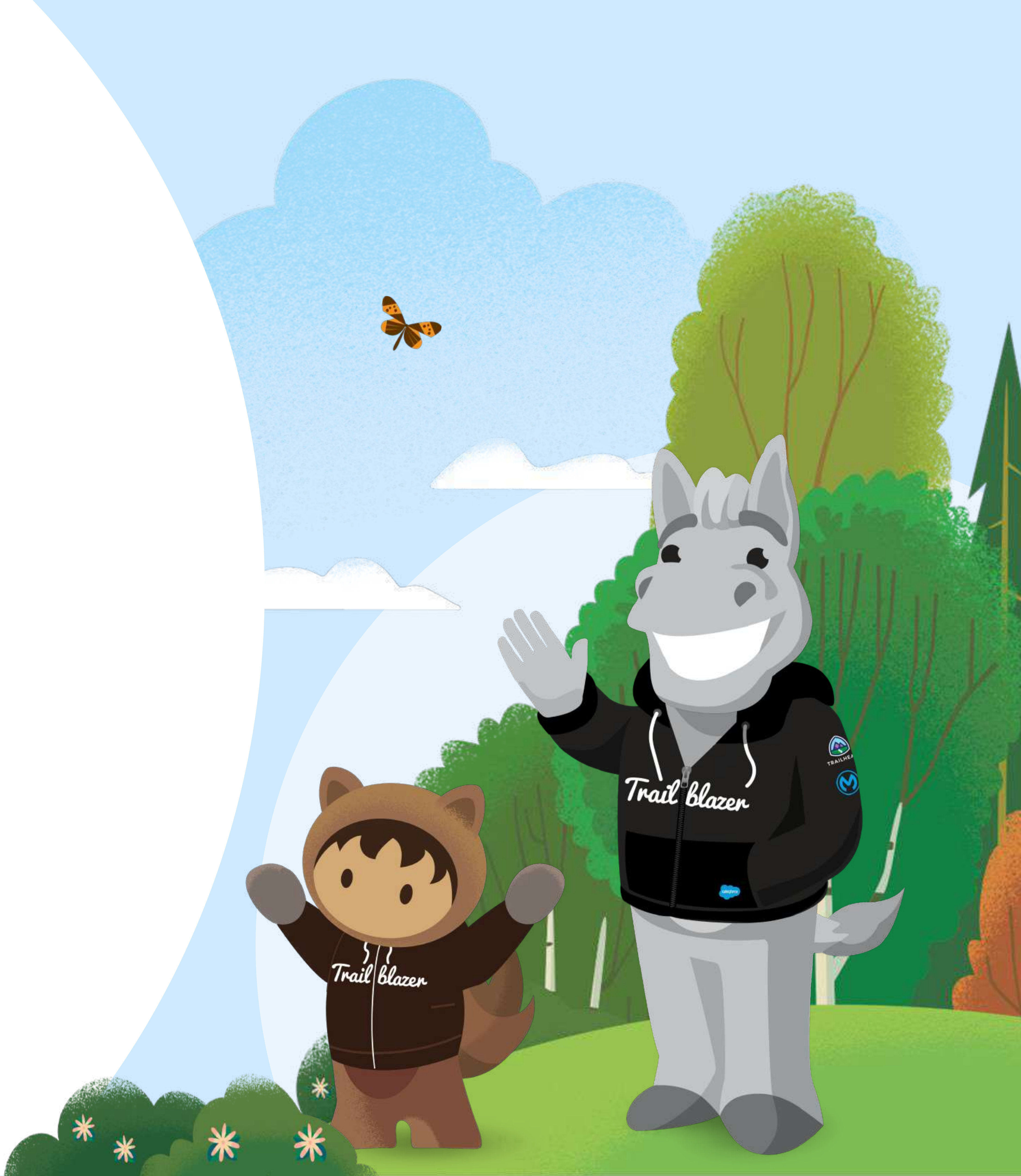
MuleSoft
from Salesforce

Driving Digital Transformation with MuleSoft - A Strategic Approach for PNG

Unlocking National Digital Transformation with composable enterprise and AI readiness



