

G-CLOUD 14 FRAMEWORK SERVICE DEFINITION

Salesforce MuleSoft Catalyst Services

MuleSoft Catalyst Offerings

To achieve business transformation, technology alone is not enough – the right operating model, organisational structure and approach to execution are also critical. Our approach to customer success is centred around three core pillars:



We will partner with you and help you get started across all three pillars, through our Catalyst service offerings.

MuleSoft Catalyst is a set of packaged service offerings, including best practices, assets, services, training and customer success programs. They have been designed to provide you with right level of assistance and direction at the right time so that you can achieve your desired business outcomes.



Catalyst Launch

Establish the right foundation to drive immediate value from Anypoint Platform through organisational enablement and project deployment.



Catalyst Scale

Scale innovation by incrementally building an enterprise-wide platform of consumable assets for reuse across your enterprise.



Catalyst Optimise

Measure impact and effectiveness of your people, process and technology to be optimised to achieve your business outcomes.



Catalyst Advisory

Shape and drive your success by embedding our expertise and experience within your leadership team

Catalyst Launch

Objective

Catalyst Launch is focused on helping you establish a foundation for the AnyPoint Platform to realise the following key benefits:

DELIVER
on business value
aligned with key
priorities

ACCELERATE
ROI on the
investment in
MuleSoft

EXECUTE
projects faster
using reusable
assets

INITIATE
cultural shift
towards a new
operating model

Approach

First, our team of services consultants will conduct discovery sessions to assess your integration capabilities, align to your business outcomes, and build an initial success plan. We will establish a foundational platform architecture and design the common services frameworks, integration patterns and solution designs for your projects following an API-led approach. We will also help define the model for organisational enablement, train and enable the initial team.

Second, they will work with you to install and configure Anypoint Platform, implement a reusable common services framework, and perform iterative development sprints to deliver on the required projects and achieve quick wins.

Finally, they will help you bootstrap a Centre for Enablement ("C4E"), operationalize the training and support model in your organisation, and start measuring all relevant program KPIs.

Outcome

The results and outcomes of Catalyst Launch include:

Business outcomes	Technology delivery	Organisation enablement
1. Aligned set of business outcomes 2. Success plan and KPIs defined	1. Anypoint Platform MVP deployed 2. Initial Projects delivered	1. Initial C4E team established 2. Team trained and support model established

Catalyst Scale

Objective

Catalyst Scale is focused on helping you scale the AnyPoint Platform to realise the following key benefits:

ACCELERATE	IMPROVE	SCALE
realisation of business outcomes	productivity and efficiency by launching new projects	the cultural shift towards a new IT operating model

Approach

First, our team of services consultants will review your business outcomes and KPIs, platform and project implementations, and current state of organisational enablement capabilities including C4E adoption, internal MuleSoft skills and support trends, helping identify a set of actionable activities.

Second, they will work with you in implementing platform related activities which could include refining the deployment models, enhancing common services and CI/CD frameworks, conducting performance tuning activities (design time and runtime tuning). In addition, they will work with you to deliver additional projects based on the API-Led approach, build additional C4E assets, on-board additional projects and organise AnyPoint Exchange for driving further re-use and consumption.

Finally, they will help refresh the C4E operating model, provide advanced training recommendations, update support run books and refresh the success plan, business outcomes and associated KPIs

Outcome

The results and outcomes of Catalyst Scale include:

Business outcomes	Technology delivery	Organisation enablement
1. Aligned on additional business outcomes 2. Refreshed success plans and KPIs	1. Additional Anypoint Platform capabilities 2. Additional projects delivered	1. C4E assets and operating model refreshed 2. Advanced training and support capabilities

Catalyst Optimise

Objective

Catalyst Optimise is focused on helping you optimise the AnyPoint Platform to realise the following key benefits:

ASSESS performance against business outcomes and initiatives	MEASURE Impact and effectiveness across people, process and technology	OPTIMISE to further benefit from MuleSoft
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Approach

First, our team of services consultants will review your business outcomes, Anypoint Platform, Project KPIs, C4E, Support and Training KPIs.

Second, they will conduct health checks on the Anypoint Platform and validate architecture and operation. They will conduct design and code reviews of APIs, integrations, implementations and validate against MuleSoft best practices. They will perform an integration capability assessment, conduct skills assessment, evaluate training and certification progress, review support cases and trends.

