

2026

G-Cloud 15 Service Document

slalom



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About Slalom

a next-generation professional
services company *with heart.*



Slalom is a *fiercely human* consulting company that creates value at the intersection of **business**, **technology**, and **humanity**.

Our mission: helping people and organisations to dream bigger, move faster, and build better tomorrows for all.



Company registration:

Slalom Consulting Limited
2 London Bridge, 2nd Floor East, London,
SE1 9RA, United Kingdom
UK&I office locations: London (regional head office),
Manchester and Dublin.

World's largest privately owned business and tech company

Slalom Consulting Limited was established in 2014 by Slalom, Inc, which was established in 2001 in our global head office, Seattle. We are a wholly owned subsidiary, supporting our clients in the UK. Slalom, Inc. is the ultimate parent company to its foreign subsidiaries in the countries in which we operate. We are proud to be the world's largest privately owned business and technology company.

Local soul, global scale

We're invested in each of our local communities and connected around the world.

12 Countries
400+ UK&I team members
10,000 + Global Team Members



Industries:

Slalom's clients include more than half the Fortune 100 and a third of the Fortune 500 – along with startups, nonprofits, and innovative organisations of all kinds. We have >2,000 active clients currently supported across our focus industries:

- Media & Entertainment
- Public Sector
- High Tech
- Retail & Consumer Goods
- Travel, Transport & Hospitality
- Financial Services

AWARDS



Introduction to Slalom

Who we are:

Slalom is a modern consulting firm focused on strategy, technology and business transformation. We assist our customers by redefining what's possible and helping them move confidently through ambiguity and risk, focusing on their customers' needs to deliver sustainable business value.



**STRATEGY/INNOVATION
AND DESIGN**



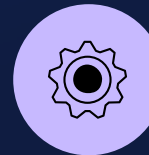
**DIGITAL
TRANSFORMATION**



**CLOUD
OPTIMISATION**



**DATA, ANALYTICS
AND AI**



**PRODUCT
ENGINEERING**



**SALESFORCE
CRM**

Our partnerships:

We partner with solution providers at the front edge of data and technology, including Microsoft, Amazon Web Services, Google, Microsoft, Salesforce, and Tableau. We have a proven track record assisting our customers in harnessing technology to better enable their businesses and achieve transformational outcomes.

Our customers:

Slalom's clients include more than half the Fortune 100 and a third of the Fortune 500 – along with startups, nonprofits, and innovative organisations of all kinds. We have >2,000 active clients currently supported across our focus industries:

- Media & Entertainment
- Public Sector
- High Tech
- Retail & Consumer Goods
- Financial Services
- Life Sciences
- Energy & Utilities
- Manufacturing

We get the people part right:

By providing the right mix of skills, passion and expertise, our teams navigate complexities and obstacles, to deliver what you need, faster.

Momentum that outlasts us:

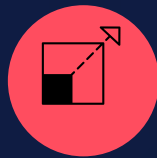
We help you to define your north star and plot a roadmap to get there. Empowering your teams is key to maintaining momentum, even after we leave.

Aligning our services

With a relentless focus on “why,” we combine our services to discover, design, and build the most impactful solutions for you to change your ‘What Ifs’ to ‘What Next’.



**STRATEGY/INNOVATION
AND DESIGN**



**DIGITAL
TRANSFORMATION**



**DATA, ANALYTICS
AND AI**



**PRODUCT
ENGINEERING**



**CLOUD
OPTIMISATION**



**SALESFORCE
CRM**

Our mission is to accelerate your journey to value

We get the people part right:

By providing the right mix of skills, passion and expertise, our teams navigate complexities and obstacles, to deliver what you need, faster.

Momentum that outlasts us:

We help you to define your north star and plot a roadmap to get there. Empowering your teams is key to maintaining momentum, even after we leave.

TECHNOLOGY PARTNERSHIPS

Going further together

We partner with over 700 of the world's leading technology solution providers including data and analytics, CRM, and digital experience partners, to create extraordinary results for your business.



1,400+ projects delivered in FY23

1,900+ certified consultants

3,100+ certifications



1,300+ projects delivered in FY23

3,500+ experienced consultants

10,000+ certifications



1,100+ projects delivered in FY23

1,000+ certified consultants

2,200+ certifications



200+ projects delivered in FY23

700+ certifications

500+ certified consultants



100+ projects delivered in FY23

100+ certified consultants

200+ certifications

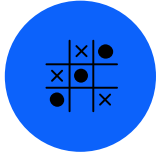


150+ projects delivered in FY23

200+ certified consultants

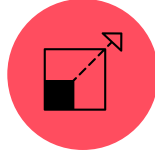
200+ certifications

Boutique skills together as one



STRATEGY/INNOVATION AND DESIGN

- Business Model Design
- Case for Change
- Change Acceleration
- Citizen-Centred Intelligent Connection
- Competencies
- Culture Transformation
- Customer Experience Strategy
- Digital Strategy & Readiness
- Employee Experience Strategy
- Future of Work (Ethos)
- HR Effectiveness
- Learning & Development
- Loyalty Strategy
- Omnichannel Strategy
- Operating Model
- Organisation Design
- Process Mining
- Product Innovation Strategy
- Product Mindset/Product Operating Model
- Product Operating Model
- Service Design
- Supply Chain Optimisation, Risk & Resilience Management
- Talent Optimisation
- Team Effectiveness



DIGITAL TRANSFORMATION

- Agile Coaching
- Agile Project Management
- Agile Transformation
- Business Analysis
- Chief Of Staff
- Cloud Investment Portfolio Optimisation
- Cloud Project Management
- Enterprise Architecture Services
- Intelligent Automation Centre Of Excellence
- Intelligent Automation Process Optimisation
- Portfolio, Programme & Project Management & Assurance
- Product Owner
- Strategic Delivery Office
- Technology Modernisation



CLOUD OPTIMISATION

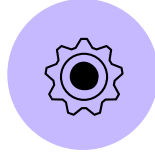
- AWS Enabled Business Optimisation
- Cloud Finops And Cost Optimisation
- Cloud Foundations, Planning And Controls
- Cloud Inspired Business Change
- Cloud Inspired Operating Model Design
- Cloud Migration And Modernisation
- Cloud Organisation Design
- Cloud Platform Training
- Cloud Service Selection
- Cloud Services Audit And Health Check
- Developing A Cloud Services Culture
- Digital Twin
- Intelligent Contact Centre With Amazon Connect
- Managing Cloud-enabled Transformation Programmes
- Mitigating Technical Debt With Cloud Solutions

Boutique skills together as one



DATA, ANALYTICS AND AI

- Advanced Analytics ML
- Cloud Data Architecture - AWS
- Cloud Data Architecture - Azure
- Cloud Data Architecture - Databricks
- Cloud Data Architecture - GCP
- Cloud Data Architecture - Snowflake
- Cloud data platforms
- Data Advisory - Data culture and literacy
- Data Advisory - Data governance
- Data Advisory - Data Led Policy Management
- Data Advisory - Data Management
- Data Advisory - Data strategy
- Data Engineering
- Data Lake House - Databricks
- Data Visualisation
- Data Visualisation - Tableau
- Ethical AI
- GenAI Productionisation
- GenAI Proof of Concept
- Intelligent Automation Process Optimisation
- Power BI



PRODUCT ENGINEERING

- DevOps Platform Build
- Enhance and Operate
- Intelligent Product Build
- Mobile Application Build
- Product Discovery
- Software Application Modernisation
- Software Product Build



SALESFORCE CRM

- CRM Discovery and Roadmap
- ESG Impact Metrics (Net Zero Cloud formerly Sustainability Cloud)
- Marketing Automation (Pardot + Marketing Cloud + Salesforce) Consulting, Implementation, and Support
- MuleSoft Integration Platform Implementation
- Salesforce Chatbots for Public Sector
- Salesforce CRM Analytics
- Salesforce Experience Cloud Consulting, Implementation, and Support
- Salesforce Generative AI Chatbots for Public Sector
- Salesforce Nonprofit Cloud Consulting, Implementation, and Support
- Salesforce Platform - Custom Implementation
- Salesforce Sales Cloud / Core CRM Consulting, Implementation, and Support
- Salesforce Service Cloud + Analytics Consulting, Implementation, and Support
- Salesforce Tableau
- Service Cloud Voice

Slalom's Experience



Improving the performance of the UK's "Green Economy"



Economic Recovery | Business Intelligence | PowerBI | Data Science

Why

As part of the UK Government's response to the Covid-19 pandemic the Department for Business, Energy and Industrial Strategy (BEIS) was tasked to develop a comprehensive Economic Stimulus Package. A set of four schemes totaling £3.5bn were conceived and implemented in just 6 weeks; typically, it takes 12-18 months.

The schemes are principally geared to support employment in the green energy sector as well as reduce CO2 overall. The schemes are delivered via a mix of civil servants and their delivery partners and are for the benefit of both Citizens and other public sector organisations.

It is hoped to be of particular benefit to those on low incomes or drawing state benefits to help lift them from fuel poverty. From a supply perspective the works will be carried out by registered and approved contractors with an aim of stimulating emerging 'green' industries such as solar energy.

What

Slalom were engaged by the Energy Efficiency and Local team within BEIS to help draw together multiple sources of data that would evidence performance of the schemes.

- We conducted an accelerated two-week Discovery Phase to assess options for a data platform and BI solution
- We built a dashboard using Microsoft's PowerBI application, where key measures such as the number of applications made by Citizens, the average value of those applications, employment metrics and CO2 savings were briefed to stakeholders including Ministers
- We produced weekly releases of additional functionality in the dashboard. For example, to drill down into demand and supply side factors: by location, type of 'green energy' installation as well as engagement measures such as Citizen sentiment and fraud and error aspects
- We conducted additional analysis based on the core data to better inform communications and targeted marketing of the schemes

Wow

We believe the ability to fuse multiple data sources in this way and produce a clear visualisation of scheme performance is a first for BEIS.

The data and underlying analysis has been critical in prompting in-flight changes to policy and scheme delivery. The data and these policy changes can all be tied directly to the key outcomes sought by the department to support the generation of jobs and new businesses in the sector and alleviate the impacts of fuel poverty.

The project has provided other teams in BEIS and other government departments, with a benchmark for how data-led policy interventions can be made using near real-time data.

We will continue to provide the department with advice and guidance on how to build this capability out more broadly across the department and help them prepare for bringing this in-house.

A new **engagement solution** to reach 1.5m at most risk of Covid-19

Contact Centre | AWS | Rapid design, Build, Test & Deploy | National Solution



Why

The Covid-19 global pandemic has tested governments around the world like never before. This virus is one of the most virulent and destructive ones in recent and can critically stretch an already strained National Health and Social Care system.

A critical component of the National Government's response strategy was therefore to limit transmission and focus on shielding those most at risk. They identified 1.5m who are most at risk due to underlying health concerns or recent major surgeries.

The government needed to engage with this group as quickly as possible to a) strongly advise them to stay at home and avoid any face-to-face contact for a period of at least 12 weeks b) determine whether they had friends and family nearby to help and, if not, c) understand whether they had any specific medical or food needs so the state could provide support as required.

What

Slalom was in the national government's HQ helping coordinate the planning for this response effort. We worked alongside our partner, AWS, to rapidly design, build, test and deploy an automated contact centre, powered by Amazon Connect.

The team needed to design the Interactive Voice Response (IVR) call handling system, test that the new solution was working properly and capable of handling the volume of calls expected. The IVR solution needed to align with the government-built web data capture form, collating critical data which would be routed to the right government agency and local hubs as needed.

Wow

On Sunday 22nd March, just two days after Slalom was engaged, the national government was able to announce to the whole country that the Vulnerable People Shielding Service would be up and running the next day.

The government team were amazed that such a critical solution could be delivered in such a short time frame and are keen to continue to engage with Slalom in terms of potentially providing additional data and technical capacity as required.

At the time of writing, the full end-to-end service including the actual delivery of all the local hub interventions is still being implemented. Slalom and AWS have no doubt helped enable this, however there is much more that needs to be done on the ground for this Shielding Service to make the difference that it needs to make for these vulnerable people.

1.5m

Citizens contacted

3

No of days to build & test the solution

14

Consultants mobilised in 24hrs over a w/e

Supporting **advanced analytics capability** within the National Health Service



Strategy | Advanced Analytics | R Shiny | Forecasting

Why

The Covid-19 global pandemic has tested the client, an organisation within the NHS that provides transformational services for other NHS clinical groups and partnerships, turned to Slalom for support with their Analytics and Finance function.

The client wanted to understand how they could extend their capability around data science and advanced analytics. Their existing projects mostly consisted of financial planning and scenario analysis within R and Excel. However, they recognised an opportunity to do more modern and impactful work for their clients.

Additionally, they wanted tactical support on an existing client project which was in direct response to COVID-19.

What

Slalom ran a workshop over two days with the client Analytics team exploring use-cases for data science and AI/ML. On the first day, the facilitators introduced data science techniques and AI/ML services available within AWS. On the second day, they did a deep-dive into the client use-cases and helped the client to identify priorities going forward.

We developed predictive models based on hospital admission data (patient spells by treatment and patient groups) and used time-series methods to forecast different resource usage profiles and outcomes, for example diverting resource from ophthalmology to critical care. An R Shiny app was developed to form the front-end to the analysis and better visualise outputs. Slalom up-skilled the client in AI/ML services available within AWS to be self-sufficient

Wow

Our client was left with a clear set of data and analysis regarding how and why to more optimally balance resource across the hospital at a time of acute need. Our work alleviated pressures on the Analytics team who had struggled with resourcing these challenges.

The client now has clear direction and next steps for enhancing their strategy around data science and advanced analytics. A prioritised roadmap for delivering enhancements to the methodology, people skills and technology required. They were also introduced to Slalom partners including AWS and Tableau.

As part of the tactical support provided, Slalom delivered coaching and upskilling sessions to the Analytics team on machine learning methodology and data visualisation techniques.

Supporting Automation to deliver improvements

Intelligent Automation/RPA | Process Optimisation |
Automation Delivery Model | Government Recruitment



Why

The Government's Automation Taskforce is charged with accelerating the adoption of new automation technologies as part of the drive for a more efficient and cost-effective service but also one that achieves qualitatively better outcomes for citizens.

With few exceptions, automation is a largely unknown capability; there is a lack of familiarity in the options available and how to capitalise upon them. Direction setting must be clear and supportive.

The Taskforce have successfully led the development of numerous pilots and automation initiatives across government. Lessons learned to date have highlighted the need for a common approach to optimising business processes pre-automation build.

Recruitment, specifically Joiners, Movers and Leavers (JML) was considered a perfect ground for developing and testing an approach.

What

The Taskforce asked Slalom to provide support to help accelerate the adoption of Intelligent Automation across government departments. Our team delivered the following over a 2-month period:

- A number of online workshops with Civil Service HR colleagues to develop 12 initial ideas into 45+ opportunities before prioritising to a set of 18 Quick Wins
- An Automation Opportunity Prioritisation Tool to help assess opportunities via parameters such as cost, benefit, implementation ease, alignment to strategic goals
- A high-level plan to deliver six key intelligent automation projects over a 6-month period
- A brief on Process Discovery tools in the market and how they could be used within the public sector to observe and improve business performance
- An Intelligent Automation Delivery Model that provides a step-by-step guide to support departments from setting a strategy for automation to development and implementation of intelligent automation solutions

Wow

The Cabinet Office now have the foundation structure for a Programme of improvement across the Joiners, Movers and Leavers recruitment functions.

The Quick Wins Report contains a mix of recommendations that will deliver significant benefit in the short term for little to no cost. Moreover, there is clear direction to address previously intractable issues such as managing a Reserve List of c13,000 valuable personnel who might otherwise drop out of the recruitment system altogether.

There is now a clear and compelling case for automation within the recruitment function to deliver a step change in efficiency and performance making the most of chatbot, machine learning and Artificial Intelligence technologies to provide a better service to candidates.

The Automation Delivery Model draws on our experiences and from those of our automation partners. It is a genuine accelerator for those looking to inject momentum as well as structure to their automation Programmes.

Building third party integrations using AWS

AWS | Interface standardisation | Product Strategy |
Product Engineering | Technical Architecture



AWS components used:

Both the gateway and the third-party interfaces run on an AWS VPC.

The gateway sits on an AWS EKS, and uses secrets manager and web application firewall. Each server (SOAP and TCP protocols) uses a network load balancer.

The individual interfaces run with a combination of Lambdas, SQSs, DynamoDBs and S3 buckets.

Technologies used:

The gateway and interfaces are written in TypeScript with Node.js

Other tools used for various requirements include JMeter, Postman, VS Code, IntelliJ, Helm, ArgoCD, Argoworkflow, and Github.

Project management style:

Slalom utilised POL's Jira and Confluence as backlog management and documentation tools.

Initially we ran two-week sprints delivering working software to be demoed at the end of each sprint. Once we were ready for full integration testing, we moved to daily end-to-end and performance testing cycles managed in a Kanban methodology in order to be ready for live.

We operated with a lean product development mindset, developing POCs that could be demoed and tested against existing APIs/test servers, before adding further improvements. This meant all stakeholders saw progress firsthand and endpoints were tested throughout the development cycle.

A unique assessment of the economic impacts of Covid-19 on London

Advanced Analytics | Economic Modelling | Data Science |
Mobility pattern analysis | Data visualisation



Why

The Coronavirus pandemic has hit global, national, and local economies with unprecedented force. As with the majority of crises, the most vulnerable parts of the economy take the hardest hits.

London, whilst representing 13% of the population, accounts for 23% of the UK's national economic output. There are over 1m SME businesses in London that provides c52% of the city's employment and c£500bn in business turnover.

The Greater London Authority (GLA) wished to truly understand the impacts of the Covid-19 pandemic on the business health of London and its residents; to determine whether SME businesses were more exposed and less likely to survive as well as the impacts on specific economic groups such as High Streets, Night-Time Economy and the Arts.

We leveraged a combination of publicly available data and combined it with private sector near real-time data, to get a deeper, more granular, and more realistic understanding of the economic recovery landscape.

What

Slalom working with colleagues from Bloomberg Associates, CK Delta and DueDil built an advanced data science model to analyse and visualise business financial data and mobility patterns of residents:

- We agreed on a list of key questions / economic indicators that mattered most to the GLA.
- Created a large sample of individual company details, accounts and financial indicators confirmed by the GLA.
- All data sets were stripped of any Potentially Identifiable Information
- Mobile phone data focused on tracking origin, destination and movement patterns
- Open source OpenStreetMap data was integrated to cross examine and verify business profiles and locations in specific areas.
- All data was normalised and loaded into a single environment that connected previously disparate data sets and sources.
- The database was then enriched with electronic accounts including credit risk scores, keywords, Coronavirus Business Interruption Loan Scheme (CBILS) eligibility information, turnover, debt, and other details.

Wow

In a first-of-a-kind approach GLA has a detailed and accurate view on the economic risks posed to specific boroughs, SME businesses and employees as well as insights on the Night-Time Economy, specific High Streets and Cultural / Arts centres.

The report and underlying analysis:

- Demonstrates the application of "bottom-up" and localised data to create a more complete, granular picture of overall economic impact
- Shows the intersection of impact by sectors and geographies to demonstrate the risk hot spots across Greater London.
- Combines market research, data science, and non-proprietary tech platforms
- Leverages multiple private and public data sources
- Provides representation of close to real time projections and probabilistic vs. deterministic approach to predictions
- Enables decision making with local precision
- Creates a scalable platform.