Introductions

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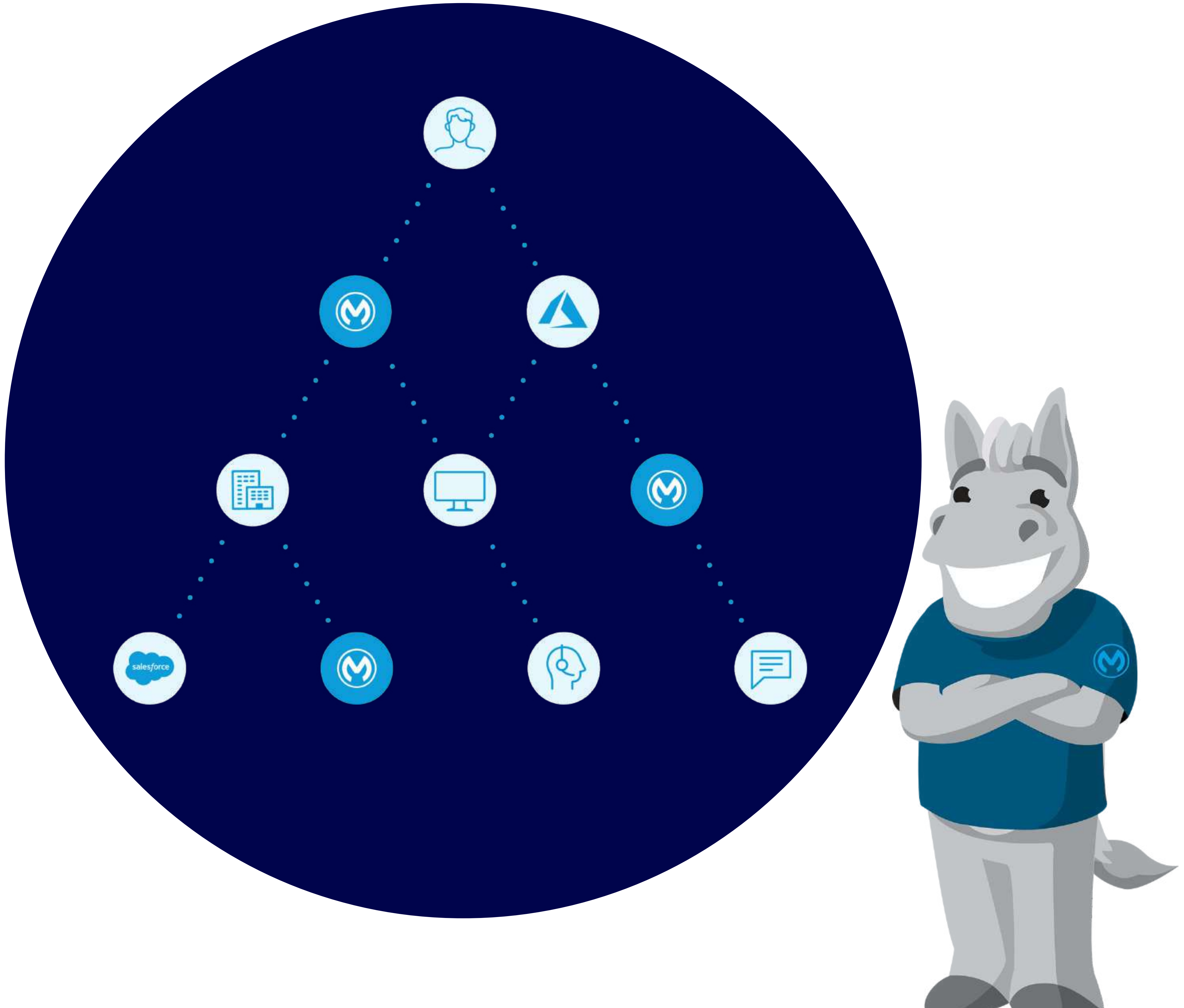
Prime Named Account
Executive
(MuleSoft)

