

PEGASYSTEMS

CORPORATE FACTSHEET



ABOUT US

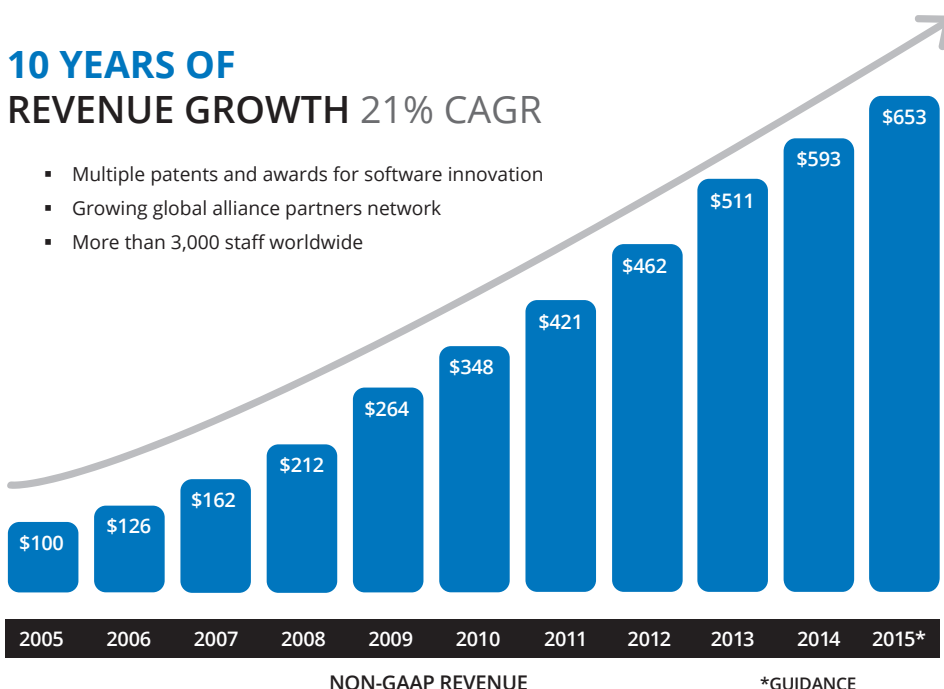
Pegasystems develops strategic applications for marketing, sales, service and operations. Pega's applications streamline critical business operations, connect enterprises to their customers seamlessly in real-time across channels, and adapt to meet rapidly changing requirements. Pega's Global 2000 customers include many of world's most sophisticated and successful enterprises. Pega's applications, available on-premises or in the cloud, are built on its unified Pega 7 platform, which uses visual tools to easily extend and change applications to meet clients' strategic business needs. Pega's clients report that Pega gives them the fastest time to value, extremely rapid deployment, efficient re-use and global scale. For more information, please visit us at www.pegacom.

REPRESENTATIVE CLIENT LIST

- Aler
- American Express
- Amerigroup Corporation
- Amgen
- AOL
- Barclays Group
- Baxter
- BB&T
- BBVA
- Blue Cross Blue Shield of Minnesota
- Blue Cross Blue Shield of North Carolina
- BNP Paribas
- BNY Mellon
- Bristol-Myers Squibb
- British Airport Authority
- California Franchise Tax Board
- CARDIF
- CareFirst Blue Cross Blue Shield
- Carnival Cruise Lines
- Charles Schwab
- Chartis
- CIBC
- Cigna
- Citi
- Commerzbank AG
- Commonwealth Bank of Australia
- ConEdison
- COX Communications
- Credit Suisse
- CSC
- CVS
- Department of Veterans Affairs
- Deutsche Bank
- Deutsche Telekom
- DIRECTV
- Dresdner Bank
- Energy Safe Victoria
- Expedia, Inc.
- Fallon Health
- Farmers Insurance Group of Companies
- FDIC
- GE Healthcare
- Highmark Blue Cross Blue Shield
- HM Revenue & Customs
- HSBC
- HealthNow New York, Inc.
- ING
- Jabil
- John Hancock Life Insurance Co.
- JPMorgan Chase & Co.
- Kaiser Permanente

10 YEARS OF REVENUE GROWTH 21% CAGR

- Multiple patents and awards for software innovation
- Growing global alliance partners network
- More than 3,000 staff worldwide



COMPANY INFORMATION

- Publicly held (NASDAQ: PEGA)
- Based in Cambridge, Massachusetts
- Regional offices across North America, Europe, India and Asia

PEGA CUSTOMERS

Pegasystems customers include the world's leading and most sophisticated companies. They include industry leaders in banking, capital markets, credit cards, insurance, healthcare and pharmaceutical, the public sector, communications, media and entertainment, travel and hospitality, consumer packaged goods, utilities, manufacturing, and oil and gas. For more information about how our customers are using Pega software, visit: <http://www.pegacom/about-us/company/customers>.

www.pegacom



WHY PEGA?