Finally, they will provide recommendations to optimise and increase maturity level across business outcomes, technology delivery and organisation enablement

Outcome

The results and outcomes of Catalyst Optimise include:

Business outcomes 1. Review business outcomes 2. Review associated KPIs	Technology delivery 1. Health checks on Anypoint Platform 2. Design and code reviews of Projects	Organisation enablement 1. C4E capability assessment 2. Talent and Support reviews
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Catalyst Strategic Advisory

Objective

Catalyst Advisory embeds the collective knowledge and experience of Mulesoft and our 1600+ customers within your leadership team. The strategic advisory team has a core focus on helping our customers get clear on and define their wider API strategy, as well as how to turn this into a practical, executable set of API programmes. By providing advice, guidance, support and action we work as part of your team to realise the following key benefits:

ALIGNMENT	RISK REDUCTION	SPEED TO VALUE	ENABLEMENT
on business and IT visions, strategies, plans and actions	Through highly informed planning, shaping and execution of change	By applying our collective experience in your context	Of your team and operation for the future through

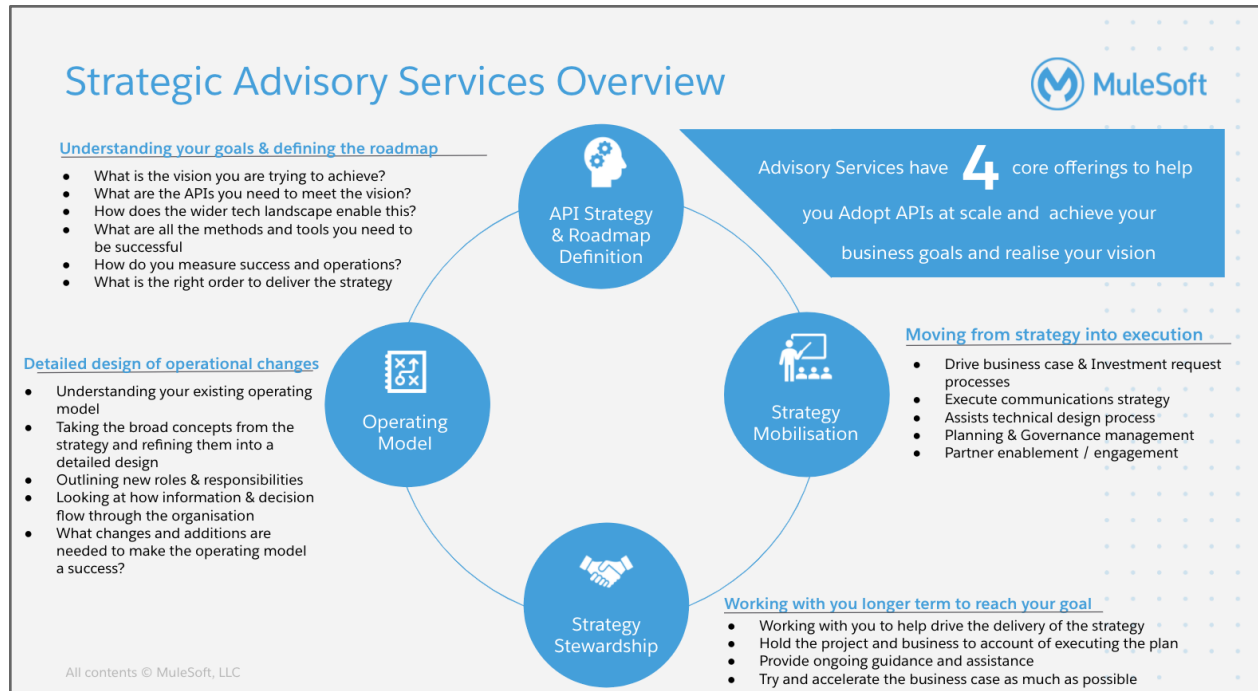
Approach

Working with your IT and business leaders we explore your plans, your ways of working, and your confidence in your journey from a business and IT vision through to delivered and measured outcomes.

We jointly identify aspects where the direct addition of MuleSoft's knowledge and our customer's experience could add significant value within your leadership or management teams.

Based on this understanding we identify the most appropriate MuleSoft advisor to support you as part of your team, shaping and, where appropriate, driving and contributing to your activities to deliver against your vision and plans. Throughout, the advisor remains connected to the wider MuleSoft expertise, allowing you to benefit from our ever-increasing pool of knowledge and experience. The service is designed to be very flexible, allowing changes in priority, circumstances, plans and needs to be addressed without delay.