Forward Looking Statements

This presentation contains forward-looking statements about, among other things, trend analyses and statements regarding future events, future financial performance, anticipated growth, industry prospects, environmental, social and governance goals, our strategies, expectation or plans regarding our investments, including strategic investments or acquisitions, our beliefs or expectations regarding our competition, our intentions regarding use of future earnings or dividends, and the expected timing of product releases and enhancements. 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: our ability to maintain security levels and service performance that meet 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; uncertainties regarding AI technologies and its integration into our product offerings; 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, 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, 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 remote work 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 maintain and enhance 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 transfers and the value of such transferred intellectual property; uncertainties regarding the effect of general economic, business and market conditions, including inflationary pressures, general economic downturn or recession, market volatility, increasing interest rates, changes in monetary policy and the prospect of a shutdown of the U.S. federal government; the potential impact of financial institution instability; the impact of geopolitical events, including the ongoing armed conflict in Europe; uncertainties regarding the impact of expensing stock options and other equity awards; the sufficiency of our capital resources; our 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; expected benefits of and timing of completion of the restructuring plan and the expected costs and charges of the restructuring plan, including, among other things, the risk that the restructuring costs and charges may be greater than we anticipate, our restructuring efforts may adversely affect our internal programs and ability to recruit and retain skilled and motivated personnel, our restructuring efforts may be distracting to employees and management, our restructuring efforts may negatively impact our business operations and reputation with or ability to serve customers, and our restructuring efforts may not generate their intended benefits to the extent or as quickly as anticipated; and our ability to achieve our aspirations, goals and projections related to our environmental, social and governance initiatives, including our ability to comply with emerging corporate responsibility regulations.

MuleSoft is uniquely positioned to accelerate the Digital Transformation for PNG

- **Speed and Agility** through reusable API building blocks, pre-built connectors, frameworks and assets
- **De-Risking** the process through a modern approach to connectivity and unlocking data, with a focus on reusability, security and governance
- **AI & Agentic readiness** with intelligent AI powered developer tooling and leveraging on platform & architectural investments
- **Expertise and Focus on Integration** with a professional services team and approach that is trusted by customers globally, crafted by our experience in countless projects across industries



PNG & MuleSoft Partnership Value

PNG's Goals

National Digital Transformation

- Alignment with PNG Gov Stack
- Secure Data Exchange
- Digital ID Integration
- Digital Payments
- System Interoperability

Technical outcomes

Integration & API conformance to national standards

Trusted, encrypted, standardized data sharing between agencies

Unified identity verification using National ID (NID) Systems

Seamless E-payment services across departments

Breakdown Silos & enable real time communication between systems

MuleSoft Value

Faster deployment speed

Reduced Maintenance Costs

Improved Scalability & Reusability

Quicker time to innovation

Better Citizen Experiences

Reduced IT costs

Improved security & governance

AI / Agent Ready

Deliver innovation and scale to drive transformational benefits for DICT, Papua New Guinea

MuleSoft Portfolio
Overview

Actionability for Every Team
Empower all teams to connect and take action

IT Teams
- Code Builder
- MCP & Topic Center

Business Teams
- Flow
- MuleSoft for Flow: Integration

Extensible Connectivity
Extend to any system or data type

- Connectors
- IDP
- RPA
- Partner Manager
- Anypoint MQ
- Exchange
- API Catalog
- Dataloader
- Accelerators
- MuleSoft Direct

