



SALESFORCE.COM CENTER OF EXCELLENCE

NOIDA, INDIA

Contact:

INDIA

Sumeet Jain
sjain4@csc.com

Puneet Nath Kapil
pkapil@csc.com

Dr Raghu Korrapati
rkorrapa@csc.com

The Salesforce.com Center of Excellence (CoE) has an overarching goal of delivering exceptional customer experience by adding value at each stage of the journey. With its diverse domain experience, highly matured processes and deep technical expertise, the Salesforce.com CoE helps facilitate cutting edge, highly optimized and cost-effective solutions. The Salesforce.com CoE fosters collaboration and interaction both within and across teams and equips employees with skills and knowledge necessary to provide best-in-class solutions to CSC customers.

The Salesforce.com (SFDC) CoE provides high-quality and cost-effective expertise in delivering SFDC-based business solutions and services to CSC's clients and internal organizations worldwide, thus multiplying the effectiveness of CSC's SFDC capabilities.

What's more, the Salesforce.com CoE provides Salesforce.com automation consulting and delivery expertise in architecting solutions on the Force.com platform. With its wide perspective on enterprise strategy and deep technical capabilities, the CoE helps formulate strategy and advise on customer needs. In addition, it has demonstrated thought leadership in implementing solutions based on Salesforce.com in alignment with CSC's enterprise cloud roadmap.

KEY CAPABILITIES

- Effective planning and execution of projects on Force.com leveraging our deep technical and business expertise
- Standardized development processes on Salesforce.com
- "Factory" process to lower costs and improve operational margin on Salesforce.com projects
- Technology and vendor assessment for additional requirements such as data storage, security and mobility
- Application modernization processes for migrating applications to Salesforce.com
- Consulting services to help respond to RFPs and other requirements by providing effective solutions on Force.com
- Assistance for organizations adopting an on-demand, SaaS-based model, thereby transferring their costs from a Capex model to an Opex model
- Development of a componentized architecture for higher re-usability and flexibility

CSC's Centers of Excellence help clients explore state-of-the-art solutions with minimum up-front investment, leveraging CSC's top talent to maximize innovation and results. Each center has a designated facility and staff who demonstrate and deliver solutions and evaluate products, methodologies and concepts.

CASE EXAMPLES

- **Salesforce.com Customer Relationship Management (CRM) maintenance services:** Configuration and customizations using standard Salesforce.com CRM features
- **Cloud Supplier Relationship Management (SRM):** An intuitive tool delivered as a service to improve the purchasing operation and enhance the buyer-supplier relationship
- **Breezeway Agent Services:** Custom Force.com application for insurance contract submission and customer services interfacing with external systems via enterprise service bus (ESB)
- **Franchise portal for fashion industry:** Solution for companies in the fashion sector to better manage the relationship with their network of franchises
- **ACE Factory:** An application cloud enablement service for organizations that are adopting cloud

SERVICE OFFERINGS

- Application development, maintenance and enhancement
- Salesforce.com CRM solution implementation, customization and configuration
- Custom application development on Force.com platform
- Web site development and integration with Salesforce.com
- Customer portal implementation to closely integrate with CRM
- Salesforce.com integration with external systems
- Social collaboration using Salesforce.com Chatter
- Federated security framework for seamless authorization and authentication
- Advanced analytics
- Accessibility over mobile devices

KEY FEATURES OF THE CENTER

- “One Stop Shop” for CSC’s Salesforce.com capabilities
- Highly competitive pricing achieved through scale, technology and global sourcing
- Service delivery directed at delighting clients with CSC’s innovative use of SFDC solutions
- Leverages CSC’s partnership with Salesforce.com
- Generates Salesforce.com knowledge assets, best practices and guidelines
- Industry-leading development, implementation and deployment methods
- Reduced IT complexity
- Capabilities within the context of a comprehensive IT and business strategy
- Extensive experience assessing customers’ cloud computing needs

RESOURCES

The Salesforce.com CoE staff are certified on Salesforce.com and have experience working on special projects that provide Salesforce.com solutions. The CoE is closely associated with the CSC Global Cloud Computing practice. Through its close partnership with Salesforce.com, the CoE also has direct access to many of the Salesforce.com architects and experts located around the world (US, France, Brazil, UK, China and Spain).