Pegasystems raises the bar with new training and certification programs for smart BPM platform

Submitted by: Pirate Communications

Thursday, 7 October 2004

FOR IMMEDIATE RELEASE

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Comprehensive curriculum and exams set new standard of excellence, enabling partners and customers on PegaRULES Process Commander

CAMBRIDGE, Mass., October 7, 2004 – Pegasystems Inc. (NASDAQ: PEGA) today announced a comprehensive new training curriculum for PegaRULES Process Commander (PRPC) and the launch of the Pegasystems Certified Professional Program, designed to test and certify PRPC-trained system architects.   The new initiatives have been developed to significantly extend Pegasystems' strategic support of partners and customers, enabling them with expert-led instruction and recognition to maximise success with 'smart' BPM.

The new training curriculum comprises a set of role-based, instructor-led training courses on the company's smart BPM product platform, including courses designed for process architects, system architects and system administrators. Depending on an individual's role within a PRPC project team, they may select anywhere from two days to two weeks of highly-interactive training. Pegasystems' most popular track is currently 'System Architect', which comprises 10 days of training. It starts with an introduction to PRPC in the first week, when students not only learn the product's capabilities and features, but are also guided through the complete development process and build their first PRPC application; the second week is an intensive immersion program that challenges students to design a solution to a real-world business problem.

Once individuals are trained, Pegasystems' new Certified Professional Program rigorously tests them on their product expertise. The first exam, available this month, is 'Certified PRPC System Architect.' It will test system architects and developers in such areas as structural application design, user interfaces, process flow, rule types, and more. Certified PRPC System Architect is the first level of certification for the smart BPM platform; the program will expand over time to include additional exams certifying individuals at more advanced levels.

"As a member of the Pegasystems Alliance Program, our consultants are held to a high standard of expertise and quality service," said Vinay Kumar Mummigatti, general manager of the BPM and BRE practice at Satyam (NYSE: SAY). "The new certification program will help us to ensure that we're providing our mutual customers with the same quality they would expect to receive from Pegasystems' own product experts to guide their project implementations."

"Certification is an increasingly important benchmark for ensuring customer success," said Carolyn Lightner, vice president of Global Customer & Partner Enablement at Pegasystems. "It sets an objective baseline for measuring PRPC development skills, determines training effectiveness, validates competency, and guides professional development. With over 1,000 individuals already trained on our smart BPM

platform, the enablement of both our partners and customers is accelerating rapidly."

Further details about Pegasystems' training and certification programs, including dates and registration information, a map of suggested educational requirements and sample test questions are available at www.pega.com/certification.

About Pegasystems
Pegasystems Inc. (NASDAQ: PEGA) provides rules-based, smart business process management (BPM) software to large organisations, helping to deliver significant ROI and providing them with the flexibility and agility to respond to changing business needs. The company offers applications for the financial services, healthcare, insurance and government markets, as well as a cross-industry BPM application. Pegasystems is headquartered in Cambridge, Mass., and has regional offices in North America, Europe and the Pacific Rim. For more information, visit www.pega.com.

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Forward-Looking Statements
Certain statements contained in this press release may be construed as "forward-looking statements" as defined in the Private Securities Litigation Reform Act of 1995 including, without limitation, our financial guidance with respect to 2004 revenue, profit before tax, tax rate, earnings per share and cash from operating activities. The words "believe," "expect," "hope," "anticipate," "plan" and similar expressions, among others, identify forward-looking statements, which speak only as of the date the statement was made. The Company does not undertake and specifically disclaims any obligation to publicly update or revise any forward-looking statements, whether as a result of new information, future events or otherwise.   These statements are based on current expectations and assumptions and involve various risks and uncertainties, which could cause the Company's actual results to differ from those expressed in such forward-looking statements. These risks and uncertainties include volatility of our quarterly operating results, difficulty in predicting the completion of product implementations and consequently the timing of our license revenue recognition, the timing of term software license renewals, customer acceptance of our new PegaRULES Process Commander technology, our ability to develop new products and evolve existing ones, the impact on our business of the ongoing consolidation in the financial services market, historically our core market, our ability to attract and retain key employees, reliance on certain key third-party relationships, and other risks and

uncertainties. Further information regarding these and other factors, which could cause the Company's actual results to differ materially from any forward-looking statements contained in this press release, is contained in the Company's most recent report on form 10-K and other recent filings on file with the Securities and Exchange Commission. The forward-looking statements contained in this press release represent the Company's views as of October 6, 2004. Investors are cautioned not to place undue reliance on such forward-looking statements and there are no assurances that the matters contained in such statements will be achieved. Although subsequent events may cause the Company's view to change, the Company does not undertake and specifically disclaims any obligation to publicly update or revise these forward-looking statements, whether as the result of new information, future events or otherwise. The statements should therefore not be relied upon as representing the Company's view as of any date subsequent to the date of this release.

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