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Deliver secure and seamless digital experiences, faster

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Forward Looking Statements

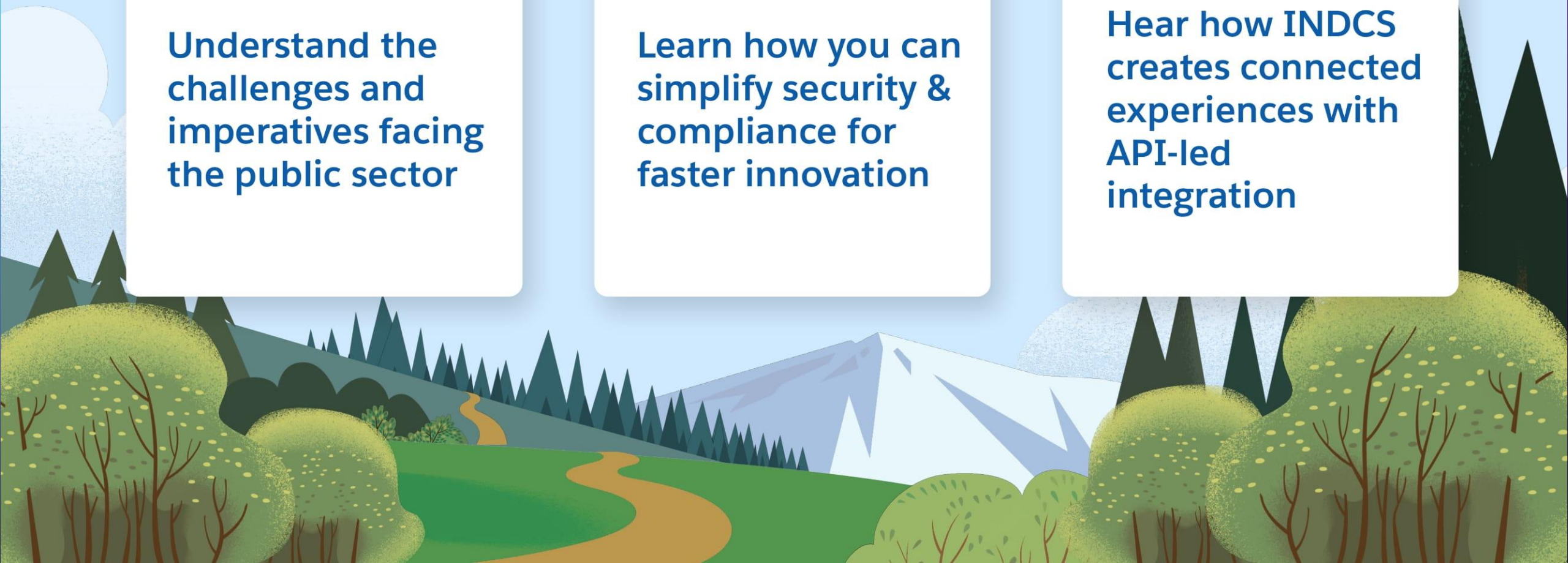
This presentation contains forward-looking statements about, among other things, trend analyses and future events, future financial performance, anticipated growth, industry prospects, environmental, social and governance goals, and the anticipated benefits of acquired companies. The achievement or success of the matters covered by such forward-looking statements involves risks, uncertainties and assumptions. If any such risks or uncertainties materialize or if any of the assumptions prove incorrect, Salesforce's results could differ materially from the results expressed or implied by these forward-looking statements. The risks and uncertainties referred to above include those factors discussed in Salesforce's reports filed from time to time with the Securities and Exchange Commission, including, but not limited to: impact of, and actions we may take in response to, the COVID-19 pandemic, related public health measures and resulting economic downturn and market volatility; our ability to maintain security levels and service performance meeting the expectations of our customers, and the resources and costs required to avoid unanticipated downtime and prevent, detect and remediate performance degradation and security breaches; the expenses associated with our data centers and third-party infrastructure providers; our ability to secure additional data center capacity; our reliance on third-party hardware, software and platform providers; the effect of evolving domestic and foreign government regulations, including those related to the provision of services on the Internet, those related to accessing the Internet, and those addressing data privacy, cross-border data transfers and import and export controls; current and potential litigation involving us or our industry, including litigation involving acquired entities such as Tableau Software, Inc. and Slack Technologies, Inc., and the resolution or settlement thereof; regulatory developments and regulatory investigations involving us or affecting our industry; our ability to successfully introduce new services and product features, including any efforts to expand our services; the success of our strategy of acquiring or making investments in complementary businesses, joint ventures, services, technologies and intellectual property rights; our ability to complete, on a timely basis or at all, announced transactions; our ability to realize the benefits from acquisitions, strategic partnerships, joint ventures and investments, including our July 2021 acquisition of Slack Technologies, Inc., and successfully integrate acquired businesses and technologies; our ability to compete