



Low Code/No Code Development at Enterprise Scale!

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Salesforce Team Introduction



Eric Bishop
Distinguished Solution Engineer
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Brad Glasco
Sr Account Executive,
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Today's Agenda

- Low Code No Code Development Defined
- Variations of Capability – “Not all are alike”
- Benefits of Low Code No Code Development
- Center of Excellence Approach



Objectives = Outcome Focused



Speed to Value



Enhances Airmen Experience



Reduces Information Assurance Burden



Reduces IT Costs



Reduces Modernization Risk



Mobility & Disconnected Operations



Continuous Improvement & Innovation Included



Aligned to Mission Requirements

Low Code No Code Defined



Low-code or no-code are methods of designing and developing apps using intuitive drag and drop tools that reduce or eliminate the need for traditional developers who write code.

The worldwide market for low-code development technologies is projected to total \$26.9 billion in 2023, an increase of 19.6% from 2022, according to the latest forecast from Gartner, Inc. A rise in **business technologists** and a growing number of enterprise-wide hyperautomation and composable business initiatives will be the key drivers accelerating the adoption of low-code technologies through 2026.

Low-Code Development Technologies Revenue (Millions of U.S. Dollars)

	2021	2022	2023	2024
Low-Code Application Platforms (LCAP)	6,324	7,968	9,960	12,351
Business Process Automation (BPA)	2,416	2,585	2,761	2,940
Multiexperience Development Platforms (MDXP)	2,081	2,508	2,999	3,563
Robotic Process Automation (RPA)	2,350	2,892	3,401	3,879
Integration Platform as a Service (iPaaS)	4,680	5,668	6,668	7,838
Citizen Automation and Development Platforms (CADP)	554	732	953	1,232
Other Low-Code Development (LCD) Technologies*	92	109	126	146
Total	18,497	22,462	26,869	31,949

If NC/LC Was A Community...



IAAS

VS.



SAAS

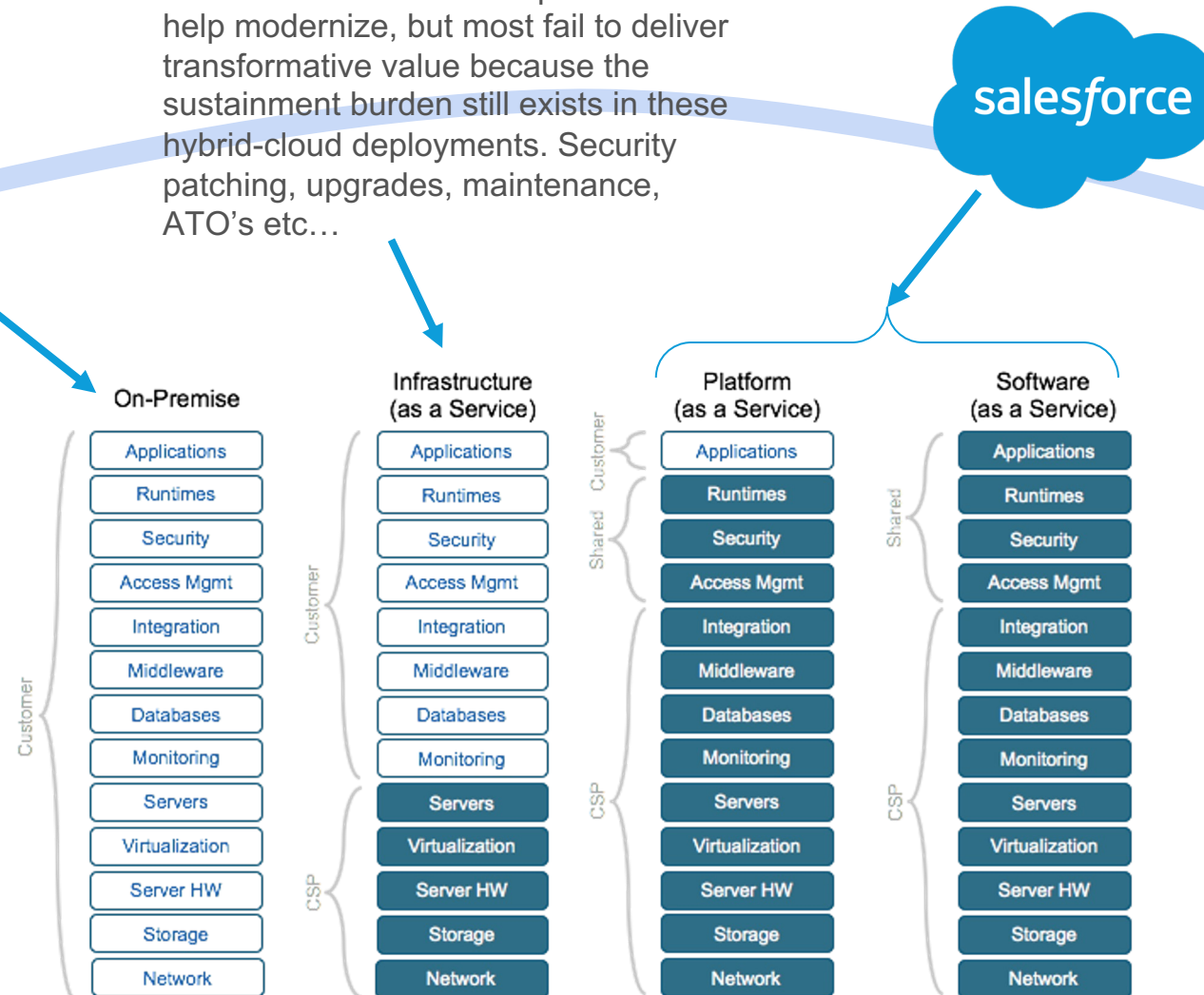
Critical Decision When Choosing Technology

Not All LC/NC Are The Same.....