400m

Database lines analysed

2M

External APIs requests made

123

Economic indicators per business were analysed

Enabling cancer research advancements through machine learning



Machine learning | Google Cloud enablement |
Research innovation | Community

Why

Slalom announced one of our 10 Bold Moves, which was to provide further investment in our community. We honored our commitment with an outcome-based project with the American Cancer Society (ACS) in the name of one of our Slalom colleagues who had recently passed from cancer, David Hartman. David was always going out of his way to help his clients and colleagues with a smile, and from this Project Smile was formed.

Since 1982, ACS has run a breast cancer cohort study with 1.2M women, collecting a variety of information including 1700 tissue samples. In September 2018, UNC Chapel Hill worked with ACS to digitise the images, allowing them to be further reviewed by in-house research pathologists.

What

After discussing genomics, microfiche, and other potential projects, Slalom and ACS selected breast cancer image analysis with deep learning as the right project to partner on. Slalom worked with Google to begin cloud environment setup to convert the tissue images into a standard format.

From there, we conducted pre-processing and leveraged deep learning and clustering models to identify, encode, and summarise patterns in the images. Finally, we scaled and distributed this process using cloud technologies.

After completing the project, our team, along with ACS, submitted abstracts for April's American Association for Cancer Research Summit, the largest cancer research conference

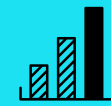
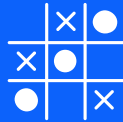
Wow

Slalom identified novel patterns in the cancer images through the advanced deep learning and clustering techniques. ACS is planning on performing multiple follow-up analyses now from an epidemiological perspective based on the findings. We proved the efficacy of leveraging Machine Learning to analyze cancer images, and ACS is now equipped and convinced to leverage these powerful tools in the future.

Additionally, we digitised important cancer cohort data and backed it up on Google Cloud, enabling a backup and recovery solution. Since much of the engineering work is reusable on similar projects with similar data, ACS now has a reusable foundation for future work on different cancers and images

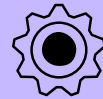
Our Services

STRATEGY, INNOVATION
AND DESIGN



DATA, ANALYTICS AND AI

DIGITAL
TRANSFORMATION



PRODUCT ENGINEERING

CLOUD OPTIMISATION



SALESFORCE CRM



SERVICES

Strategy/ Innovation and Design (1/3)

**Business Model
Design**

Case for Change

**Change
Acceleration**

**Citizen-Centred
Intelligent
Connection**

Competencies

**Contact Centre
Transformation**

**Culture
Transformation**

**Customer
Experience
Strategy**

**Digital Strategy &
Readiness**

**Employee
Experience
Strategy**

**Future of Work
(Ethos)**

HR Effectiveness



SERVICES

Strategy/ Innovation and Design (2/3)

<u>Employee Experience Strategy</u>	<u>Future of Work (Ethos)</u>	<u>HR Effectiveness</u>
<u>Learning & Development</u>	<u>Loyalty Strategy</u>	<u>Omnichannel Strategy</u>
<u>Operating Model</u>	<u>Organisation Design</u>	<u>Process Mining</u>
<u>Product Innovation Strategy</u>	<u>Product Mindset</u>	<u>Product Operating Model</u>



SERVICES

Strategy/ Innovation and Design (2/3)

Service Design

Supply Chain
Optimisation, Risk
& Resilience
Management

Talent
Optimisation

Team
Effectiveness



Strategy/Innovation and Design

Business Model Design

Business Model Design features a blended interview and workshop-led approach, underpinned by market analysis and insights. We refine your strategy to meet either a short-term need or prepare for longer-term transformation. Helping you create a clear departmental strategy and use cases, to move your implementation journey forwards.

ALL SERVICES

Features

- Competitor analysis and market research.
- Financial analysis and modelling ROI.
- User journey mapping for delivery of consistent multi-channel experience.
- Vision definition, goals and KPIs.
- Prioritised initiatives with users at the heart.
- Roadmap development.

Benefits

- Understand how to expand service delivery to meet citizen needs.
- Evaluate whether you are focussed on highest value opportunities.
- Define what needs to be done to have future success.
- Understand whether teams are set up for success.



Strategy/Innovation and Design

Case for Change

Our approach provides you with a compelling Case for Change to inform investment decisions. We provide a blended business and technology assessment to consider all impacts on colleagues and users. The Case for Change gives you assurance for the delivery of lasting and valuable transformational change.

ALL SERVICES

Features

- Strategic roadmap – stakeholder alignment.
- Current state process mapping and assessment.
- User and employee personas and journey mapping.
- Current and target state architecture definition.
- Implementation roadmap definition.
- Business case development.
- Financial modelling.
- Technology assessment.
- Change management approach.

Benefits

- Understand the ROI on technology (agnostic).
- Understand what business benefits can be achieved and how.
- Secure funding for technologies/business initiatives.
- Understand benefits realisation dependencies and best sequence for changes.
- Understand wider impacts and costs to maximise benefits.
- Get more certainty on implementation costs and change requirements for successful implementation.



Strategy/Innovation and Design

Change Acceleration

Transformation requires clear expectations and to actively engage your organisation to help drive and accelerate change. We work with you to break down complexities, define measurable milestones and move quickly to execute, learn, and iterate. Agility is at the core of our approach continually adapting to best meet customer/employee needs.

ALL SERVICES

Features

- Vision definition and case for change, driven by human-centred design.
- Agile change management strategy including adoption and behaviour change.
- Change leadership & culture – coaching for leading the change.
- Stakeholder alignment, communications and engagement.
- Programme mobilisation/delivery architecture.
- Building internal change capability – Change Management Office.
- Change Discovery – user insights and impact assessments.
- Change Impact Assessment and Training Needs Analysis.
- Business readiness testing and post go-live support models.
- Change Analytics and benefit realisation.

Benefits

- Increased adoption of new processes and confidence in technologies including GenAI.
- Improved employee engagement, resilience and adaptability for future change.
- Embed new behaviours and culture by evangelising the change.
- Change Centre of Excellence embeds new capabilities to drive change.
- Improved business performance.
- Enables benefit tracking and realisation.
- Right-sized change management solutions including training and communications.



Strategy/Innovation and Design

Citizen-Centred Intelligent Connection

Using our human centric methodology, Slalom works with you to develop a strategy and roadmap to achieve improved connections between the government and citizens/service users. We bring the skills to implement technology solutions that drive increased integration of services at the point of need and track impact in real time.

ALL SERVICES

Features

- Development and continuous iteration of a user-driven citizen connection strategy.
- Definition of citizen journey maps, needs analysis and citizen personas.
- Service blueprint - maps desired citizen experience with people, process, data and technology aligned to pains / delighters.
- Technical architecture analysis to define right connection platforms and applications.
- Define and deliver a programme of enhanced citizen connection services.
- Define the citizen insight data strategy and analysis approach.
- Develop the role of AI/ML to better analyse citizen needs.
- Assess options for use of automation to better improve connection.
- Cloud engineering, strategy, UX and data skills to deliver solutions.
- Detailed knowledge of implementing Amazon Connect in Public Sector.

Benefits

- Increased adoption rates due to stakeholder engagement and co-creation.
- Improved evidence-base to prioritise needs and service provision.
- Improved levels of efficiency and cost-savings through automation.
- Independent analysis of technology options, costs and benefits.
- Improved delivery via agile ways of working and principles (SAFe).
- Improved clarity on how data can inform service re-design.
- Improved visualisation of insights enabling confidence in direction and value / impact of services to citizens.
- Improving the skills and capabilities of in-house staff.
- Increased confidence and performance from Amazon Connect and RPA.



Strategy/Innovation and Design

Competencies

Competencies are defined as the Knowledge, Skills, and Abilities (KSAs), that are required to perform work. The combination of competencies contribute to performance and success. A future proof competency model addresses both the short-term and long-term business needs. As the department develops, and trends evolve, the competencies of future roles need to be identified and accounted for in the multi-year plan.

ALL SERVICES

Features

- Talent competency vision.
- Role gap analysis Industry trend report.
- Operational process activities defined for identified roles.
- Workflow talent map using competencies (KSAs).
- Multi-level proficiency scale.
- Descriptions of each competency.
- Competency models for different roles / levels with assigned proficiency level for each competency.
- Manager and employee self-assessment surveys.
- Competency benchmarking/gap analysis & report.
- Development pathways / Multi-year plan.
- Change management guidance and recommendations.

Benefits

- Alignment on the standards of performance to inform performance management.
- Clearly articulated desired behaviours for current potential future roles.
- A framework for defining focused learning and development pathways.
- Creates an action-oriented framework.
- Provides a clear plan for growing your people supporting talent retention and attraction.



Strategy/Innovation and Design

Contact Centre Transformation

Slalom's Contact Center Transformation (CCT) solution empowers organisations to modernise their service delivery, balancing cost efficiency with innovation and exceptional user experience.

Leveraging a human-first approach and deep technical expertise, Slalom guides clients through every stage of transformation—defining future possibilities, prioritising investments, and building future-ready capabilities.

ALL SERVICES

Features

- Executive Summary & Next Steps: Clear findings, recommendations, and a transformation roadmap.
- Programme Scope & Success Criteria: Defines scope, roles, milestones, and success measures.
- Citizen & Employee Experience Research: Uses qualitative and quantitative methods to uncover user needs and inform strategy.
- Service Blueprinting: Maps service processes and touchpoints to highlight pain points and opportunities.
- Persona Development: Captures behaviours, needs, and motivations.
- Ideation & Co-Creation Workshops: Align your stakeholders around the vision and outcomes.
- CX Strategy to Vendor Selection & Implementation Roadmap: Links user experience strategy to vendor choice and outlines technical design and planning.
- Integrated Ecosystem Approach: Design and implementation of cloud-based IVR, routing, and knowledge management systems
- Continuous Improvement Framework: Applies 'Eliminate, Automate, Optimise' methodology.
- Proven Delivery & Partnerships: Leverages expertise across AWS, Salesforce, Genesys, Verint, ServiceNow.

Benefits

- Reduced Costs: Achieved through automation, process modernisation, and operational efficiencies.
- Exceptional User Experience: Personalised journeys across all channels featuring rapid issue resolution.
- Empowered Agents: Equip agents with tools, training, and insights to provide empathetic, high-quality service..
- Proven Results: Documented improvements in NPS, CSAT, FCR and operational efficiency.
- Revenue Growth: data-driven insights and omnichannel strategies enhance performance and results.
- Agility & Scalability: Implement modular, flexible solutions that evolve with your needs.
- Operational Excellence: Streamline processes and embed robust governance frameworks for consistent, high-quality delivery.
- Technology Enablement: Accelerate adoption of emerging technologies, including Generative AI, chatbots, and predictive analytics, to enhance services.



Strategy/Innovation and Design

Culture Transformation

Slalom's approach towards culture involves measuring your shared values, using proven methods to assess behaviours and beliefs, then executing on opportunities with structured action plans. We create bespoke employee experiences based on user insights, to inspire people and help shift mindsets.

ALL SERVICES

Features

- Cultural assessment (from).
- Culture visioning / aspiration (to).
- Leveraging cultural understanding.
- Critical behaviours and ways of working, embedding multi-disciplinary teams.
- Culture carriers/exemplar networks.
- Leadership and multi-layer stakeholder alignment.
- Aligning of formal processes with desired behaviours.
- Design and delivery of culture experiments.
- Behaviour change networks and viral change.
- Culture assessment and measurement.

Benefits

- Increased loyalty, retention and productivity (reduced employee turnover).
- Improve team effectiveness for increased engagement and performance.
- Increased adoption of new ways of working.
- Improved employee engagement, resilience and adaptability for future change.
- Embed new behaviours and culture.
- Improved business performance.
- Recruit and retain employees who align with your values.
- Track your cultural health and measure progress.
- Become 'purpose driven' - build your brand and accelerate growth.
- Aligning culture with strategy drive sustained behavioural changes.



Strategy/Innovation and Design

Customer Experience Strategy

Using our human centric methodology, Slalom helps you develop a deeper understanding of citizen needs and pains. This enables you to make confident investment decisions around creating a holistic user experience – one that enables you to better understand their journey and what delights and displeases them.

ALL SERVICES

Features

- Executive summary, recommendations and next steps.
- Definitions of programme scope, roles, stakeholders, milestones, success criteria.
- Customer experience research – qualitative/quantitative techniques to understand user needs/journeys.
- Comparative research – best practices and insights to help benchmarking.
- Journey mapping – highlights pains, delights, opportunities for citizen-government interactions.
- Persona development to articulate user behaviours, needs and motivations.
- Concept/prototype development – prepare for testing and user feedback.
- Strategic planning – define customer experiences strategy, roadmap, delivery plan.
- Business case recommendations.

Benefits

- Clarity on approach and benefits of enhanced customer experience.
- Overall understanding of user experience from beginning to end.
- A focus on privacy, security and reliability of services.
- Improved levels of efficiency and cost-savings.
- Independent analysis of technology options, costs and benefits.
- Improved delivery via agile ways of working and principles (SAFe).
- Capture of real-time data insights to inform service re-design.
- Build trust in service, people, system and process.
- Enhance the skills and capabilities of in-house staff.



Strategy/Innovation and Design

Digital Strategy & Readiness

We can help to produce your digital strategy and assess readiness, by defining business goals and objectives, technology considerations, workload assessment, risk assessments, data governance, security and creating a digital roadmap. Our collaborative approach reaches across all the domains of change e.g., people, process, information, applications, security and technology.

ALL SERVICES

Features

- Executive summary, recommendations and next steps.
- Programme – definitions, scope, roles, stakeholders, milestones, success criteria.
- High-level evaluation of workload portfolio.
- Assess application(s) in terms of re-coding, integration and platform.
- Evaluate security and data privacy implications of migrating to cloud.
- Evaluate organisational readiness to run systems on the cloud.
- Plan for integrating cloud service management with enterprise service management.
- Identify significant cultural change, people skills and capabilities.
- Cost Benefit Analysis, risk identification and Business Case development.
- Assess impact on culture, operating model, people, skills and capabilities.

Benefits

- Improves alignment of cloud computing to organisational needs.
- Provides improved transparency and clarity for strategic initiatives.
- Identify opportunities for efficiencies and cost savings.
- Drive better understanding of the business and IT.
- Set clear business goals, principles, roles and responsibilities.
- Improved KPIs/metrics for management reporting, to inform better decisions.
- Clarity around vision, case for change, user expectations and options.
- Improved productivity, collaboration, scale , process efficiency and innovation.
- Understanding the business, processes/systems to recommend the best cloud solution.



Strategy/Innovation and Design

Employee Experience Strategy

Slalom helps you build a deeper understanding of employee needs and pains to build a holistic, user-driven strategy, enabling confident investment decisions. Doing so means you can iterate and improve the service experience and make a positive impact on all stakeholders. Boosting employee retention, attracting essential talent and driving engagement which has a positive impact on the organisation.

ALL SERVICES

Features

- Executive summary, recommendations and next steps.
- Definitions of programme scope, roles, stakeholders, success criteria.
- Employee research – using qualitative/quantitative techniques to understand employee needs and define employee journeys.
- Comparative, trend and signals research – develop foresight and leverage insight to inform future solutions.
- Journey and experience mapping – highlights pains, delights and opportunities.
- Persona development to articulate employees' behaviours, needs, motivations.
- Concept/prototype development – prepare for testing and employee feedback.
- Strategic planning – define employee experiences strategy, roadmap and delivery plan.
- Business case recommendations.

Benefits

- Clarity on approach and benefits/value of enhanced employee experience.
- Deeper employee understanding, enabling you to better serve their needs.
- Improved evidence-base to prioritise needs and employee service provision.
- Improved levels of efficiency and cost-savings.
- Independent analysis of technology options, costs and benefits.
- Clarity on return on investment of solutions.
- Improved control of scope/delivery via agile ways of working.
- Improved clarity on how data can inform service re-design.
- Improved visualisation of insights and understanding of employee behaviour.
- Improving the skills and capabilities of in-house staff.



Strategy/Innovation and Design

Future of Work (Ethos)

Slalom's ETHOS (engagement, talent, health, operations and systems) model provides a framework to guide you through the decisions and trade-offs involved in changing your workforce models (e.g. Hybrid working, Human-Machine interfaces and AI-enabled workforce). A detailed assessment helps us understand the competitive landscape outlining everything that stands between you and your vision for a hybrid organisation.

ALL SERVICES

Features

- Strategy - understand the needs and wants of customers/ employees.
- Readiness assessment - to prioritise opportunities for improvement.
- Interventions - identify focus areas for technology investment.
- Prioritisation of opportunities.
- Roadmap for delivery.
- Agile approach to change: testing, learning and adapting.
- Blueprint for hybrid workforce balance of in-office and remote work.
- Metrics and measures to monitor progress and adapt upon.

Benefits

- Leaders aligned on workforce vision, drivers and constraints.
- Gaps identified in capabilities needed to support workforce model.
- Future of work vision, principles and assessment of current position.
- Assessment of investment requirements and the potential returns.
- Prioritised roadmap for implementing interventions across people, process and technology.
- Agreed and socialised blueprint for hybrid workforce/flexible working/Human-Machine Interfaces and AI-enabled roles.
- Development of an improved employee value proposition.



Strategy/Innovation and Design

HR Effectiveness

We help you to define a more 'people centric' and efficient HR function / Operating Model, with a wide a set of organisational capabilities, behaviours and ways of working. We help create an exceptional employee experience, expand your capacity to focus on strategic initiatives and adapt to evolving business needs.

ALL SERVICES

Features

- Strategic exec-level vision setting.
- Definition of metrics and KPIs e.g. talent retention, absenteeism.
- Current state assessment, including surveys and workshop facilitation.
- AI Job Profiling.
- Process assessment and optimisation.
- Target state design across the HR operating model.
- Implementation roadmap definition.
- Change management approach with employees and users at heart.
- Governance assessment.
- Use case development.

Benefits

- Increased capacity to focus on strategic initiatives.
- Flexibility to meet changing business needs.
- A solid blueprint for people, experience and technology.
- Enables a strategic-HR function.
- Successfully integrate/support a new HR service or technology.
- Improved response to transformational changes e.g. shifting citizen requirements.
- Become more efficient in your service and product delivery.
- Structure differently to optimise outcomes.
- Understand the capabilities needed to deliver your transformation vision.



Strategy/Innovation and Design

Learning & Development

We elevate learning and development to a strategic capability. Whether driven by the need to improve service delivery and user experience, or an technology shift, we identify opportunities to upskill, reskill, onboard, shift culture and transcend thought and behaviour. Slalom uses a human-centred, iterative approach creating learning experiences that motivate.

ALL SERVICES

Features

- Onboarding programme design.
- Technical training (Salesforce, Workday, AWS, etc.)
- Leadership development.
- Digital adoption tools.
- Learning and development communications and stakeholder management.
- Learning strategy.
- Learning design (including instructional design).
- Learning analytics.
- Training needs analysis, curriculum and products.
- Career frameworks.

Benefits

- Accelerate speed to productivity for new hires.
- Successful implementation and increased adoption of new responsibilities.
- Embed new ways of working including adoption of hybrid.
- Cost effective training / learning programs.
- Establish high-performing leadership teams.
- Improve organisational effectiveness to adopt new processes, procedures, and responsibilities.
- Improve customer experiences by increasing job satisfaction through enhanced tools/training.