in the markets in which we participate; the success of our business strategy and our plan to build our business, including our strategy to be a leading provider of enterprise cloud computing applications and platforms; our ability to execute our business plans; our ability to continue to grow unearned revenue and remaining performance obligation; the pace of change and innovation in enterprise cloud computing services; the seasonal nature of our sales cycles; our ability to limit customer attrition and costs related to those efforts; the success of our international expansion strategy; the demands on our personnel and infrastructure resulting from significant growth in our customer base and operations, including as a result of acquisitions; our ability to preserve our workplace culture, including as a result of our decisions regarding our current and future office environments or work-from-home policies; our dependency on the development and maintenance of the infrastructure of the Internet; our real estate and office facilities strategy and related costs and uncertainties; fluctuations in, and our ability to predict, our operating results and cash flows; the variability in our results arising from the accounting for term license revenue products; the performance and fair value of our investments in complementary businesses through our strategic investment portfolio; the impact of future gains or losses from our strategic investment portfolio, including gains or losses from overall market conditions that may affect the publicly traded companies within our strategic investment portfolio; our ability to protect our intellectual property rights; our ability to develop our brands; the impact of foreign currency exchange rate and interest rate fluctuations on our results; the valuation of our deferred tax assets and the release of related valuation allowances; the potential availability of additional tax assets in the future; the impact of new accounting pronouncements and tax laws; uncertainties affecting our ability to estimate our tax rate; uncertainties regarding our tax obligations in connection with potential jurisdictional transfers of intellectual property, including the tax rate, the timing of the transfer and the value of such transferred intellectual property; uncertainties regarding the effect of general economic and market conditions; the impact of geopolitical events; uncertainties regarding the impact of expensing stock options and other equity awards; the sufficiency of our capital resources; the ability to execute our Share Repurchase Program; our ability to comply with our debt covenants and lease obligations; the impact of climate change, natural disasters and actual or threatened public health emergencies; and our ability to achieve our aspirations, goals and projections related to our environmental, social and governance initiatives.

