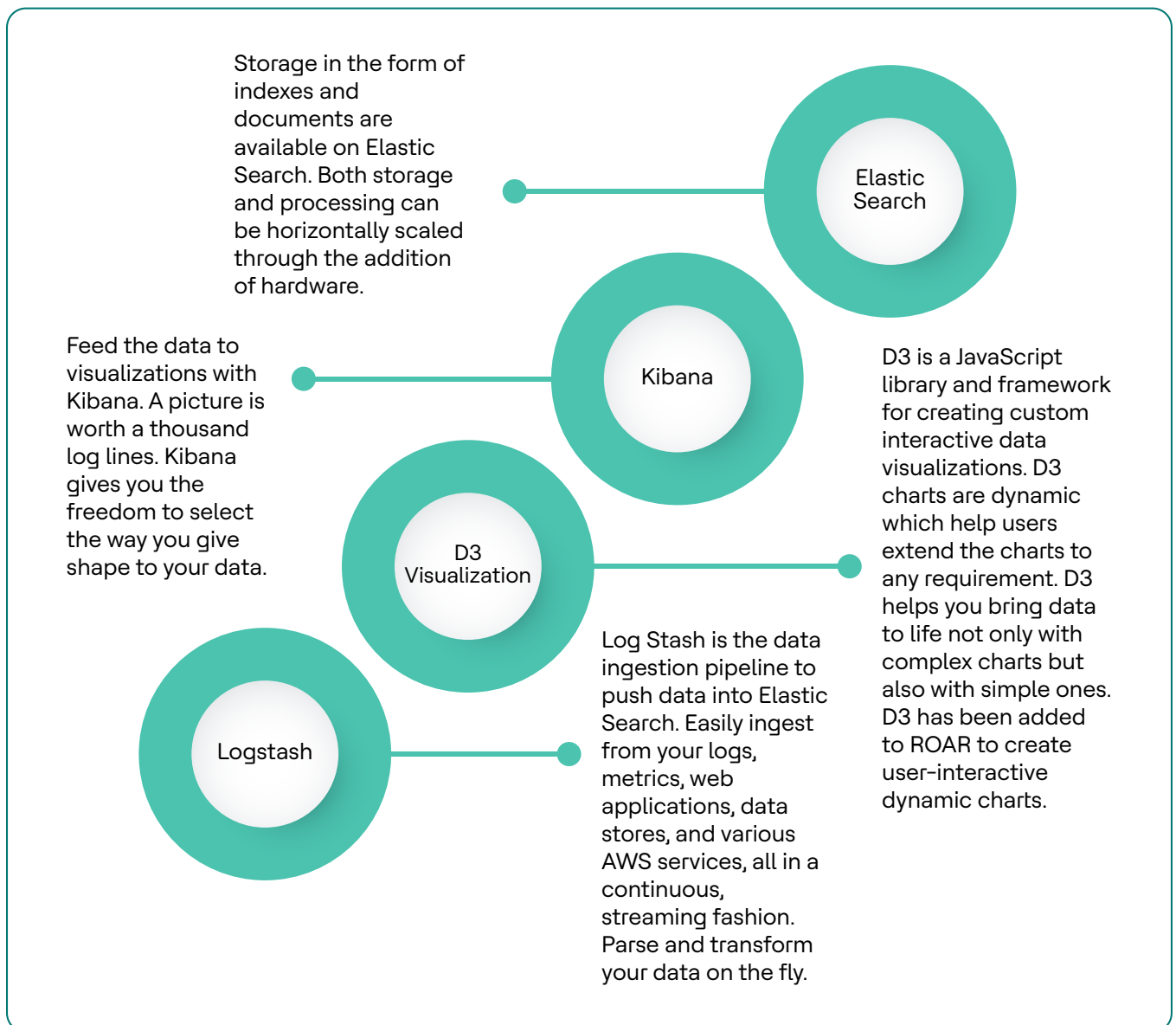# HCLTech

Supercharging Progress™

HCLTech's **ADvantage™** Pega ROAR

Infusing Pega platform foundation and data insights for supercharged OpEx

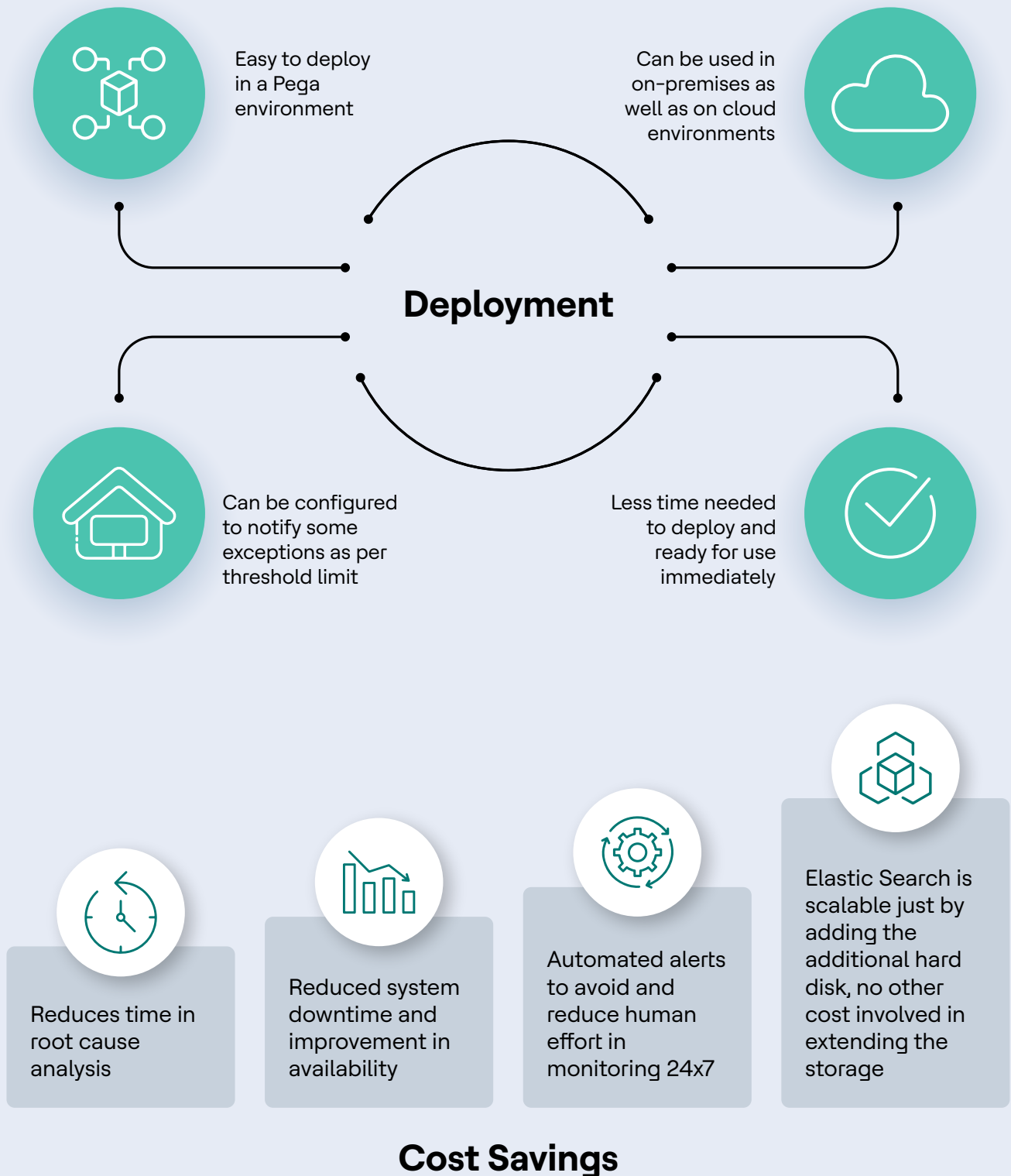# HCLTech's ADvantage™ Pega – ROAR

Real-time Operation and Analytics Reporting] framework provides an ELK-based real-time view for transactional volumes that are summarized by service, operation, and partner etc. The ROAR framework presents real-time cutting-edge monitoring, thus, allowing teams to move from a manual to an automated supervision. The automated process enables teams to focus on preventive and proactive techniques of monitoring over the reactive ones. One of the major advantages of HCLTech's ADvantage™ Pega ROAR platform is that it is compatible with 7.x and 8.x Pega platforms, both on premises and on cloud.

Storage in the form of indexes and documents are available on Elastic Search. Both storage and processing can be horizontally scaled through the addition of hardware.

Elastic Search

Feed the data to visualizations with Kibana. A picture is worth a thousand log lines. Kibana gives you the freedom to select the way you give shape to your data.