Strategy/Innovation and Design

Loyalty Strategy

We work with you to set a loyalty vision and define the user behaviours you are looking to drive by demonstrating incremental user value. We use predictive analytics to ideate new loyalty concepts and delivery mechanics, always placing customer insight, business value and feasibility at the heart of decision making.

ALL SERVICES

Features

- Competitor analysis and market research.
- Vision definition, metrics and KPIs.
- Customer segmentation and behavioural analysis.
- User journey mapping and persona development, tying services to users.
- Consistent experience across all channels.
- Current state assessment and target state design.
- Workshop facilitation, interviews and surveys.
- Technology review and assessment.
- Business and use case development.
- Implementation roadmap.
- Proof of Concept (PoC) design.

Benefits

- Understand how to influence positive user behaviour.
- Create more sticky relationships with users.
- Drive affinity to your products and brand.
- Understand how to reduce customer churn.
- Increase transaction frequency.
- Increase loyalty programme adoption rate, data quality/integration.
- Increase conversion rates to sales.



Strategy/Innovation and Design

Marketing Transformation

Slalom's Marketing Transformation framework helps businesses overcome modern marketing challenges by using a human-centred approach to align people, processes, technology, and data. This enables the creation of customer-centric strategies that improve engagement, drive growth, and align marketing with business goals and OKRs.

ALL SERVICES

Features

- Executive summary with actionable transformation recommendations
- Clear scope, governance, roles, and metrics for transformation
- Development of a customer-focused marketing strategy aligned to business goals
- In-depth customer research and journey mapping
- Market, competitor and trend analysis for optimisation
- Design of an integrated marketing blueprint (people, process, tech and data)
- Operational optimisation for efficiency and effectiveness
- Technology enablement, including automation and AI/ ML
- Implementation of data, analytics, and privacy-focused frameworks
- Strategic roadmap, delivery plan, and performance measurement

Benefits

- Improved Customer Engagement: Personalised and relevant customer experiences that build brand loyalty.
- Increased Marketing ROI: enabled through data-driven decision-making and targeted campaigns.
- Enhanced Agility & Adaptability: Respond to changing market conditions and customer preferences.
- Improved Alignment & Collaboration: Between marketing, sales, and other departments, driving collaboration and shared ownership of results.
- Data-Driven Decision Making: Enabled with improved visibility of marketing performance and ROI.
- Empowered Marketing Team: Enhanced the skills and capabilities of your marketing team.
- Scalable Marketing Infrastructure: Flexible enough to adapt to your evolving needs.
- Greater Brand Equity: Strengthening your brand reputation through consistent, customer experiences.
- Improved marketing and sales funnel: Easily nurture leads and track the sales cycle
- Modernise the MarTech Stack: Helping you modernise the MarTech stack and move with the times.



Strategy/Innovation and Design

Omnichannel Strategy

Slalom combines strategic thinking, contact centre experience and digital/technology expertise, to help you take the first step in understanding how 'omnichannel' applies to your organisation. We support you to develop a user contact strategy, including organisational and technology changes, to deliver efficiencies and customer growth through frictionless, joined-up experience across channels.

ALL SERVICES

Features

- Strategic executive level vision setting.
- Definition and agreement of metrics and KPIs.
- Current state assessment, including surveys and workshop facilitation.
- Process assessment and optimisation.
- Omnichannel use case development and prioritization.
- Target state design for operating model, including business process design.
- Target state marketing technology (MarTech) architecture.
- Data strategy, governance and data modelling to support any MarTech changes.
- Transformation roadmap definition across people, process, technology and data.
- Business case development (financial and non-financial benefit analysis).

Benefits

- Enable omnichannel transformation - drive customer acquisition, retention and growth.
- Drive operational efficiency (relating to people, process and technology)
- Reduce value leakage across the full customer lifecycle.
- Gain buy in for future investment with high value use case and backlog.
- Bring products to market more quickly.



Strategy/Innovation and Design

Operating Model

Through Operating Model, we help you to ensure that you are setup in a way to enable you to deliver against your departmental strategy, respond to, or proactively implement transformational change and address departmental cost or productivity challenges. We make sure you have a clear vision to inform the design of the future operating structure, capability, governance and technology requirements. This results in an operational blueprint for a department, to deliver against it's objectives, be that to increase operational efficiencies to enable a shift in focus, save costs, assure service delivery to drive quality and reputation of outcomes.

ALL SERVICES

Features

- Strategic executive level vision setting.
- Definition and agreement of metrics and KPIs.
- Current state assessment, including surveys and workshop facilitation.
- Process assessment and optimisation.
- User centric target state design.
- Implementation roadmap definition.
- Change management approach.
- Governance assessment.
- Use case development.
- Technical assessment.

Benefits

- Successfully integrate/support a new service or technology.
- Respond to transformational changes e.g. shifting citizen requirements.
- Determine the roadmap and requirements to deliver target state design, including transitional states.
- Become more efficient in your service and product delivery.
- Structure teams differently to optimise outcomes.
- Understand the capabilities you need to deliver your transformation vision.



Strategy/Innovation and Design

Organisation Design

Our approach enables you to achieve departmental outcomes, or performance through optimal set-up, including a focus on the AI enabled workforce. We ensure clients have the right services, capabilities, functions, teams and roles to equip them for today and the future. We put everything into place and set you up for success.

ALL SERVICES

Features

- Setting organisational strategy from operating model to detailed org.
- Strategy and vision driven by organisational health assessment.
- Job/Task AI Assessment.
- AI Recommendations/Roadmap.
- High-level future state design (service catalogue, organisational modelling).
- Detailed future state design (teams, roles, structures, interfaces).
- Benchmarking and sizing.
- Financial cost tracking (ROI, run rates, financial modelling).
- Governance model and decision matrices.
- Implementation preparation (consultation, HR processes, due diligence, WoW).
- Job architecture and job levelling.
- Job and compensation analysis.

Benefits

- Increased capacity to focus on strategic initiatives.
- Structure differently to improve service delivery, user experience.
- Improved employee experience and engagement.
- Clear and transparent career and development pathways.
- Cross-functional career frameworks.
- Competitive job descriptions and market rate compensation.
- Reduced duplication of efforts.
- Increased loyalty, retention and productivity through aligning personal/organisational goals.
- Creation of meaningful and fulfilling jobs for employees.
- Understand the capabilities you need to deliver your transformation vision.



Strategy/Innovation and Design

Process Mining

Slalom helps organisations maximise cost savings and operational efficiency by embedding process mining within a broader process improvement operating model. Our approach ensures dashboards and analytics highlight the highest-value optimisation opportunities, while process improvement teams are equipped to prioritise and deliver initiatives that enhance productivity, efficiency, and performance.

ALL SERVICES

Features

- Support clients in assessing and selecting the right process mining software
- Implementation of process mining platforms and integrations
- Design of dashboards and metrics that surface key optimisation opportunities
- Development of process mining capability to identify root causes and guide corrective action
- Establishment of a process improvement operating model, including a Centre of Excellence
- Upskilling teams to independently use process mining tools and generate insights
- Adoption of best-practice Lean and other optimisation techniques
- Accelerated delivery of process improvement initiatives to address identified issues

Benefits

- Increased ROI through more effective and targeted process mining implementations
- Confidence in selecting tools validated through practical, hands-on expertise
- Enhanced staff capability to derive meaningful insights from process mining data
- Prioritisation of improvement initiatives that deliver the greatest value
- More cost-efficient and streamlined processes
- Improved workforce productivity
- Greater visibility, governance, and control across process improvement activity
- Higher staff engagement through clear roles, responsibilities, and impact-driven ways of working



Strategy/Innovation and Design

Product Innovation Strategy

Slalom helps you explore future trends, expectations, emerging technologies and markets to bring new product ideas and business services to life. We guide you in the methods that generate differentiated products and services, driven by deep understanding of user need.

ALL SERVICES

Features

- Market analysis and opportunity identification.
- Opportunity prioritisation.
- Creation and management of innovation portfolios.
- Business case and value proposition for products, services and businesses.
- Delivery of incubators and pilots.
- Scaling, improving and integrating innovation within a business with Innovation Operations.

Benefits

- Build an innovation portfolio of growth opportunities.
- Identify new product opportunities and define MVP scope.
- Validate and prioritise existing products or ideas.
- Build a framework for repeatable innovation within your services/products.
- Lowering barriers to information and accessibility of services.
- Embracing flexibility and adaptation through Agile implementation.



Strategy/Innovation and Design

Product Mindset

We help you become 'product centric' in structure and mentality, embodying user-centric and agile principles and overcoming barriers. We will co-define the blueprint of a culture that encourages learning and experimentation. We help you enable capabilities, refine behaviours and enhance ways of working to future proof your organisation in the digital age.

ALL SERVICES

Features

- Product mindset readiness assessment.
- Vision setting and target state design.
- Implementing cascading metrics (OKRs, etc).
- Product prioritisation frameworks.
- Train-the-trainer, leader learning and coaching to upskill teams.
- Change management planning and measurement.

Benefits

- Accelerate your product, agile or digital transformation.
- Use best practices from product-focused companies.
- Share expertise in product strategy, ownership management and agile backlogs.
- Troubleshoot existing transformative efforts or strategies, which are not working.
- Realise benefits of product-centricity - outcome-focused work, 'start small, scale'.
- Develop your people and operations for the future of business.



Strategy/Innovation and Design

Product Operating Model

Through Product Operating Model, we help you align to a 'Product Centric' structure and mentality, refining your capabilities, behaviours and ways of working. This creates a new level of flexibility, adaptability and responsiveness, future-proofing your department. Enabling you to thrive in the digital age and shift from 'project' to 'product'.

ALL SERVICES

Features

- Strategic executive level vision setting.
- Definition and agreement of metrics and KPIs.
- Agile delivery, governance and coaching (SAFe).
- Process assessment and optimisation.
- Organisation and governance design.
- Alignment of technologies, data, culture, and ways of working to product principles.
- Target state operating model design delivered iteratively to its users.
- Implementation roadmap definition and business case creation.
- Change management approach across stakeholder groups.
- Use case development and technical assessment.

Benefits

- Support an organisation in moving to Product Orientated teams.
- Align different capabilities with a unified purpose and vision.
- Bring products to market quicker in response to user needs.
- Revolutionise funding processes, moving toward benefit-driven models rather than project-based ones.
- Move away from long-term, rigid planning toward adaptable/agile planning.



Strategy/Innovation and Design

Service Design

Our service design approach helps you understand the journey, needs and barriers of citizens, service users, stakeholders or employees. Slalom use a human-centric methodology to plan and organise your people, technology, data and processes, to enhance an experience through the integration of products and services.

ALL SERVICES

Features

- Executive summary, recommendations, and next steps.
- Definitions of programme scope, roles, stakeholders, milestones, success criteria.
- Review and development of a service experience strategy.
- User research – qualitative/quantitative techniques to understand user need/define journeys.
- Comparative, trend and signals research – develop foresight and leverage insight to inform future solutions.
- Definition of a service blueprint addressing people, process, technology, data.
- Concept/prototype development – prepare for testing and customer feedback.
- Strategic planning – defined strategy, roadmap, and delivery plan.
- Define and deliver a programme of enhanced services.
- Review/build the user insight data strategy and analysis approach.

Benefits

- Improved understanding of current service experience and pain-points to improve.
- Improved understanding of user goals, needs, motivations and behaviours which informs solution development to maximise impact and optimises adoption.
- Insight into alternate service offerings and trends.
- Improved clarity on approach and benefits of enhanced service experience.
- Clarity on return on investment of solutions.
- Independent analysis of technology options, costs and benefits.
- Improved control of scope and delivery via agile transformation.
- Improved clarity on how data can inform customer service re-design.
- Improved visualization of insights and understanding employee/customer/citizen behaviour.
- Improving the skills and capabilities of in-house staff.



Strategy/Innovation and Design

Supply Chain Optimisation, Risk & Resilience Management

Modern supply chains span numerous partners, processes, and technologies, creating increasing complexity and exposure to risk. Slalom helps clients build agile, resilient, and digitally enabled operations that can adapt to shifting demand and market conditions. Our dynamic approach equips organisations to become data-led, optimise performance, and respond confidently to disruption.

ALL SERVICES

Features

- Accelerated supply chain diagnostic.
- Modern supply chain planning.
- Smart logistics. solutions
- Smart warehouse optimisation
- Smart fulfilment and last-mile efficiency
- Supply chain synchronisation, insights and visualisation.
- Comprehensive supply chain risk management.
- Design and improvement of supply chain operating models.
- Enhanced supply chain traceability.

Benefits

- Improved traceability and transparency.
- Real-time data driven decision making that drives responsive execution
- Strengthened environmental and social sustainability performance
- Reduced waste and inefficiency across the end-to-end supply chain.
- Better data quality leading to more accurate supply and demand planning
- Increased resilience and responsiveness to major risks/disruption.
- Enhanced citizen, customer, and employee experience around process across channels
- Demonstrate credible commitment to sustainable supply chain practices



Strategy/Innovation and Design

Talent Optimisation

Slalom helps you deliver an exceptional end-to-end employee lifecycle, via differentiated employee experiences. We help you redefine the employee experience of your department, defining a roadmap for success focused on delivering high-value initiatives. Allowing for the measurement of progress to achieve business outcomes.

ALL SERVICES

Features

- HR and talent strategy.
- HR/talent technology strategy.
- Requirements gatherings, RFP/RFI development and vendor selection.
- Employee branding, employee value proposition, employee engagement (surveys).
- Performance management strategy and redesign.
- Recruitment and onboarding strategy and redesign.
- Succession management strategy and redesign.
- Talent retention and flight risk assessment.
- Competency framework and skills taxonomy (Knowledge, Skills & Abilities).
- Career frameworks.

Benefits

- Increased loyalty, retention and productivity (reduced employee turnover).
- Improved speed and quality of hires.
- Improved employee experience and engagement.
- Early identification and management of high performing, flight risk employees.
- Clear and transparent career and development pathways.
- Consistent organisational taxonomy.
- Internal and external employee value proposition.



Strategy/Innovation and Design

Team Effectiveness

At Slalom, we help clients improve team effectiveness for increased engagement and performance. Best-in-class leadership development programmes are viewed as a major driver of financial health and performance. Team Excellence helps increase loyalty, retention, productivity, and value for your money, by improving job satisfaction and reducing employee turnover.

ALL SERVICES

Features

- Team effectiveness diagnostic.
- Team effectiveness workshop.
- Team effectiveness roadmap including success toolkit with agreed measurements.
- Gallop Strengths assessment, coaching and team building.
- Success profiles.
- Development plan.
- Coaching and mentoring.
- Leadership assessment.
- Leadership pipeline.
- Leadership alignment and executive coaching.

Benefits

- Understand leaders and teams' development needs.
- Establish a baseline of current team effectiveness.
- Explore new ways of working - strengths-based approach.
- Understand change constraints you may face at a later stage.
- Pinpoint the effect of your team effectiveness initiatives.
- Identify what works to improve engagement and performance.
- Aggregate, analyse and visualise data to inform next-step decisions.
- Monitor, iterate and improve - test a performance initiatives.
- Standardise against central and OGD role and team effectiveness.



SERVICES

Digital Transformation (1/2)

Agile Coaching

Agile Project Management

Agile Transformation

Business Analysis

Chief of Staff

Cloud Investment Portfolio Optimisation

Cloud Project Management

Enterprise Architecture Services

Intelligent Automation Centre of Excellence

Intelligent Automation Process Optimisation

Portfolio, Programme & Project Management

Product Owner



SERVICES

Digital Transformation (2/2)

**Strategic Delivery
Office**

**Technology
Modernisation**



Digital Transformation

Agile Coaching

Our Agile Coaching service helps organisations unlock their full potential by embedding agile mindsets and ways of working at every level. We partner with leaders and teams to adopt new behaviours, introduce scalable frameworks, and apply proven tools and practices. Through hands-on coaching, we accelerate your agile transformation and enable your people to deliver value faster and more sustainably.

ALL SERVICES

Features

- Align on vision and principles.
- Focus on solving problems to gain value.
- Measure and manage success.
- Alignment on roadmap.
- Coaching (side-by-side and shadowing) and evaluation.
- Cross-functional collaboration.
- Squad level metrics, toolset, and feedback.
- Change and adoption plan.
- Communication plan.
- Changing mindset of leaders/teams to adopt new ways of working.

Benefits

- Placing value, as perceived by customers / citizens, at the heart of all products ensuring quicker time-to-market and return on investment.
- Creating aligned, high-performing teams focused on delivering value at pace.
- Organisational alignment on key agile ceremonies (refinement, sprint planning, stand-ups, and retrospectives) that support alignment on desired outcome, continuous learning, and improvement.
- Upskilled staff, confident to work within agile environment to drive high-quality outcomes.
- Motivated employees empowered through decentralised decision making.



Digital Transformation

Agile Project Management

Slalom's Adaptive Delivery experts help organisations move from a rigid waterfall phased delivery to a flexible approach focused on customer value. We prioritise what matters most, accelerate delivery, and reduce risk by using data, continuous learning, and collaborative ways of working. The result: faster progress, clearer alignment to business needs, and a more cost-effective path to change.

ALL SERVICES

Features

- End-to-end programme leadership and adaptive governance for large, complex initiatives
- Coordination of multiple cross-functional delivery teams across business, technology, and third-party partners
- Iterative design, build, test, and release cycles
- Cross-team alignment through structured forums, dependency mapping, and transparent decision-making
- Integrated design, product development, UAT, and implementation capabilities
- Approaches aligned with frameworks such as SAFe (Scaled Agile Framework)
- Responsive planning and resource management across programme, portfolio, and strategy

Benefits

- Stronger collaboration and interaction across multidisciplinary teams
- Increased efficiency through the removal of delivery blockers
- Faster release of valuable features and improvements
- Solutions anchored in real user needs and problems
- More innovative and creative delivery of strategies and goals
- Clear alignment to organisational purpose and user outcomes
- Value delivered early and often, in manageable increments
- Ability to refine budget and priorities continually
- Reduced risk through ongoing testing and rapid feedback
- Engaged, empowered, and high-performing delivery team



Digital Transformation

Agile Transformation

Slalom Agile Transformation experts help you transform from phased to Agile ways of working. We take a cost-effective and human-centric approach, ultimately improving the velocity to deliver change. Our experts will implement value-driven prioritisation and continuous improvement to accelerate and de-risk project delivery whilst meeting customer needs.

ALL SERVICES

Features

- Agile maturity assessment and transformation roadmap development.
- Assessment of readiness for change.
- Business case development.
- Agile transformation programme definition.
- Agile / Product operating model design and implementation.
- Training needs assessment.
- Upskilling as per identified requirements to enable transition from current state to target future state.
- Coaching by experienced coaches tailored to specific needs and desired outcomes (e.g organisational coaching, twinning so individuals can learn by doing, etc.).

Benefits

- High collaboration and interaction between multi-disciplinary teams.
- Boosting efficiency, removing obstacles.
- Faster product delivery.
- Anchoring change in solving problems for users.
- Innovative, creative approach to accomplishing strategies and goals.
- Approach starts with 'why', aligning with business/user needs.
- Valuable outcomes delivered in frequent, smaller chunks.
- Regular testing and collaborative feedback limits risk.
- Allows for budget refinement on regular basis.
- Establishing high-performing and motivated teams.