Legacy solutions that rely on “On-Premise” applications come with a high cost to maintain the infrastructure and independently manage each application.

Newer no-code/low-code platforms help modernize, but most fail to deliver transformative value because the sustainment burden still exists in these hybrid-cloud deployments. Security patching, upgrades, maintenance, ATO's etc...

Through true multi-tenant PaaS and SaaS, Salesforce delivers on the transformation vision by significantly reducing both complexity and cost for our defense customers.



The Low Code Platform Vision

The Low Code Platform Vision	Single-tenant, Self-hosted solutions	Salesforce (multi-tenant & hosted)
Streamline the delivery of capabilities	Lower % of SaaS Capabilities	Higher % of SaaS Capabilities
Agile capability development at significantly reduced cost	Increased need for custom coding	More powerful declarative platform
Inheritable continuous Authorization to Operate (cATO)	"on-prem" requires independent ATOs	Yes
Code and Capability Reuse	Individual instances inhibit reuse	Reuse is highly enabled
Cross-platform, multi-device compatibility	Mobility require significantly more dev	Fully device responsive, requires no dev
Cost Savings (Licensing, Hosting, Operating & Support)	Higher TCO from hosting & sustainment	Lower overall TCO
Streamline Business Capability Acquisition Process (BCAC)	Each new App requires full BCAC	Salesforce is BCAC authorized Expansion requires review only
Enables Citizen Development	Coding and complexity inhibits this	Yes

Tenant Data is Logically Segregated

Proven, Industry-First Metadata-Driven Architecture



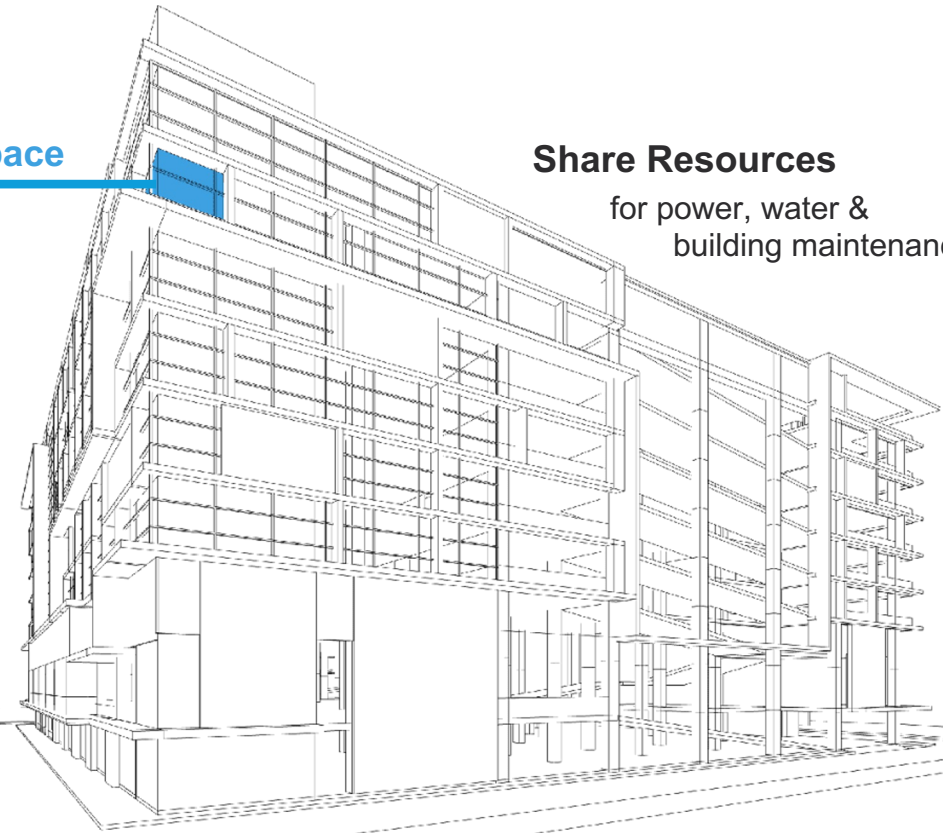
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a01we000004z03	069300000046LVE	f9h300000000234s	10/10/2013	This can...	1345.2
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f2ewe000004z02	a25300000001CZI	w34500000e4nf4	894868487	4/16/2020	matthew.dell@b...

