



Mindtree

A Larsen & Toubro Group Company



Maximize the Power

of Your Salesforce COE with Mindtree's
COE Program



Welcome to possible

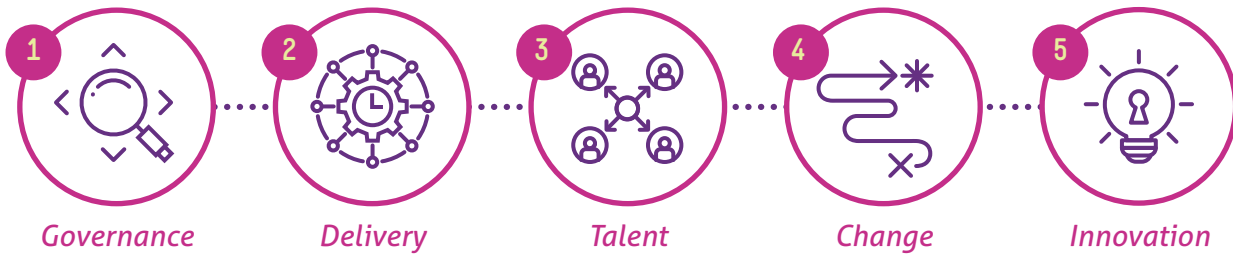
A Center of Excellence (CoE) includes experts from IT and representatives from a business function who are responsible for the successful existence of that CoE. In a growing organization, the purpose of a dedicated CoE is to provide a clear definition of roles and responsibilities, standardize processes across the organization, set design standards to ensure consistency, manage rollout priorities, and provide executive reporting. As the organization expands their Salesforce footprint across regions and multiple business units, the level of complexity increases while demanding maximum business value with continuous innovation.

This federated, multi-instance model calls for the establishment of a formal system to:

- Maximize business value
- Increase delivery efficiency with improved quality
- Foster innovation mindset and behaviors
- Maximize Salesforce usage and adoption



Mindtree's Salesforce COE program framework addresses the above business demands through a five-dimensional framework:



Below are the main highlights of Mindtree's proven expertise under each of the areas:

 **Governance**

- Define a governance structure in line with the target operating mode
- Establish a review process for changes to the platform
- Define standards/best practices for design and coding implementations
- Monitor Salesforce feature & license usage and recommend optimization opportunities

 **Delivery**

- Define the DevOps model of delivery and the tools to be leveraged
- Establish a strategy around the CI/CD building blocks:
 - Version control
 - Environment
 - Testing
 - Deployment

Talent

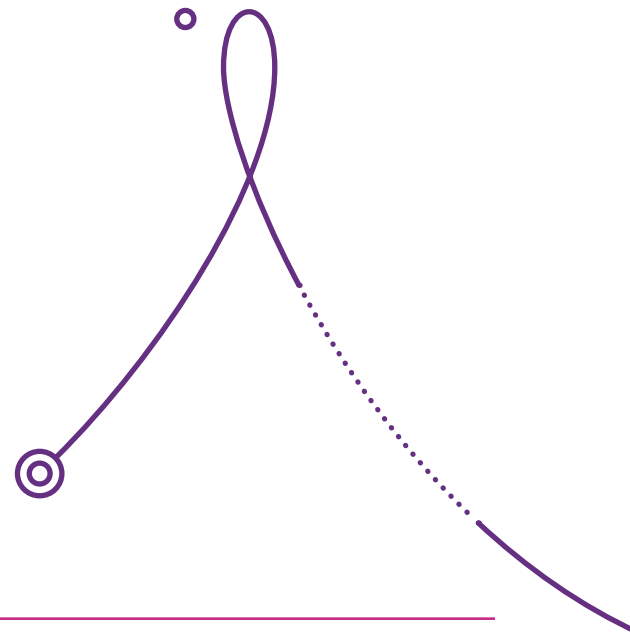
- Define the key roles, spanning strategic to tactical levels of governance
- Evaluate the skillsets needed and address skill gaps via:
 - Outsourcing
 - Upskill/Cross-skilling
 - Define a process for training plan

Change

- Establish a framework for CoE to drive SF platform change impact analysis and provide support for training
- Establish framework for CoE to review service request, fix bugs, and change requests—and approve prior to implementation

Innovation

- Establish a framework to drive innovation and continuous improvement
- Define a process to plan and manage Salesforce tri-annual product updates
- Establish guidelines for reusability via code share, component library and global template



CONTACT US

To learn more about how Mindtree's Salesforce COE Management Offering can help your business *get to the future, faster*, please reach out to our Salesforce COE experts below:



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About Mindtree

Mindtree [NSE: MINDTREE] is a global technology consulting and services company that enables enterprises across industries to drive superior competitive advantage, customer experiences and business outcomes by harnessing digital and cloud technologies. A digital transformation partner to more than 260 of the world's most pioneering enterprises, Mindtree brings extensive domain, technology, and consulting expertise to help reimagine business models, accelerate innovation, and maximize growth. As a socially and environmentally responsible business, Mindtree is focused on growth as well as sustainability in building long-term stakeholder value. Powered by more than 32,000 talented and entrepreneurial professionals across 24 countries, Mindtree—a Larsen & Toubro Group company—is consistently recognized among the best places to work. For more, please visit www.mindtree.com or [@Mindtree_Ltd](https://twitter.com/Mindtree_Ltd).