Digital Transformation

Business Analysis

Slalom's Business Analysis service underpins successful digital and cloud transformation. Our analysts specialise in gathering, analysing, and managing requirements across people, process, technology, and data. We translate complex business needs into clear, customer-focused solutions and designs that deliver measurable value.

ALL SERVICES

Features

- Strategic business analysis and problem definition
- Data analysis, interpretation, and visualisation
- System and technical analysis
- Current-state assessment and future-state design across processes, technology, and data
- Gap analysis and development of actionable implementation roadmaps
- Benchmarking against best practice and industry standards
- Requirements gathering, documentation, and full traceability
- Solution definition, user story creation, and backlog management
- Acceptance criteria development and test case preparation
- Benefits definition, metrics design, and performance tracking
- Business case development to support investment decisions
- Close collaboration with delivery teams to ensure solutions meet customer and citizen needs

Benefits

- Highly skilled analysts experienced in complex stakeholder, system, and organisational environments
- Solutions aligned to business strategy and tailored to customer and citizen needs
- Strong stakeholder alignment on objectives, challenges, and proposed solutions
- Deep insight into business operations, customer behaviours, and user needs
- Clear traceability and impact assessment of proposed changes
- Well-designed processes, systems, and data-driven insights that maximise customer and citizen value while reducing risk



Digital Transformation

Chief of Staff

Slalom's Chief of Staff service supports department leaders in making informed decisions and enabling teams to confidently lead portfolios and manage cross-functional initiatives. Acting as a strategic partner, the Chief of Staff strengthens organisational governance, ensures leadership accountability, and drives effective stakeholder engagement to secure support and adoption for change.

ALL SERVICES

Features

- Leadership coaching, advisory support, and decision facilitation
- Managing negotiations and resolving complex organisational challenges
- Establishing standardised governance across tools, platforms, processes, and training
- Business and IT change management with inclusive stakeholder communication strategies
- Portfolio management and prioritisation
- Planning and executing interdependent roadmaps
- Business-as-usual management support
- Operational optimisation and continuous improvement
- Coordination, triage, and prioritisation of critical issues
- Data analysis, reporting, and real-time insight-driven interventions

Benefits

- A trusted strategic advisor who provides clarity, direction, and problem-solving support
- Cross-organisational insights gained from managing complex change portfolios
- Strengthened governance and improved prioritisation across the organisation
- Enhanced monitoring and control of timelines, risks, and budgets
- More efficient and optimised business processes
- Removal of barriers that hinder change adoption and delivery



Digital Transformation

Cloud Investment Portfolio Optimisation

Slalom provides experienced programme managers and analysts to help define the strategic cloud portfolio scope, optimise demand management and intake processes, conduct detailed project evaluation and analysis to visualise and track portfolio performance. We help establish the standards, tools and analytical skills to continually deliver an optimised cloud portfolio programme.

ALL SERVICES

Features

- Ensuring continual portfolio alignment to strategic objectives.
- Definition and measurement of portfolio metrics.
- Establish portfolio office to share methodologies, tools and techniques.
- Define and track the demand management and intake process.
- COTS tools or bespoke models to visualise performance data.
- Establish and run portfolio level reporting and investigation.
- Support optimisation of schedule, resourcing, risk, cost and benefit.
- Regular engagement sessions to build capability and continually improve.
- Manage project dependencies and supporting interventions.
- Consultants accredited in market leading methods (eg SAFe, APMG).

Benefits

- Increased speed of value release with improved focus.
- Improved confidence to commit to projects.
- Improved clarity on roles and division of responsibilities.
- Improved consistency in portfolio management approach and application of controls.
- Improved coordination of scrum of scrums.
- Improved management of epics that span multiple releases.
- Improved collaboration and transparency across projects.
- Increased accuracy in monitoring and reporting of portfolio performance.
- Improved flexibility aligning with extant methods or introduce new.
- Improved alignment of portfolio business objectives and benefits.



Digital Transformation

Cloud Project Management

Slalom partners with clients to deliver initiatives across every stage of their cloud transformation journey, including:

- Migration of on-premises infrastructure to the cloud
- Optimisation of existing cloud workloads
- Design, build, deployment, and operation of cloud-native applications

Our Cloud Project Managers are practitioners of Slalom's Business Transformation Enabled by Cloud (BTEC) framework, enabling predictable, value-led delivery of complex cloud programmes

ALL SERVICES

Features

- Delivery of cloud initiatives through structured phases: discovery, migration, optimisation, and acceleration
- Governance aligned to cloud strategy, architecture principles, and organisational priorities
- Assurance against agreed compliance, risk, and quality procedures
- Tracking costs and benefits against total cost of ownership (TCO) and value-realisation measures
- Complex stakeholder engagement supported by clear communication plans
- Active management of change, issues, configuration, assumptions, and dependencies
- Exception management and structured escalation pathways
- Quality improvement through Agile (SAFe) and DevSecOps KPIs/metrics
- Full lifecycle ownership from initiation through to project close
- Seamless service introduction and transition to operations, incorporating Site Reliability Engineering (SRE) principles

Benefits

- Continuous, user-centred value delivered iteratively
- Strong feedback loops through ongoing stakeholder and end-user engagement
- Clear roles, responsibilities, and a simplified operating model
- Tailored delivery approaches leveraging proven cloud and project methodologies
- Increased visibility into organisational agility and delivery maturity
- Integrated, multi-disciplinary Slalom and client delivery teams
- Rapid feasibility assessments ("spikes") to de-risk decisions
- Effective tolerance and risk management to maintain delivery confidence
- Communication strategies tailored to diverse stakeholder groups



Digital Transformation

Enterprise Architecture Services

Slalom's Enterprise Architecture service ensure your technology architecture aligns with your organisation strategy and your citizens expectations delivering effective strategy and roadmaps. Our team ensure technology investments are prioritised against value outcomes, architecture functions making best use of agile methods and modern technologies and services are maximised.

ALL SERVICES

Features

- Analyse current architecture and technology governance to identify blockers.
- Business and Technology Capability models to assist investment decisions.
- Utilising industry standard frameworks for either O-AA or TOGAF.
- Define principles, policies, and standards to govern decision making.
- Target and transition architectures to delivery capability incrementally.
- Define fit for purpose technology governance, adapted from our frameworks.
- Establishing a prioritised architecture runway backlog.
- Access to global community of technology strategists.
- Defining and supporting the implementation of roadmaps.
- Identify and implement Architecture function change.

Benefits

- Enables rapid technology investment decisions aligned with principles, policies, and standards.
- Clear traceability between organisational strategy and technology strategy.
- A progressive framework for prioritising technology decisions.
- Identified high impact, high value technology areas.
- Modernise and enable agility within architecture functions.
- Draw upon global capability and experience.
- Optimise technology investments.



Digital Transformation

Intelligent Automation Centre of Excellence

Slalom supports clients to design, build and operate an Intelligent Automation Centre of Excellence (CoE) with the right skills and capabilities, setting the standards and confidently accelerating the adoption of automation across an organisation. Our approach sets clear responsibilities between the centre and project teams, to drive value and accelerate outcomes.

ALL SERVICES

Features

- Support to integrate IA/RPA into your digital transformation strategy.
- Draft a clear strategy for automation within a department.
- Co-develop the key skills and capabilities of the Authority.
- Develop clear way to capture and evaluate IA/RPA candidates.
- Build a multi-layered process modelling approach.
- Building a comprehensive stakeholder communication and engagement approach.
- Building capability in modern software engineering practices including DevOps.
- Support engagement and evaluation of multiple IA/RPA vendors/tools.
- Support with process optimisation prior to RPA implementation.
- Define clear role profiles and career pathways for automation.

Benefits

- Improved flexibility to consider a range of automation options.
- Improved staff engagement by designing automation with the operators.
- Improved ROI from rapid/agile delivery of outputs and outcomes.
- Improved resilience by including security from the outset.
- Improved design coherence mixing system-generated processes with human intuition.
- Improved delivery confidence via proven agile engineering practices.
- Increased speed, confidence and control when scaling bot deployment.
- Improved consistency of application across organisations.
- Improved clarity and governance between centre and project teams.
- Optimisation of key processes within wider IA/RPA implementation.



Digital Transformation

Intelligent Automation Process Automation

Slalom helps clients to build process modelling and optimisation capability to accelerate and optimise RPA implementation. Our approach applies Lean and Continuous Improvement techniques to a range of process types. The approach also provides for a range of tools from simple desktop applications to advanced process and task mining software.

ALL SERVICES

Features

- We help determine where RPA aligns with transformation strategy.
- We provide the tools and support to evaluate RPA candidates.
- We analyse your requirements for modelling capability and make recommendations.
- We build a suite of fit-for-purpose modelling approaches.
- We train your staff in Lean/other process optimisation techniques.
- We help guide clients assess and select process modelling software.
- We build process optimisation capability within a Centre of Excellence.
- We help clients accelerate from process optimisation to RPA implementation.

Benefits

- Reduced risk exposure (reputation and cost) of failed RPA implementations.
- Improved flexibility in choosing right tool/approach for the job.
- Independent validation of leading software tools based on practical experience.
- Significant improvement in staff capability to conduct RPA process optimisation.
- Improved cost-effectiveness versus a low value process factory approach.
- Improved control of scope with each engagement bespoke to needs.
- Increased speed, confidence and control when scaling enterprise bot deployment.
- Improved ROI from rapid/agile delivery of outputs and outcomes.
- Improved staff engagement by designing automation with the operators.



Digital Transformation

Portfolio, Programme & Project Management

Slalom's Portfolio, Programme, and Project Management services provide intelligent insight and proactive control across all initiatives. We go beyond traditional plan and status management to lead complex, multi-disciplinary engagements and deliver optimal business and user outcomes. Our approach brings structure, clarity, and confidence to delivery—no matter the scale

ALL SERVICES

Features

- End-to-end delivery across projects, programmes, and portfolios
- PM COE / PMO / Portfolio capability assessment and transformation
- PM COE / PMO enablement, set-up, and mobilisation
- Comprehensive risk and issue management
- Resource and capacity management
- Lean governance structures and decision-making frameworks
- Agile delivery practices and governance models
- Stakeholder engagement and communication management
- Business value planning and prioritisation

Benefits

- Clear alignment to organisational vision and strategic objectives
- Integrated, cross-functional planning aligned to scope and strategic priorities
- Data-driven success measures, insights, and reporting
- Flexible delivery models tailored to organisational maturity and context
- Clear view of current state and definition of future-state operating models
- Strong accountability and transparent decision pathways
- Sustainable change management and improved user adoption
- Effective training and adoption of new processes and operating models



Digital Transformation

Product Owner

The Product Owner's main objective is to act as the 'voice of the customer' and 'voice of the business' within the sprint team. Slalom's product owners work collaboratively to define product roadmap, communicate the product/service vision, manage and make visible the product backlog and decide when to create an official release.

ALL SERVICES

Features

- Liaise with citizens/business stakeholders to define a product roadmap.
- Provide vision and direction to the agile development team/stakeholders.
- Creating and refining the product backlog.
- Prioritising backlog according to business value and alignment with strategy.
- Leading backlog refinement, sprint planning and sprint demand estimation.
- Inspecting product progress during each iteration, with continuous improvement mindset.
- Collaborating with product management, technology leaders and stakeholders.
- Aligns stakeholders to product vision and roadmap.
- Conduct discovery workshops to help customers realise value add-features.

Benefits

- Align products/services with users' needs: simple, accessible and reliable.
- Alignment with business benefits expectations.
- Strategic and tactical product roadmap reflects user needs.
- Operational alignment of development team with business objectives.
- Developing an MVP through ongoing iteration.
- Minimise risk of not achieving ROI.
- End-to-end product delivery lifecycle management.



Digital Transformation

Strategic Delivery Office

A Strategic Delivery Office (SDO) bridges leadership vision with programme, portfolio, and project execution. It enables delivery of complex and strategic change initiatives at scale while keeping value for stakeholders at the centre. Slalom supports leadership in effective decision-making and equips teams to manage portfolios, cross-functional risks, issues, and dependencies with confidence and clarity.

ALL SERVICES

Features

- Strengthened alignment between business and IT through shared OKRs and KPIs
- Objective portfolio prioritisation with dynamic rebalancing
- Empowered, multi-disciplinary teams aligned to organisational strategy and business drivers
- Faster, data-informed decision-making and escalation pathways
- Repeatable delivery through SDO coaching and robust delivery playbooks
- Leadership coaching, advisory support, and facilitation
- Alignment with leading programme and portfolio methodologies (e.g., SAFe)
- Chief of Staff capability to ensure leadership accountability through governance

Benefits

- Stronger alignment to evolving enterprise strategy and market conditions
- Increased organisational capacity to lead and deliver large-scale change
- Enhanced delivery quality, predictability, and velocity
- More efficient and strategic use of resources
- Improved visibility of project data for rapid issue identification and resolution
- Greater transparency and accountability at all levels
- Access to trusted strategic advisors who provide direction and problem-solving support
- Shared insights and continuous learning from managing complex change portfolios



Digital Transformation

Technology Modernisation

Slalom's technology modernisation service provides cloud migration, optimisation, and application modernisation roadmaps, improving operating models and the end user experience. Ensuring your technology strategy addresses scalability, reliability, performance, security, privacy and cost using best practice and native cloud capabilities as appropriate.

ALL SERVICES

Features

- Assessment of current technology strategy, applications, platforms and architecture.
- Assessment of infrastructure (IaaS), platform (PaaS) and software services (SaaS).
- Review and refine business goals and case.
- Cost and Capex/Opex analysis and projection.
- User journey and internal/external process flow analysis.
- Analysis and application of the latest best practice and solution options.
- Complete system and application analysis and recommendations.
- Vendor analysis, comparison and solution assessment.
- Operating model analysis and recommendations.
- Modernisation process governance and stakeholder management.

Benefits

- Builds a roadmap and delivery plan to pragmatically modernise technology and processes.
- Provides a strategic deep dive to key functions, programmes and organisation goals.
- Provides a technology strategy to drive business outcomes.
- Provides a direction and guiderails for future technology decisions to minimise technical debt.
- Improves prioritisation and balance across modernisation and business-as-usual (BAU) activities.
- Provides cost analysis to focus technology decisions and maximise financial savings.
- Maximises vendor, partner and strategic investments to improve strategic pillars.
- Improves processes to drive quality whilst improving user experience.
- Improves the operating model to all staff to maximise their potential and impact on outcomes.
- Refocuses and optimises existing project and programme portfolios.



SERVICES

Cloud Optimisation (1/2)

**AWS Enabled
Business
Optimisation**

**Cloud FinOps and
Cost Optimisation**

**Cloud
Foundations,
Planning and
Controls**

**Cloud Inspired
Business Change**

**Cloud Inspired
Operating Model
Design**

**Cloud Migration
and
Modernisation**

**Cloud
Organisation
Design**

**Cloud Platform
Training**

**Cloud Service
Selection**

**Cloud Services
Audit and Health
Check**

**Developing a
Cloud Services
Culture**

Digital Twin



SERVICES

Cloud Optimisation (2/2)

**Intelligent
Contact Centre
With Amazon
Connect**

**Managing Cloud-
enabled
Transformation
Programmes**

**Mitigating
Technical Debt
with Cloud
Solutions**



Cloud Optimisation

AWS Enabled Business Optimisation

Slalom works with clients to deploy AWS services to achieve improved business efficiency and client connection. As an AWS Premier Partner, we have detailed knowledge of core and advanced AWS technologies like Amazon IAM, Lambda, SageMaker, and Redshift, along with how to successfully integrate these with existing platforms and solutions.

ALL SERVICES

Features

- Identify value of AWS services within a business/technology strategy.
- Define service blueprints addressing people, process, and technology needs.
- Recommend workload modernisation strategy for applications and data platforms.
- Identify opportunities for SageMaker AI/ML to accelerate business insights.
- Accelerate innovation by evaluating, building and deploying intelligent applications.
- Technical architecture skills to optimally position AWS services.
- UX/UCD skills optimises design of AWS client engagement solutions.
- Human-centric solutions via cloud engineering, strategy, UX and data.

Benefits

- Improved clarity on approach and benefits from improved cloud-connection.
- Improved integration between multiple AWS services.
- Improved levels of efficiency and cost-savings through automation.
- Independent analysis of technology options, costs, and benefits.
- Improved control of scope and schedule via agile delivery.
- Improved clarity on how data can inform service re-design.
- Improved visualisation of insights and understanding of stakeholder behaviour.
- Improving the skills and capabilities of in-house staff.
- Enhanced industry competitive advantage and increased disruption opportunities.



Cloud Optimisation

Cloud FinOps and Cost Optimisation

Managing cloud finance and cost optimisation (FinOps) is complex and difficult. Slalom can develop an effective cost management strategy for AWS, Azure, or GCP environments with integration into existing IT and business operations. Whether for immediate or ongoing savings, effective cost management discipline significantly enhances the value of cloud adoption.

ALL SERVICES

Features

- Review workload and platform show-back, chargeback, and cost allocation requirements.
- Perform well architected reviews on existing cloud deployments.
- Evaluate existing environments and workloads for architectural and cost improvements.
- Collaborate to define ongoing cost optimisation and skills development strategy.
- Define tactical implementation plan for integration into ongoing operations.
- Establish guidelines for new cloud deployments to proactive optimise cost.
- Evaluate savings opportunities and recommendations for immediate and long-term implementation.
- Provide recommended cost optimisations, processes, and architectural enhancements.
- Define reporting solution to improve cloud financial operations visibility.
- Immediate and ongoing cost optimisation implementation support.

Benefits

- Realise short-term cost savings with immediate optimisation recommendations.
- Detailed report on short and long-term savings potential.
- Increased visibility into existing financial operations and cloud costs.
- Integrate Cloud FinOps best practices into ongoing cloud adoption.
- Guidelines for architecture and cost considerations for new deployments.
- Ongoing optimisation strategy and operational integration plan.
- Defined architecture review process for existing workloads.
- Improved internal skills and competencies for Cloud FinOps.
- Clarified financial accountability and reporting across business/IT.
- Reallocate financial resources and savings to new platforms.



Cloud Optimisation

Cloud Foundations, Planning and Controls

Slalom establishes the foundation for successful operations in the Cloud, or helps you evolve and optimise your existing cloud footprint, to more fully realise the benefits of cloud computing. Our collaborative approach reaches across all the domains of change, people, process, information, applications, security, governance, infrastructure and system design.

ALL SERVICES

Features

- AWS Premier Partner for technical discovery and assessment.
- Organisational change management assessment and planning.
- Remediation and best practice recommendations.
- Create cloud foundation minimally viable plan and modernisation backlog.
- Technical designs of cloud foundations and landing zone.
- Tool selection, integration and automation.
- Cloud infrastructure engineering of foundations to host applications.
- Governance, security, operations and automation.
- Security process and policy mapping for compliance-based workloads.
- Agile development and DevOps and Cloud Centre of Excellence.

Benefits

- Maximises efficiencies to be gained from running cloud systems.
- Introduces cloud management best practice and automation.
- Best practice for managing hybrid cloud solutions.
- Identifies KPIs to monitor and drive change.
- Develops delivery pipelines into production.
- Opportunity to prototype new service management solutions.
- Premier partner able to access AWS funding to reduce cost
- Training of existing service management teams.
- Supports DevOps or other platform management approaches e.g. SRE.
- Establishes cloud foundations such as landing zone or data lake.