Your dedicated space

Share Resources

for power, water &
building maintenances

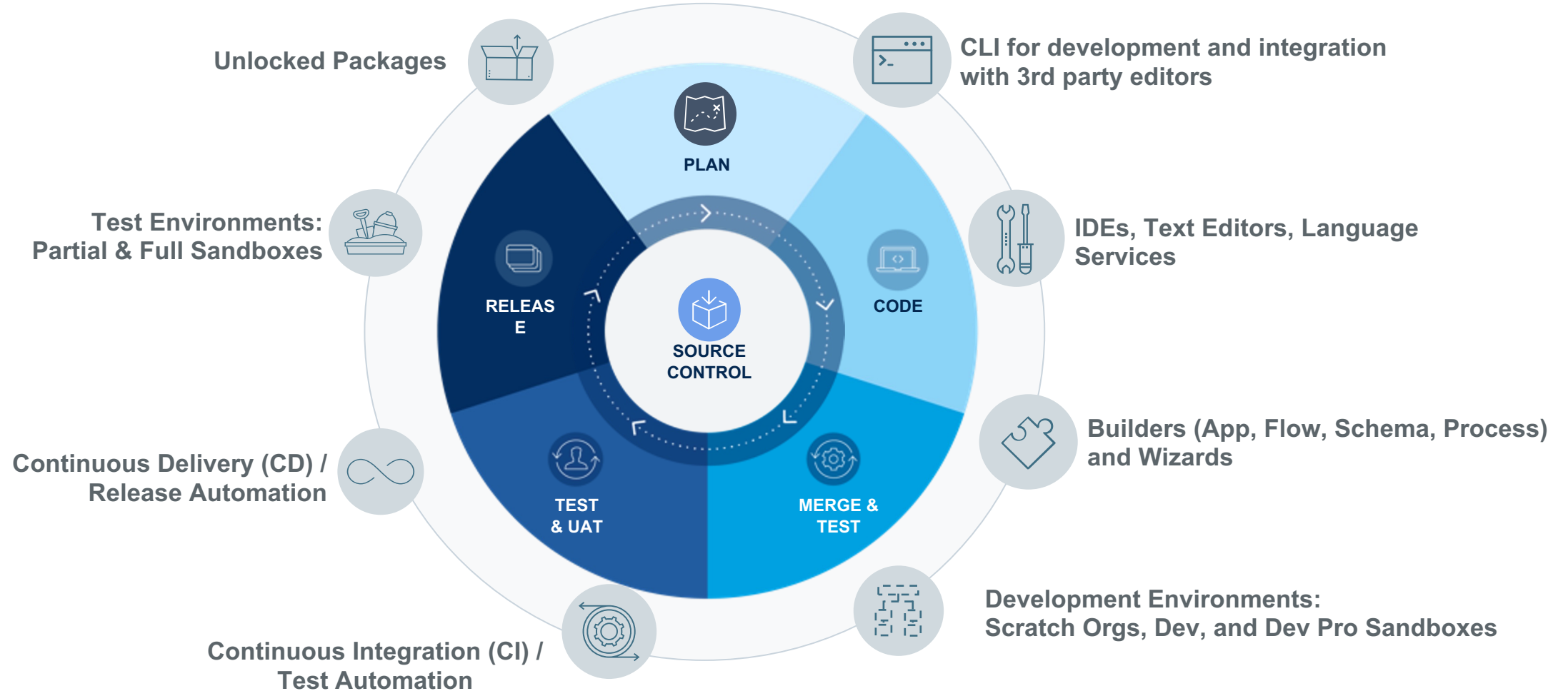
- Logically segregated by Org ID and User ID
- Metadata maintains relational integrity
- Robustly tested on an ongoing basis
- Queries are monitored
- Data encrypted at rest stored as ciphertext



Deliver Continuous Innovation with Modern ALM



The fast, efficient, and trusted path to build applications



Rapid Application Development with No-Code Tools

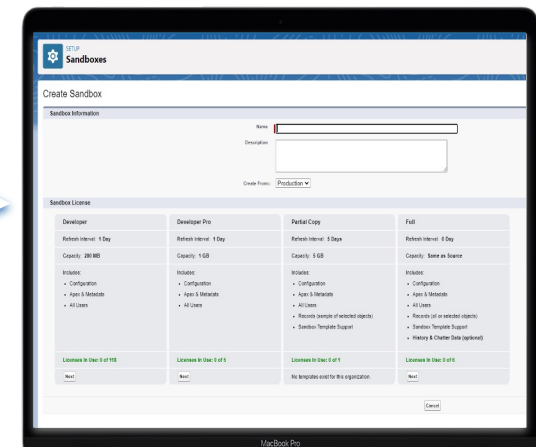
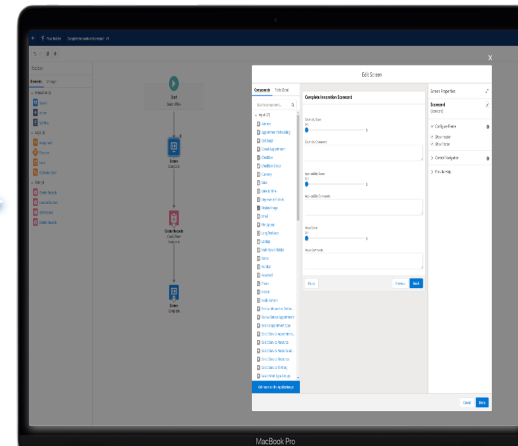
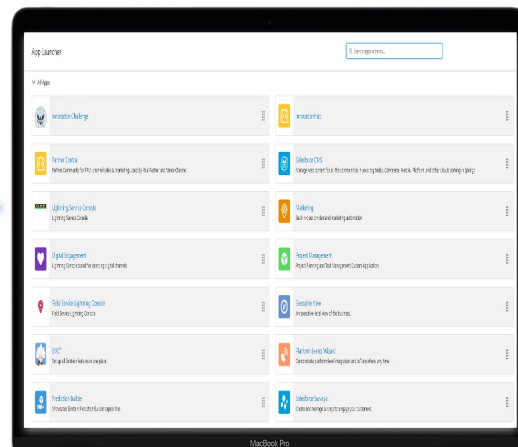
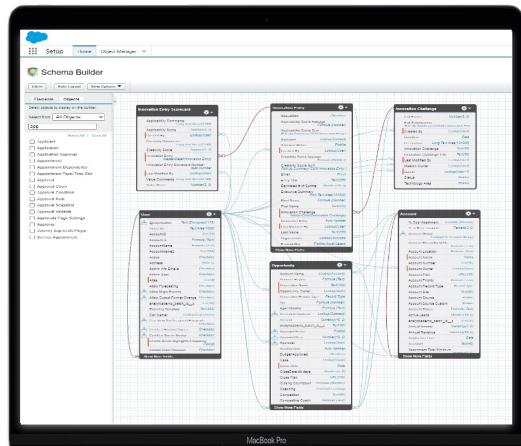


