slalom

Slalom is a modern consulting firm focused on strategy, technology, and business transformation.

STRATEGY

Redefine what's possible

Go beyond the expected. We help you move confidently through ambiguity and risk, focus on your customer needs, and deliver sustainable business value.

TECHNOLOGY

We analyze, architect, and co-create

Learn from your data, create incredible digital experiences, or make the most of new tech. We blend design, engineering, and analytics expertise to help you build the future.

TRANSFORMATION

Enact lasting change

New technologies. Shifting customers. Industry disruption. Business moves fast, and we specialize in working through change with you.

D365 CE Capabilities

Our Microsoft Center Of Excellence (MCOE) expertise are capable of implementing and enabling all capabilities within the Dynamics 365 Customer Engagement platform.

Marketing

Orchestrate personalized journeys across all touchpoints to strengthen relationships and earn loyalty

☑ What We Enable

- Execute multi-channel customer journey's
- Configure reusable marketing content and templates
- Account, Contact, Lead management
- Subscription center management
- Marketing insights and analysis
- Social media management (listening and integration)
- Lead nurturing and scoring

Sales

Connect sales teams to customers through the channel the customers prefer through individualized selling at scale.

☑ What We Enable

- Lead, Opportunity, Account, Contact management
- Product catalog and price lists
- Quote to Invoice process management
- Sales playbooks
- Goal management
- Social media integration
- Sales insights and analysis

Customer Service

Exceed customer expectations by delivering exceptional service on any channel

☑ What We Enable

- Case Management
- Queues and Case Routing
- Unified Distribution management
- Knowledge Management
- SLA's and Entitlement management
- Omnichannel capabilities
- Agent Scripting
- Smart assist bot/Virtual Agents
- Customer Service Insights and analysis

Field Service

Move from reactive to proactive to predictive service using data insights and connected experiences.

☑ What We Enable

- Work Order Lifecycle Management
- Agreement Management
- Inventory and Warehouse management
- Mobile App capability
- Universal Resource Scheduling
    - Bookable Resources
    - Crews, Facilities, Resource Pools
- Schedule Board Management
- Resource Scheduling Optimization
- Fulfillment Preferences

Project Operations

Get the visibility, collaboration, and agility needed to drive success across your project-centric business.

☑ What We Enable

- Manage fixed priced or time & material-based projects
- Define labor rates, chargeable expenses, pricing rates
- Project plan templates to build repeatable project plans using auto scheduling and dependency features
- Project Resource Planning based on skills and availability
- Maintain overview over project status and create customer invoices in timely manner
- Track financial and resource utilization data

Platform Extensions

- Remote Assist
- Customer Voice
- Connected Field Service
- Sales Insights

☑ What We Enable

- Connected Field Service and Remote Assist
- Customer Voice
- Sales Insights
- D365 Omnichannel Customer Service
- IoT Sensor Integration
- Remote System Alerts
- Integration with other external systems
- Custom XRM Solutions utilizing Power Platform and Microsoft Dataverse

![slalom | Microsoft]

Solution Areas

Our Microsoft Center Of Excellence (MCOE) expertise combined with our local markets and Slalom Build aligns as follows.

Modern Work

Microsoft 365
O365, Teams, SharePoint Online, Exchange Online, Viva, Mobile and Win 10, Workspace Analytics

☑ **What We Do**

- Transition to cloud/consolidate M365 tenants
- Modernize endpoint management
- Enable frontline workers
- Modernize communications
- Cultivate employee experience
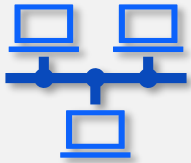- Knowledge management

Security

Azure Security
Intune MEM, Azure AD, Adv Threat Protection, Compliance Manager, Sentinel, Purview, IAM, BYOD

☑ **What We Do**

- Build Zero Trust foundations
- Modernize security/defend against threats
- Secure Azure, hybrid & multi-cloud
- Protect and govern sensitive data
- Manage and investigate risks
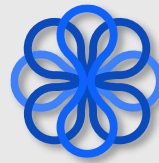- Governance and COE models

Infrastructure

Azure Infrastructure
Blueprints, Enterprise Scale, CAF, Azure Migrate, Infra as Code (TF / Bicep)

☑ **What We Do**

- Deploy cloud adoption framework
- Establish infrastructure as code practices
- Migrate servers to IaaS and/or PaaS
- Deploy enterprise scale architectures
- Modernize to Azure Virtual Desktop

Digital & Application Innovation

Development Framework
.NET, DevOps, Custom Apps, Kubernetes, Serverless, Web Services, GitHub, Azure Functions

☑ **What We Do**

- Modernize .NET and Java apps with PaaS, low code and managed databases
- Build cloud native apps with Kubernetes, Serverless and managed databases
- Drive DevOps adoption with GitHub and Visual Studio
- Standardize development tools and practices
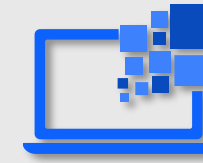- Execute well-architected reviews

Data & AI

Azure Services
Synapse, Data Lake, Data Factory, Databricks, Machine Learning, Logic Apps, Cosmos DB

☑ **What We Do**

- Analytics roadmaps
- Intelligent platforms for Data + AI
- Data analytics cloud governance
- Ingestion frameworks
- IoT architecture design patterns

Business Applications

D365 & Power Platform
Customer Engagement (CE), Customer Insights, Power BI, Power Apps, Power Automate, Power Virtual Agents

☑ **What We Do**

- Personalize customer experience
- Implement all Dynamics CE modules
- Rapidly build apps
- Automate business processes
- Discover business insights
- Low-code development & analytics COEs

Personal connection at global scale

slalom

NORTH AMERICA

United States

- Atlanta
- Austin
- Boston
- Charlotte
- Chicago
- Columbus
- Dallas
- Denver
- Detroit

- East Bay
- Fort Worth
- Hartford
- Houston
- Los Angeles
- Minneapolis
- New York
- New Jersey

- Orange County
- Philadelphia
- Phoenix
- Portland
- Salt Lake City
- San Diego
- San Francisco
- Seattle

- Silicon Valley
- South Florida
- St. Louis
- Washington DC
- Westchester/ Southern CT

NORTH AMERICA

Canada

- Montréal
- Toronto
- Vancouver

ASIA PACIFIC

Australia

- Melbourne
- Sydney

Japan

- Tokyo

EUROPE

United Kingdom

- London
- Manchester

● = Build Center