Cloud Optimisation

Cloud Inspired Business Change

Slalom supports clients to design their customer and employee adoption of change from the outset, fine tuning this approach as the new product/service matures. We always take a human-centred and agile approach, building interventions based on employee insights, and gathering regular feedback to react/adapt at pace to maximise cloud-enabled benefits.

ALL SERVICES

Features

- Change philosophy of early collaboration, empathy and continuous iteration.
- Tailored and detailed change plans for each user group.
- Addresses both customer and employee needs and experiences.
- Research and evidence-based approach and validation of adoption.
- Clear traceability from behaviour change to benefits realisation.
- Experienced practitioners working within a multi-functional team.
- Underpinned by a human-centred design approach.
- Promotes the use of experimentation, prototyping and visualising change.

Benefits

- Increases rate at which change is delivered and adopted.
- Improved employee engagement and buy-in throughout change delivery.
- A more personalised experience of change by employees.
- Decreases the expectation gap between promise and reality.
- Improved accuracy, confidence and evidence of change adoption.
- Improved clarity on roles and responsibilities to unlock benefits.
- Improved flexibility aligned to a highly agile approach.



Cloud Optimisation

Cloud Inspired Operating Model

Slalom provides support to define new capabilities by fit-for-purpose assessments of process, toolchain and staff skills changes and requirements to capitalise on cloud platform investments. We evaluate opportunities to utilise modern practices such as DevOps and infrastructure as code, automate low-value work and develop the knowledge of your staff.

ALL SERVICES

Features

- Develop a clear statement of intent and vision.
- Develop clear set of objectives to guide subsequent changes.
- Define relationships between operating groups - run and change.
- Define the key skills required for cloud technology competence.
- Determine the performance measures to demonstrate continuous improvement.
- Review/redesign of processes to exploit automation and current skills.
- Develop strategy for management and use of data.
- Selection and implementation of the right cloud tools/platforms.
- Scenario and what-if modelling to optimise the operating model.
- Focuses on specific areas to improve business operations.

Benefits

- Improved visibility of the overall cloud operation.
- Improved understanding of the cloud competency skills required.
- Reduction in task time and errors via increased automation.
- Improved visibility and control between organisational hand-offs.
- Improved levels of confidence and familiarity in cloud technologies.
- Improved use of data to guide work and performance.
- Improved flexibility/scalability to suit budgets and scope.



Cloud Optimisation

Cloud Migration and Modernisation

Slalom helps migrate existing applications into the Cloud and also helps perform application modernisation. We re-imagine, refactor, and rebuild applications for significant transformative outcomes. Rather than thinking about the Cloud as an extension of the data centre, we work with you to think about it as an accelerator for innovation.

ALL SERVICES

Features

- Migrate and rearchitect applications driven by citizen-led requirements.
- Containerisation: AWS, Azure, GCP, Kubernetes, Fargate, Google Cloud Run.
- Develop and execute migration roadmap.
- Modernise services with Serverless architectures.
- Cloud native solution architecture across platform and product.
- Landing zones across multiple cloud platforms (AWS/Azure/GCP).
- Finance, governance, change management, and TCO analysis.
- Rationalise your application estate through modernisation, consolidation, and retirement.
- An agile delivery methodology and coaching.
- Increased application and service observability.

Benefits

- Unlock value from existing cloud initiatives.
- Move workloads to cloud, reduce cost, gain scalability/reliability.
- Scale your applications without investing in more infrastructure.
- Move fast- rearchitect native to cloud, supporting continuous change.
- Modern technology tool training and upskilling.
- Speed up delivery for engineering teams and allow for self-service.
- Allow you to manage cloud costs and compliance.
- We help level-up your teams in the process.



Cloud Optimisation

Cloud Organisation Design

Provide guidance and organisation blueprints for core cloud team to execute on cloud services effectively. This includes assessing IT departments and end-user organisations. We take a human-centric approach to design organisations that enable employees to thrive, achieve their full potential, and unlock business outcomes that are focused on customer needs.

ALL SERVICES

Features

- Assess current structure, roles, operating/organisational model, governance and process.
- Assess how current organisation operates and supports business goals.
- Identify key pain points for leaders, employees and customers.
- Prioritise organisation design changes needed to leverage cloud services.
- Identify any structural and governance model changes needed.
- Identify any capability gaps and role changes needed.
- Provide high level conceptual organisation design goals and recommendations.
- Deliver talent management approach to source, select and transition talent.
- Update processes, career paths, succession plans and job descriptions.
- Change and communications strategies and planning to support implementation.

Benefits

- Improved ability to attract and retain top talent.
- Organisation aligned to business goals.
- Increased performance and efficiency.
- Organisation optimised for customer and employee experience.
- Identification of capability gaps and development plans.
- Right people in the right jobs with improved retention.
- Clear career paths for employees.
- Clarity on roles and responsibilities.
- Improved employee engagement.



Cloud Optimisation

Cloud Platform Training

Cloud transformations are 20-30% technology and 70-80% people. Slalom can support and train your people through this journey. Through interactive workshops, gamedays, and customised training plans based on current state assessments mapped to envisioned destinations, we empower your team to drive next generation technology landscapes across AWS, Azure, and GCP.

ALL SERVICES

Features

- Training strategy and plan.
- Focus on building culture of learning.
- Learning needs analysis.
- Training material design and development.
- Interactive gamedays, hackathons, and workshops.
- Pilot training and train the trainer.
- Training delivery and evaluation.
- Virtual / online training.
- Game-based learning incentives.

Benefits

- Accelerate adoption and realised benefits.
- Ensures individuals are using systems in the right way.
- Matches employee needs to today's business environment.
- Simple bite sized chunks enable modular, cost-effective learning.
- Point of need learning ensures information is communicated when needed.
- Game-based learning platform available.
- Role definition, training/hiring/knowledge transition plans.
- Sustainable product teams.
- Cloud Centre of Excellence.



Cloud Optimisation

Cloud Service Selection

Through our expertise and partnerships with the major cloud service providers, we support the evaluation and selection of the right cloud strategy, providers, and individual services. Evaluating current applications and workloads to determine the best fit services to provide the best architectural fit and optimised for cost.

ALL SERVICES

Features

- Definition of business requirements and impact on technology solutions.
- Detailed assessment and accompanying report of current IT estate.
- Structured evaluation and selection process for software and cloud service providers.
- Develop thorough implementation roadmaps.
- Developing and implementing a target operating model.
- Application Migration Assessment (7Rs).
- On-premise application integration planning for specified workloads.
- Provide expert knowledge of technological solutions SaaS PaaS, managed, self-hosted.
- Application modernisation assessment enabling the use of cloud services.
- Strategy for engaging with open-source software solutions and licencing.

Benefits

- Strengthens confidence in the technology selection process.
- Understand risk and mitigation strategy.
- Understand migration approach and operational impact.
- Confidence in the discovery of all workloads including grey IT.
- Cost planning and strategy for cost allocation understood.
- Assurance of service scalability/availability.
- Security standards are understood and guard rails defined.
- Plan for migrating legacy hardware and software that may be out of support or pose security risks.
- Existing decisions validated against best practice.
- Understanding of new operating model and how roles may change.



Cloud Optimisation

Cloud Services Audit Health Check

Slalom offers several services to review the current state of cloud platforms and projects to provide guidance and enhancement suggestions. Our collaborative and product agnostic approach engages your team to reach across all impacted domains of change, people, process, information, applications, security, FinOps and infrastructure of your cloud technology landscape.

ALL SERVICES

Features

- Review current state of project and Cloud readiness.
- Review people aspects: structure, skills, behaviours, tools to enable success.
- Identify areas for delivery, application and technology improvement.
- Delivery plan with key measures and effective on-going reporting.
- Collaborative teams, i.e., coaching style and blended teams.
- Review operating model and governance.
- Integrating security into cloud architecture, foundation, and operational processes.
- Cloud FinOps assessment and recommendations.
- Information architecture and governance audit.
- Talent plans and communications health-check.

Benefits

- Ensure maximum benefits from cloud initiatives are identified and understood.
- Enhanced security across the cloud and modern application landscape.
- Collaborative approach that encourages learning from experience and coaching.
- Integration of Cloud FinOps best practices to optimise cloud costs.
- Tailored project approach.
- Cloud Centre of Excellence to improve adoption and skills.
- Role definition, training/hiring/knowledge transition plans.
- Sustainable product teams.
- Improve communications with stakeholders.
- Best practice for cloud development.



Cloud Optimisation

Developing a Cloud Services Culture

Cloud transformations are 20-30% technology and 70-80% people/culture. Slalom can help foster the right culture shifts and support your people as you make this journey – a fundamental cornerstone required for cloud transformation success. Executive engagement and alignment, understanding the 'why' and what it means for individuals is critical.

ALL SERVICES

Features

- Perform a diagnostic to understand the organisation's current culture.
- Agree important cultural components for moving to Cloud services.
- Develop a cultural framework.
- Evaluate gaps and develop a remediation plan for execution.
- Establish communications plan to engage the workforce.
- Define roles and engagement expectations for all organisation levels.
- Define value proposition for existing workforce and new hires.

Benefits

- Awareness of the cultural characteristics needed for successful Cloud adoption.
- Alignment of Executives and all stakeholders on vision/strategy/purpose.
- Clear expectations for engagement and support at all organisation levels.
- Cultural changes needed are rolled out smoothly with minimal disruption.
- Identify current strengths in existing culture as well as weaknesses.
- Supports the case for change.
- Fosters a culture aligned to vision / strategy / purpose.
- Creation of clear roadmap to transition culture.
- Enhanced ability to attract and retain top talent.



Cloud Optimisation

Digital Twin

Slalom leverages modern transformation practices and cloud technologies to deliver digital twin solutions. Digital twins are digital representations of physical assets for evaluating changes through simulations, predictive models, and end-to-end visualisation. Examples include city planning, transportation, travel systems, and more to model, understand and drive innovations to advance sustainability initiatives.

ALL SERVICES

Features

- Solutions supported across AWS, Azure or GCP platforms.
- Review digital twin program key drivers and business objectives.
- Assess physical assets for digital representation.
- Ideate and document potential use cases for evaluation.
- Document business and technology requirements for selected use case.
- Design visualisation model to facilitate active interaction.
- Design and execute digital twin implementation plan.
- Develop targeted use case simulations, predictive models, or visualisations.
- Evaluate outcomes and assess opportunities to optimise future predictions.
- Define and operationalise iterative research, experimentation, and evaluation processes.

Benefits

- Aligned business objectives to digital twin programme use cases.
- Evaluate innovation opportunities with simplified modelling processes.
- Unlock actionable insights into the behaviour of modelled environments.
- Model improvements to reduce maintenance costs and improve reliability.
- Accelerate value creation by evaluating and implementing optimised scenarios.
- Enhanced data on change impact reduces decision-making risk.
- Increased product quality through iterative analysis prior to implementation.
- Improved transparency with data-supported program investment decisions.
- Iteratively improve future decisions with post-simulation and deployment insights.
- Ongoing real-time insights into modelled changes or event impacts.



Cloud Optimisation

Intelligent Contact Centre with Amazon Connect

Slalom accelerates cloud contact centre adoption with Amazon Connect to enable modern, intelligent, and automated contact centres. Our teams help you align on a strategic vision, deployment and integration opportunities, and enhancing the customer experience with skills-based routing, chatbots, machine learning sentiment analysis, advanced reporting, and GenAI agent enablement.

ALL SERVICES

Features

- AWS Premier Consulting and Amazon Connect Service Delivery Partner.
- Understand business and technical objectives, and discuss strategic vision.
- Assess your existing contact centre capabilities and provide recommendations.
- Execute Amazon Connect PoC and analyse defined KPIs.
- Developing roadmaps and implementing target contact centre operating model.
- Integrate CRM, identification and verification and workforce management.
- Intelligent agent enablement using machine learning and GenAI.
- Leverage Amazon Lex for natural language chatbots.
- Get real-time insights with advanced analytics capabilities and reporting.
- Develop teams with Amazon Connect upskilling, training, and enablement.

Benefits

- Create a fast, secure, high-quality, and personalized customer experience.
- Increase retention by building customer and employee trust.
- Serve customers where they want with omni-channel support.
- Drive innovation using no-code user interfaces for rapid enhancements.
- Utilise API-based integrations for CRM, workforce management, and more.
- Demonstrated proof of concepts with business value aligned KPIs.
- Understanding of new operating model and how roles may change.
- Plan for migrating away from legacy contact centre.
- Enhanced security with Amazon Connect Cloud Contact Centre (CCaS).



Cloud Optimisation

Managing Cloud-Enabled Transformation Programmes

Slalom's experienced programme and portfolio managers define and execute delivery of complex, large scale cloud transformations. Holistic enterprise transformations require careful management of technology, security, operational governance and people, to come together and deliver a clear cloud strategy.

ALL SERVICES

Features

- Agile portfolio management.
- Scaled Agile delivery (SAFe).
- Definition and measurement of common cloud portfolio metrics and KPIs.
- Standardised organisational governance in tools, platforms, processes, training and skills.
- Quality management strategy.
- Alignment of enterprise cloud strategy, drivers, approach and delivery.
- Align cadence across release schedules.
- Alignment on talent strategy across projects.
- Learn lessons across projects – continuous improvement.
- Detailed inter-dependent roadmap planning and execution.

Benefits

- Consolidated direction and alignment on common organisational cloud goals.
- Learning from a rich portfolio of complex cloud programmes.
- Programme management of multi-disciplinary cloud delivery, within a single organisation.
- Uniform approach, controls and reporting across projects in a portfolio.
- Central monitoring of timelines and budgets at the enterprise level.
- Successful delivery of cloud enabled business transformation and associated benefits.
- User-centricity, simplicity and accessibility at the core of service design.



Cloud Optimisation

Mitigating Technical Debt with Cloud Solutions

Organisations constantly accrue technical debt and Slalom can identify existing debt and reinforcing patterns to develop mitigation strategies leveraging modern transformation practices and cloud technologies. Targeting quick wins demonstrates progress and drives engagement and our strategy for modernisation and minimising future technical debt enables increased retention, innovation, and value creation.

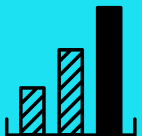
ALL SERVICES

Features

- Maximises platform offerings across AWS, Azure or GCP ecosystems.
- Review technical debt programme key drivers and business objectives.
- Assess existing technology landscape to capture critical technical debt.
- Design prioritisation criteria aligning technical debt to business objectives.
- Evaluate and prioritise debt for documented remediation plan.
- Recommend technology and process enhancements for existing IT landscape.
- Identify quick wins for remediation to drive engagement.
- Develop long-term strategy for reducing existing technical debt.
- Define best practices for mitigating future technical debt accrual.
- Operationalise technical debt assessments for ongoing evaluation and remediation.

Benefits

- Aligned business objectives to technical debt program use cases.
- Documented inventory of critical existing technical debt for remediation.
- Prioritised debt reduction plan aligned to long-term objectives.
- Technical and process best practices for systemically reducing debt.
- Improved retention by focusing on innovation and value creation.
- Increased visibility through published metrics on debt reduction progress.
- Short-term debt reduction progress drives engagement and program support.
- Documented mitigation approach to minimising future technical debt accrual.
- Accelerate innovation with reduced overhead managing existing debt constraints.
- Increased familiarity with modern transformation practices and technical solutions.



SERVICES

Data, Analytics and AI (1/2)

**Advanced
Analytics**

**Cloud Data
Architecture -
AWS**

**Cloud Data
Architecture -
Azure**

**Cloud Data
Architecture -
Databricks**

**Cloud Data
Architecture - GCP**

**Cloud Data
Architecture -
Snowflake**

**Cloud Data
Platforms**

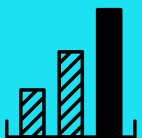
**Data Advisory -
Data Culture &
Literacy**

**Data Advisory -
Data Governance**

**Data Advisory -
Data Led Policy
Management**

**Data Advisory -
Data
Management**

**Data Advisory -
Data Strategy**



SERVICES

Data, Analytics and AI (2/2)

<u>Data Engineering</u>	<u>Data Lake House - Databricks</u>	<u>Data Visualisation</u>
<u>Data Visualisation - Tableau</u>	<u>Ethical AI</u>	<u>GenAI Productionisation</u>
<u>GenAI Proof of Concept</u>	<u>Intelligent Automation Process Optimisation</u>	<u>Power BI</u>



Data, Analytics and AI

Advanced Analytics

Slalom builds data models to answer specific policy challenges, using advanced analytics and machine learning. We co-create experiments to build responsible AI algorithms, moving from Alpha models into public Beta and full Live with automation and monitoring, providing well governed assurance models.

ALL SERVICES

Features

- Support development of an effective artificial intelligence (AI) strategy.
- Support definition of your approach to ML Ops.
- Develop advanced analytics algorithms and processes to solve queries.
- Migration and modernisation.
- Product innovation and engineering.
- Development of advanced analytics capability, in public servant teams.
- Uses leading AWS technologies: Sagemaker and in-built ML services.
- Uses leading Microsoft Azure Machine Learning technologies.
- Uses leading Google technologies such as GCP BigQuery.
- Uses leading technologies such as Databricks, Python, Spark.

Benefits

- Prioritise and implement a holistic AI/ML strategy to maximise impact.
- Streamline service operations through modern platforms, AI, and Machine Learning.
- Migrate and modernise existing services to the cloud.
- Leverage AI to build intelligent and engaging citizen experiences.
- Bring service delivery teams forward; improving skills and maturing processes.



Data, Analytics and AI

Cloud Data Architecture - AWS

Slalom architect modern cloud data platforms on Amazon Web Services (AWS), making data securely available to colleagues and citizen-facing services that need it. Datalake architectures use AWS Kinesis, AWS Lambda, AWS S3, Amazon Redshift and other AWS realtime and batch visualisation services. Architectures include lakehouse, data mesh and lambda-architecture.

ALL SERVICES

Features

- Cloud based data architectures for streaming and batch data ingestion.
- Modern Cloud Data Architecture blueprint and architectural strategy delivery.
- Tool selection for alignment of platform to architectural strategy.
- Data warehousing design on lakehouse, data mesh, lambda architectures.
- Data Governance including data catalogue, data lineage, data quality.
- Master Data Management (MDM) - architecture and data strategy.
- Data Lake for structured, semi-structured and unstructured Data Lake storage.
- Personal Data - data handling under GDPR compliance.
- Cost optimisation through AWS automation and automatic scaling.
- Security access controls and private networking.

Benefits

- Realtime and near realtime data visualisation.
- Alignment of cloud architecture with strategic requirements.
- Solution components best fitted to data requirements.
- AWS data warehouse design for Business Intelligence (BI).
- Data governance for cloud architecture data management.
- Master data management (MDM) for data consistency.
- Multiple Data Lake storage formats CSV, JSON, Parquet, AVRO, ORC.
- Personal Information data storage and GDPR compliant platform architecture.
- Management, transparency and predictable AWS utilisation costs.
- Secure data access to prevent data loss, data breaches.



Data, Analytics and AI

Cloud Data Architecture - Azure

Slalom architect modern cloud data platforms on Microsoft Azure to make data available to everyone in your organisation. Cloud Data Lake architectures use Azure Data Factory, Azure Synapse Analytics, Data Lake, Azure Purview for data governance and PowerBI for real time and batch visualisation. Architectures include lakehouse, data mesh and serverless-function architectures.

