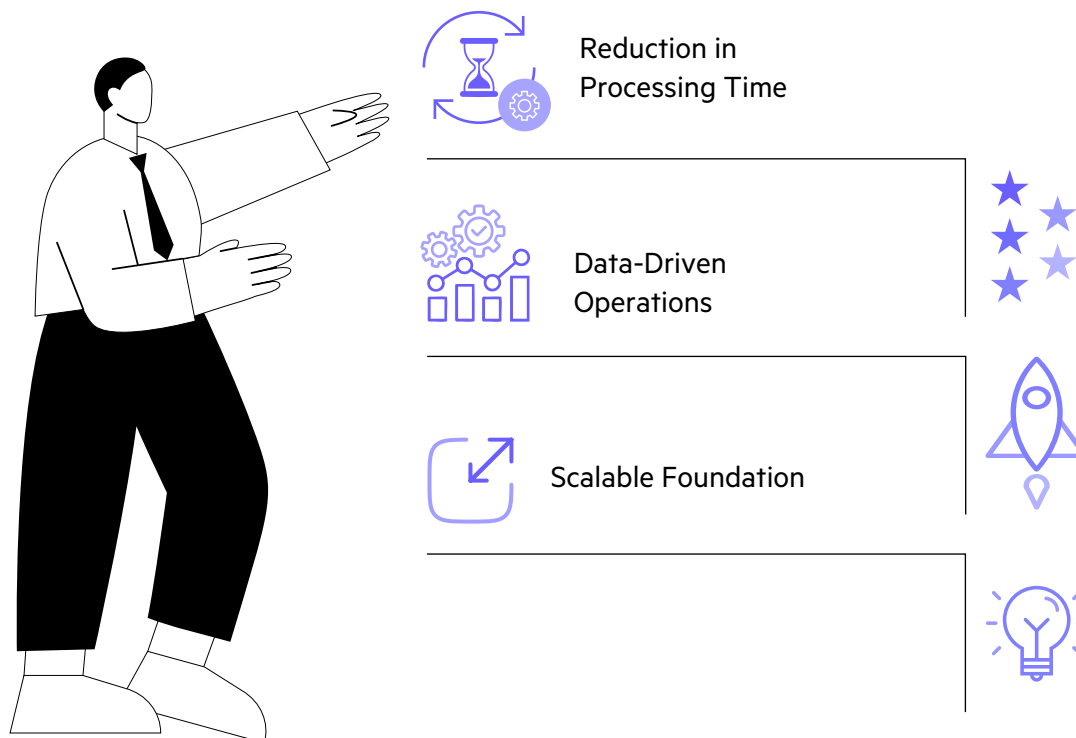
## **Collaboration Space**

Developed internal social tools for employees to share knowledge and support each other.

# Key Activities Involved

- Deployed the latest Pega version with responsive UI/UX for all devices.
- Migrated services/API to the platform for faster, reliable operations.
- Guided members toward the online platform for common queries.
- Created a social workspace for staff to communicate and resolve issues efficiently.

# Business Outcome



## Reduction in Processing Time

Core operations run faster, dramatically boosting team productivity and satisfaction through a centralized platform.

## Data-Driven Operations

Teams make informed decisions by leveraging consolidated analytics, gaining clear visibility into performance.

## Scalable Foundation

The new platform can rapidly adapt as business needs evolve, supporting ongoing innovation.

# Simplify complex processes with EvonSys

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