We have developed 4 key propositions to help drive strategic advisory services for our customers. These have been outlined below:



Outcome

The outcomes and results of Catalyst Strategic Advisory can include:

Commitment to adopt	Right first time	Effective operations
1. Clarity in digital ambition with an executable strategy defined 2. Clear, measurable business impacts 3. Visible benefits for IT delivery and support teams 4. Change delivery partners aligned	1. Platform implementation 2. API delivery practices 3. IT operational ways of working	1. Internal teams achieving success and iterative self-improvement 2. Delivering on changing business demands more quickly 3. IT supply chain enabling wider, faster value

Catalyst Implementation Advisory

Objective

Catalyst Implementation Advisory provides a more technical focus to the advisory services that we have. Our Implementation Advisory resources have been used to drive out the best architecture for the Anypoint solution. They drive the development of platform design and

delivery with your team and/or partners. This service can be used to augment your team or we have worked in a mode of operation where our implementation advisors take on senior leadership roles within your organisation to help fill vacant roles e.g. Platform Architect or head of Integration whilst you source a long term permanent resource.

The key activities this services drives are:

- Trusted API technology advisor to IT leaders
- API strategies
- API lifecycles and reuse
- Platform setup and optimisation
- API architectures
- Solution design
- Project and partner support
- Application of API best practices

Outcome

The outcomes and results of Catalyst Implementation Advisory can include:

Commitment to adopt	Right first time	Effective operations
1. Provide thought leadership for API-Led 2. Define the best practice architectural guideline to support API-Led. 3. Support with key architectural decisions	1. Platform implementation 2. API delivery practices 3. Design & Architecture Definition 4. Standards & Best practice code definition	1. Development approach & methods advisory 2. DevOps Strategy & implementation support 3. Establish the Technical Design Authority for the platform capability.

Supporting Project Delivery

Objective

Provide a delivery capability to support the programme/projects with their API and integration Use Case requirements.

This will include the following:

- Design
- Build
- Support for Performance, SIT and UAT
- Deployment

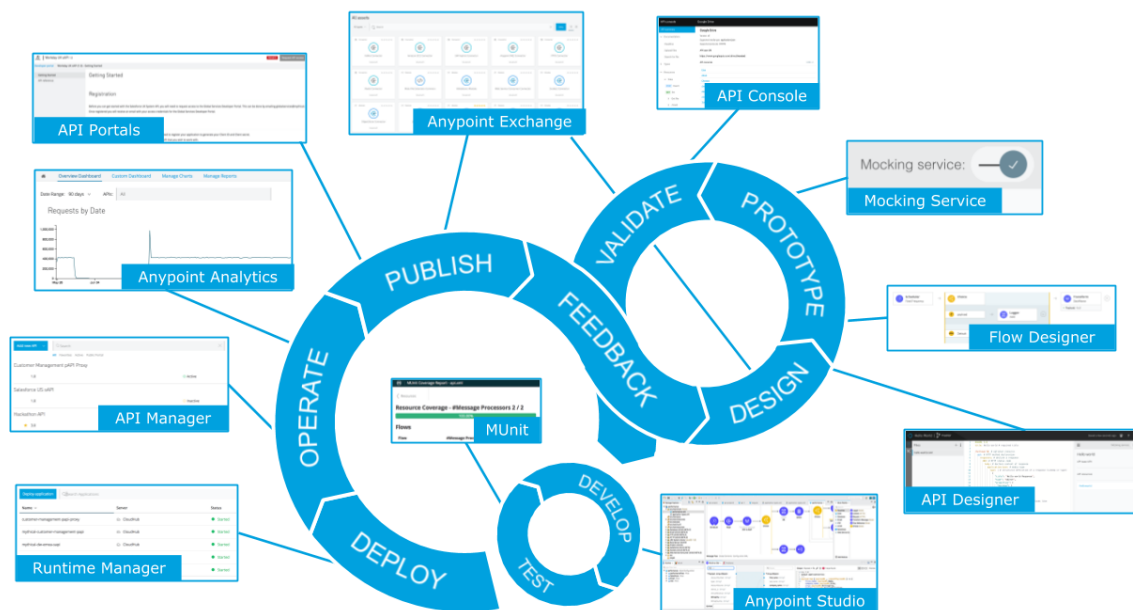
Approach

The first step will be for the Use Cases/Integrations to be sized using the estimating methodology and approach adopted based on working with numerous clients.

The second step will be to agree the approach to delivery and how this fits within the overall programme/project lifecycle.

The final step will be to on-board the team and commence the API delivery following the agreement of the sizing and the overall approach.

The team will follow to the full API Lifecycle ensuring a design-led approach:



Outcome

The following will be the key outcomes:

1. APIs successfully delivered using the API-Led Approach
2. API assets available in a central repository (API Exchange)

Services or Deliverables under Call-Off Contracts do not include Project Specific IPRs, are Supplier's proprietary material and are not suitable for publication as open source. No software will be created as part of any Services or Deliverables performed under a Call-Off Contract.

