

Salesforce Center of Excellence

A Center of Excellence is an entity providing leadership, best practices, governance, security compliance, training and more to further your organization's mission and technology investment. Brite Systems is implementing a Salesforce CoE for the U.S. Department of Housing and Urban Development (HUD) to execute efficient processes, achieve business goals, and provide satisfactory service delivery to customers and stakeholders. Brite Systems is also contributing to the implementation of a Salesforce CoE for the U.S. Department of Veteran Affairs (VA) accomplishing similar objectives. Our Salesforce CoE team builds a new level of trust, transparency, compliance, and governance right into all your business-critical applications.

Digital Transformation Center of Excellence (CoE) Management



Business Teams



CoE Leadership



Change Control Board



Executive Sponsor



Steering Committee



Architecture Team



IT & Security Teams

Strategy

Plan

Build

Run

Govern

Center of Excellence (CoE) Capabilities

Demand Management

Prioritization

Resource Management

Vendor Management

Release Management

Business Capability Management

Change Management

Vendor Management

PMO
(Financials, KPIs, Metrics, Time Sheet, Risks, & Issues)

Operations Management

Agile & Waterfall Delivery

Integration with ITSM & DevOps



Form Builder



Process Builder



Report Builder



Lightning Flow



Collaboration



Programmable



Control & Compliance



Mobile

Our CoE benefits Salesforce customers in the following ways:

Optimizing Salesforce Licenses.

Our Salesforce experts will advise you on the ideal license mix and the capabilities of each license type. Having the right license mix will maximize your budget and leverage functionality of your system.

Enhancing project management.

Project management and execution becomes more efficient with a CoE. Brite Systems has proven, agile project management methodologies to ensure high-quality deliverables. The right approach will yield the desired project outcomes.

Streamlining processes.

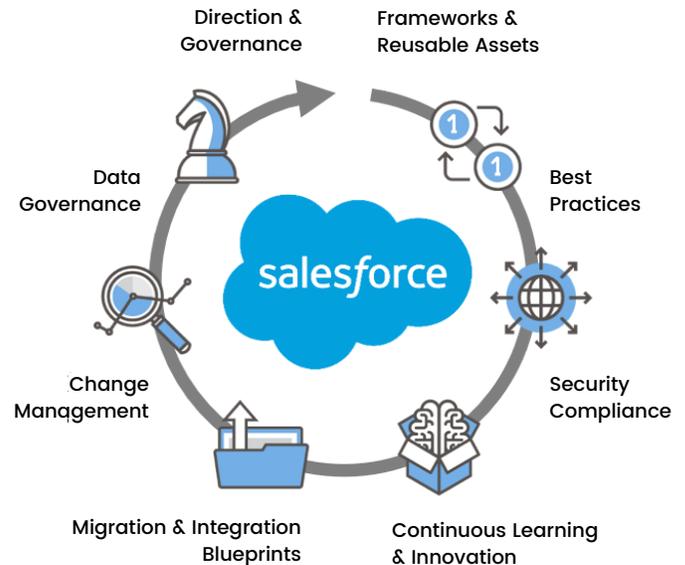
With a CoE in place, it becomes much easier to streamline processes, selecting best practices from across multiple groups and removing inefficiencies and methods that have become outdated.

Collaborating across teams.

Eliminate the siloes between teams that have divided modernization efforts and utilize the same tool to accomplish each department's vision and realize cost savings. A single governing body ensures a thorough understanding of the design implications ensuring a balance between diverging views and requirements.

Mitigating risk.

Establish a governance framework to align best practices and common design, architecture, and development practices throughout the organization. Setting these standards allows our team to manage centralized testing and quality assurance guaranteeing security compliances are met.



Maintaining security and ATO.

Our trusted experts will periodically audit all your Salesforce applications for potential vulnerabilities in security settings. We provide a summary score of how your org(s) measures against Salesforce's security baseline standards. As part of our Authority to Operate (ATO) service, we analyze and monitor overall FedRAMP security posture in the Salesforce cloud at an organization level. All of these initiatives and more contribute to an increased confidence in the safety of your data.

Planning for growth.

Preparing for the future is essential for the evolution of your organization's Salesforce instances. As your organization scales, the long-term impact of each new function, feature, team, or integration into Salesforce should be considered. Our CoE efforts will allow for you to examine the impact of growth and expand usage confidently.