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Atlas Framework: A cutting-edge Salesforce delivery framework
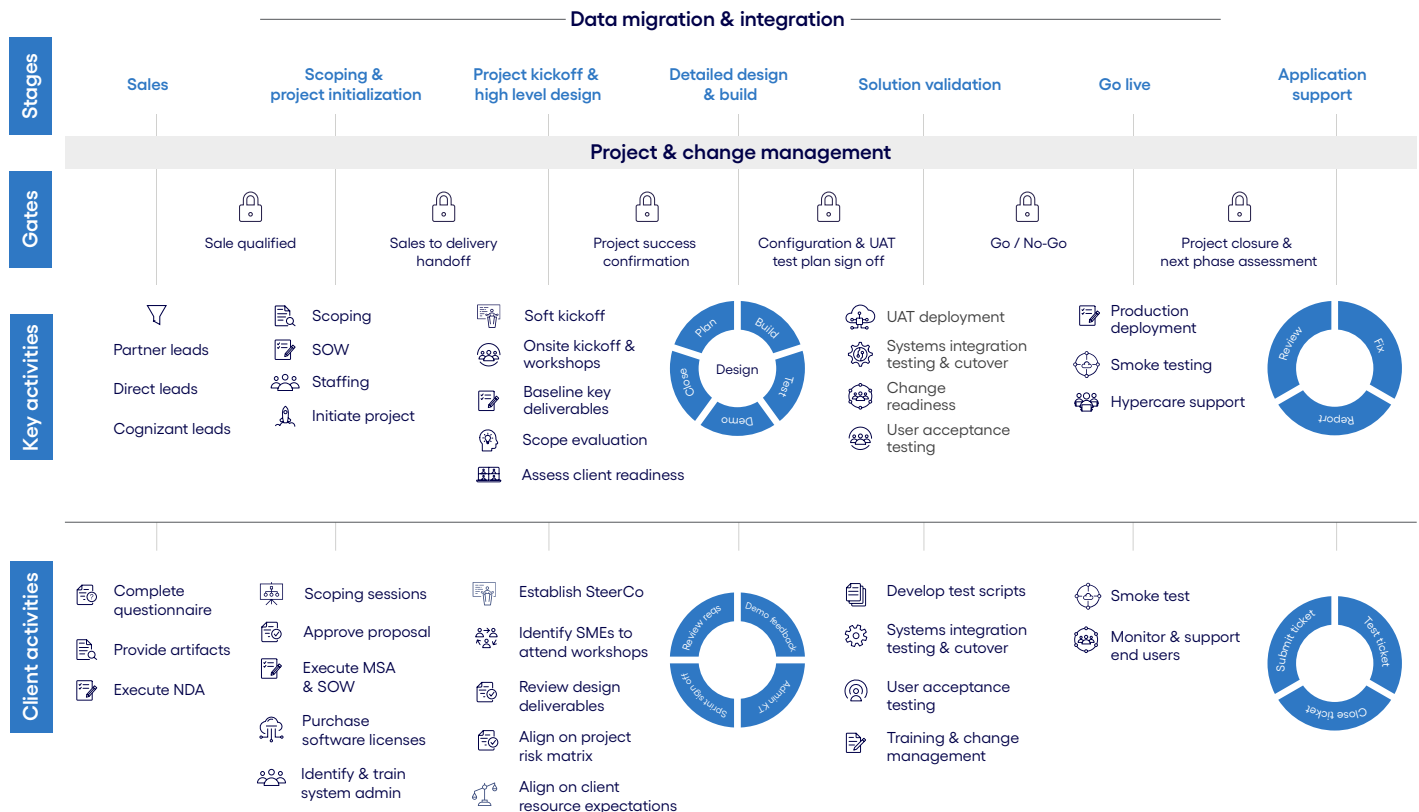
Overview

At the heart of any digital transformation strategy is a delivery framework and underlying project methodologies that meet modern needs of predictability, repeatability, scalability, speed, and cross-functional team alignment.

Cognizant has always had a passion for developing reusable content to accelerate successful outcomes for clients and fuel the growth of our business.

With a constantly evolving ecosystem and market, the need for training, tools and methodology has been enhanced. Atlas Framework® has been specially crafted to support end-to-end transformational solution activities, including advisory, execution and post-delivery maintenance services specifically for Salesforce projects.

The framework

Atlas Framework has been designed to enable a reliable, on-time and on-budget delivery for projects of varied levels of complexity and size across the entire Salesforce ecosystem. The framework enhances both the client experience and employee experience for each member of the project team to achieve better quality, and greater efficiency–ultimately accelerating RoI and desired business outcomes for our clients and partners.