What to Expect from Today's Session

Understand the challenges and imperatives facing the public sector

Learn how you can simplify security & compliance for faster innovation

Hear how INDCS creates connected experiences with API-led integration



Modernization and Security are Top Priorities for Public Sector

- Build seamless, digital constituent experiences
- Reduce IT maintenance costs
- Deliver connected and consistent service
- Empower data-driven decision-making
- Enable inter-agency collaboration
- Upgrade IT and data security



12%

of constituents say digital government services are meeting all their needs



~60%

of PubSec IT leaders say it's difficult to integrate end-user experiences



80%

of U.S. government IT budget is spent on maintaining older systems

GAO

But Legacy, On-premise Integration Slows Adoption

Maintenance Costs

Data Silos

Lack of Agility

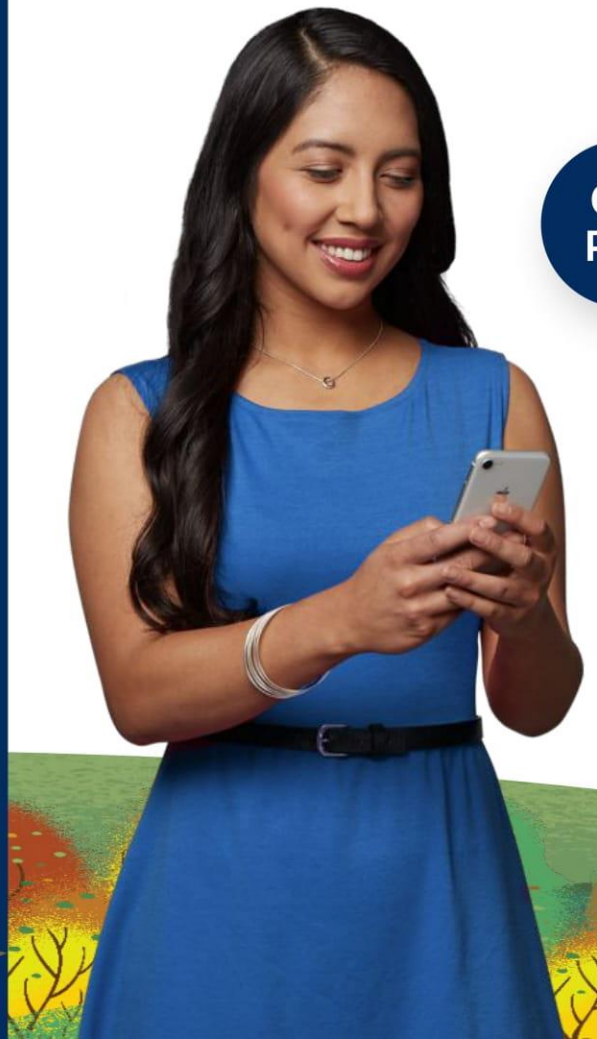
Inefficiencies

Disconnected Experiences

Your Agency



Constituents & Public Servants



A FedRAMP Solution for Evolving Constituent Needs

Accelerate IT project delivery while reducing costs spent maintaining legacy integration needs on-premise

45+ FedRAMP ATOs to-date!

Deploy runtimes across any environment

Move to the cloud at your pace, while quickly connecting new applications for constituent needs

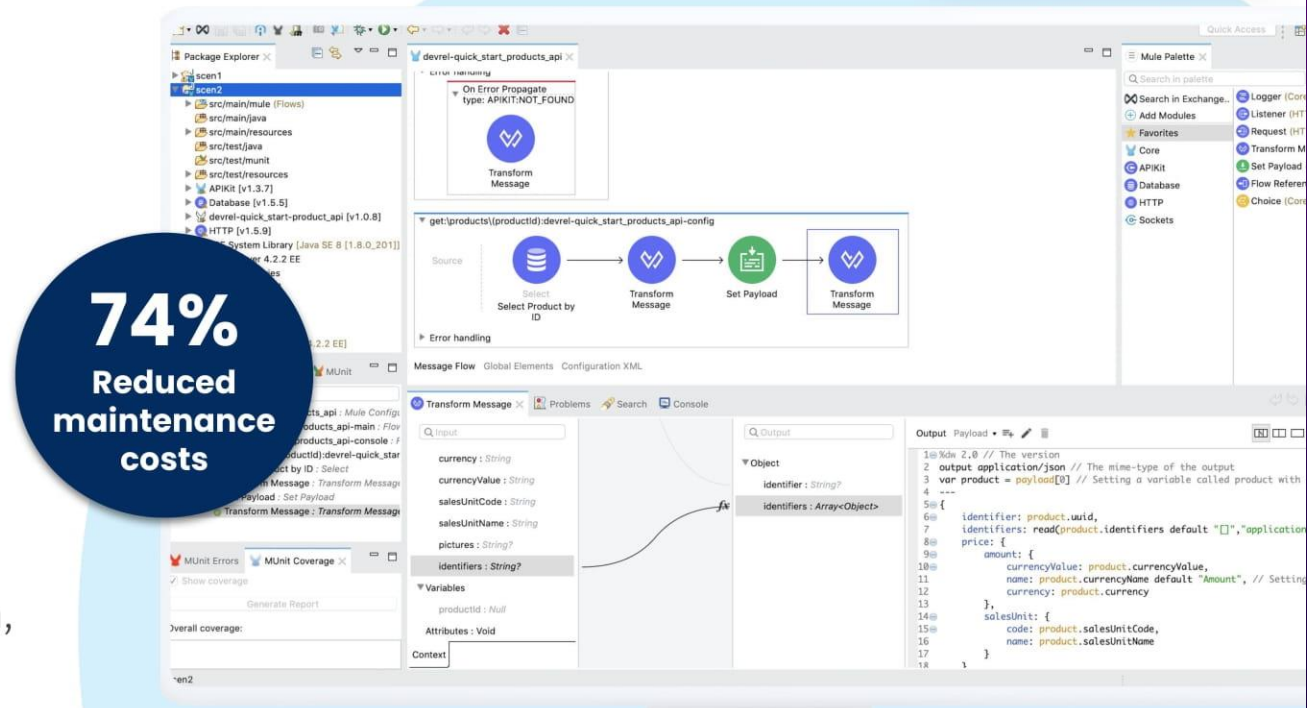
Centrally monitor all integration dependencies