Intelligent Tooling
Native AI-capabilities for admins and devs

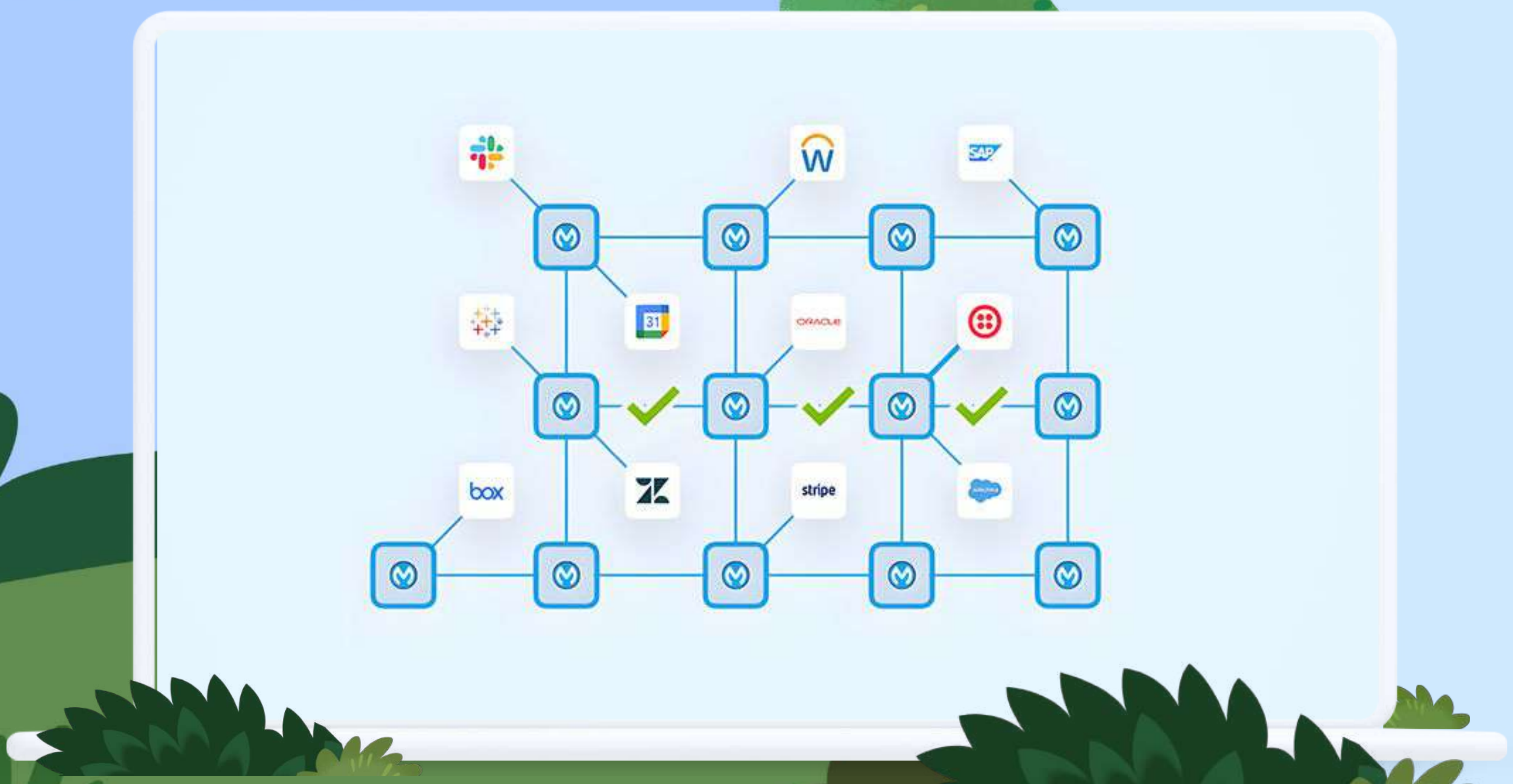
- Einstein for Anypoint Code Builder
- Einstein for Flow
- Einstein for IDP

Robust Operations
Reliable runtime and deployment

- CloudHub
- Runtime Fabric
- API Manager
- Runtime Manager
- Flex Gateway
- API Governance
- Monitoring