Data Model

Application Model

Process Automation

Change Management



**Standard & Custom Objects
/ Fields**

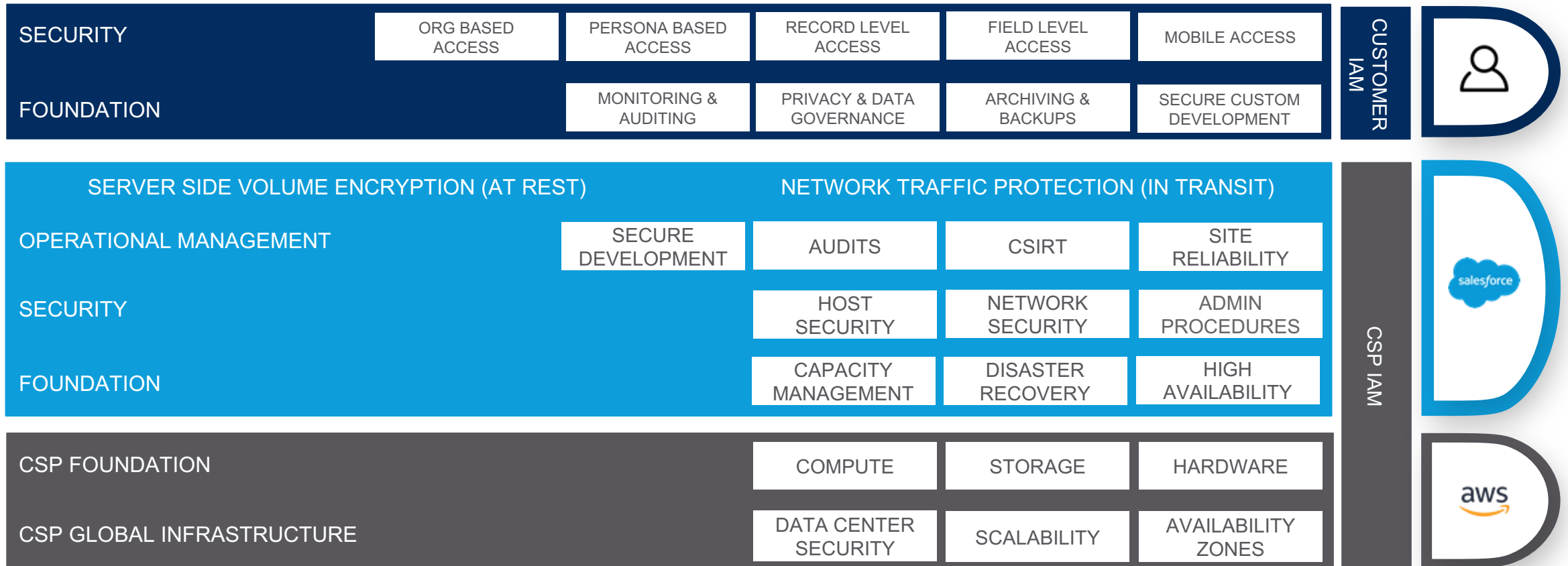
**Point & Click Development
Tools**

**Guided Wizards, Approvals,
Formulas**

**Integrated Testing
Environments**

Shared Responsibility Model

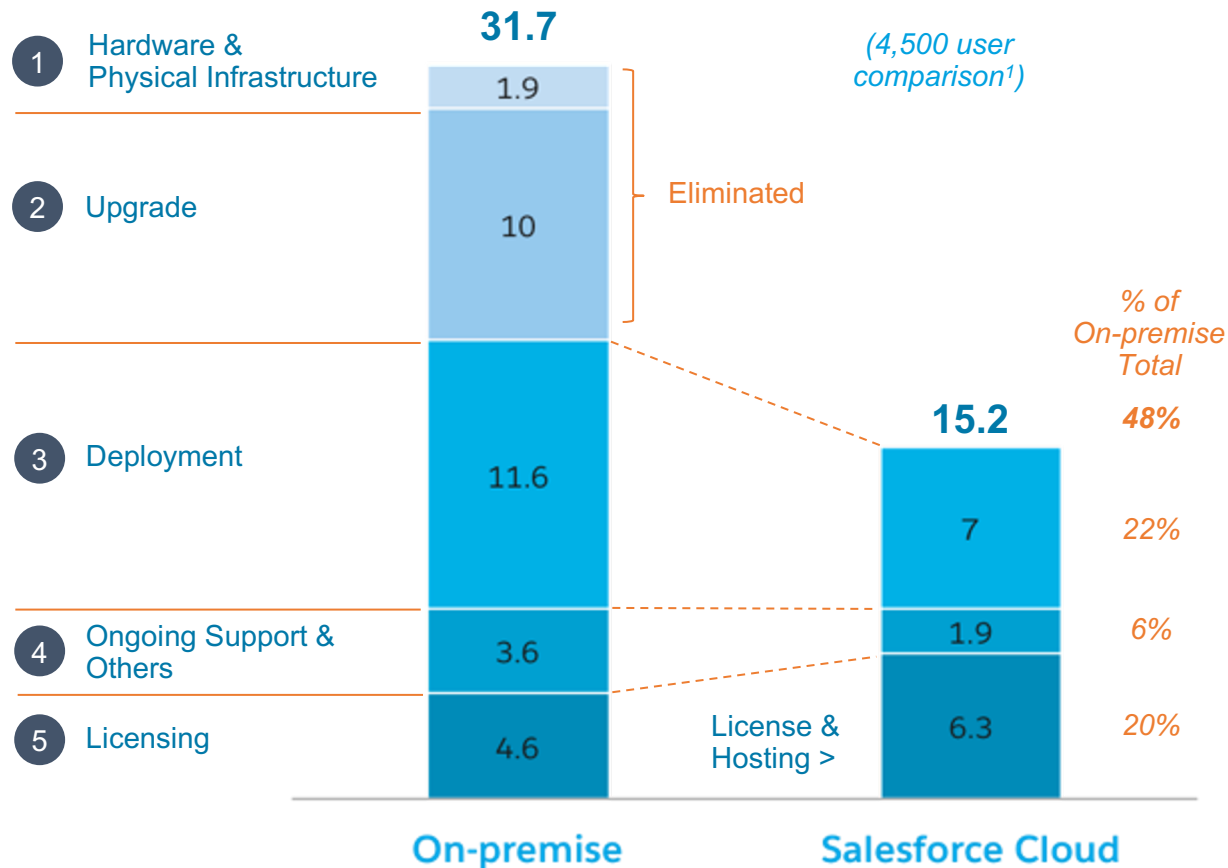
CSP and Customer Responsibility Matrix identify responsibilities



TCO Comparison: On-Premise vs. Salesforce



EXAMPLE: 5-Year TCO Cost Comparison Conducted by IDC & McKinsey [\$ millions]



Salesforce Cost Reduction Rationale

- Salesforce will not require the use of any existing on-premise virtualized hardware environment**, eliminating costs related to maintaining servers and storage, data center facilities, and network (RAS, routers, etc)
- Three seamless, automatic upgrades each year with customization and integration performed by Salesforce**, in comparison to the requirement of significant time and investment for upgrades in an On-Premise solution
