Center of Excellence (CoE)

Drive Business Value by Aligning Business and IT Teams Across Your Organization

A CoE is a cross-functional team that focuses on a specific area of expertise or technology. The primary objectives of the CoE are to promote knowledge sharing, develop and disseminate best practices, offer training and support, and foster a culture of innovation and collaboration within the organization. CoE's can be established for diverse functions such as data analytics, cybersecurity, cloud computing, or agile development. Establishing a CoE brings several value-added benefits, including:

IMPROVE RESOURCE EFFICIENCY

CoE's expand the accessibility and optimization of scarce and highly sought-after capabilities such as knowledge, skills, and work experience. Through centralization, CoE's effectively streamline access to these valuable resources across the organization.

DELIVER QUICKER RESULTS

CoE's eliminate bottlenecks by enhancing the speed of delivery, development, and maintenance of critical business processes.

OPTIMIZE COSTS

CoE's drive efficiency and cost reduction by eliminating inefficient practices through the simplification of processes, creation of reusable assets, and reduction of redundancy.

IMPROVE THE QUALITY OF YOUR PRODUCTS / SERVICES

CoE's enable uniformity in service and product delivery, as well as cohesive, end-to-end customer experiences, by standardizing best practices throughout the organization.

ACCESS TO THE RIGHT EXPERTISE AT THE RIGHT TIME

CoE's facilitate easy access to the appropriate expertise within your organization, precisely when it is needed.

DATA AND SECURITY

CoE's provide standards around data storage and protection.

Let eimagine help build your custom CoE

A Center of Excellence creates value and empowers employees by establishing effective governance, whether you are focused on driving operational excellence, transforming customer experience, or building a low code/no code capability.

As leaders shift towards a continuous operating model to meet modern business and IT needs, eimagine can help launch or optimize your CoE program to improve success and drive continuous value. It is crucial to acknowledge that building a successful CoE is not a "one size fits all" approach. Therefore, eimagine will work closely with you to develop a tailored CoE solution by leveraging the following five essential components:

CoE Foundation	Operating Model Structure	Operating Model Methods	Operating Model Tools	CoE Health
1	**2**	**3**	**4**	**5**
• Align on the vision & mandate of the CoE	• Design the CoE organization structure	• Establish pipeline management processes	• Project management, development, and collaboration toolsets	• Develop & execute a go-live launch/service introduction marketing plan
• Confirm the CoE stakeholders and decision makers	• Develop the CoE Governance Charter	• Develop continuous improvement processes	• Pipeline management platform	• Develop & execute a long-term opportunity generation plan
• Determine the services/functions	• Develop the CoE Governance and Delivery Frameworks	• Define success measurements	• Performance management and measurement toolset	• Establish a CoE change champion network
• Confirm the service delivery standards	• Confirm the RASCI model	• Develop reporting methods	• Professional development toolset	• Develop & execute a CoE business development plan
			• Library of accelerators and process of use	

SUCCESSFUL DELIVERABLES

- Pipeline Management
- Communication Strategy
- Governance Model
- Governance & Delivery Frameworks

- CoE Roadmap
- CoE Operating Methods
- CoE Operating Toolsets
- CoE Roles & Responsibilities