Universal API Management on Anypoint Platform

Control API Sprawl

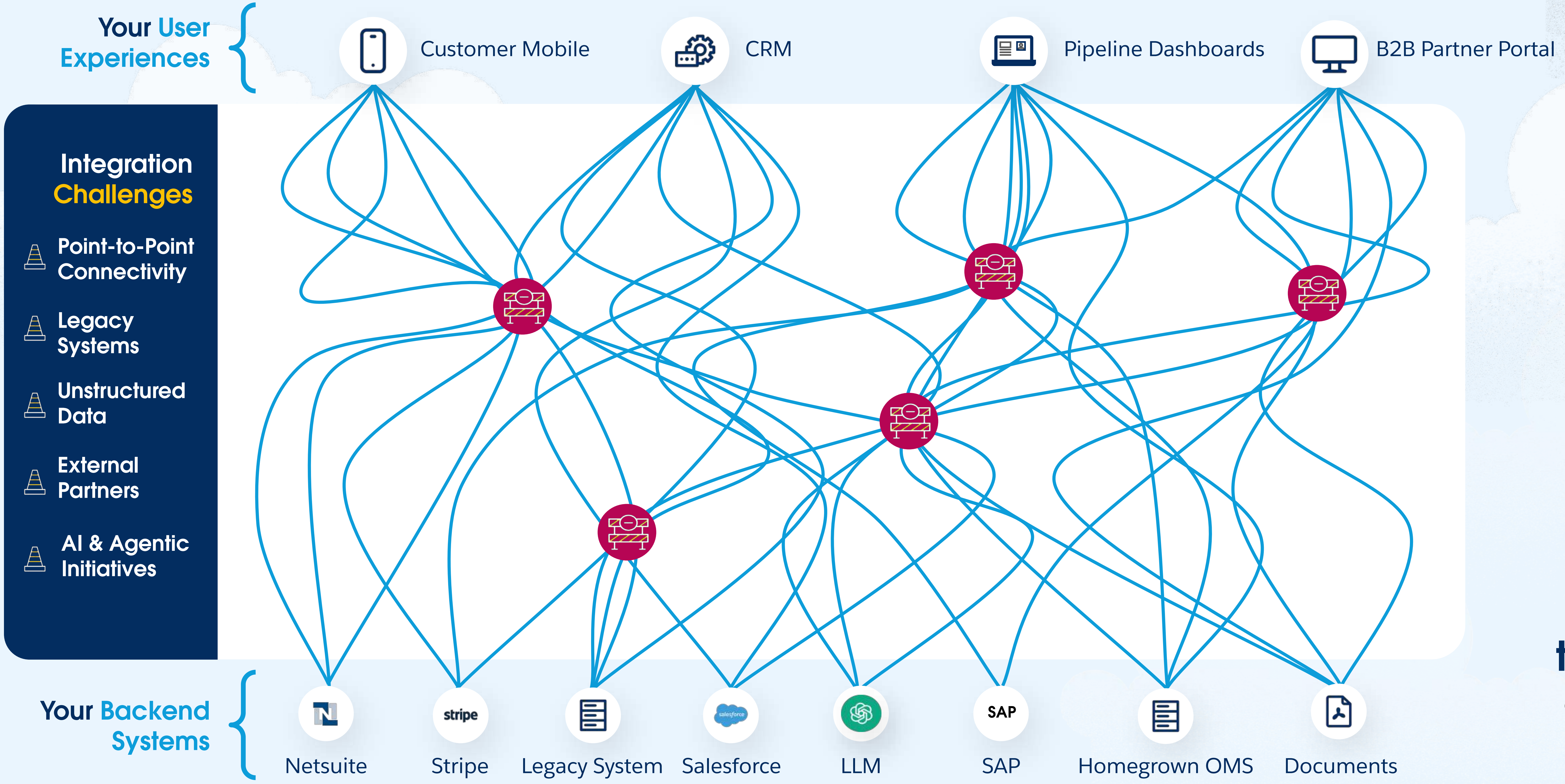


Anypoint Platform

- **Design & Build**
- **Discover & Govern**
- **Manage & Secure**
- **Engage & Scale**

- **Discover, Build and Catalog** any API
- Ensure **consistent API quality** and security
- Control and **secure access** to any API
- Engage and **create API Ecosystems**