- Open API architecture and the lower coding intensity required** during implementation, feature developments, and integration related activities **increases the speed of deployment with limited customization**
- Reduction in required support hours driven by the elimination of infrastructure complexity**, reducing costs in the area of resources, training, development, and governance efforts
- Avoid infrastructure license & hosting fees** for databases, operating systems, security systems, business continuity, performance management; However, overall cost is slightly higher with Salesforce license premium

Source: IDC Whitepaper; McKinsey TCO Whitepaper- McKinsey Report on Cloud

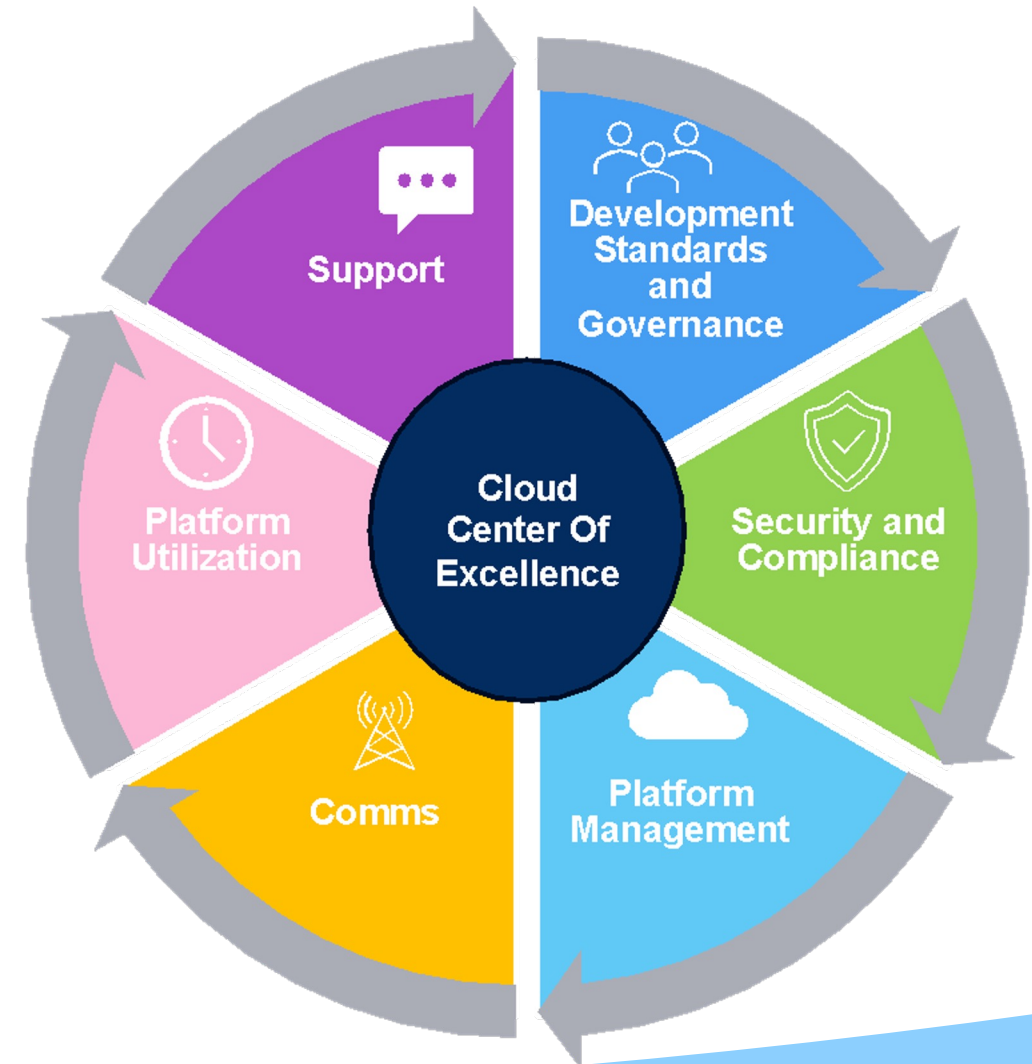
1) Average SFDC support structure = 1 Sys Admin : 2,000 users, 1 BA : 2,000 users, 1 Developer/QA : 3,000 users.

