



Case study

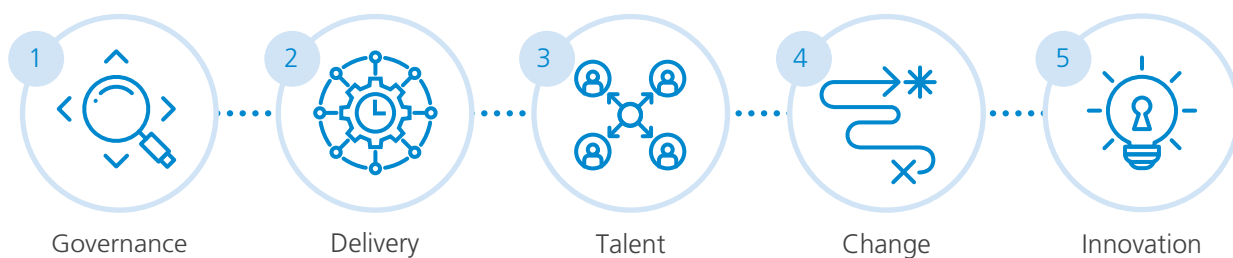
Maximize the Power of Your Salesforce COE with LTIMindtree's COE Program

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

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



Below are the main highlights of LTIMindtree'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



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 re-usability via code share, component library, and global template.



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.

Contact us

To learn more about how LTIMindtree's Salesforce COE Management Offering contact us at info@ltimindtree.com

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