Cognizant

Cognizant helped a leading US commercial airline fleet company for Pega Setup on Azure with IaaC to
Upgrade and Transform Core Business Processes by 360⁰ Customer-view

Business Challenges

Customer wanted to:

- Implement various marketing innovations using Pega CRM framework to improve business model with customer centricity
- Build and configure various service components of Pega framework with one-Click automation
- Increase cost optimization and productivity while benefiting to end customers
- Improve internal security and governance, especially for subscriptions and billing processes

Solution Highlights

- Built one-click, automation-led foundation for Pega on Azure, a greenfield implementation
- Provided architectural guidance to lay out Azure deployment architecture for Pega framework setup
- Infrastructure as Code with ensured credentials-privacy
- Set up Terraform Enterprise platform with workspaces for various environments
- Integrated Terraform, Ansible scripts with Github enterprise to enable CI/CD
- Performed infrastructure provisioning and security hardening on Azure with configuration-based scaling options for Pega-nodes
- Run role-based Ansible scripts for automating Pega specific installation and configurations of various Pega-service level frameworks (e.g. Marketing, Customer Services) built on Azure IaaS

Cognizant automated CI/CD driven Pega based CRM platform setup to help customer quickly upgrade, transform core business processes with 360⁰ customer-view as it benefits towards better customer service and marketing innovations

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~100 Azure IaaS, PaaS resources for 6 environments with varying security constraint using Terraform enterprise based automation

Scalable architecture – with ability to handle up to 100 transactions/sec

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Benefits

- Pega-Setup efforts reduced from **weeks to hours**
- **Productivity increased by 20% with ~100% automation**
- Significant **cost reduction** in cloud billing/resources compared to the private hosting
- Azure Cloud pay per use billing model for **cost tracking and significant reduction through tagging and workflow for provisioning**
- Reusable cloud-agnostic DevOps modules help **extending the business functionality quickly**

Contact us for more information today!