



**BlueRose Technologies™**

World Class Technology Delivered

Digital, Enterprise Telecom Solutions



## OUR PEGA CAPABILITIES



**Specialized Partner**

Delivery

We're proud to be a Pega Specialized Delivery Partner. This distinction is only awarded to a select few who have proven deep knowledge and success in Pega solution delivery.

Our Mission is to deliver technology outcomes for clients that positively transform how they get work done and engage with their customers.

We have over a decade's experience in delivering exceptional solutions to global companies across industries, using the power of Pega's low-code platform for AI-powered Decisioning and workflow automation.

We lead with Pega Express to translate business goals into real outcomes. It's our compass, using it to get things right first time, get to go-live faster and deliver high quality solutions in the process.

## OUR EXPERTISE



### Business Process Automation

BRT's PEGA services automate complex business processes to increase efficiency and reduce errors.



### Customer Engagement

BRT's PEGA services help businesses to provide personalized customer engagement and improve customer satisfaction.



### Intelligent Decisioning

BRT's PEGA services use machine learning and artificial intelligence to automate decision-making processes and improve operational efficiency.



### Agile Methodologies

BRT's PEGA services use agile methodologies to ensure quick and effective delivery of solutions.



### Customized Solutions

BRT's PEGA services are tailored to meet the specific needs of each client and their respective industry.



### Scalability

BRT's PEGA services are scalable and can be customized to meet the growing needs of businesses as they expand and evolve.

## BlueRose Technologies

(BRT) is a globally renowned IT solutions company that offers a comprehensive range of services to businesses in diverse industries.

### WHO WE ARE

BlueRose Technologies is a leading global provider of innovative IT solutions that help businesses transform and grow in the digital age, with a track record of delivering high-quality solutions, to companies across diverse industries, we are recognized as a trusted partner for enterprise-level IT solutions.

Our commitment to quality, reliability, and customer satisfaction sets us apart from the competition. We prioritize open communication, collaboration, and transparency throughout the development process to ensure that our clients / partners have complete visibility into the project's progress.

With a global team of experts and a deep understanding of the latest industry trends and technologies, we are well-positioned to help businesses succeed in the digital age. BlueRose strategic focus on the digital and upcoming technologies is one of the key success factors.

### E2E skillsets for your Transformations

We bring supporting skills, so you don't have to



## Highlights

- ✓ Our Pega Practice is 130+ strong, certified to Pega 8.x and Pega Express.
- ✓ Our delivery teams are in North America, UK & Europe, India and Australia
- ✓ Everyday we're working on 20+ Pega projects across the globe to deliver high-quality solutions that unify AI and automation for amazing customer experiences
- ✓ In our Pega Centre of Excellence, we practice the diverse skills needed to build robust, end-to-end solutions.

## How we get to Go-Live faster



## PEGA SOLUTIONS

### Intelligent Automation



We have extensive expertise in implementing Pega's intelligent automation solutions, enabling clients to automate complex business processes, improve efficiency and bridge silos using the power of Pega Infinity. With our help, businesses have accelerated how work gets done, optimised decision-making processes, allowing them to gain new insights and future-proof their business. Our approach focuses on collaboration, continuous improvement and measurable results.

### Customer Engagement



We know that true, personalised engagement is the key for businesses to build strong, lasting relationships with customers, driving revenue growth and increasing loyalty. We've helped businesses deliver these personalised experiences, using the power of Pega's AI-powered real-time Decisioning platform. Our solutions have allowed businesses to predict the moment of need for their customers, making the right offer at the right time, regardless of interaction channel.

**Result ?** Offers much more likely to be accepted, making for better customer experience, building loyalty and increasing customer lifetime value.

### Customer Service



We've helped businesses simplify Customer Service, no matter how they engage. We've used the power of Pega's AI-powered Customer Service to build solutions that guide every customer interaction from start to finish, accelerating resolutions across every touchpoint – helping clients to reduce overall contact centre volumes and handling time.

**How ?** By automating service journeys that put their customers at the centre, we've helped our clients enable their customers to proactively address their own needs, instead of chasing for a response or resolution. With our expertise, businesses can optimise their operations, reduce costs, and provide awesome customer service.

## OUR SUCCESS STORY

### Orange Business Services (OBS) - Transforming B2B Order Management

#### Challenges

- Orange Business Services, a subsidiary of France Telecom, offers crucial network solutions such as Business VPN, MLAN, SDWAN to global enterprises.
- Existing solution was complex to maintain, multiple applications with many data integrations
- Needed to streamline their B2B order management and provisioning
- Insufficient visibility of provisioning progress both internally and for customers
- Existing ways of working meant tasks not always being assigned to the best person/team

#### Solution

- BlueRose partnered with OBS to design and build a unified architecture, customer focused order management solution
- Dynamic case-management solution directly supports industries with stringent network uptime SLAs like Banks, Airlines across 160+ countries
- We utilized OBS' Scaled Agile delivery model – using DevOps to deliver frequent releases
- To ensure quality, BlueRose team undertook extensive Telecom & Networking domain-specific learning

#### Outcomes

- Unified business architecture - Pega solution much simpler and cheaper to run
- Solution significantly reduced provisioning rework through skills based work allocation
- 50% reduction in tickets with improved solution acceptance
- Automated and accurate updates between OBS and customers
- Intuitive application experience for OBS case managers
- Repeatedly recognized for our Services - BlueRose is integral to co-developing all ordering chain applications

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](mailto:info@bluerose-tech.com)

🌐 [www.bluerose-tech.com](http://www.bluerose-tech.com)

Scan here ➡