ALL SERVICES

Features

- Cloud based data architectures for streaming and batch data ingestion.
- Modern Cloud Data Architecture blueprint and architectural strategy delivery.
- Tool selection for alignment of platform to architectural strategy.
- Data warehousing design on lakehouse, data mesh, serverless-function architectures.
- Data Governance including data catalogue, data lineage, data quality.
- Master Data Management (MDM) architecture and data strategy.
- Datalake for structured, semi-structured and unstructured Data Lake storage.
- Personal Data – data handling under GDPR compliance.
- Cost optimisation through Azure automation and automatic scaling.
- Security access controls and private networking.

Benefits

- Realtime and near real time data visualisation.
- Alignment of cloud architecture with strategic requirements.
- Solution components best fitted to data requirements.
- Microsoft Azure warehouse design for Business Intelligence (BI).
- Data governance for cloud architecture data management.
- Master data management (MDM) for data consistency.
- Multiple Data Lake storage formats CSV, JSON, Parquet, AVRO, ORC.
- Personal Information data storage and GDPR compliant platform architecture.
- Management, transparency and predictable Microsoft Azure utilisation costs.
- Secure data access to prevent data loss data breaches.



Data, Analytics and AI

Cloud Data Architecture - Databricks

Slalom is an official Databricks C&SI Partner, with expertise designing and delivering services utilising the Databricks Unified Analytics Platform, Delta Lake, Unity Catalogue, Delta Live Tables and MLflow, making data securely available to colleagues and citizen-facing services. Databricks supports demanding data and AI use cases, scaling with service needs.

ALL SERVICES

Features

- Multicloud implementations across AWS, Azure and GCP.
- Data Lakehouse architecture blueprint and architectural strategy delivery.
- Frameworks for streaming and batch data ingestion using Auto Loader.
- Implementation of a fine-grained security model using Unity Catalogue.
- ML deployments using MLflow Projects, Tracking and Model Registry.
- Data engineering and transformations using Delta Live Tables.
- Utilising Partner Connect for Tableau and Power BI integration.
- Data sharing strategies developed utilising Delta Share.
- Metadata driven data pipelines.
- Proven cost optimisation strategies.

Benefits

- Real time and near real time data visualisation.
- Alignment of cloud architecture with strategy requirements.
- Databricks Data Lakehouse design and delivery.
- Unified platform for Data engineering, Data Science and BI.
- Common approach to data management, security and governance.
- Data sharing strategies using the open Delta Share standard.
- Integration with BI tools such as Tableau and Power BI.
- Personal Information data storage and GDPR compliant platform architecture.
- Management, transparency and predictable Databricks utilisation costs.
- Secure data access preventing data loss and data breaches.



Data, Analytics and AI

Cloud Data Architecture - GCP

Slalom architect modern cloud data platforms on Google Cloud Platform (GCP), make data securely available to colleagues and citizen-facing services that need it. Datalake architectures use Pub/Sub, Dataflow, Big Query, IoT Core and other GCP realtime and batch visualisation services. Architectures include lakehouse, data mesh and cloud-functions architecture.

ALL SERVICES

Features

- Cloud based data architectures for streaming and batch data ingestion.
- Modern Cloud Data Architecture blueprint and architectural strategy delivery.
- Tool selection for alignment of platform to architectural strategy.
- Data warehousing design on lakehouse, data mesh, cloud-functions architectures.
- Data Governance including data catalogue, data lineage, data quality.
- Master Data Management (MDM), architecture and data strategy.
- Data lake for structured, semi-structured and unstructured data lake storage.
- Personal Data – data handling under GDPR compliance.
- Cost optimisation through GCP automation and automatic scaling.
- Security access controls and private networking.

Benefits

- Real time and near real time data visualisation.
- Alignment of cloud architecture with strategy requirements.
- Solution components best fitted to data requirements.
- GCP data warehouse design for Business Intelligence (BI).
- Data governance for cloud architecture data management.
- Master Data management (MDM) for data consistency.
- Multiple data lake storage formats CSV, JSON, Parquet, AVRO and ORC.
- Personal Information data storage and GDPR compliant platform architecture.
- Management, transparency and predictable Google Cloud Platform utilisation costs.
- Secure data access preventing data loss and data breaches.



Data, Analytics and AI

Cloud Data Architecture - Snowflake

Slalom is 5x Snowflake partner of the year in US and a UK Premier Partner. We help diverse organisations deliver complex Snowflake migrations at scale. Slalom's team of experienced Snowflake consultants certified in architecture and implementation skills deliver high-performance Snowflake platforms, making data securely available to colleagues and citizen-facing services.

ALL SERVICES

Features

- Setting-up environments from scratch via Terraform.
- Private link, SSO/SCIM integrations.
- Role Based Access Controls (RBAC), row and column level security.
- Migration implementation options: lift-and-shift or phased.
- Real time/event driven data ingestion and processing.
- Performance and cost optimisations, data sharing and replication
- Customised implementations using Snowflake native (Snowpipe, SnowPark, Streams)
- Highly experienced in Industry tools (Kafka, StreamSets, DBT etc).
- Implementations using various modeling methodologies - Kimball, Data Vault etc.
- CI/CD pipelines leveraging Snowflake features such as cloning.

Benefits

- Secure and compliant data platform.
- Metadata driven and extensible pipelines.
- Privacy by design - Snowflake features (row level access).
- Minimum administration and semi-structured data delivers innovation at speed.
- Flexible workload management using instant horizontal and vertical scaling.
- Consistent performance and better user experience.
- Enables quick and secure data sharing between partners/organisations.



Data, Analytics and AI

Cloud Data Platforms

Slalom architects modern cloud data platforms, data lakes and data warehouses on Amazon Web Services (AWS), Microsoft Azure, Google Cloud Platform GCP, Snowflake and Databricks, making data securely available to colleagues and citizen-facing services that need it. We leverage repeatable, proven patterns, delivering architectures including lakehouse, data mesh and serverless/lambda.

ALL SERVICES

Features

- Cloud based data architectures for streaming and batch data ingestion.
- Modern Cloud Data Architecture blueprint and architectural strategy delivery.
- Tool selection for alignment of platform to architectural strategy.
- Data warehousing design on lakehouse, data mesh, lambda architectures.
- Data Governance including data catalogue, data lineage, data quality.
- Master Data Management (MDM) architecture and data strategy.
- Datalake for structured, semi-structured and unstructured Data Lake storage.
- Personal Data – data handling under GDPR compliance.
- Cost optimisation through automation and automatic scaling.
- Security access controls and private networking.

Benefits

- Realtime and near realtime data visualisation.
- Alignment of cloud architecture with strategic requirements.
- Solution components best fitted to data requirements.
- AWS data warehouse design for Business Intelligence (BI).
- Data governance for cloud architecture data management.
- Master data management (MDM) for data consistency.
- Multiple Datalake storage formats CSV, JSON, Parquet, AVRO, ORC.
- Personal Information data storage and GDPR compliant platform architecture.
- Management, transparency and predictable utilisation costs.
- Secure data access to prevent data loss, data breaches.



Data, Analytics and AI

Data Advisory - Data Culture and Literacy

Slalom helps create a vision and roadmap realising your data's power to bring benefit to citizens, enhance your digital services and how you work. Enabling a Modern Data Culture, requires a 'why' (bold vision, value case), a 'how' (operating model, modern delivery model), a 'what' (data integration, guardianship, data literacy).

ALL SERVICES

Features

- Establishes a bold vision, an aligned strategy and value case.
- Definition of key success metrics and plan to track progress.
- Define and embed new ways of working and operating model.
- Define and support revised organisational structure and roles.
- Define new delivery models for intake and demand, self-service.
- Address access and transparency: data engineering, flexible scalable systems/architecture.
- Data governance, management, quality, ethics, privacy and compliance.
- Data literacy: experimentation, employee experience, data-driven decision making.
- Developing skills in data management, analytics and data interpretation.

Benefits

- A culture of innovation and experimentation, accelerates outcome delivery.
- Data/insights are accessible to everyone in the organisation.
- Use and ownership of your data is secure, compliant, ethical.
- A culture that aligns with maturity of the organisation.
- Aligns culture with skills and needs of the organisation.
- Better decisions made more quickly using trusted, governed data.
- Your organisation moves from siloed to collaborative working.
- Decisions are data-driven rather than intuitive.
- Your organisation moves from reactive to adaptive.
- Develops culture and means for cross-departmental data sharing.



Data, Analytics and AI

Data Advisory - Data Governance

Slalom will enable your organisation to transform to a data-centric approach, establishing a governance framework to manage data for citizen benefit, in an ethical and compliant way. We will co-create with you a Data Governance Organisation establishing standards and processes for: privacy, protection, quality, lifecycle management and maintaining regulatory compliance.

ALL SERVICES

Features

- Data governance strategy and business case creation.
- Data governance roadmap and operating model design.
- Data governance implementation (people, process, policy and technology).
- Organisational change to enable self-sufficiency for the data governance organisation.
- Establish data quality and data harmonisation standards and approaches.
- Address data management via data accessibility, lineage and catalogs.
- Master Data Management (MDM) domain solutions: analytics, data migrations, customer and product MDM.
- Data catalogue implementations, data quality tool implementations.
- Risk assessment and data discovery.
- Data lifecycle planning and management.

Benefits

- An innovative and experimentation culture accelerates outcome delivery.
- Data and insights are easily accessible to everyone in the organisation.
- Use and ownership of your data is secure, compliant and ethical.
- A data strategy aligned to service goals and objectives.
- Better decisions made more quickly using trusted, governed data.
- Your organisation moves from siloed to collaborative working.
- Decisions are data-driven rather than intuitive.
- Your organisation moves from reactive to adaptive.
- Develops culture and means for cross-departmental data sharing.



Data, Analytics and AI

Data Advisory - Data Led Policy Management

Slalom helps address policy challenges e.g. public health, criminal justice, net zero and economic health through data. We create data platforms, ingesting data from multiple sources, building data science models to design, analyse and track policy performance. We present findings through intuitive visualisation tools, enabling self-serve whilst upskilling your team.

ALL SERVICES

Features

- Strategy teams work with you to define problem statement.
- Link policy objectives to operational activity and data.
- Help to determine the multiple data sources required.
- Build data platforms: AWS, Azure, GCP, Snowflake, Mulesoft.
- Leverage advanced cloud solutions such as AWS SageMaker.
- Use a mix of open source and proprietary data.
- Advanced visualisation platforms e.g. Tableau and PowerBI.
- Policy teams supported to build better policy with data insights.
- Policy leaders supported to interrogate/interpret the data.
- Supporting build of data engineering, analysis and visualisation capability.

Benefits

- Increases ability for cross-departmental working and data integration.
- Decreases the level of bias and 'group think' responses.
- Improved sophistication and flexibility in modelling approach.
- Improved clarity on policy outcomes and relationship to actions.
- Improved performance via modern cloud-based technologies.
- Improved sustainability via on-demand or self-serve options.
- Increased choice to view multiple perspectives on the data.
- Increased confidence in policy outcomes.
- Improved ability to make in-flight, near-real time interventions.



Data, Analytics and AI

Data Advisory - Data Management

Slalom create Modern Data Architectures by leveraging repeatable and proven patterns. We develop and deploy scalable frameworks that enable you to realise the benefits of cloud for delivering high-quality digital services. We will co-create with you appropriate Data Governance policies and processes to establish standards on privacy, protection, quality, lifecycle and compliance.

ALL SERVICES

Features

- Strategy, business case, roadmap and operating model creation.
- Governance implementation (people, process, policy and technology).
- Data Governance including data catalogue, data lineage, data quality.
- Data architectures for data platforms, streaming and batch data ingestion.
- Architecture blueprint and architectural strategy delivery.
- Tool selection for alignment of platform to architectural strategy.
- Data Quality/Harmonisation.
- Data privacy and Data Ethics.
- Master Data Management MDM solutions covering analytics/ data migrations.
- MDM solutions that span both customer and product.

Benefits

- Data/insights are accessible to everyone in the organisation.
- Use and ownership of your data is secure and compliant.
- Better decisions made faster, using trusted, governed data.
- Your organisation moves from siloed to collaborative working.
- Business decisions are data driven rather than intuitive.
- Your organisation moves from reactive to adaptive.
- Develops culture and means for cross-departmental data sharing.
- Data warehouse design for Business Intelligence (BI).
- Data governance for cloud architecture data management.
- Master Data Management (MDM) for data consistency.



Data, Analytics and AI

Data Advisory - Data Strategy

Slalom helps create a vision and roadmap realising your data's power to bring benefit to citizens, enhance your digital services and how you work. Enabling a Modern Data Culture, requires a 'why' (bold vision, value case), a 'how' (operating model, modern delivery model), a 'what' (data integration, guardianship, data literacy).

ALL SERVICES

Features

- Establishes a bold vision, an aligned strategy and value case.
- Definition of key success metrics and plan to track progress.
- Define and embed new ways of working and operating model.
- Define and support revised organisational structure and roles.
- Define new delivery models for intake & demand, self-service.
- Address access & transparency: data engineering, flexible scalable systems/architecture.
- Data governance, management, quality, ethics, privacy and compliance.
- Data literacy: experimentation, employee experience, data-driven decision making.
- Developing skills in data management, analytics and data interpretation.

Benefits

- An innovation and experimentation culture accelerates outcome delivery.
- Data/insights are accessible to everyone in the organization.
- Use and ownership of your data is secure, compliant and ethical.
- A data strategy aligned to business goals and objectives.
- Better decisions made more quickly using trusted, governed data.
- Your organisation moves from siloed to collaborative working.
- Decisions are data driven rather than intuitive.
- Your organisation moves from reactive to adaptive.
- Develops culture and means for cross-departmental data sharing.



Data, Analytics and AI

Data Engineering

Slalom provides data engineering, helping organisations make better decisions faster. Our data engineers build cloud platforms making data securely available to colleagues and citizen-facing services that need it on Amazon Web Services (AWS), Microsoft Azure and Google Cloud Platform (GCP). We create data-integration and transformation pipelines, visualisation and data-management capability.

ALL SERVICES

Features

- Data engineering for streaming and batch data ingestion.
- Data transformation using Apache Spark and SQL.
- Data modelling design and deployment including Kimball and Inmon.
- Service deployment through Infrastructure as Code – IaC.
- Structured, semi-structured and unstructured data processing.
- Personal Data – data handling under GDPR compliance.
- Cost controls through automation and automatic service scaling.
- Private networks, Access Controls, Encryption and Logging.
- High Availability and Disaster Recovery (HADR) architectures.
- Premier and Gold partnerships with AWS, Microsoft and GCP.

Benefits

- Real-time and near real-time data visualization.
- Data transformation of structured and semi structured data.
- Data modelling for efficient data access and visualisation.
- Reproduceable infrastructure deployment on demand through infrastructure as code.
- Data handling of structured and semi-structured formats.
- Personal Information data storage and GDPR compliant platform architecture.
- Cloud service cost management, visibility and predictability.
- Cloud data security preventing data loss and breaches.
- Cloud service availability and data loss prevention.
- Confidence in AWS, Azure and GCP knowledge and expertise.



Data, Analytics and AI

Data Lake House - Databricks

Slalom is an official Databricks C&SI Partner, with expertise designing and delivering projects utilising the Databricks Lakehouse Platform. Lakehouse combines the best elements of data lakes and data warehouses, delivering the reliability, strong governance and performance of data warehouses with the openness, flexibility and machine learning support of data lakes.

ALL SERVICES

Features

- Multi-cloud implementations across AWS, Azure and GCP.
- Data Lakehouse architecture blueprint and architectural strategy delivery.
- Frameworks for streaming and batch data ingestion using Auto Loader.
- Implementation of a fine-grained security model using Unity Catalogue.
- ML deployments using MLflow Projects, Tracking and Model Registry.
- Data engineering and transformations using Delta Live Tables.
- Utilising Partner Connect for Tableau and Power BI Integration.
- Data sharing strategies developed utilising Delta Share.
- Lakehouse build which supports ACID transactions and Schema enforcement.
- Proven cost optimisation strategies.

Benefits

- Real-time and near real-time data visualisation.
- Alignment of cloud architecture with strategy requirements.
- Databricks Data Lakehouse design and delivery.
- Unified platform for Data engineering, Data Science and BI.
- Common approach to data management, security and governance.
- Data sharing strategies using the open Delta Share standard.
- Integration with BI tools such as Tableau and Power BI.
- Personal Information data storage and GDPR compliant platform architecture.
- Management, transparency and predictable Databricks utilisation costs.
- Secure data access preventing data loss and data breaches.



Data, Analytics and AI

Data Visualisation

We deliver new, intuitive business enablement through Alpha, Beta and Live, incorporating Visual Discovery and Analysis. We help design and set up a Modern Culture of Data, driving new ways to deliver value to citizens from data, enabling insight driven decision making by service teams through self-service BI and reporting.

ALL SERVICES

Features

- Data, analytics and visualisation strategy and roadmap.
- Requirements analysis.
- Analytics maturity assessment.
- Advisory, design and Implementation.
- Dashboard, scorecard and data story telling design and implementation.
- Data discovery.
- Self-service reporting.
- Customer facing analytics.
- Tableau, Microsoft PowerBI, Alteryx, Matillion.
- Platform management.

Benefits

- Gain value from data and enable actionable insight.
- Rich visual experiences delivering information to people on their terms.
- Rapid results, speed to insight.
- Reduced cost.
- Self-service reporting and analysis.
- Access to independent data visualisation and analytics specialists.
- KPIs/Metrics for management reporting.
- HR analytics, finance analytics, IT/operations analytics, customer analytics.
- Improved customer and stakeholder engagement.



Data, Analytics and AI

Data Visualisation - Tableau

Slalom is 8x Partner of the Year for Tableau. We deliver analytics enablement through Alpha, Beta and Live, incorporating Visual Discovery and Analysis. We help design and implement a Modern Data Culture, driving new value to citizens from data, enabling insight driven decision making by service teams through self-service BI.

ALL SERVICES

Features

- Data, analytics and visualisation strategy and roadmap.
- Requirements analysis.
- Data discovery.
- Dashboard, scorecard and data story telling design and implementation.
- Self-service reporting and embedded dashboards.
- Customer facing analytics embedded dashboards.
- Data culture and data visualisation centre of excellence.
- Integration with other Salesforce products.
- Tableau Server deployment on AWS and Azure.
- Tableau Prep, Tableau Desktop, Tableau Online, Tableau Mobile.

Benefits

- Gain value from data and enable actionable insight.
- Rich visual experiences delivering information to people on their terms.
- Rapid results, speed to insight.
- Reduction in manual effort and time spent.
- Self-service reporting and analysis.
- Access to independent data visualisation and analytics specialists.
- KPIs/Metrics for management reporting.
- HR analytics, finance analytics, it/operations analytics, customer analytics.
- Improved customer and stakeholder engagement.
- Used extensively for NHS data visualisation needs.



Data, Analytics and AI

Ethical AI

Artificial Intelligence creates new possibilities. Slalom's human-centred approach will help your digital services use Artificial Intelligence responsibly and compliantly, unlocking potential for today, tomorrow, and beyond.

We deploy ethically trained and developed AI to empower public services with augmented insights, creating ingenious solutions and amplify efficiencies.