Businesses cannot wait any longer for traditional information technology to help them grow as quickly as they need, to cut costs as dramatically as they should, and to make a quantum leap in improving their customers' experiences. Pega software revolutionizes these strategic transformation initiatives in three ways. First, it empowers business people to capture their goals and objectives directly into the application; no software coding is required. Second, it allows organizations to respond dynamically, based on context and situation. Guided, tailored and personalized responses are always more effective. Third, it can intelligently automate work across virtually any existing computer environment.

THE PEGA 7 PLATFORM

Pegasystems revolutionizes how leading organizations optimize customer experience and automate operations. Our patented Pega 7 Platform empowers business people to create and evolve their critical business systems. It also empowers IT with a future-proof platform that eliminates manual coding. Global 500 clients report that Pega gives them the fastest time to value, with extremely rapid deployment, efficient re-use and global scale. The business outcomes address strategic imperatives and deliver dramatic results including:

- 30%+ increase in revenue
- 40%+ increase in operation efficiency
- 5%+ improvement in retention

WHAT THE ANALYSTS SAY

- A Leader in Enterprise CRM Suites for Large Organizations, Forrester¹
- A Leader in Customer Service Solutions for Enterprise Organizations, Forrester²
- A Leader in CRM for the Customer Engagement Center, Gartner³
- A Leader in Real-Time Interaction Management, Forrester⁴
- A Leader in BPM-Platform-Based Case Management Frameworks, Gartner⁵
- A Leader in Intelligent Business Process Management Suites (iBPMS), Gartner⁶
- A Leader in Mobile Application Development Platforms, Gartner⁷
- A Leader in Business Process Management Suites, Forrester⁸
- A Leader in Dynamic Case Management, Forrester⁹

CUSTOMER HIGHLIGHTS

- 6 of the top 10 global communications services providers
- 7 of the top 10 insurance companies
- 8 of the top 10 global banks
- 8 of the top 10 credit card issuers
- 12 of the 14 largest healthcare payers
- 60% of the world's payment investigations
- 65% of the Blue Cross Blue Shield plans

CONTINUED

Kraft Foods
 La Banque Postale
 Lloyds Banking Group
 Lumley Insurance
 MACIF
 Macquarie
 Marsh
 MasterCard Worldwide
 NASCO
 National Australia Bank Limited
 Nationwide Mutual Insurance Co.
 New York Life Insurance Company
 Nordea
 Novartis AG
 OCBC Bank
 Orange Business Services
 Parexel
 PayPal
 Popular
 Prudential
 QBE Insurance Group
 Quest Diagnostics
 Rabobank Group
 Royal Bank of Canada
 Royal Bank of Scotland Group
 Sberbank
 Sprint
 Standard Chartered
 SunTrust
 TD Bank Financial Group
 Telefonica O2
 Tenet Healthcare
 Texas Department of Transportation
 The Guardian Life Insurance Company
 The Hartford
 UBS
 United Healthcare
 U.S. Bancorp
 Vodafone
 Warner Brothers
 Wells Fargo Bank N.A.

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¹The Forrester Wave™: "CRM Suites for Large Organizations, Q1 2015," Kate Leggett, with Stephen Powers, Fraser Tibbetts, and Arelai Ephraim, March 25, 2015 ²The Forrester Wave™: Customer Service Solutions For Enterprise Organizations, Q2 2014 ³Gartner, Inc., "Magic Quadrant for the CRM Customer Engagement Center," Michael Maoz, Jim Davies, April 27, 2015 ⁴Forrester Research: The Forrester Wave™: "Real-Time Interaction Management, Q3 2015," Rusty Warner with Srividya Sridharan, Olivia French and Matthew Izzzi, July 29, 2015 ⁵Gartner, Inc., "Magic Quadrant for BPM-Platform-Based Case Management Frameworks," Janelle B. Hill, Kenneth Chin, Rob Dunie, March 12, 2015 ⁶Gartner, Inc., "Magic Quadrant for Intelligent Business Process Management Suites, 2015," Rob Dunie, W. Roy Schulte, Michele Cantara, Marc Kerremans, March 18, 2015 ⁷Gartner, Inc., "Magic Quadrant for Mobile Application Development Platforms, 2014," Ray Valdes, Van L. Baker, Richard Marshall, Jason Wong, September 2, 2014 ⁸The Forrester Wave™: "Business Process Management Suites, Q1 2013," Clay Richardson and Derek Miers, March 11, 2013 ⁹The Forrester Wave™: "Dynamic Case Management, Q1 2014," Craig Le Clair and Derek Miers, March 28, 2014

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