

Slalom's approach to quantifying customer ROI from Microsoft 365 Copilot

Uncover true business ROI from Microsoft 365 Copilot

Take customer value estimation beyond productivity
projections with Slalom's customer business value assessment
for Microsoft 365 Copilot

Microsoft 365 Copilot drives real business value. But customers want to go beyond just productivity.

What we've learned

- **Employee productivity estimates are not enough for most customers.** They need to know how employee efficiency drives true bottom-line benefits.
- **It's also not just productivity.** Microsoft 365 Copilot can improve the quality of employee work products which also drives organizational value.
- **Not all functions or teams are created equal.** Readiness for new technology matters and impacts the success of a Copilot roll-out.
- **Tool usage and behavior change needs support.** Business value will not be realized if there isn't strong training, adoption and change management to support it.

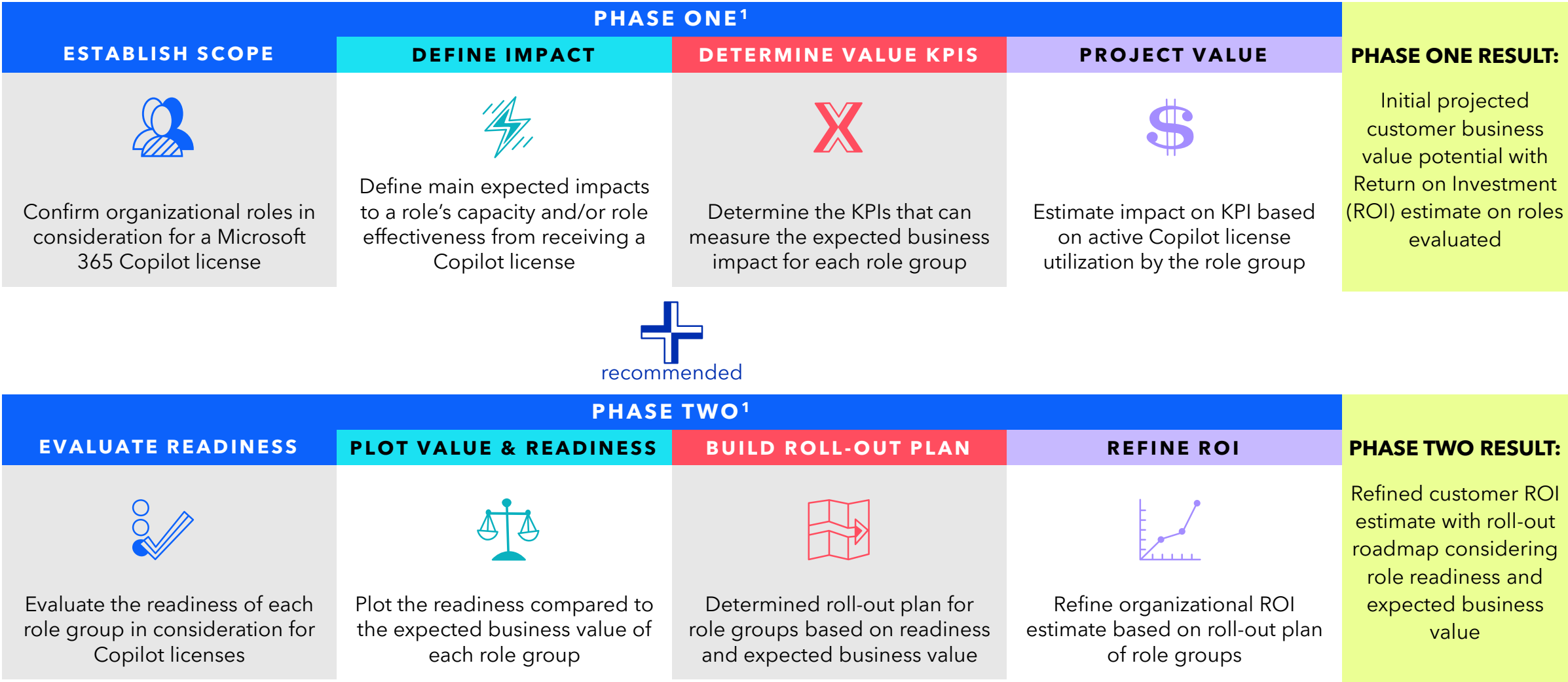
What we're offering to address

- **Go beyond productivity estimates.**
We work with customers to understand how a Copilot license unlocks new activities or improved work product quality for recipients, and what the business value is of that impact.
- **Consider not just value, but also readiness for receiving a license.**
We consider factors such as technical maturity and executive support when evaluating which teams may be more likely to adopt and therefore drive value.
- **Developed realistic, refined Return on Investment estimates rooted in business value and role readiness.**
We refine customer ROI estimates based on a roll-out plan built on agreed upon business value and role readiness.



Slalom's Microsoft 365 Copilot Customer ROI Approach

While both phases are recommended, Slalom has developed a 2-phase approach to offer optionality for levels of fidelity for ROI estimation



¹Timing for each phase is dependent upon several factors, including how many customer role groups are in scope for evaluation and availability of stakeholders, and customer data

Slalom

We're **advisors, strategists,**
and **engineers** focused on people,
above all else.

We meet you where you are

We build deep connections with our clients in
over 40 markets across the US and around the
world. Slalom is privately owned and focuses on
smart 100% organic growth to build one of the
most connected companies in the world.

Customer-focused, partner-enabled

We partner with over 700 of the world's leading
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Slalom is a **global, modern** consulting firm focused on **strategy, technology,** and **business transformation**

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SINCE 2001

10,500+

Employees

700+

Technology partners

49

Offices

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.

CORE VALUES



Do what is right,
always.



Drive connection and
teamwork.



Take ownership.
Get it done.



Inspire passion and
adventure.



Focus on
outcomes.



Celebrate
authenticity.



Fuel growth and
innovation.



Stay humble and
curious.



Build and shape a
better future.



Smile.

Our partnership with Microsoft



Together, Slalom and Microsoft help all organizations become modern technology organizations to rise to today’s challenges and opportunities.

By leveraging the unique strengths of the Microsoft platform, we drive transformative business processes through AI design wins, enhance productivity with Microsoft 365 Copilot, and bolster security with advanced technologies.

Together, we continue to innovate and empower our clients to achieve their strategic goals.

Our Shared Customers



Achievements & Impact

*Do not share client logos externally. Client logos are for internal (Slalom and Microsoft) use only.

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| 10,000+ Engagements | 50+ Partner awards | 2,000+ Certifications | 20+ Years of partnership | 9 Advanced specializations |
| ESI U.S. System Integrator Partner | ISD FY25 Preferred Industry Solutions Delivery Partner | GitHub FY25 Preferred Partner | \$300M+ Annual linked ACR (Azure Consumed Revenue) | Partner Advisory Board Member Manufacturing Azure Data |

Solution Area Alignment

| | | |
|----------------------|---------------------------|-----------------------|
| Data & AI | Modern Work | Business Applications |
| Azure Infrastructure | Digital Apps & Innovation | Security |



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