Traditional Approaches To Integration Are Slow & Costly



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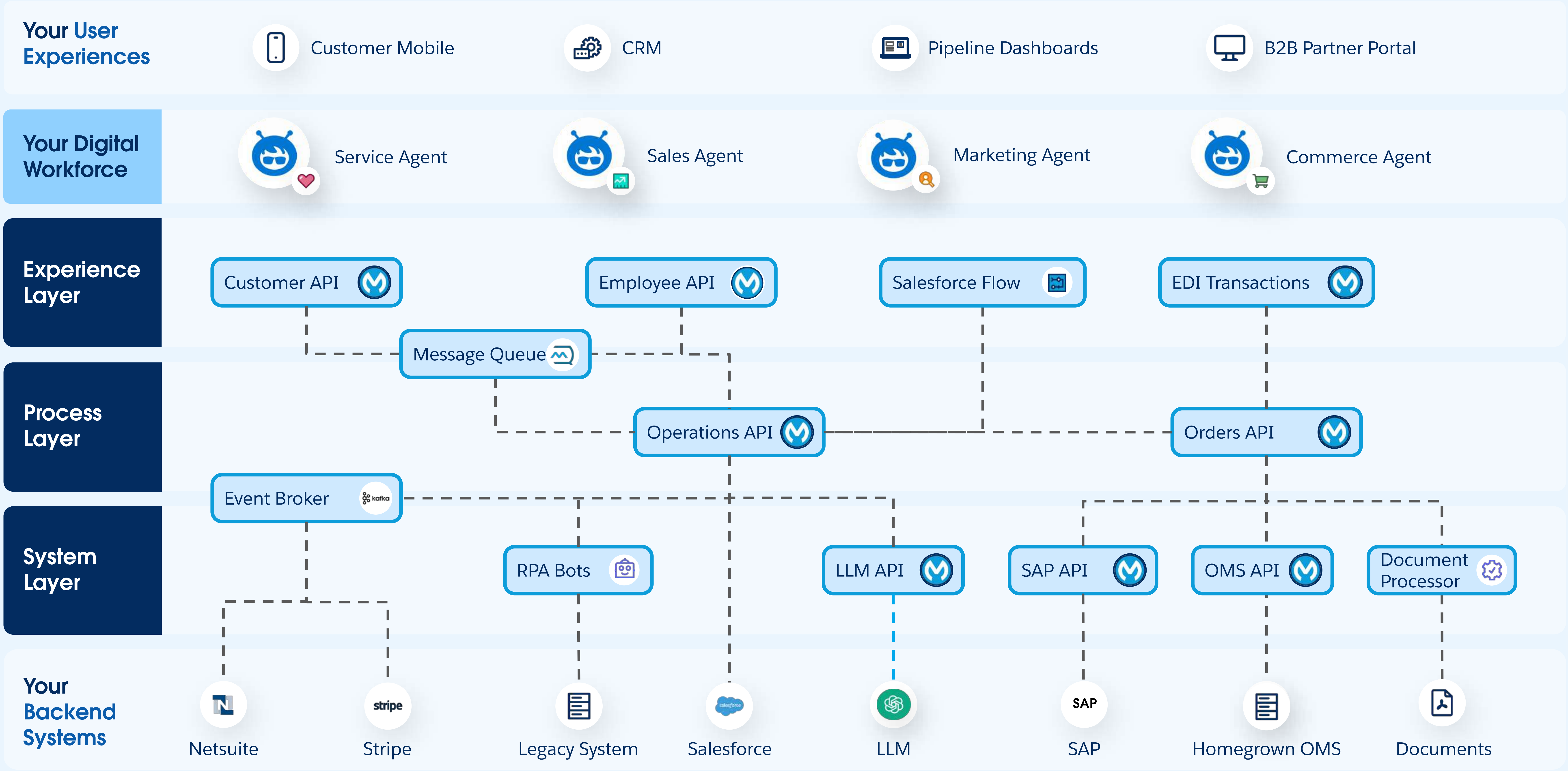
IT leaders say integration challenges slow down digital transformation

Connectivity Benchmark Report, 2025

Build a Future-Proof Foundation With MuleSoft

https://api.gov.au/



How Does MuleSoft Accelerate Innovation with Composability, Reuse & AI Readiness?

