SnapLogic Center of Excellence

Operationalizing innovation through data self-service

The value of any data asset is a function of time and acuity: the faster new insights can be derived, the better. Data self-service can drive enormous business value by putting data-driven discovery into the hands of business users without dependence on IT - in turn, igniting innovation across the enterprise.

However, data self-service needs to be done right. To maintain the quality and credibility of the underlying integrations, data self-service by "citizen integrators" requires governance and control.

That's where the SnapLogic Center of Excellence (CoE) comes in. Our organization offers a single focal point for all of the capabilities you need to maximize the value of your data assets through effective integration:

- Analysis of your business operational model
- Best practices sharing and enablement
- Planning and architectural guidance
- Governance modeling
- Training for IT and business users

We work the way you do

The SnapLogic CoE is structured to reflect the way your enterprise works. We coordinate, collaborate, and consolidate expertise between lines of business, development teams, and your enterprise architecture group. In doing so, we work prescriptively, providing leadership and advice. Let us help you operationalize and scale data-driven, 360-degree innovation throughout your organization.

The SnapLogic CoE is a packaged offering that delivers everything you need to achieve successful self-service data integration. We will show you how to set up, enable, govern, train, and support the SnapLogic Intelligent Integration Platform for self-service. Throughout the process, our recommendations will align your environment with SnapLogic best practices to assure enterprise-class agility, scalability, and manageability.

The SnapLogic CoE engages your organization with SnapLogic from inception to delivery of your SnapLogic environment.

The SnapLogic CoE provides organizations with the expertise, best practices, and training to establish a strong foundation for any integration project.
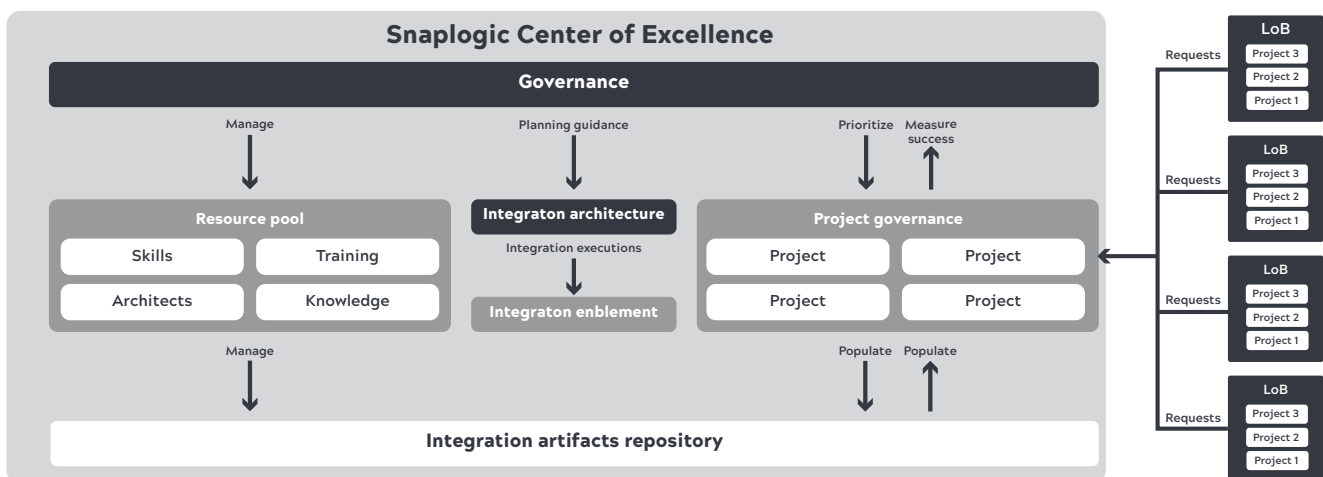
Your SnapLogic team will include:

| Enterprise architect | Senior consultant(s) | Consultant(s) | Engagement manager |

Strategic planning and architecture

- Identify the portfolio of sources for data integration

- Prioritize projects that will benefit from data integration

- Define reference architecture

- Customize the integration methodology

- Help enterprise infrastructure teams develop a scalable deployment model and architecture for deploying it

- Define security model recommendations for the SnapLogic environment

- Define user onboarding process

- Conduct solution architecture sessions to establish a self-service integration model

- Drive enterprise-wide adoption with improved cycle times for production, federated integrations, and successful implementations

- Deploy tailored configurations for enterprise-wide adoption

Enablement

- Help customer teams get familiarized with the SnapLogic platform

- Help users become self-sufficient in developing and maintaining integrations

- Develop, share, and maintain repeatable patterns and common integration approaches, incorporating SnapLogic best practices and guidelines

- Help security team control SnapLogic user access

Governance

- Measure business value throughout the implementation

- Use successful SnapLogic implementations as baseline references, and identify gaps and areas of improvement

- Document and plan process optimization

- Certify the integration for compliance before deploying to production

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Training

- Train line of business (LOB) users to become citizen integrators

- Provide access to our Learning Management System (LMS), tutorials, and videos

- Conduct workshops with the federated users of the platform

- Organize lunch-and-learn sessions to inform and educate users

Support

- Assist developers and answer questions weekly during office hours

- Offer support during development and post-production

- Provide access to the SnapLogic Support portal

- Handle defects in the SnapLogic platform according to an agreed-upon service level agreement (SLA)

- Provide visibility into SnapLogic's product roadmap

SnapLogic CoE deliverables

- Integration reference architecture

- Reference security and governance model

- Technical review of architecture and security model

- SnapLogic Lean Integration Methodology (SLIM) documentation

- Workshops for architecture and product usage

- Best practices and standards

- Roles and responsibilities

- Project plans and templates

- Access to e-learning resources

- Certification program

- CoE quarterly checkups

E-learning

You will have access to the SnapLogic e-learning library for up to 12 seats and five certification exam vouchers.

Ongoing support

SnapLogic Support will provide ongoing support for any product-related issues as noted in an individual subscription agreement. If you need additional Professional Services, help can be procured through our various packaged service offerings.

Transition and signoff

SnapLogic will work alongside your enterprise team, providing additional knowledge transfer sessions as required. Sign-off is the formal acceptance of the project, signifying that it is ready to be closed.

Learn more at: **snaplogic.com**