SUCCESS STORY

Virtusa implemented the Pega upgrade COE solution for Royal Bank of Canada (RBC) to move from v5.4 SP2 to v7.1.8

Challenges

Client wanted to upgrade the existing application running on Pega 5.4,6.2 to Pega 7.1 using a co-existence approach of sharing the common DATA schema but separate RULES schema on a live production environment. The objectives RBC wanted to achieve were:

- Enhance system availability / performance & Maximize ease of applications development

- Enable multi-device and multi-browser support

- Quick turn around in getting resolution of Pega SRs for any product related issues

- Addressing significant KLOC of custom code due to older version of Pega

Solution

- The upgrade of client's existing application from Pega 5.4 to Pega 7.1. was carried out by employing our unique 3-phased approach to Pega upgrades(Discover Transition & Execute)

- We followed the out of place upgrade approach using Split Schema; separated out RULES and DATA into different schemas to improve the performance and to have minimal downtime.

- Replaced all deprecated controls, converted all Fixed portals to Composite and converted all freeform layouts in section rules to dynamic layouts to get responsive UI.

- Leveraged our Upgrade COE factory model with over 150 upgrade experts.

- Utilized proprietary tools for automation and faster execution, minimizing risk factors

- Installed automated test scripts for all applications once upgraded

Value delivered

- Faster time to market with Zero major defects in prod with over 2500 items remediated

- Upgraded the largest application of 50k users and 50 portal ahead of schedule

- Application performance – HTML 5 UI improvements, including highly responsive presentation layer on all Applications

- High availability – Custom Split Schema for continuous availability

- Mobility – Platform feasible to support mobility development in future

- Reporting – Advanced reporting using data pages, report definitions, and an enhanced report browser

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