Enterprise LC/NC at Scale = Center of Excellence



A CoE is a discipline and a practice that is focused on ensuring that the platform enables rapid time-to-value while simultaneously adhering to agency guidelines and security requirements.

- Development Standards and Governance
- Security and Compliance
- Platform Management
- Communications
- Platform Utilization
- Support



Enterprise LC/NC at Scale = Center of Excellence



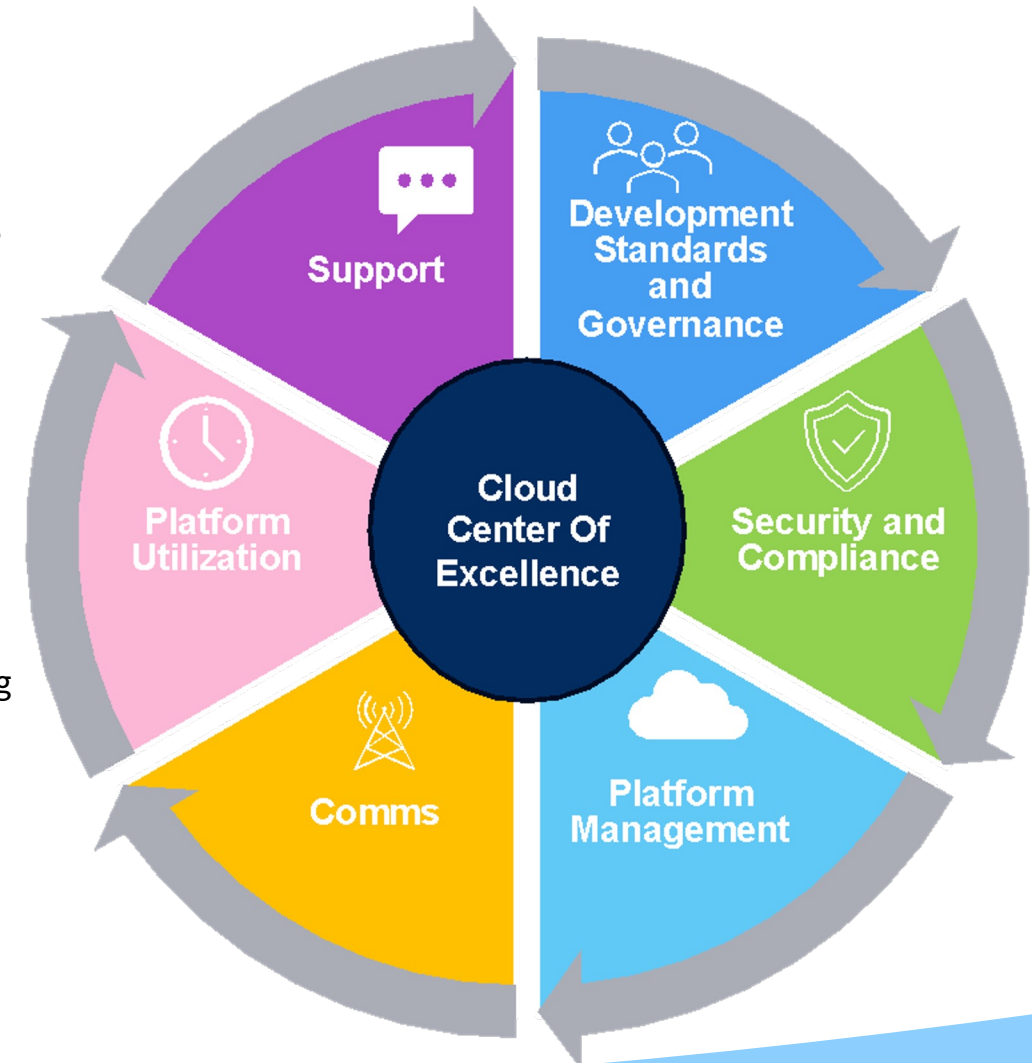
Standards and Governance

Examples of Development Standards Include:

- Use of common data objects, to ensure multiple applications can share and re-use the same common data,
- UX Design standards, to ensure that the applications built on the platform share a common look and feel and improve usability,
- Access control standards, to ensure that each application can easily restrict users to the functionality they need and the appropriate data.