ALL SERVICES

Features

- Executive AI training - accelerate education and enablement.
- AI-enabled strategy - transform education and enablement.
- AI Alpha & Beta - accelerate experimentation and learning.
- AI innovation lab - transform experimentation and learning.
- AI production deployment - accelerate build and scale capabilities.
- AI production line - transform build and scale capabilities.

Benefits

- AI models with user need at the centre.
- Proportional data-use.
- Mitigating data limitations.
- Adapting for local laws and regulations.
- Building with rigour and integrity.
- Transparency and accountability by design.
- Model control and monitoring.



Data, Analytics and AI

GenAI Productionisation

Take your PoCs to your real users/citizens. Building production, hardened Generative AI solutions requires considerations in testing, security, ethics, user experience and business change (notably different from deterministic software services). Slalom brings a wealth of production in Generative AI experience across technology, data, governance, change and user/citizen experience.

ALL SERVICES

Features

- Take your GenAI idea, PoC, or Pilot into full production.
- Implementation of GenAI guardrails, protecting users and your department.
- Experience working with a wide range of Large Language Models.
- Fine-tune and train models for specific use cases.
- Strong understanding of security, privacy, and ethics applied to GenAI.
- Technology agnostic including Bedrock, OpenAI, Vertex AI and LangChain.
- Embed intelligent generation into new/existing products and services.
- Plan business change and development of new capabilities.
- Embed our expertise with your team and learn from us.
- Access to Slalom accelerators to enable high-speed delivery.

Benefits

- Accelerators implement common GenAI patterns in days.
- Benefit from our experience delivering GenAI solutions into production.
- Enhance user experience in existing products and services.
- Understand technology selection in a fast-moving market.
- Confidence in a secure and ethical solution.
- Understand the business change required to implement GenAI at scale.
- We help level-up your cross-functional teams in the process.
- Conforms to GDS Service Standards and Technology Code of Practice.



Data, Analytics and AI

GenAI Proof of Concept

Prototype, build proof of concepts, test and learn quickly with Generative AI. Prove technology, its application to an opportunity, and create a business case. Enhance existing services, develop new, or gain efficiency through automation. Our PoC services not only prove value, but create a future vision through visual prototyping.

ALL SERVICES

Features

- Implement customer facing or back office GenAI PoCs.
- Time-boxed PoC implementation with fail-fast methodology.
- Experience working with a wide range of Large Language Models.
- Strong understanding of security, privacy, and ethics applied to GenAI.
- Technology agnostic including Bedrock, OpenAI, Vertex AI and LangChain.
- Generate conversations, text, images, video, and audio.
- Embed our expertise with your team and learn from us.
- Develop video and clickable prototypes visualising future roadmap.
- Access to Slalom accelerators to enable high-speed delivery.

Benefits

- Accelerators implement common GenAI patterns in days.
- Move quickly from concept to pilot and beyond.
- Benefit from our experience delivering >1,000 GenAI PoCs.
- Minimise the risk of making incorrect investments.
- Understand the right technology selection in a fast-moving market.
- Low-cost way to gain understanding and develop business case.
- We help level-up your cross-functional teams in the process.
- Conforms to GDS Service Standards and Technology Code of Practice.



Data, Analytics and AI

Intelligent Automation Process Optimisation

Slalom helps clients build process modelling and optimisation capability to accelerate and optimise RPA implementation. Our approach applies Lean and Continuous Improvement techniques, to identify optimal solution and maximise value and efficiencies. The approach also provides for a range of tools from simple desktop applications to advanced process and task mining software.

ALL SERVICES

Features

- Determine where RPA aligns with transformation strategy.
- Provide the tools and support to evaluate RPA candidates.
- Analyse your requirements for modelling capability and make recommendations.
- Build a suite of fit-for-purpose modelling approaches.
- Train your staff in Lean/other process optimisation techniques.
- Help guide clients assess and select process modelling software.
- Build process optimisation capability within a Centre of Excellence.
- Help clients accelerate from process optimisation to RPA implementation.

Benefits

- Reduced risk exposure (reputation and cost), of failed RPA implementations.
- Improved flexibility in choosing right tool/approach for the job.
- Independent validation of leading software tools, based on practical experience.
- Significant improvement in staff capability, to conduct RPA process optimisation.
- Improved cost-effectiveness, versus a low value process factory approach.
- Improved control of scope with each engagement, bespoke to needs.
- Increased speed, confidence and control when scaling enterprise bot deployment.
- Improved ROI from rapid/agile delivery of outputs and outcomes.
- Improved staff engagement by designing automation with the operators.



Data, Analytics and AI

Power BI

Slalom is 8x Partner of the Year for Microsoft. We deliver analytics enablement through Discovery, Alpha, Beta and Live. Our Power BI certified consultants design and implement data-driven services at scale, creating new value to citizens from data, enabling insight driven decision making by service teams through self-service BI.

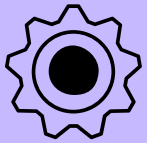
ALL SERVICES

Features

- Dashboard, scorecard and data story telling design and implementation.
- Self-service reporting by extracting insights from large datasets.
- Develop citizen facing and UI friendly dashboards and analytics.
- Create custom visualisations with R and Python.
- Engineer data and dashboards for automatic data refreshes.
- Develop dashboard for use on Power BI Mobile App.
- Reusable and shareable datasets across different reports and dashboards.
- Easily source and transform data with Power Query.
- Powerful integration with other Microsoft products.

Benefits

- Power BI can distribute business intelligence for all.
- Bringing data to life via interactivity.
- Ability to integrate and visualise open and proprietary data.
- Secure and manageable BI system.
- Easy connectivity to many data sources.
- Artificial intelligence capabilities.
- Constant improvement and updates along with large online community.
- Real-time and easy to access analytics.
- Web embedding capabilities for improved access and ease of use.



SERVICES

Product Engineering

Software Product Build

Intelligent Product Build

Product Discovery

Mobile Application Build

Software Application Modernisation

DevOps Platform Build

Enhance and Operate



Product Engineering

Software Product Build

Custom-built modern software and technology products, created for departments who are ready to make something new - now! You provide the idea, we provide a multi-disciplinary product team to turn that idea into reality. We also assure the quality and velocity, demanded by complex users and address stakeholder requirements.

ALL SERVICES

Features

- Co-creation together with you, driven by citizen need.
- Scalable teams providing elasticity, efficiency and high velocity.
- Onshore Build Centres - an excellent environment for digital delivery.
- Modern skillset: modern web, mobile, TDD, continuous delivery.
- An agile methodology driving speed and quality.
- Embedded transition and upskilling plan back to your teams.
- Award Winning Cloud native development on AWS, GCP and Azure.
- Modern tools and deployment: blue/green, canary, instant rollback.
- Continuous delivery cadence, fast feedback loops, test automation.
- Full Slalom teams, or we embed into your Rainbow Teams.

Benefits

- Increased certainty in outcomes, with clear results each sprint.
- Aligned stakeholders with a clear roadmap.
- Selection and utilisation of the right tools and technology.
- Move at pace - a low-friction interface with the business.
- Minimise unnecessary governance. Maximise outcomes and speed to value.
- Mobilise teams faster, using a broad talent pool.
- Benefit, scale and maintainability of the Cloud.
- Continuously deploy with ease and capitalise on open standards and patterns.
- We help level-up your cross-functional teams in the process.
- Conforms to GDS Service Standards/Technology Code of practice.



Product Engineering

Intelligent Product Build

Citizens and service users expect personalised, efficient, and relevant product experiences that evolve and keep up with their needs and desires.

Intelligent products are powered by data, AI and machine learning to drive an intelligent experience, whether through hyper-personalisation or, automated decision making and back-office efficiency.

ALL SERVICES

Features

- Integrate Machine Learning (ML) with services, products and applications.
- Data and ML discovery to identify intelligent product opportunities.
- Automate user experience improvements, through deep personalisation.
- Embed Generative AI for natural language experiences.
- Harness image and audio analytics within your services.
- Develop MLOps capability to embed Machine Learning into engineering.
- Track model performance and incrementally improve predictions through feedback.
- Develop prototypes, pilots, or full production services.
- Deliver from Discovery through to Live.

Benefits

- Significantly improve user experience with hyper-personalisation of services.
- Improve efficiency and reduce cost through automation.
- Benefit of scalability in the cloud for ML training workloads.
- Apply DataOps and continuous delivery techniques to deliver incrementally.
- We help level-up your teams in the process.
- Agile approach, prove value early and often.



Product Engineering

Product Discovery

Our design-driven discovery phase charts the desirability, feasibility, and viability of product conception and validation. We help you define a minimal viable product with supporting experience design and product architecture, so you can understand what it takes to bring your product to citizens quickly and deliver to prioritised user needs.

ALL SERVICES

Features

- Combines Experience Design, Product Management, Software Engineering, Delivery Management.
- Mix of qualitative and quantitative research techniques.
- Stakeholder engagement across client, users, and suppliers.
- Integrates user and employee experience and change management.
- Maximises use of data to inform service/usability improvements.
- Artefacts developed to execute build (e.g. service design, backlog).
- Detailed next steps including estimates, costs, and outcomes.
- Co-creation approach marries industry expertise with product delivery experience.

Benefits

- Discovery outputs directly tied to user benefit.
- Addresses desirability, feasibility, and viability of product development.
- Speed and confidence to define a minimal viable product.
- Supports 'fail fast'; disproves ideas that don't deliver value.
- An approach compliant to GDS Service Standards / Manual.
- Highly collaborative - in person on-site, remotely, or hybrid.
- Comprehensive knowledge transfer and skills uplift built-in.



Product Engineering

Mobile Application Build

We deliver first rate user experiences as custom mobile applications. You provide the idea, we provide a cross-functional product team to turn it into reality. We bring the right combination of experience, location, and approach to help your teams be successful and incrementally unlock the best value for users, quickly.

ALL SERVICES

Features

- Co-creation together with you, prioritising user needs.
- Technology-agnostic -native or hybrid approaches.
- Any platform, award-winning partnerships with AWS, Microsoft and Google.
- Lean agile methodology driving speed and quality.
- Transition back to your teams as part of the process.
- Cloud native development, APIs, and serverless.
- Modern, seamless toolchains and continuous delivery cadence.
- Technologies including Kotlin, Swift, Flutter, React Native, Java, UIKit.

Benefits

- Increased certainty of outcome, clear results each sprint.
- Aligned stakeholders, a clear roadmap enabling multi-layer, real-time reporting.
- Move at pace, creating a low-friction interface with the business.
- Minimise unnecessary governance and maximise outcomes.
- Unlocks the ability to scale and mobilise teams faster.
- Benefit, scale and maintainability of the Cloud.
- Ability to continuously deploy with ease.
- We help level-up your teams in the process.



Product Engineering

Software Application Modernisation

We deliver new features onto your existing technology stack, so you deliver value faster without waiting for a full legacy re-write. We use proven patterns such as strangler, side-car, anti-corruption layer to help you incrementally move away from your legacy code base and capitalise on standards, common components and patterns.

ALL SERVICES

Features

- Co-creation with you, prioritising user/citizen needs.
- Cloud native modernisation to enable elastic scaling.
- Any platform, award-winning partnerships with AWS, Microsoft and Google.
- Incremental improvements rather than big-bang replacement.
- Patterns of incremental modernisation: strangler, side-car, anti-corruption.
- Builders with modern skills, relevant experience forming multi-disciplinary teams.
- An Agile methodology driving speed and quality.
- Transition back to your teams as part of the process.
- Modern tools and deployment: blue/green, canary, instant rollback.
- Continuous delivery cadence.

Benefits

- Increased certainty in the outcome, with clear results each sprint.
- Aligned stakeholders and a clear roadmap of change.
- Increase observability of your legacy estate as you modernise.
- Avoid anti-patterns including feature parity trap with incremental replacement.
- Move at pace – a low-friction interface with the business.
- Minimise unnecessary governance and maximise outcomes.
- Unlocks the ability to scale and mobilise teams faster.
- Benefit, scale and maintainability of the Cloud.
- Ability to continuously deploy with ease.
- We help level-up your teams in the process.



Product Engineering

DevOps Platform Build

Slalom builds modern developer platforms, through creation of DevOps pipelines and implementation of high-levels of automation. By applying platform engineering principles, we design and implement developer self-service capabilities that improve automation, continuous delivery security and site reliability, enabling your engineers to focus on valuable and differentiated work.

ALL SERVICES

Features

- Continuous Integration and Continuous Deployment (CI/CD) pipeline design.
- Infrastructure-as-Code (IaC) development and deployment.
- DevOps toolchain design and assessment.
- Incorporation of DevSecOps tools and processes to optimise security.
- Building developer platform capabilities, accelerating DevOps adoption.
- Cloud environment management and route-to-live creation and design.
- Implementation of Site Reliability Engineering (SRE) tooling and practices.
- Configuration of Platform Engineering tooling for observability and monitoring.

Benefits

- Improved developer experience.
- Improved response to changing needs for cloud platforms/environments.
- Reduced system downtime through increased platform stability and observability.
- Reduction in time to build software and data products.
- Improved collaboration between engineering teams.
- Rapid feedback on code commits for code quality/security.
- Platforms and environments that are secure by default.
- Clear paths from code to production.
- Cost-effective cloud platform management and operation.
- We help level-up your teams in the process.



Product Engineering

Enhance and Operate

Operate and enhance your critical services while continuously improving them. Reduce cycle times and failure rates while also adding new functionality. Our combined site reliability engineering and new feature development approach brings a true DevOps culture to your services and platforms.

ALL SERVICES

Features

- Third line support for your critical services and applications.
- Site Reliability Engineering approach to operating services.
- Develop new functionality to continuously improve while operating your services.
- Increase observability of the platform and service.
- Reduce manual operational effort through root cause analysis/automation.
- Designed for complex, critical technology platforms and services.
- You build it, you run it culture.
- Experienced, high quality, onshore multi-disciplinary teams.
- Award Winning Cloud native development on AWS, GCP and Azure.
- Embedded transition and upskilling plan back to your teams.

Benefits

- Continuously improve and develop your services while operating them.
- Reduce operational cost and effort through automation.
- Reduce failure rate and resolve complex incidents quickly and efficiently.
- Improve cycle time for new features.
- Proactively intercept potential issues with best practice observability/alerting.
- Maintain high availability of your services at scale.
- We help level-up your cross-functional teams in the process.
- Conforms to GDS Service Standards and Technology Code of Practice.



salesforce

SERVICES

Salesforce CRM

Campaign and Marketing Automation

CRM Discovery and Roadmap

MuleSoft Integration Platform Implementation

Net Zero Cloud - ESG Impact Metrics

Salesforce Chatbots for Public Sector

Salesforce Generative AI Chatbots for Public Sector

Salesforce Nonprofit Cloud

Salesforce CRM Analytics

Salesforce Tableau

Salesforce Service Voice Cloud

Salesforce Experience Cloud Consulting, Implementation, and Support

Salesforce Platform - Custom Implementation



salesforce

SERVICES

**Salesforce
CRM**

**Salesforce Sales
Cloud / Core CRM
Consulting,
Implementation,
and Support**

**Salesforce Service
Cloud & Analytics
Consulting,
Implementation,
and Support**



Salesforce CRM

Campaign and Marketing Automation

We have been a Salesforce Alliance Partner since 2009. As a leading GSI partner, Slalom has delivered >8,400 Salesforce projects for over 1,200 customers. With 14,000 S certifications across 4,000 consultants, we are in the top 3 ranked partners across 10 clouds and sit on 17 partner advisory boards.

ALL SERVICES

Features

- Detailed Discovery to determine key citizen personas and use cases.
- Orchestrate omnichannel campaigns meeting citizens' needs in real-time.
- Evaluate marketing automation solutions for specific use cases.
- Optimise channel/campaign performance in real time using insights.
- Create customer journeys via web, mobile, email, and more.
- Build email templates for a consistent external brand.
- Leverage personalisation for dynamic constituent experiences.
- Visualise marketing data using Marketing Cloud Intelligence.
- Create unified citizen profiles with Data 360 segmentation.
- Integrate CRM to connect the complete lifecycle seamlessly.

Benefits

- Optimise channel/campaign performance with real-time insights.
- Make insights actionable with cross-platform alerts and activations.
- Self-service analytics allow teams to create reports independently.
- Drag-and-drop customer journeys reduce go-to-market timing.
- Focus teams on strategy and high-value campaigns.
- Gain detailed understanding of potential citizen behaviour.
- Use behavioural tracking to study site interactions.
- A/B testing identifies most effective marketing techniques.
- Build unified citizen profiles for real-time segmentation.
- Link policy definition with citizen support effectively.



Salesforce CRM

CRM Discovery and Roadmap

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ALL SERVICES

Features

- Define key business outcomes and needs for a CRM solution.
- Define/prioritise strategic business requirements for your CRM platform.
- Collaborate with stakeholders to define user journeys and needs.
- Assess current state system architecture identifying areas of improvement.
- Document organisational dependencies and competing business or IT initiatives.
- Identify key programme dependencies on people, process, or technology.
- Build a roadmap of initiatives for achieving programme goals.
- Create governance and process for updating roadmap.
- Develop business and technical requirements into a prioritised backlog.
- Define the sprint plan/delivery schedule for sprints 1+.

Benefits

- Create organisational alignment on strategic CRM initiatives.
- Define CRM platform to meet citizen needs effectively.
- Establish single customer view with in-built analytics.
- Multiple use-cases from NHS to offender management.
- Drive platform value, strategically plan next 1-3 years.
- Plan for team demands supporting platform functionality.
- Proactively budget for roadmap implementation costs.
- Drive transparency with a shared platform roadmap.
- Determine CRM tools to help achieve your vision.
- Ensure CRM direction aligns with business goals.



Salesforce CRM

MuleSoft Integration Platform Implementation

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ALL SERVICES

Features

- Deliver customer 360 view via MuleSoft Anypoint API integration.
- Expose legacy systems' data and functionality as APIs.
- Integrate systems using best practice technologies and formats.
- Future-proof architecture accommodates future additions and growth.
- Out-of-the-box connectors accelerate delivery.
- Integrated MUnit testing before promoting APIs to higher environments.
- Low-code development with automated unit testing.
- Connect to cloud and on-premises data sources.
- Role-based access control enhances platform security.
- Utilise Anypoint's monitoring features for actionable insights.

Benefits

- Streamline integrations and data flows with one dedicated system.
- Provide access to all relevant organisational data for users.
- Scalable platform grows with organisational needs over time.
- Increase agility and growth to meet constituent needs.
- Reduce legacy silos, unify organisational data effectively.
- Pre-built connectors speed development and solution delivery.
- Improve data flow across departments like health, criminal justice.
- Enable faster delivery of features and functionalities.
- Multi-layer security ensures data protection and integrity.



Salesforce CRM

Net Zero Cloud - ESG Impact Metrics

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ALL SERVICES

Features

- Collate data from emissions for CO2e conversion.
- Automate data ingestion into Salesforce Net Zero platform.
- Capture data manually using user-friendly interfaces.
- Visualise data trends in stakeholder-specific dashboards.
- Monitor ESG initiatives with UN SDGs outcomes.
- Align culture to net zero with sustainability curriculums.
- Support dual materiality assessments and TCFD alignment.
- Create reports focused on third-party audits.
- Industry-leading tool for ESG benchmarking and reporting.
- Use Tableau CRM for advanced analytics and reporting.

