What is Omni Channel

Omni channel means it is providing a seamless experience to the user and Pega 7 helps faster to build and easy to change

without coding, we optimize the user experience into multiple channels

by using Pega in the mobile channels we can get the benefits of Off-line, Geo-Location, Signature Capture, Cameras, Push Notifications, beacon integration

in Pega, by using mashup we can use the same UI for multiple channels, case management, process, Decisioning, UI instead of API

Delivering an omnichannel experience goes beyond UI

we must have a clear idea of what customers are expected and what they need to perform even if switching channels

in Omni channel UX it delivers an optimized and consistent experience across different channels and devices and these are stored centrally and retrieved automatically

every channel is in sync

Modernization in Pega

modernization means making a system or method more modern and more suitable for use and easier to understand and build

it might take multiple releases to modernize applications like MLP 1 MLP 2 Etc...

benefit of modernization

makes use of the cosmos design to give a better user experience

uses case management and breaks the cycle into stages and makes work more efficient and distributes among different teams to get the max best output through it

makes use of dynamic data pages to source data and make applications operate fast.

it helps us to use pegaunit and deployment manager which ensures quality updates.

it is built on the cloud so that it can make use of capabilities and support limitless volume.

what is a deployment manager

and implementation of the deployment manager will require the following systems

Orchestrator

Candidate system (Development system)

Application repositories (development, production(optional)

Modernization Journey is a typical journey and has phases

* assess
* updates
* implement
* evolve

in the assessment stage, we would plan and review the time that is needed to complete MLP/ requirement

in the update stage we would be doing deployment of all the source applications and updating to the latest available version GA(General Availability) version.

address enough issues related to the application before migrating it to the Pega database from the legacy application

and in the implement stage addressing the critical issues related to the performance, security, and stability to create a stable application before going live in production

in the evolution stage, we constantly try to maintain the new features and adapt them with the latest capabilities to deliver the best application experience and continuously increase the value

key capabilities

responsive UI and usage of the javascript and HTML that provides greater speed. with this, you can give the best UI experience in different channels and whatever they would prefer.

case designer is used basically to crush/break down the complexity into smaller work and to ensure work gets done as efficiently as possible.

Ap studio/Pega express (pxExpress)

Pega low code platform to give better design thinking and directly captures outcomes fast this is all done in a low code platform

dynamic data pages

these help us to access data on demand to ensure they work faster. these save the system for the lengthy database to ensure the application has critical info available.

Planning of modernization journey

In the assess stage, the team would download install and execute Pega modernization on Pega cloud.

A lead system architect must review the tool output to ensure that Gaps are relevant in the context of the overall journey and estimate the efforts are estimated correctly.   
need to check migration involvement as-is and to-be architecture connectivity and integrations

The purpose of the update stage is to ensure that why we are using the latest version of the Pega platform.  
After importing and export, the process needs to check on the target environment that uses the application rules and the target to process correct rules in the correct version and can decide how to execute a project plan and completely test the application on the environments

In the implementation stage, we need to ensure the application is production ready.

Mainly in this stage focus is to initiate and implement the modern capabilities of case management and data pages and address guardrail warnings to the performance or security category.  
we need to properly execute user acceptance tests and performance tests as part of this stage.

Conducting Modernization Assessment

Modernization helps us to review any issues that require remedy like outdated features and functions that need replacement with the latest features.  
  
Pega has various tools for the migration and modernization of the Pega platform

* Pegaga application post update tasks and tools- tools include customer decision hub final conflict report update tool utilities potential conflicts
* guardrail compliance score- it ensures that best practices are followed and will justify severe and moderate warnings
* adoption of case management- helps to modify the newly adopted options in the case life cycle
* adoption of pages and data management- these both are used for the business view of the task life cycle and reduce the memory interaction
* compliance with user interface in app studio helps in the high maintenance UI elements and rendering process-heavy components efficiently and save dev time during a future update.
* Validation tool shows how rules impact other rules that reference and ensure that all rules defined in the application are valid and have correct rule reference.
* PDC assesses your application’s health and stability and identifies critical issues.

Modernization is categorized into the phases

Update

Implement

Evolve

Updating your application execution in this we have the steps to perform the basic updates in the application

This basic update does not include the adoption of the features of the new version.

* Update preparation
* Update approach
* Deployment update

In the update preparation, it checks for current and future environment stack and application availability and compatibility with the latest version and nonfunctional requirements such as acceptable production downtime.  
in the update approach we need to install and migrate

In the deployment update, we need to have the install and migrate updates and we need o ensure run install scripts for Pega platform   
run install steps for Pega application

And once the environment is ready and running with the latest version of the Pega Platform and your Pega Applications and then use the following steps

* Update remediation
* Regression testing
* Route to live update
* Cloud data migration(Pega Cloud Only)
* Production Update

We also need to do Pega Migration

So to do the migration we need to have the

System Administrator

Application Developer

Network Engineer

Database administrator

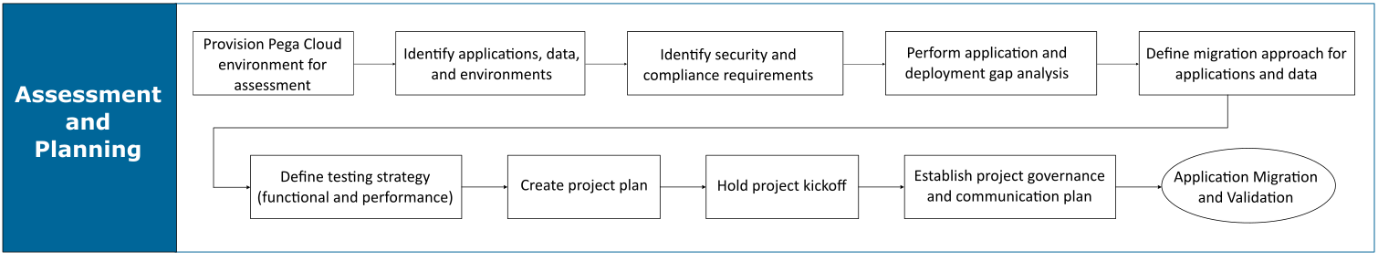
Project manager/business owner

Application architect

Performance engineer

Most of the clients directly approach Pega partners or work directly with Pega.

In the assessment and planning



We follow all the above steps

We have application assessment update assessment and migration assessment

Update assessment identifies if any functionality or features are not supported in pega platform or Pega applications and the best way to provide same functionality for current version.  
migration assessment identifies any functionality that are not supported on Pega cloud services along with the best way to provide these features that are compatible with the cloud architecture.

* Custom schemas
* Stored procedures
* Functions
* Views
* Triggers
* Sequences
* Synonyms
* Aliases
* Packages

And while application migration testing

And it would be responsible for

Packaging your application

Importing it into the environment

Keeping Current with Pega

Pega Platform version naming conventions

The version would be as follows XX-YY-ZZ

The versions are defied as follows

* Major versions include significant features that might cause compatibility issues
* Minor versions include enahcements or incremental update
* Patch versions include small changes such as bug fixes.