Examples of Governance Include:

- Platform Change Control Board, to make decisions impacting the entire platform and resolve conflicts related to application-specific designs,
- Weekly architecture review meetings, to ensure any design that includes the use of Common Objects, the development of custom code or the creation of anything that could impact other applications is reviewed and approved by the CoE Architects as well as Architects from each of the development teams working on the platform,
- Weekly program management meetings, to ensure all of the application development teams are aligned to critical milestone dates needed to support a live deployment.



Enterprise LC/NC at Scale = Center of Excellence



Security and Compliance

The CoE is responsible for obtaining and maintaining a Platform ATO, which can be used to accelerate the process to obtain application specific ATOs. The CoE work involves both the upfront effort to prove and document the platform security controls, but also some of the on-going monitoring and updates needed to maintain the Platform ATO. Application ATOs should be able to leverage all of the controls documented at the platform level and focus on addressing the controls specific to the application. This approach streamlines the application ATO process and helps to improve time-to-value for the Line of Business.



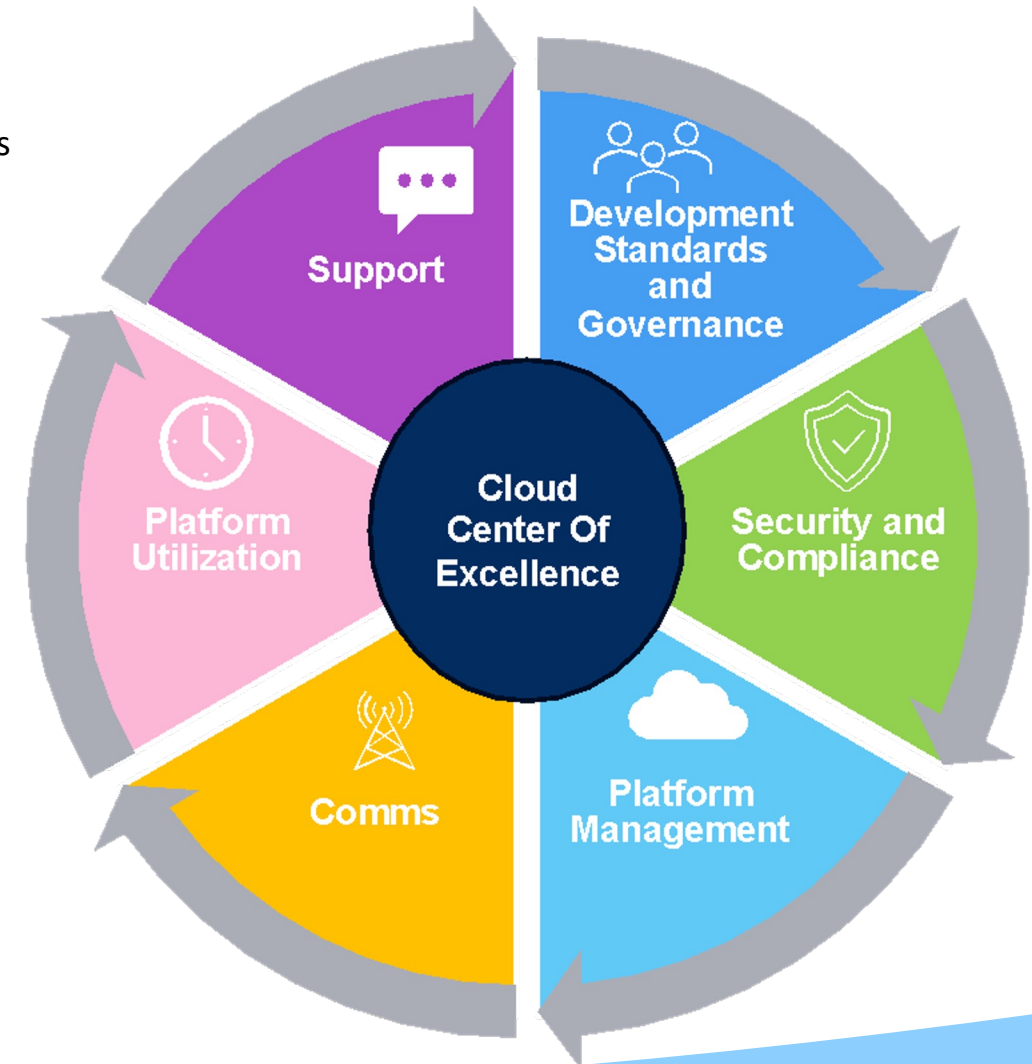
Enterprise LC/NC at Scale = Center of Excellence



Platform Management

Platform management makes sure that the platform and solutions developed within it are implemented and maintained in an efficient and consistent manner. This goal is achieved through the implementation of standard release management for applications on the platform and implementation of operating standards. Additionally, platform management is responsible for the on-boarding and program management of the platform. Adherence to platform standards and best practices are accomplished through a variety of mechanisms, including:

- A Release Management Plan
- A Release Management Schedule
- Standard tools and release automation



Enterprise LC/NC at Scale = Center of Excellence



Communications

Since there are many stakeholders (LoB, IT, System Integrators, CoE staff, etc.) actively engaged with the platform, communication is especially important to ensure proper coordination and collaboration. For a government CoE managing a low-code/no-code platform, communication includes several critical components:

- Progress / Success metrics: documenting and sharing the value delivered by the platform to key stakeholders, especially LoB and IT Leaders to ensure on-going support,
- Platform Operations: communicating with development teams' key information regarding platform updates (i.e., sandbox refreshes, the availability of reusable components, deployment deadlines, etc.) ensures alignment among all key stakeholders and enables faster time-to-value,
- Application Catalog: providing visibility into the current production applications to the line of business (LoB) community, will accelerate reuse, lowering IT delivery costs and further improving time-to-value.



