

Design a Center of Excellence

Establish a center of excellence to better manage your Salesforce environment.

The Center of Excellence Accelerator will guide you through the process of establishing a center of excellence to better manage your Salesforce environment based on your current challenges.

What it can do for you

- Improve business/IT alignment
- Improve process effectiveness and efficiency
- Reduced release cycle time

How it works

Certified Specialists will guide you through the process over a predetermined timeframe (typically 3-4 weeks):

Discovery

- Study and analyze your current governance framework
- Identify current challenges and business goals
- Agree on quantifiable success goals

Analysis

- Assess and map out existing roles and responsibilities
- Map out business process requirements

Outcomes

- Published center of excellence charter, membership list, and communicate plan across key stakeholders
- Identify skill gaps and associated plan of action
- Defined map of primary processes, core responsibilities, and launch plan
- 30-, 60-, and 90-day plan to implement the top processes to address your top challenges

ADDITIONAL INFORMATION

GOAL

Minimize operating costs

INTENDED USER

You want to effectively govern your Salesforce solutions.

PREREQUISITES

- Executive sponsor who will confirm business objectives and champion this initiative
- Committed cross-functional resources for Salesforce rollout and ongoing change management
- Top Salesforce challenges to be addressed by establishing the right framework

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Contact your account executive or success team today. Learn how we can help you accelerate your CRM success.

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