Manage APIs and integrations across Government Cloud, your private cloud, and on-premise with a unified view

Augment zero trust architecture with automated security

Apply transaction-level security, easily enforce authentication, and rapidly identify and remediate threats

74%
Reduced maintenance costs



Prebuilt connectors to Amazon EC2, S3, Redshift & more

Indiana Department of Child Services Builds a Single View of Every Child in Need





Accelerating Foster Care Placement and Enabling Safe Return for 3K+ Social Workers

Modernized legacy system to enable real-time case transfers between states and allow seamless data-sharing with state agencies, courts, families, and more

Connected siloed data through APIs to allow foster parents direct and immediate access to critical information regarding children in their care through the INvest portal

Reused APIs to unify data from 92 counties in a new COVID-19 contact tracing and PPE distribution system, built in just 8 hours

"We launched INvest much faster than we expected – in just two years, compared to the seven years we had originally allocated for a custom-built solution. We also launched at a fraction of the cost: 21% of the original project budget estimation."

- Kevin Jones, former CIO, INDCS

21%
of their original budget used

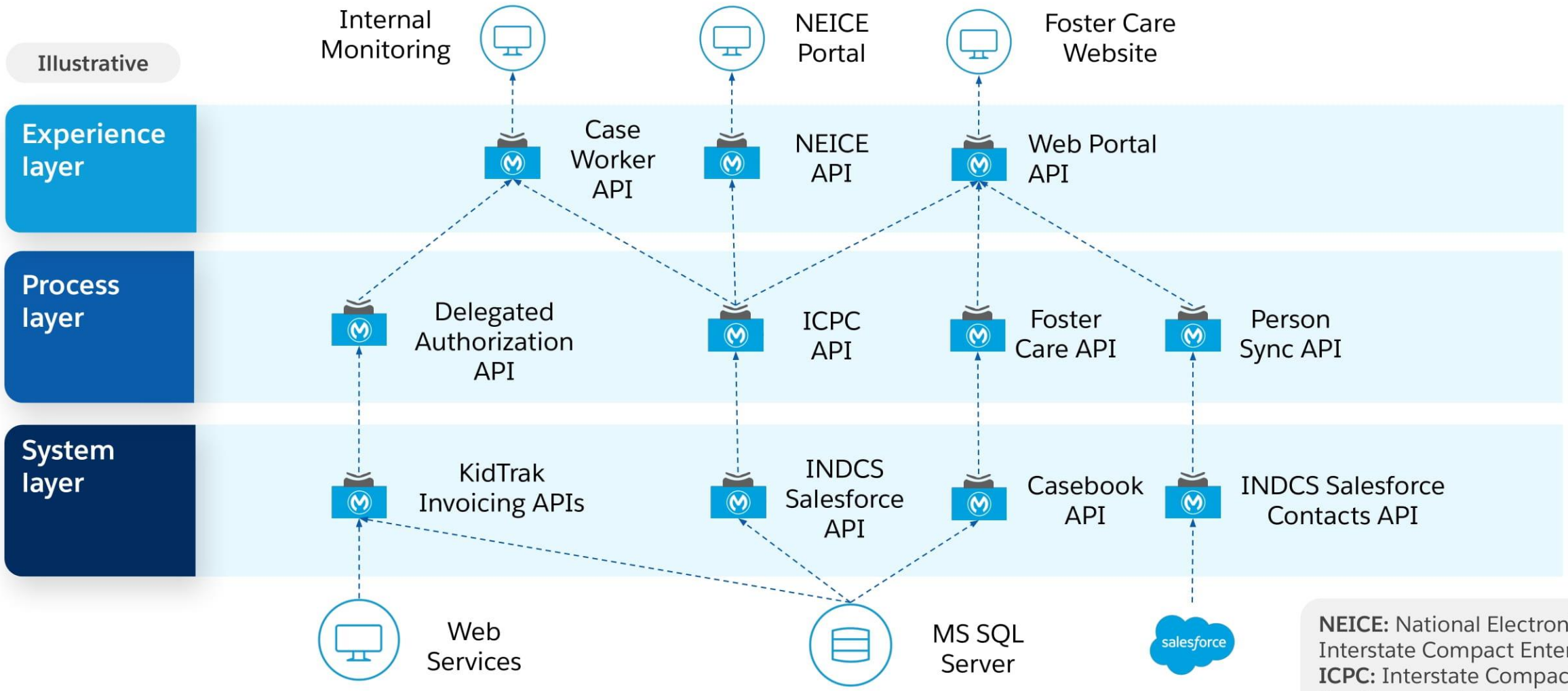
8
hours to implement COVID-19 system

INDIANA DEPARTMENT OF CHILD SERVICES

MuleSoft

Taking a Standardized Approach to Data Integration

API-led connectivity for security, scalability, and agility



NEICE: National Electronic Interstate Compact Enterprise
ICPC: Interstate Compact on the Placement of Children

