

Investing in a **secure and modern platform**

IT modernization demands an optimal blend of security, infrastructure and continuous innovation



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Ensuring that governments have access to technology that can deliver modern, agile and secure services is a team sport and a shared responsibility between governments and their industry partners. At Salesforce, trust is our number one value. We build security into our Customer 360 platform from the ground up so that governments can spend more time focused on their missions.

In addition to the security built into the platform, we provide our customers with a rich set of security tools, including authentication, access controls, encryption and event monitoring. Agencies can fine-tune these features to address their specific security needs. They can also leverage Government Cloud Plus, which is FedRAMP High authorized to meet the security and compliance requirements for government agencies.

By leveraging modern technologies, agencies can quickly deploy secure, customer-centric applications in weeks, instead of months or years. But to

achieve this, they'll need to prioritize IT modernization efforts that focus on their platform, integration and security.

Selecting the right IT platform

When government leaders select an IT platform, they are typically making a five- to 10-year commitment to that technology and the vendor behind it. Before making such a long commitment, government leaders should evaluate and understand the platform's ecosystem.

For example, how many independent software vendors are building innovative applications on the platform? How many developers are trained on it? Is a robust set of consulting partners delivering great services on the platform? How frequently are new capabilities added? What are customers saying about the platform, its ease of use and the value they're getting from it? When evaluating IT platforms, it is vital for government leaders to understand the holistic platform, its capabilities and how it will meet an agency's needs.

At Salesforce, we've spent the past 22 years investing in our platform ecosystem. It's been one of our top priorities from the day we started this company. Customers now have access to over 5,000 applications in our AppExchange. There are 140,000-plus credentialed experts who can help customers configure and implement Salesforce and hundreds of partners that have built robust and deep practices around our platform.

Requirements for a modern platform

As governments evaluate IT platforms, it's important that the platform meets the needs of an all-digital, work-from-anywhere world. To achieve this, every government IT modernization project should build in easy, secure employee and partner collaboration as part of every business process. These processes should incorporate decision support, consensus building, case swarming, approvals, case assignments, expertise requests, escalations and

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research. All these activities need to move out of disconnected email and into an integrated and seamless part of the business process. Slack is where that happens.

FedRAMP Moderate-authorized, Slack is the enterprise-grade collaboration tool, providing government organizations with a more intuitive, engaging, secure and productive way to communicate and work from anywhere. Internally, when we begin working on a new project,

we create a Slack channel to bring together everybody to accomplish the task. That channel enables us to have visibility, transparency, cooperation and consensus around our goals. That’s why we’re excited about how Slack enables that same collaboration for government agencies; when work flows, mission success grows.

Prioritizing IT modernization, secure systems and a holistic ecosystem is paramount to enable agencies to move quickly to meet customer

needs. At Salesforce, our secure platform, modern tools and robust partner ecosystem enable agencies to continuously innovate and achieve mission success from anywhere. ■

Paul Tatum is executive vice president of solution engineering at Salesforce.

Government Cloud Plus is mission-ready.

Focus on your mission, backed by the security and compliance that’s critical now.

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