Data migration & integration

Stages	Sales	Scoping & project initialization	Project kickoff & high level design	Detailed design & build	Solution validation	Go live	Application support

Project & change management

| Gates | Sale qualified | Sales to delivery handoff | Project success confirmation | Configuration & UAT test plan sign off | Go / No-Go | Project closure & next phase assessment |

Key activities
- Partner leads
- Direct leads
- Cognizant leads

- Scoping
- SOW
- Staffing
- Initiate project

- Soft kickoff
- Onsite kickoff & workshops
- Baseline key deliverables
- Scope evaluation
- Assess client readiness

Plan / Build / Test / Demo / Close / Design

- UAT deployment
- Systems integration testing & cutover
- Change readiness
- User acceptance testing

- Production deployment
- Smoke testing
- Hypercare support

Review / Fix / Report

Client activities
- Complete questionnaire
- Provide artifacts
- Execute NDA

- Scoping sessions
- Approve proposal
- Execute MSA & SOW
- Purchase software licenses
- Identify & train system admin

- Establish SteerCo
- Identify SMEs to attend workshops
- Review design deliverables
- Align on project risk matrix
- Align on client resource expectations

Review reqs / Demo feedback / Admin KT / Sprint sign off

- Develop test scripts
- Systems integration testing & cutover
- User acceptance testing
- Training & change management

- Smoke test
- Monitor & support end users

Submit ticket / Test ticket / Close ticket

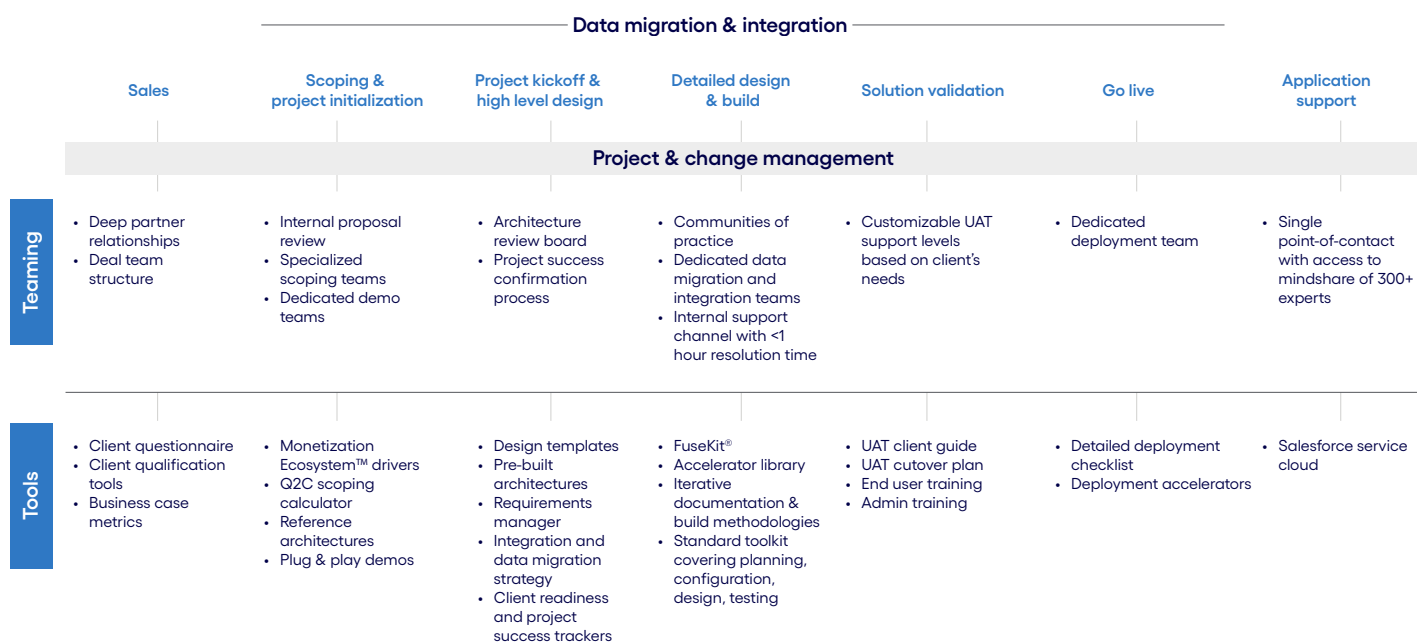## Key differentiators and value delivered

Atlas Framework is proven to ensure project success through risk mitigation and business outcome focus.

- Predictable and timely delivery of project goals
- Higher quality deliverable
- Better visibility on the project progress
- Resiliency and adaptability to support and manage requirement changes

- On-budget delivery of Salesforce-based solutions
- Faster Time to Market
- Enhanced productivity of project team members
- Winning customer experience irrespective of the complexity and size of the projects across the entire Salesforce ecosystem

Our partner ecosystem

- Summit Level Partner
- #3 in Credentials & Certified Individuals, globally
- 32.8k+ Certifications & 11K+ Salesforce Certified Consultants
- 2400+ Enterprise projects

- **Awards**
  - 9X Salesforce Partner Innovation Awards winner since 2015;
  - 10X MuleSoft Customer Success Partner of the Year Award winner since 2017
- **AppExchange Partners**
  Veeva, Vlocity, nCino, IQVIA, Guidewire, ServiceMax & DocuSign

Our secret sauce is our unique teaming approach and 200+ ready-to-use tools and collaterals across the length of Salesforce technologies and the breadth of industry domains—and our results show that it works.