Accelerating Delivery with Composability and Reuse

Project 1	Project 2	Project 3
NEICE Adherence	Foster Care Portal	PPE Management
NEICE API	Web Portal API	Delegated Authorization API
Person Sync API	Foster Care API	Web Portal API
Caseworker API	Person Sync API	Foster Care API
ICPC API	Caseworker API	Person Sync API
Salesforce API	ICPC API	Caseworker API
	Salesforce API	ICPC API
		Salesforce API

3x

faster project delivery





37.761690, -122.410570



Public Sector Organizations Rely on MuleSoft to Accelerate Innovation

USDA

Financial and HR modernization

APIs leveraged across 29 agencies, interface build time reduced by 40%

COLORADO

Real-time benefits eligibility

Accelerated benefits eligibility processing from 45 days to real-time

Cal OES
GOVERNOR'S OFFICE OF EMERGENCY SERVICES

Emergency response management

State-wide PPE management solution stood up in 2 weeks

NHS

Social services automation

Removed 40% of manual steps in the organ allocation process

NZPost

Constituent self-service

Enabled constituents to update delivery preferences and see status in real-time

Supported by over 500 partners and connectors

Let's Continue our Connection

Where do we go from here?

Visit our Booth

Get your specific questions answered & see MuleSoft demos at our **Salesforce Booth**

Join another Session

Attend our session **Integrate and Automate any system to AWS**

- November 30th at 1:50PM in Lightning Theater 1

Read a Case Study

Check out the INDCS case study and more success stories by visiting **mulesoft.com**



Thank you!



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