

Business **A**s **U**sual

Balancing BAU and Innovation:

Striking an equilibrium between Business-as-Usual (BAU) tasks and innovation projects is a universal challenge for IT delivery teams. Getting this right enables continuous operational excellence while fostering growth.

WHAT IS BUSINESS AS USUAL?

BAU encompasses a set of regular and adhoc activities that are essential for maintaining regular operations and ensuring sustained functionality. Unlike project work, which has a defined endpoint, BAU work remains ongoing without a foreseeable conclusion.

The nature of BAU work is characterized by predictability and repetition, making it easily recognizable as the associated costs are typically included in a company's operational expenses

- Balancing BAU and IT projects is a challenge for organizations – both have distinct goals
 - o Project Work: Planned, time-bound, and focused on innovation - GROWTH
 - o BAU: Ongoing, routine tasks for stability and predictability - SUSTAIN
- Balance the two is essential for long-term success.

OUR BAU AS A SERVICE MODEL //



Our BAU As A Service model unburdens your internal teams, allowing them to channel their expertise into strategic projects



APPLICATION MAINTENANCE

Bug Fixes:

Regular troubleshooting and resolving of bugs to ensure the application works as expected.

System Upgrades:

Upgrading to newer versions of the Pega application to avail of new features and improved performance.

Enhancements:

Implementing modifications and improvements based on user feedback and business needs.

Data management:

Ensuring data integrity, accuracy, and availability in the Pega application.



PERFORMANCE MANAGEMENT

Performance Monitoring:

Regularly monitoring the application's performance to identify and resolve any issues that might impact user experience.

Performance Tuning:

Adjusting system parameters and settings to optimize the application's performance.

Capacity Planning:

Anticipating future needs based on trends in usage and data growth.





PLATFORM MAINTENANCE

Cloud Management:

Ensuring the Pega Cloud platform's smooth operation, including server management, capacity planning, and disaster recovery processes.

Integration Management:

Maintaining and managing integrations with other systems and services.

Pega Updates:

Keeping the Pega Cloud platform up-to-date with the latest patches and updates from Pegasystems.



GOVERNANCE

Reporting:

Regularly reporting to stakeholders on the status of the application, including performance metrics, issue resolution, and enhancement implementation.

Communication:

Proactively communicating with stakeholders about any planned changes, issues, or disruptions.



CHANGE MANAGEMENT

Compliance Management:

Ensuring the application's compliance with business policies and regulatory requirements.

Change Management:

Managing changes to processes, policies, and procedures in the Pega application according to business needs.

Process Optimization:

Continuously analyzing and optimizing business processes implemented in the Pega application to improve efficiency and productivity.



SUPPORT SERVICES

User Support:

Providing help desk services to assist users with any issues or questions they may have.

Training:

Offering training for users to maximize their productivity and the value they get from the Pega application.



CASE STUDY



BUSINESS CHALLENGE

A large banking client faced operational inefficiencies due to inconsistent BAU support, essentially struggling to balance key BAU tasks with their innovation work using Pega.

The result was frequent disruptions in operations, impacting service quality and slowing down work.

OUTCOMES & BENEFITS

Improved Stability:

With our robust BAU support, the entire Pega platform and applications achieved consistent stability and uptime. Downtime incidents reduced significantly, enhancing customer satisfaction and trust.

Resource Focus:

Internal IT teams were liberated from BAU intricacies, channelling their expertise towards innovation and new sol development.

Enhanced Performance:

Proactive system monitoring and optimization led to improved application performance, resulting in faster load times and smoother user interactions.

SOLUTION

The bank partnered with us to implement our BAU As A Service. BRT's specialized team took over routine IT tasks, including application and platform maintenance, incident management, and new user onboarding. Our dedicated BAU team allowed the client's delivery team to continue focus on strategic projects.

Strategic Growth:

With BAU under control, the client's IT teams accelerated strategic projects, launching new features and enhancements ahead of schedule.

Cost Efficiency:

Outsourcing BAU support led to cost savings by eliminating the need for additional in-house resources dedicated to routine tasks.

Seamless Partnering:

We established a strong relationship, helping to align BAU and innovation for sustained growth.

CONCLUSION



Our comprehensive service package is designed to meet the needs of all Pega users, regardless of industry or business size.

Choose BRT for a seamless, efficient, and secure Pega application experience.

- o **Strategic Focus:**
Shift from routine tasks to strategic growth.
- o **Expertise at Your Service:**
Access a specialized team of Pega experts.
- o **Optimized Performance:**
Proactive monitoring, tuning, and enhanced user experience.
- o **Continuous Improvement:**
Regular updates aligning with changing business needs.
- o **Scalability and Flexibility:**
Quick resource adjustment for consistent performance.
- o **Mitigated Risks:**
Expertise in security, compliance, and data protection.
- o **Enhanced User Support:**
Prompt assistance for increased satisfaction.
- o **Global Reach, Local Presence:**
Blended model with efficient service delivery.
- o **Focused Innovation:**
Redirect internal resources for innovation projects.

Ready to take your business to the next level?
Contact us today to learn more about our services and how we can help you transform your business.

 info@bluerose-tech.com

 www.bluerose-tech.com