Data migration & integration

	Sales	Scoping & project initialization	Project kickoff & high level design	Detailed design & build	Solution validation	Go live	Application support
Project & change management							
Teaming	• Deep partner relationships • Deal team structure	• Internal proposal review • Specialized scoping teams • Dedicated demo teams	• Architecture review board • Project success confirmation process	• Communities of practice • Dedicated data migration and integration teams • Internal support channel with <1 hour resolution time	• Customizable UAT support levels based on client's needs	• Dedicated deployment team	• Single point-of-contact with access to mindshare of 300+ experts
Tools	• Client questionnaire • Client qualification tools • Business case metrics	• Monetization Ecosystem™ drivers • Q2C scoping calculator • Reference architectures • Plug & play demos	• Design templates • Pre-built architectures • Requirements manager • Integration and data migration strategy • Client readiness and project success trackers	• FuseKit® • Accelerator library • Iterative documentation & build methodologies • Standard toolkit covering planning, configuration, design, testing	• UAT client guide • UAT cutover plan • End user training • Admin training	• Detailed deployment checklist • Deployment accelerators	• Salesforce service cloud

Key features

This framework comes with a specific set of activities to be performed, a set of artifacts to be created at each stage of the delivery process along with the training, tools, and methodology to fast-track success and provide scalability. It also guides the project team with the audit checkpoints, accelerators, and metrics along with the estimation construct.

Rigorous gated-stage methodology
Provides consistency across all phases of a project, including project estimates, staffing, start-up, design/built/test iterations, QA, conversion/migration, deployment, and adoption

Accelerators
Augment the out-of-the-box product capability to speed the implementation of key business functions

Productivity tools
Facilitate debugging, testing, and providing environment comparisons

Domain - specific training
Ensures consultants are leveraging quote-to-cash best practices and monetization strategies

Project/portfolio oversight
Allows ATG to rapidly identify projects that are going off the rails and swarm projects that hit red status

Vendor oversight
Permits ATG to work with the software provider to ensure the client and project are closely aligned with the product roadmap

Audit checkpoints
Provides the audit checkpoints to avoid any delays in delivery time and slippage in quality of delivery

Integrated-metrics framework
Metrics include but not limited to people engagement happiness index, average team velocity, story throughput, planned features completion ratio, defect leakage and scope change ratio

Integrated-estimation framework
Helps in finding the sprint development and testing effort in granular person hours, number of development sprints needed for backlog, full project delivery effort and capacity/resource plan

Scalability
Provides scale and spreads across variety of verticals to become the future delivery framework for all Salesforce projects

A set of artifacts
Templates provided for Statement of work, recommended meetings, weekly status report and (Qly) SteerCo report, sprint retrospective document, specimen burn down chart, user story elaboration and acceptance with done definition

Critical success factors

- We collaborate with customers and demonstrate working software or features and have them accepted by product owner at the end of iterations.
- We use the right set of tools and techniques such as automation to improve efficiency.
- We deliver potentially shippable software through short time-boxed iterations, and we maintain a sustainable pace.
- We strive to sustain and improve technical excellence to ensure high-quality designs and implementations. Also, we always adhere to concepts and practices such as "definition of ready" and "definition of done."
- The primary measure of project progress is working software or features.
- At the end of every iteration or sprint, we participate in retrospectives to identify our strengths and improvement areas. We practice continuous improvement.
- We uncover risks early in the lifecycle and ensure project success.
- We are open to change, and we manage change systematically.
- We prioritize requirements through backlog management and deliver the high-priority requirements first.
- We are a cross-functional, self-enabled team and we collaborate well to meet our commitments.

> "I think the Cognizant approach – the whole Atlas methodology – is very consciously about delivering a Cognizant-branded experience. The job isn't done until your client is positioned to thrive in an accelerating and rapidly changing world, and that's the standard of performance that makes Cognizant pretty special."

Peter Coffee

Salesforce VP of Strategic Research

Why Cognizant

Cognizant has a proven track record transforming core infrastructure for large enterprises across industries for more than 25 years. As a trusted partner, we help you define your strategic IT modernization vision by leveraging our best-in-class Cognizant methodology and framework. As a customer-centric partner to some of the world's largest companies, we have provided secure and reliable, proven IT infrastructure for Fortune 2,000 companies for nearly three decades. Our partner ecosystem is unparalleled, and we offer unmatched domain, business process and application expertise.

Set up a briefing session to learn how Cognizant can partner with you for Core Infrastructure Management.

Visit **www.cognizant.com** to find out more

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