



Envision how to go beyond traditional customer service

Our experts are here to help you solve key challenges such as:

- Enabling always-on service
- Integrate customers through self service offers
- Activating customer centric omnichannel service experience
- Overcome resource bottlenecks with the help of new technologies
- Deep partnering in service processes

Go beyond traditional customer service

High quality customer service leads to customer satisfaction and ultimately to customer loyalty. For many companies, the growing importance of the service business is reflected in significant increases in turnover, margins and employees. How can you use digital instruments to improve your business models in service?

In this new reality, how do you envision the future state of your organization? Build your transformation strategy with Microsoft Catalyst, a proven and powerful approach to innovation.

Let's ideate together

As part of Catalyst, meet with our experts and run an envisioning workshop, where we can ideate together using design led thinking concepts and jointly define how to enable the digital transformation of your organization.

This one-day briefing starts with a review of your business objectives, followed by mutual discovery and visualization of solutions, ending with a clear, actionable picture of how we can help you reach your business goals.

How ORBIS can help

We have proven sophisticated solutions based on Microsoft technologies in numerous, well-known customer projects.

Our consulting approaches follow the most modern methods and aim at practice-relevant results.



ORBIS ServiceONE

What is Microsoft Catalyst?

Build, plan, and execute business transformation strategies with a proven, innovative approach from Microsoft Catalyst—an envisioning and planning program that employs Microsoft Dynamics 365, the Microsoft Power Platform, and the Microsoft Cloud. Your business transformation starts with an I.D.E.A.

Start by finding the transformation strategy that's right for you. Define and prioritize your strategy using development activities, then foster ideation and drive decision making with an envisioning workshop.



Inspire

Imagine a future state solution for your business

Design

Discover what's possible by aligning technology investments to business goals

Empower

Empower others in your organization to see the value

Achieve

Achieve business outcomes and improved customer experiences

➤ Envisioning Workshop

➤ Business Value & Solution Assessment

➤ Solution Demonstration

➤ Transformation Plan

For more information visit: <https://dynamics.microsoft.com/en-us/microsoft-catalyst/>

Your first step into the customer service of the future

We know each service organization is unique and has his own story to tell.

ORBIS will support you to tell this story and during our Envisioning Workshop, we will identify your "North Star" and vision in the digital transformation of your customer service business model.

To achieve this ultimate workshop goal, we will ideate together and follow design-led thinking concepts.

Get Started

Request an envisioning workshop today!
Get in touch to us over www.orbis.de