Kibana

D3 is a JavaScript library and framework for creating custom interactive data visualizations. D3 charts are dynamic which help users extend the charts to any requirement. D3 helps you bring data to life not only with complex charts but also with simple ones. D3 has been added to ROAR to create user-interactive dynamic charts.

D3 Visualization

Logstash

Log Stash is the data ingestion pipeline to push data into Elastic Search. Easily ingest from your logs, metrics, web applications, data stores, and various AWS services, all in a continuous, streaming fashion. Parse and transform your data on the fly.
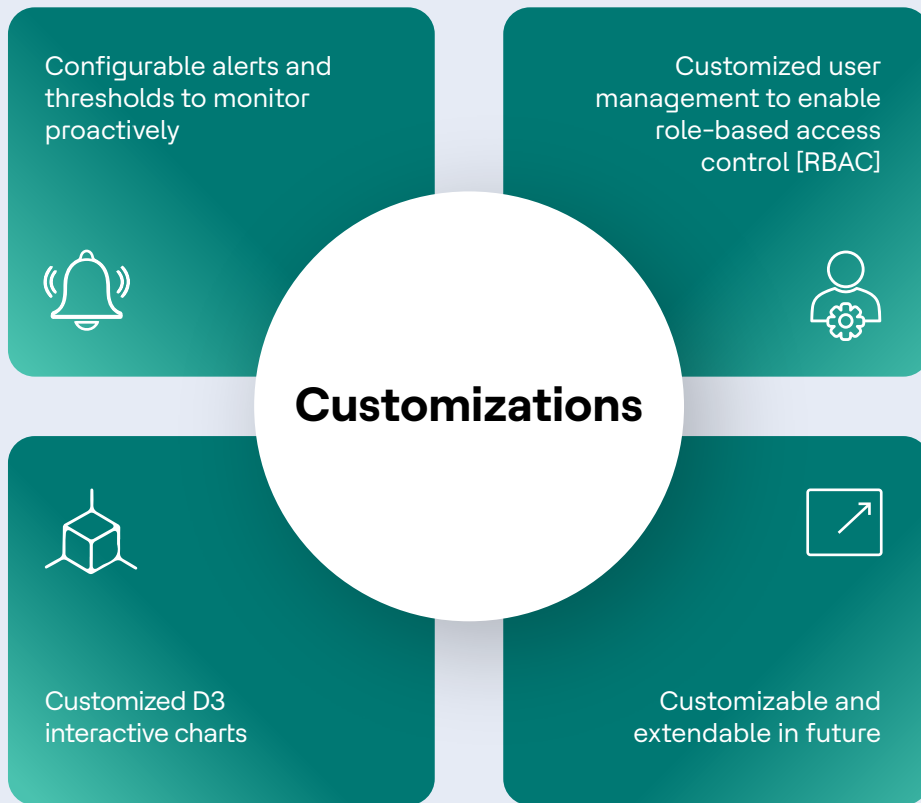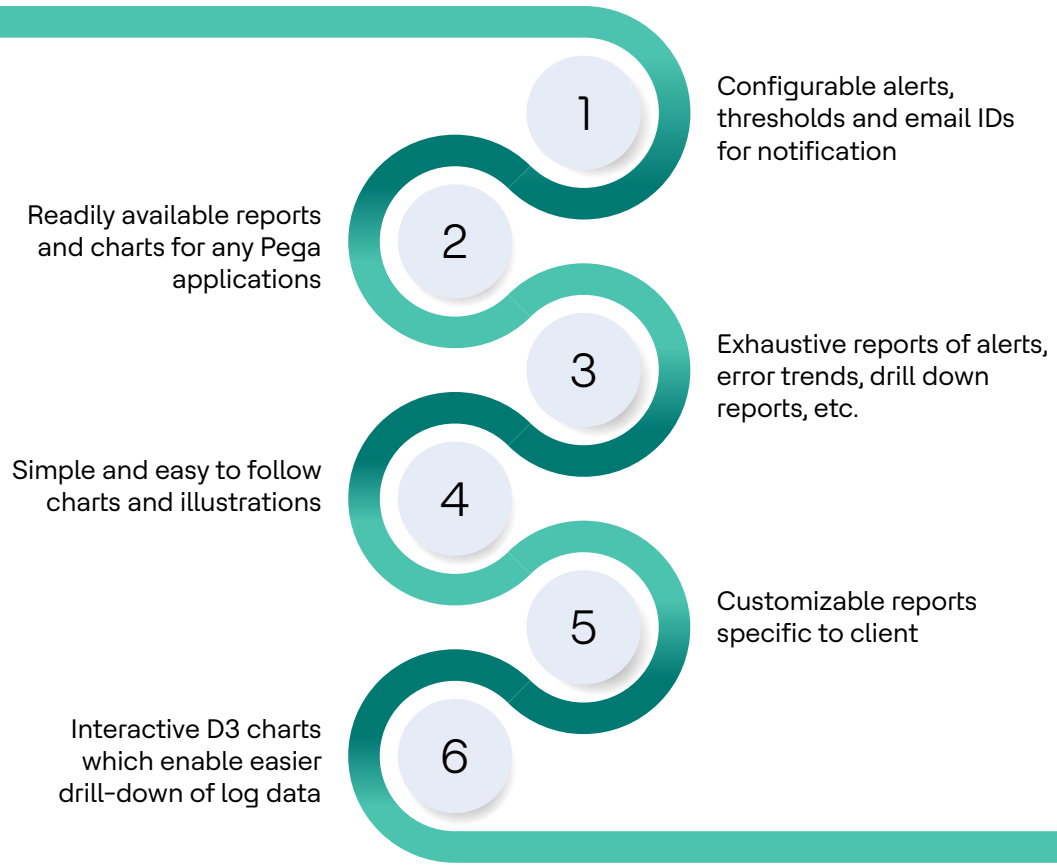
Solution Approach

