

Setting up a Center of Excellence (CoE) in a company is a strategic move that contributes **significantly** to an organization's operational excellence, innovation capabilities, and competitive advantage.



BHFE is offering unparalleled mentorship to your team members, **every step of the way**; from **conducting a comprehensive analysis** of your organization and team, through **collaborating closely with you** to construct a tailored framework, to **optimizing the utilization of available tools** for the effective management of your Center of Excellence.

Everything you need to set up, maintain and understand the value of your Center of Excellence, every step of the way:

### Gather knowledge

- Conduct a current-state assessment of your Power Platform Landscape.
- Outline goals and expectations of your Center of Excellence and utilized tools.
- Define governance, audit, and compliance processes.
- Clarify roles within a CoE and strategies for nurturing them.
- Establish effective communication channels with admins, makers, users, decision-makers, and process owners/SMEs.

### Build your framework

- Develop a CoE framework based on assessment findings.
- Lay foundations for governance, best practices, communication, and administration.
- Prepare for CoE Toolkit setup by identifying requirements, setting up environments, and configuring toolkit components.

### Set up your tools

- Hands-on setup of the CoE Toolkit and its components.
- Customize and extend tools as needed.
- Explore the business value of Microsoft CoE Starter Kit components, including Governance, Nurture, and Theming.
- Prioritize projects and communicate pipeline items.
- Understand ROI and often-overlooked factors.

### Maintain & Support

- Learn to maintain the CoE Toolkit, including troubleshooting and upgrading strategies.
- Implement general maintenance and ensure data integrity.
- Follow best practices for ongoing support.
- Plan next steps for continuous improvement.

“ BHFE Solutions provided us with a candid and unique partnership that significantly advanced our Intelligent Automation journey. Their expertise in RPA development and infrastructure best practices, as well as their support with our vision and strategy, allowed us to achieve our goals with transparency and a trust-first approach. We are delighted with the results and plan to continue working with BHFE Solutions for the long term. ”

Nathan Cote,

Program Manager - Intelligent Automation, Rich Products Corp.



“ BHFE definitely has been a good source for training. We certainly want to nurture our internal developers and give them the opportunity to gain experience. We also have processes that are super complex, and we use BHFE in those instances where we need these complex processes built quickly. We can grow our internal team and utilize BHFE to do more complex stuff until we're ready as a company to do it on our own. ”

Heathéí Richaídson,

Product manager Financial Information System, Lithia Motors, Inc.

