Pega Technical Account Plan

Pega’s main technical priorities for 2024 are:

1. Complete Pega Infinity Cuttyhunk (“Cloud 2”) to CloudK (“Cloud 3”) migration
   * ElasticSearch optimization and migration to OpenSearchrisk. For the uniformity between AWS, GCP and on-premises Pega’s CTO is planning migration to Instaclutr. AWS team is looking for a possibilities for offering AWS managed services for OpenSearch for hybrid environments which is critical requirements for Pega.
   * Move to Graviton for all AWS services
   * Migration from Docker containers environment running on EC2 to Amazon EKS
   * Migration from RDS to Aurora Postgres. There is a potential threat of migrating RDS to Instaclustr for the same platform uniformity reasons.
2. Disaster recovery
   * Implementing active-standby DR with manual fail-over as an upsell for Pega customers. Pega team completed the POC and working on the implementation.
3. Generative AI
   * Currently all work is done on Open AI. While AWS team is working on the “easy access” for non-AWS users to unlock experimentation on Bedrock and working closely with Pega GenAI team, there is no major progress in this area yet. AWS team is looking on the options to connect with business / product owners to promote Amazon Bedrock.
4. Migrating on-remises customers to AWS

In addition to the strategic goals above, AWS team engaged in the following technical activities:

1. Work with corporate IT and AWS accounts management on the AWS Orgs structure.
   * After about 90 AWS accounts moved from the AWS Core team at Pega to the IT management, IT team is struggling with managing these accounts due to they belong to the same AWS Org. Planning to work cross-team suggesting to split AWS orgs.
2. Follow up on OpenSearch-based visibility tooling from re:invent 2023 meetings
3. Engage with security team on tooling and incident response practices