HCLTech's ADvantage™ Pega – ROAR framework is designed to simplify the data processing and integration. Teams can easily plug in with multiple Pega portals to monitor the Pega logs. The accurate and standardized data representation allows teams to access the real-time data in line with Pega's industry requirements.

The ROAR platform also helps organizations with a multi-faceted approach, thus, providing benefits in deployment, cost savings, and customizations. Some of these benefits include:
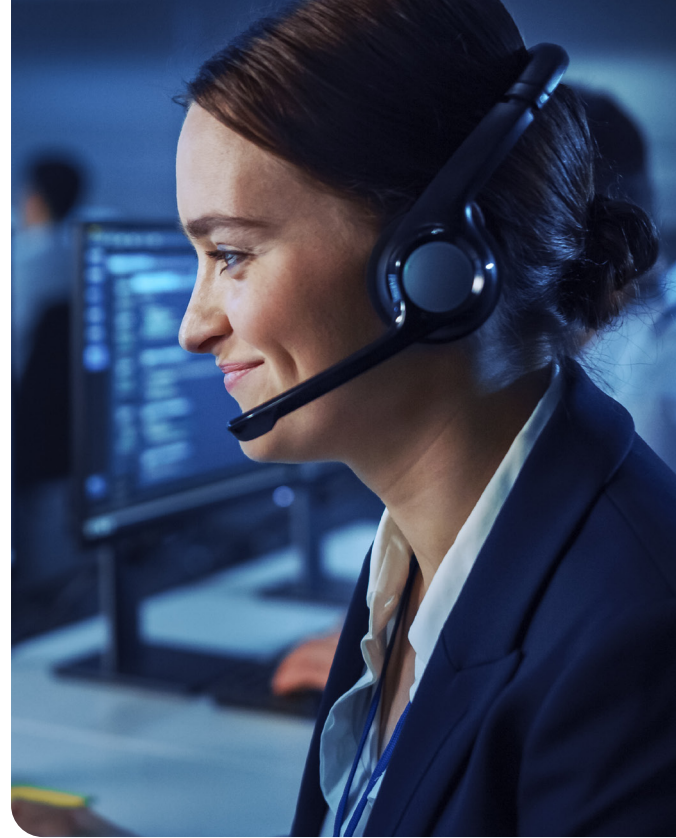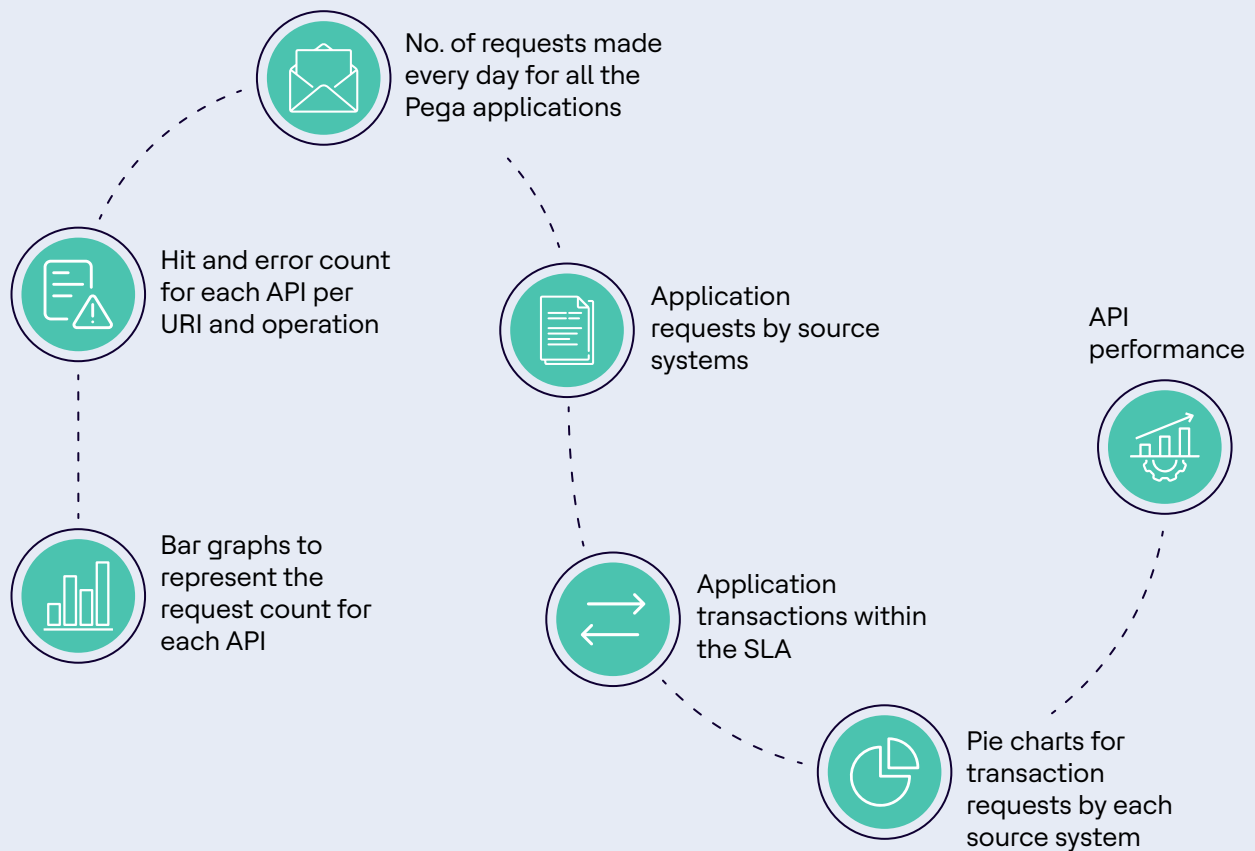
Easy to deploy in a Pega environment

Can be used in on-premises as well as on cloud environments

Deployment

Can be configured to notify some exceptions as per threshold limit

Less time needed to deploy and ready for use immediately

Reduces time in root cause analysis

Reduced system downtime and improvement in availability

Automated alerts to avoid and reduce human effort in monitoring 24x7

Elastic Search is scalable just by adding the additional hard disk, no other cost involved in extending the storage

Cost Savings

Customizations

Configurable alerts and thresholds to monitor proactively

Customized user management to enable role-based access control [RBAC]

Customized D3 interactive charts

Customizable and extendable in future

Key Features

1 Configurable alerts, thresholds and email IDs for notification

2 Readily available reports and charts for any Pega applications

3 Exhaustive reports of alerts, error trends, drill down reports, etc.

4 Simple and easy to follow charts and illustrations

5 Customizable reports specific to client

6 Interactive D3 charts which enable easier drill-down of log data

Configuring the platform is a simplified process giving the teams options to:

→ Configure email IDs so that the real-time notifications will be seamlessly delivered

→ Set the thresholds for the log data to know about exceptions or errors through notifications