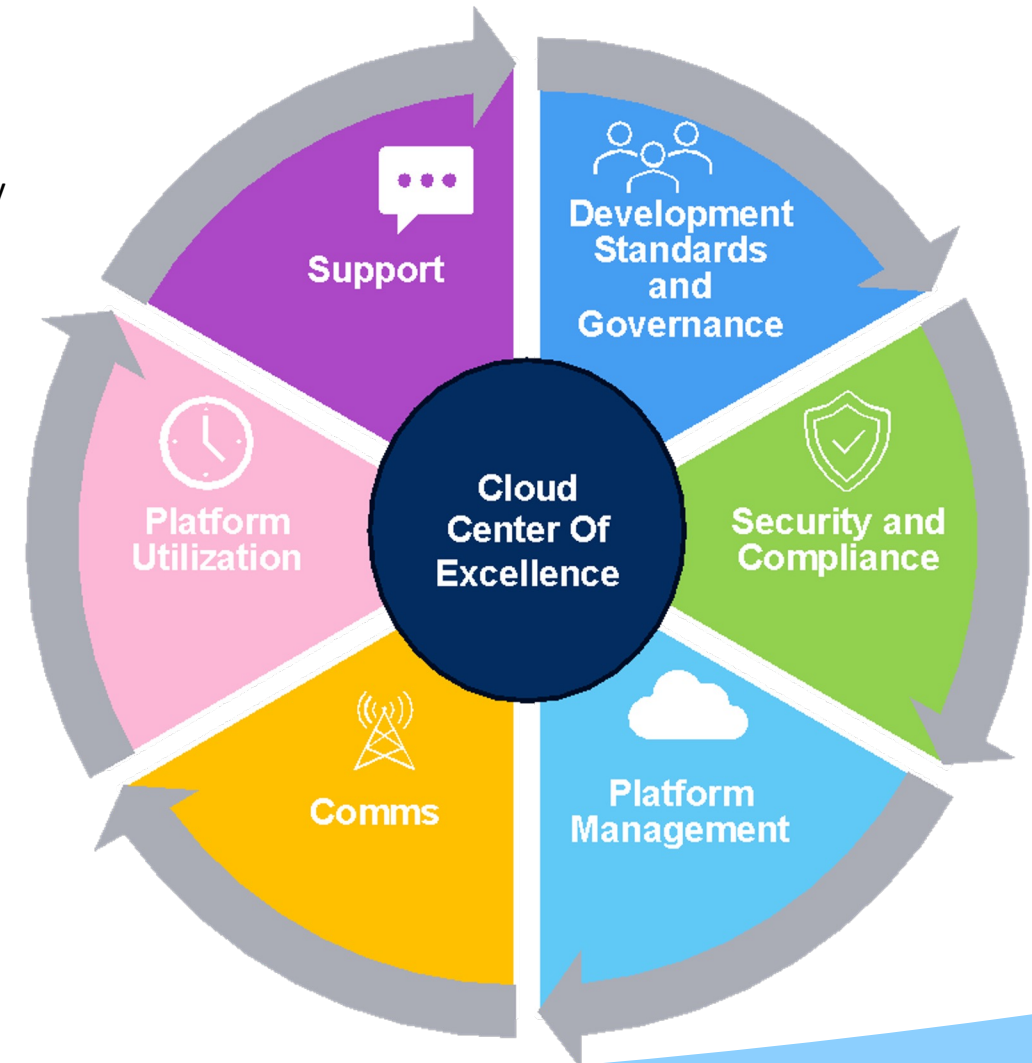
Enterprise LC/NC at Scale = Center of Excellence



Platform Utilization

Platform utilization is the tracking and measurement of platform key performance indicators. This function helps an organization understand the use and adoption of the platform and systems. These metrics and KPIs are used to ensure that the agency is receiving value out of their IT investments, including licenses and helps to inform future IT resource decisions. Examples of metrics include

- License utilization: tracking the number of purchased licenses in active use helps an agency understand the value they are getting from their investment and the adoption of the applications on the platform,
- License re-use: tracking the number of users that are utilizing multiple applications with a single license is another key metric, as this feature highlights value and lowers the average per application license cost,
- Platform Component re-use: tracking the number of components and applications that are being reused to support multiple LoB requirements, thereby improving both ROI and time-to-value results.



Enterprise LC/NC at Scale = Center of Excellence



Support

One of the critical functions for any IT Organization is providing support for users of their systems. Many agencies provide an enterprise IT support function as a Tier 1 issue resolution service. The CoE typically supplements this support and addresses platform specific issues. The CoE quickly addresses many simple issues, such as login assistance or password resets. Other issues require the CoE to perform additional research, which sometimes includes reaching out to the appropriate application development team (if still available) or the vendor for issues with the SaaS/PaaS service. Regardless of the issue, the CoE plays a critical role in ensuring that all platform-related issues are captured, worked and resolved. This is a critical function which helps ensure user adoption and customer satisfaction



Thank You