

# Salesforce Achieves CMMC Level 2 Certification Through Structured Mock-to-Cert Engagement with Coalfire Federal

## The Challenge

### Protecting Federal Contract Eligibility as CMMC Enforcement Accelerates

CMMC Level 2 requirements are now appearing in federal contracts, making certification a condition of eligibility for many awards. At the same time, assessment demand is increasing rapidly, with an estimated 80,000 organizations ultimately requiring certification and a limited number of authorized C3PAOs available to perform official assessments.

For Salesforce, the challenge extended beyond timing. As a large enterprise SaaS provider, Salesforce was preparing for its first independent CMMC assessment under a formalized certification model. Official CMMC assessments differ fundamentally from self-attestation, introducing uncertainty around how evidence would be evaluated and how findings would be handled.

Salesforce needed assurance that, prior to certification:

- CUI boundaries were correctly defined and consistently applied across environments
- Evidence was assessment-ready, traceable, and aligned to evaluation objective
- Internal stakeholders were informed about what the assessment process would require

To reduce uncertainty and avoid potential delays due to capacity constraints and first-time assessment execution, Salesforce pursued certification early, engaging Coalfire Federal to perform both a mock and official CMMC Level 2 assessment.

## At a Glance



**Client:** Salesforce

**Environment:** Large-scale, distributed SaaS platform supporting U.S. government customers handling Controlled Unclassified Information (CUI)

**Assessment Scope:** CMMC Level 2

**Assessment Model:** Mock assessment followed by official CMMC Level 2 assessment

**Assessor:** Coalfire Federal, an authorized CMMC Third-Party Assessment Organization (C3PAO)

## The Process

### Structured Execution Across Mock and Certification

Salesforce and Coalfire Federal structured the engagement to emphasize consistency and transparency across both phases of assessment. The mock and official assessments were intentionally structured as a continuous engagement to preserve context, reduce inconsistent interpretation of requirements, and maintain execution consistency.

#### Artifact Traceability During the Mock

The mock assessment focused on validating evidence traceability across controls and in-scope environments. This validation reduced the risk of late-stage evidence gaps or scope disruption during certification, allowing Salesforce to proceed with assessment-ready evidence.

#### Assessor Continuity Across Both Phases

The same assessment team conducted both the mock and official assessments. This continuity eliminated the need for re-interpretation between phases, reduced onboarding friction, and ensured that expectations established during the mock were consistently applied during certification.

#### A Lifecycle Assessment Model

The assessment approach was designed to support Salesforce beyond initial certification, establishing reliable continuity through the three-year certification cycle and beyond. This lifecycle model includes annual self-attestations and preparing for future re-certification, without resetting the assessment context each year.

Throughout both the mock and official assessment, activities followed standardized workflows aligned to CMMC Assessment Guides, with structured evidence review, interviews, and timely resolution of concerns.

## The Outcome

### A Predictable Path to Certification

Salesforce entered its official assessment with clearly defined scope, aligned documentation, and assessment-ready evidence. Because scope and evidence expectations were validated early, the official assessment progressed without late-stage rework or scope expansion.

Salesforce successfully completed its official CMMC Level 2 assessment and achieved certification in January 2026, well ahead of anticipated enforcement timelines. At that time, Salesforce was among fewer than 400 organizations, less than 0.3% of defense industry-based companies, to achieve certification.

#### Key Learning

### Predictability Reduces Assessment Risk

This engagement reinforced a critical reality of CMMC Level 2 assessments: predictability is a primary risk-reduction factor.

Salesforce followed the correct steps to prepare by completing a mock assessment, aligning internal stakeholders, presenting assessment-ready evidence, and certifying early. Coalfire Federal's standardized in-house assessment methodology reduced variability throughout the process, allowing Salesforce to understand what was required and how evidence would be evaluated before the assessment formally began.

The result was a transparent assessment experience grounded in evidence, consistency, and repeatable execution.

## Why Coalfire Federal

### Built for Assessment Continuity

CMMC Level 2 certification requires independent validation under scrutiny. Coalfire Federal is built specifically for that responsibility.

#### In-House Assessment Teams

Assessments are delivered by dedicated, in-house professionals using standardized workflows aligned to CMMC Assessment Guides. This preserves consistency and scheduling reliability.

#### Mock-to-Cert Continuity

The same assessment team conducts both engagement phases, reducing interpretation drift and maintaining assessment memory.

#### Independent C3PAO Authority

Coalfire Federal does not provide remediation services to assessment clients. Findings are based solely on demonstrated evidence aligned to CMMC requirements.

#### Enterprise-Scale Capability

Our teams are experienced in evaluating complex, distributed environments with high artifact volume and multi-stakeholder coordination.

Certification outcomes depend not only on control maturity, but on assessor capability. **Engage with Coalfire Federal to learn what a standardized, predictable CMMC Level 2 assessment looks like, before Day One.**



This certification gives our national security customers assurance that we have the technology and process safeguards in place to secure their mission-critical data.

- Larry Dillard,  
Vice President, Salesforce  
Professional Services



#### About Coalfire Federal

For 20 years, Coalfire Federal has provided cybersecurity services to a wide range of government and commercial organizations, enabling and protecting their mission-specific cyber objectives. Coalfire Federal is the leading FedRAMP 3PAO and an Authorized CMMC C3PAO, and offers a full spectrum of cybersecurity risk management and compliance services.

For Support with your C3PAO Journey,  
**Contact us at [coalfirefederal.com](https://coalfirefederal.com)**