→ Configure user management for access-based dashboards

→ Support alerting and notifications via a custom plugin for Kibana developed by HCLTech
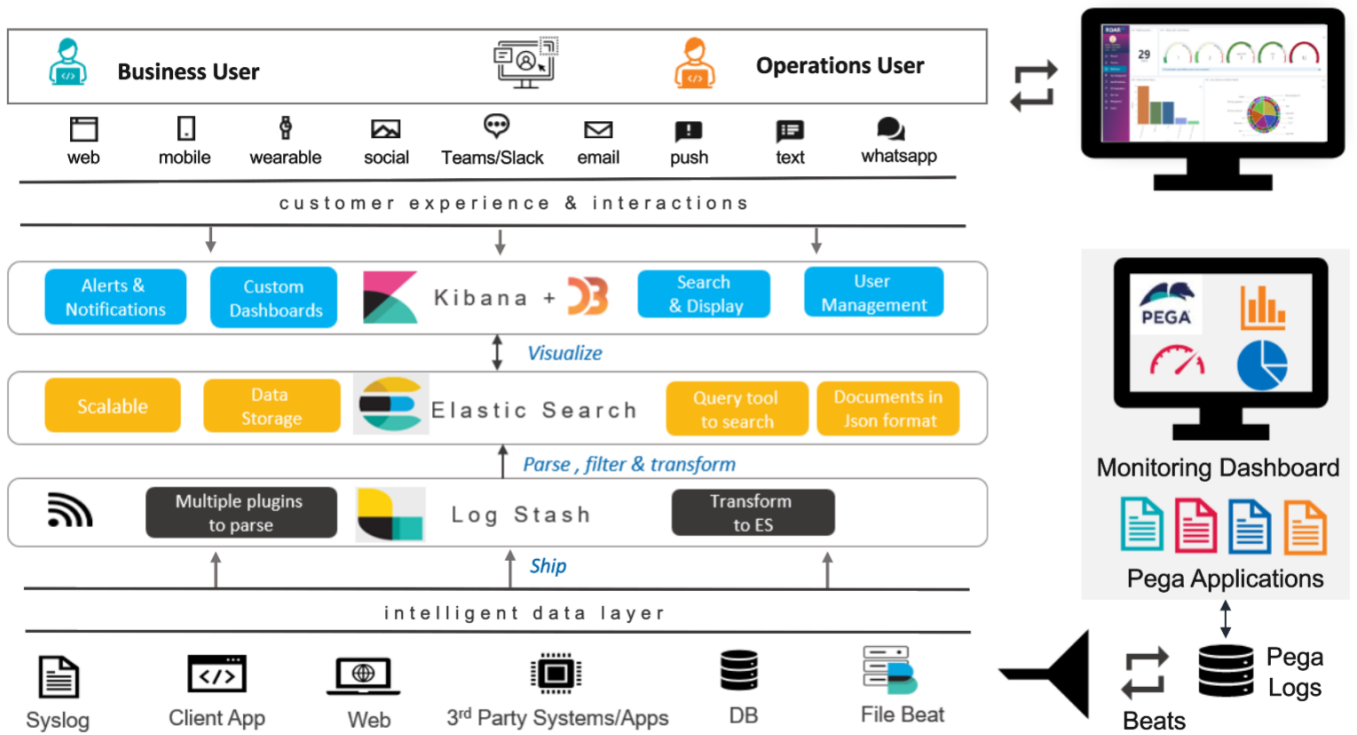
→ Configure to send alerts via WhatsApp and SMS

While the dashboard and reporting showcases information in the form of:

No. of requests made every day for all the Pega applications

Hit and error count for each API per URI and operation

Application requests by source systems

API performance

Bar graphs to represent the request count for each API

Application transactions within the SLA

Pie charts for transaction requests by each source system

ROAR also has D3 charts which are more advanced and interactive charts. They provide a better view of the log data.

Reference Architecture

Solution Benefits

Real-time operational reporting and analytics help customers in their analysis of the data ingestion and reports

No restriction on the amount of transactional data in the ingestion pipeline that can be stored, searched, and analyzed, both storage and processing can be horizontally scaled through the addition of hardware

Modern JavaScript-based components that provide intuitive visualization

A customized user management plugin from HCLTech

Responsive design that works well on all form factors

HCLTech | Supercharging Progress™

HCLTech is a global technology company, home to 211,000+ people across 52 countries, delivering industry-leading capabilities centered around Digital, Engineering and Cloud powered by a broad portfolio of technology services and software. The company generated consolidated revenues of $11.79 billion over the 12 months ended June 30, 2022. To learn how we can supercharge progress for you, visit hcltech.com.