MuleSoft from Salesforce

Project 1
Integrated Budget Mgmt & Financial Systems

- Staff Portal
- Reporting
- Budget Mgmt
- Legacy Financial

Project 2
National Identity System

- Digital Identity
- NID Sys API
- Fraud Detection
- Reporting
- Budget Mgmt
- Legacy Financial

Project 3
Police Clearance & Occurrence Book

- Citizen API
- Partner API
- Background Check
- Digital Identity
- NID Sys API
- Fraud Detection
- Budget Mgmt
- Legacy Financial

Project 4
RTA, Banks & Telcos

- License Renewal
- Vehicle Registration
- Partner API
- Background Check
- Digital Identity
- NID Sys API
- Fraud Detection
- Budget Mgmt
- Legacy Financial

Project 5
AI Enterprise

- License Topic
- LLM API
- License Renewal
- Vehicle Registration
- Partner API
- Background Check
- Digital Identity
- NID Sys API
- Fraud Detection
- Budget Mgmt
- Legacy Financial

*So on and so forth

Mulesoft is the standard for API Building in Australia

Naming Conventions

- Message Format
- URI Component Names
- Field Names
- Link Relation Names
- Request Headers
- Managing Dates
- Examples

API Versioning

- Versioning Scheme
- Major Version
- Minor Version
- Minor and Patch Documentation
- Backwards Compatibility
- End of Life Policy
- API Deprecation

API Request

- Request Headers
- HTTP Request Methods
- Request Payload Formats
- Idempotency

Query Parameters

- Pagination
- Filtering and Sorting

API Response

- Response Headers
- HTTP Response Codes
- Response Payload

How to apply the design standard

Knowing how and when to apply the API Design Standards will significantly influence the API Solution Design that an API Designer will take.

Determining when to use the standard is based on the API Category and the required level of abstraction required.

An API will generally fall into one of the following categories:

- **System Level APIs**: These are low-level APIs that are exposed directly by an application.
- **Process Level APIs**: These are APIs composed of other System APIs through orchestration and choreography.
- **Experience Level APIs**: These are APIs intended to ease the adoption of API integration between an organisation and its external consumers.

If your API falls into the System Level API and is custom developed, it is **RECOMMENDED** that you use the design standard as this will assist in developing Process or Experience level APIs if they are required in future.

If your API is a Process Level API, you **SHOULD** apply the design standard as more often than not, a process level API will be tailored for re-usability.

If your API is an Experience Level API, then the design standards **MUST** be applied.

This design standard itself does NOT apply to third-party System level APIs such as those available as 'out-of-the-box' or as part of SaaS platform, e.g. Salesforce APIs or ArcGIS APIs. However, the standard may apply if you were looking to re-expose these APIs as experience level APIs for wider consumption.

MuleSoft is trusted across Public Sector & Higher Ed in ANZ

MuleSoft from Salesforce

NSW Government Finance, Services & Innovation
Victoria State Government Education and Training
NSW Government Family & Community Services
Government of South Australia Department for Communities and Social Inclusion
AHPRA
Small Business Commissioner South Australia
AEMC Australian Energy Market Commission
Racing Queensland
NSW Electoral Commission
Victoria State Government Department of Economic Development, Jobs, Transport & Resources
NSW Government Health Central Coast Local Health Dist
VBA Victorian Building Authority Building Confidence
DFAT
acma Australian Communications and Media Authority
Australian Children's Education & Care Quality Authority
Lifetime Support
vicroads
Queensland Government Trade + Investment Queensland
NSW Government
NSW Police Force
NSW Government Justice
ndis
ACSC Australian Cyber Security Centre
Victoria State Government Premier and Cabinet
NSW Government Department of Industry
Australian Government Department of Home Affairs
qbcc
Australia Post
Insurance Commission of Western Australia
Monash University
City of Melbourne
ChildStory
NSW Government Treasury
GPC
Victoria State Government Health and Human Services
Road Safety Commission
Metro South Health
nbn Australia's broadband network
City of Charles Sturt
QUT
Queensland Urban Utilities
Victoria Police Uphold the Right
Service Victoria State Government
NSW Government Transport for NSW
Government of South Australia Attorney-General's Department
icare
CSIRO
Return to WorkSA
Skills SA
WorkSafe Victoria
QIC
state trustees
Service NSW
NSW Government Office of Environment & Heritage

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Thank you