Benefits

- Enhance reputation management, attracting and retaining employees effectively.
- Strategically align with ESG goals, including UN SDGs.
- Standardise carbon accounting for Scopes 1, 2, and 3.
- Accelerate impact reporting with third-party auditability.
- Ensure transparency with data on a single platform.
- Centralise management of organisational ESG initiatives.
- One-stop-shop for ESG projects, including impact forecasting.
- Deliver risk reporting aligned with TCFD standards.
- Centralise governance, track performance across sustainability initiatives.



Salesforce CRM

Salesforce Chatbots for Public Sector

We have been a Salesforce Alliance Partner since 2009. As a leading GSI partner, Slalom has delivered >8,400 Salesforce projects for over 1,200 customers. With 14,000 certifications across 4,000 consultants, we are in the top 3 ranked partners across 10 clouds and sit on 17 partner advisory boards.

ALL SERVICES

Features

- Enables business to train bot without admin involvement.
- Supports short links, embedded video, and image capabilities.
- Dynamically manage queue-based transfers for optimal service.
- Allows seamless user identification during agent transfer.
- Gathers requirements to identify problems suitable for bots.
- Available 24/7 to support customers and constituents.
- Automates transactions, letting agents focus on impactful tasks.
- Designs chatbots to respond to free text inputs.

Benefits

- Increase productivity by freeing agents for valuable activities.
- Decrease wait time for faster agent interactions.
- Transition in-person experiences to virtual environments seamlessly.
- Scalable solution supports multiple languages and customisable personalities.
- Gain insights through constituent communications effectively.
- Drive conversations with personalised responses on text, web, social.



Salesforce CRM

Salesforce Generative AI Chatbots for Public Sector

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ALL SERVICES

Features

- Conversational chatbots surpass procedural bots with advanced capabilities.
- Support multiple languages for diverse user groups.
- Contextual support via Retrieval Augmented Generation technology.
- Allows smooth user identification during agent transfers.
- Gathers requirements to identify suitable problems for bots.
- Available 24/7 supporting customers and constituents continuously.
- Automates tasks, freeing agents for impactful work.
- Designs chatbots responding to free text conversational inputs.

Benefits

- Call deflection boosts productivity, focusing on high-value activities.
- Decrease wait time so customers reach agents quickly.
- Improve experience with direct answers, not only FAQs.
- Supports multiple languages and customisable personalities for users.
- Feedback from conversations enhances continuous knowledge management.
- Drive conversations using personalised text, web, and social responses.



Salesforce CRM

Salesforce Nonprofit Cloud

We have been a Salesforce Alliance Partner since 2009. As a leading GSI partner, Slalom has delivered >8,400 Salesforce projects for over 1,200 customers. With 14,000 certifications across 4,000 consultants, we are in the top 3 ranked partners across 10 clouds and sit on 17 partner advisory boards.

ALL SERVICES

Features

- Manage donor, volunteer, member, and beneficiary information efficiently.
- Handle donations: online, peer-to-peer, and recurring donations.
- Track programme outcomes, manage beneficiaries, assess impact effectively.
- Manage volunteers: recruitment, scheduling, training, tracking, recognition.
- Nonprofits define, track, and measure outcomes systematically.
- Track interactions, document services, assess needs, coordinate referrals.
- Manage grants lifecycle, from identification to reporting.
- Handle marketing campaigns, emails, and social media engagement.
- Build online communities for staff, volunteers, donors, beneficiaries.
- Analytics and reporting with pre-built reports and dashboards.

Benefits

- Streamlined management improves communication and personalises constituent engagement.
- Enhanced donor engagement, diverse fundraising, and effective donation tracking.
- Improved programme efficiency leads to better outcomes and impact.
- Efficient recruitment boosts volunteer engagement and overall impact.
- Enables organisations to demonstrate impact and make data-driven decisions.
- Improved service delivery enhances coordination of various services.
- Simplified grantseeking ensures better stewardship of funding resources.
- Measurable impact and better relationships through personalised campaigns.
- Fostered collaboration increases stakeholder collective impact.
- Informed decisions help organisations optimise strategies and effectiveness.



Salesforce CRM

Salesforce CRM Analytics

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ALL SERVICES

Features

- Combine Salesforce data with other systems for insights.
- Create dashboards to surface insights to end users.
- Embed dashboards and analytics within Salesforce or portals.
- Embed actions in dashboards for updates or tasks.
- Calculate additional information from your data.
- Implement data security to control access.
- Use pre-built dashboard templates for quick value.
- Support multiple languages for dashboards.
- Handle complex datasets like health and criminal justice.
- Visualise policy impacts at different government levels.

Benefits

- Embedded analytics boost CRM tool adoption and usage.
- Dashboard templates and data connections speed development cycles.
- Drive data-driven decision-making in the organisation.
- Share analytics and insights with internal and external users.
- Ensure compliance with data security standards.
- Support and include a global audience.
- Renew focus on data quality and importance.
- Combine insights from various policy areas.



Salesforce CRM

Salesforce Tableau

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ALL SERVICES

Features

- Combine Salesforce data with other systems to drive insights.
- Create custom dashboards to show insights to end users.
- Share insights or embed dashboards in existing systems.
- Use AI features for notifications on key metrics.
- Calculate additional information from your data.
- Implement data security to control access.
- Use pre-built dashboard templates for speed-to-value.
- Support additional languages for dashboards.
- Handle complex datasets like health, criminal justice.
- Visualize policy impacts at local and central levels.

Benefits

- AI features send metrics and insights directly to users.
- Dashboard templates and data connections speed up development.
- Drive data-driven decision-making within the organisation.
- Share analytics and insights with internal and external users.
- Ensure compliance with data security standards.
- Support and include a global audience.
- Renew focus on data quality and importance.
- Combine insights from multiple policy areas.



Salesforce CRM

Salesforce Service Voice Cloud

We have been a Salesforce Alliance Partner since 2009. As a leading GSI partner, Slalom has delivered >8,400 Salesforce projects for over 1,200 customers. With 14,000 S certifications across 4,000 consultants, we are in the top 3 ranked partners across 10 clouds and sit on 17 partner advisory boards.

ALL SERVICES

Features

- Enable agents to answer and make calls from within Salesforce
- Omni-channel routes and prioritises calls alongside other channels based on agent availability and workload, so customers reach the best person faster
- Add, transfer, and merge calls between agents and across call centres
- Pause/resume call recording functionality
- Call recording playback and collaboration for both managers and agents
- Real-time supervisor monitoring and statistics
- After Conversation Work (ACW) component to streamline post-call task management
- Automatic linking of calls with contact records
- Sentiment analysis of call conversations to facilitate deeper customer insights

Benefits

- Consolidated call management in Salesforce eliminates the need for agents to toggle between applications, streamlining operations
- Trust is bolstered with platform support for robust privacy compliance processes
- Enhanced agent productivity and collaboration driving outcomes and efficiency.
- Maximised productivity with effective time management through the ACW component's countdown feature
- Streamlined call documentation and follow-up processes.
- Better understanding of customer sentiments for proactive service improvement.



Salesforce CRM

Salesforce Experience Cloud Consulting, Implementation, and Support

We have been a Salesforce Alliance Partner since 2009. As a leading GSI partner, Slalom has delivered >8,400 Salesforce projects for over 1,200 customers. With 14,000 S certifications across 4,000 consultants, we are in the top 3 ranked partners across 10 clouds and sit on 17 partner advisory boards.

ALL SERVICES

Features

- Implement self-service portals for citizens and partners.
- Integrates with other technologies to create unified view of data.
- Integrates with Service Cloud to connect with case management processes.
- Implement branding for consistent look and feel for end users.
- Mobile support enables access while users are on the go.
- Easy to update and deploy changes as needed.
- Track cases across organisational boundaries.
- Supports "Single View of Customer / Citizen" policy deliver.

Benefits

- Scalable front-end interface for interacting with the public.
- Integrates easily with Service Cloud or other Salesforce products.
- Greater transparency and accessibility with your end users.
- Supports multiple languages, customisable UI, and ongoing development.
- Grow retention by creating a streamlined system of engagement.
- Quickly adapt and deploy changes as needs evolve.
- Supports HR recruitment campaigns.
- Supports key policy / marketing campaigns.



Salesforce CRM

Salesforce Platform - Custom Implementation

We have been a Salesforce Alliance Partner since 2009. As a leading GSI partner, Slalom has delivered >8,400 Salesforce projects for over 1,200 customers. With 14,000 S certifications across 4,000 consultants, we are in the top 3 ranked partners across 10 clouds and sit on 17 partner advisory boards.

ALL SERVICES

Features

- Assess existing Salesforce implementation to determine areas of improvement.
- Implement improvements to optimise performance of existing Salesforce setup.
- Utilise the Salesforce platform to meet custom use cases.
- Identify and address org-wide technical debt.
- Implement related products to facilitate processes within your CRM.
- Determine approach for merging two or more Salesforce environments.
- Utilise automation, custom flows, and development to meet bespoke requirements.
- Analyse existing functionality and determine roadmap for Lightning Experience migration.
- Launch custom developed applications.

Benefits

- Customise Salesforce to meet specific business processes and workflows.
- Lightning Migration unlocks additional Salesforce features and improve UX.
- Merge multiple orgs to create a single source of truth.
- Improved performance will make your teams more efficient.
- Tackling technical debt makes it easier to scale the system.
- Enable additional use cases to create a system of engagement.
- More efficient end-to-end workflows within Salesforce.
- Create guided experiences for users to streamline onboarding and adoption.



Salesforce CRM

Salesforce Sales Cloud / Core CRM Consulting, Implementation, and Support

We have been a Salesforce Alliance Partner since 2009. As a leading GSI partner, Slalom has delivered >8,400 Salesforce projects for over 1,200 customers. With 14,000 S certifications across 4,000 consultants, we are in the top 3 ranked partners across 10 clouds and sit on 17 partner advisory boards.

ALL SERVICES

Features

- Discovery phase to clarify scope and priorities.
- Assess and implement opportunity and lead management.
- Define user journeys, requirements, and key integration points.
- Define CRM strategy and clearly position Salesforce in the organisation.
- Integrate Salesforce with other ERP packages e.g. NetSuite.
- Assess and implement Contract Lifecycle Management (CLM) functionality.
- Change management drives cultural change and people skills/capabilities.
- Identify and build reports and dashboards around key performance indicators.
- Implement Configure-Price-Quote (CPQ) functionality.
- Facilitate multi-party contract management with CLM e.g., health and justice.

Benefits

- Improve customer and user experiences with accurate information.
- Improve and simplify the enterprise architecture.
- Increased opportunities for efficiencies and cost savings.
- Improved integration and data flow between Salesforce and other systems.
- Improved clarity (and training) on roles and responsibilities.
- Improved KPIs and metrics for management reporting.
- Improved clarity on vision, the case for change, user expectations.
- Increased customer and user flexibility via multi-channel solutions.
- Real-time reports and dashboards to show trends and patterns.



Salesforce CRM

Salesforce Service Cloud & Analytics Consulting, Implementation, and Support

We have been a Salesforce Alliance Partner since 2009. As a leading GSI partner, Slalom has delivered >8,400 Salesforce projects for over 1,200 customers. With 14,000 S certifications across 4,000 consultants, we are in the top 3 ranked partners across 10 clouds and sit on 17 partner advisory boards.

ALL SERVICES

Features

- Assess and implement case management functionality.
- Integrate with telephony systems to support calling directly in Salesforce.
- Design and implement dynamic data visualisations with Tableau CRM.
- Assess and implement Contract Lifecycle Management (CLM) functionality
- Implement Field Service to organise and optimise your mobile workforce
- Integrate Salesforce with other ERP packages e.g. NetSuite
- Identify and build reports and dashboards around key performance indicators.
- Enable call centres and complex task management with an industry-leading tool.

Benefits

- Improve customer and user experiences with accurate information.
- Improve and simplify the enterprise architecture.
- Increased opportunities for efficiencies and cost savings.
- Improved integration and data flow between Salesforce and other systems.
- Improved clarity (and training) on roles and responsibilities.
- Improved KPIs and metrics for management reporting.
- Improved clarity on vision, the case for change, user expectations.
- Increased customer and user flexibility via multi-channel solutions.
- Actionable insights create a more responsive and data-driven organisation.
- Real time reports and dashboards.

Slalom's Methodology



We've turned thousands of ideas into high-performing digital products through our **Build as a Service (BaaS)** model

1. Multi-disciplinary

Design, engineering, data & automation working together for robust outcomes

2. Methodology

Unmatched delivery speed and quality

3. Co-creation

We build together collaboratively with our customers

4. Builders

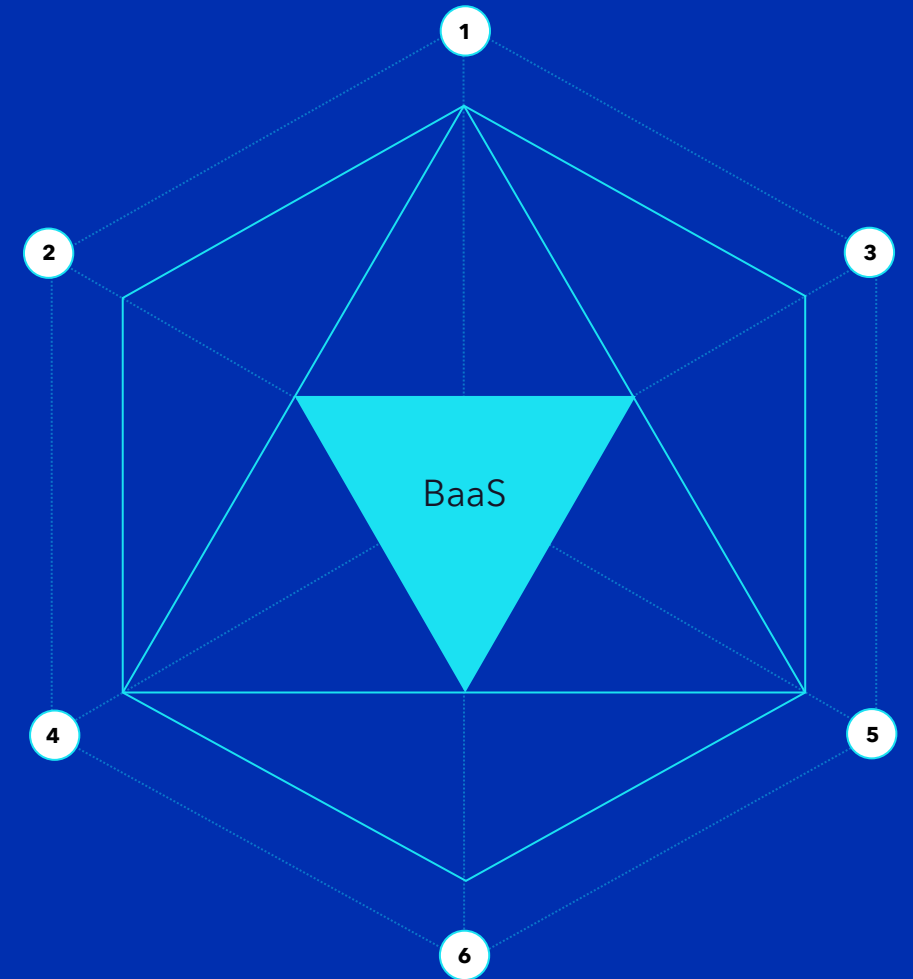
Diverse teams with a relentless focus on technology building

5. Build Centers

Co-locating teams in an optimally productive working environment

6. Elasticity

Scale, efficiency, and agility for a wide band of problem solving



Strategic Planning and Delivery integrates these dimensions.

COMMUNICATION, COLLABORATION, CHANGE

Actively manage communication, collaboration and change



VALUE-BASED MEASUREMENT

Establish and monitor metrics that indicate program / portfolio performance against desired business outcomes.



VISUALIZATION

Enable timely, data-informed decisions by creating and communicating program and portfolio dashboards



DATA SOURCE OF TRUTH

Establish and maintain source of truth for project and portfolio data



ALIGNED VISION

Facilitate collaboration among stakeholders to connect the portfolio to vision / strategy;



INTEGRATED PLANNING

Institute and facilitate objective and regular evaluation of all proposed initiatives



FLEXIBLE DELIVERY MODEL

Manage initiative dependencies and support adherence to project management guidelines.



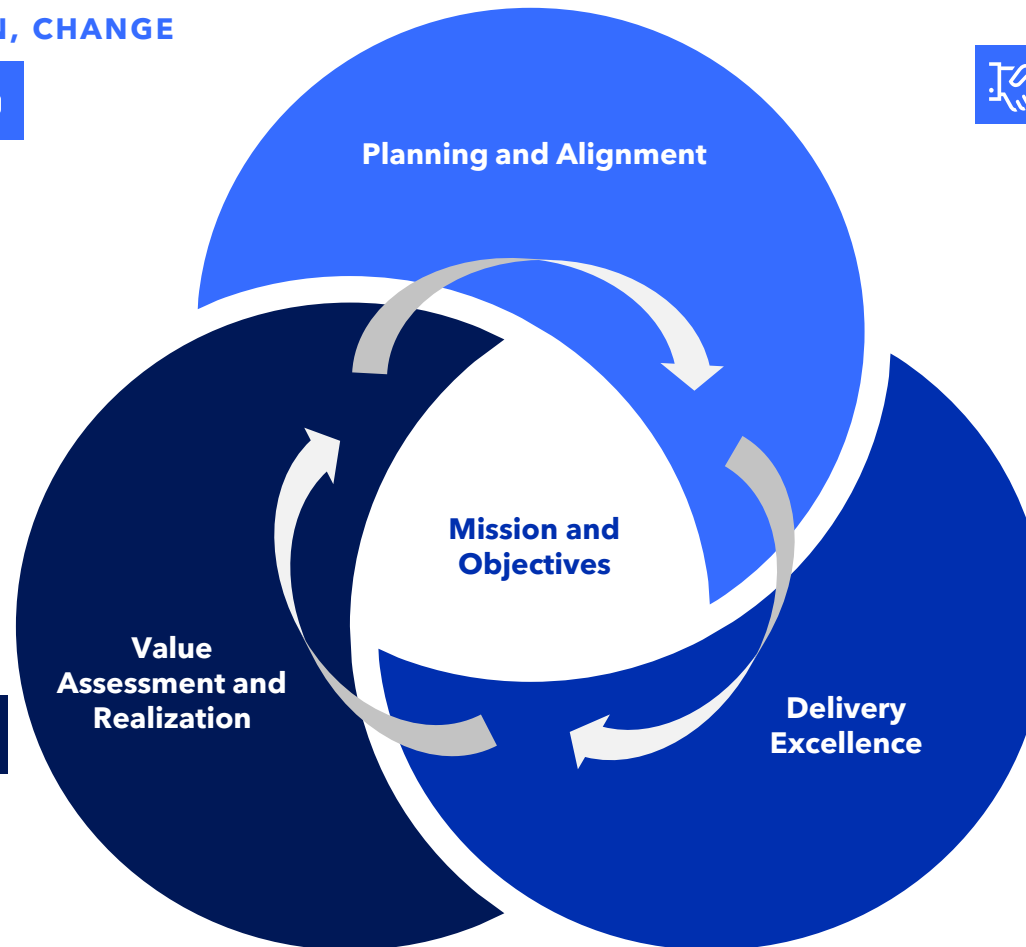
GOVERNANCE AND STANDARDS

Facilitate issues / risk resolution and mitigation. Provide and support standards that aid execution and collaboration.



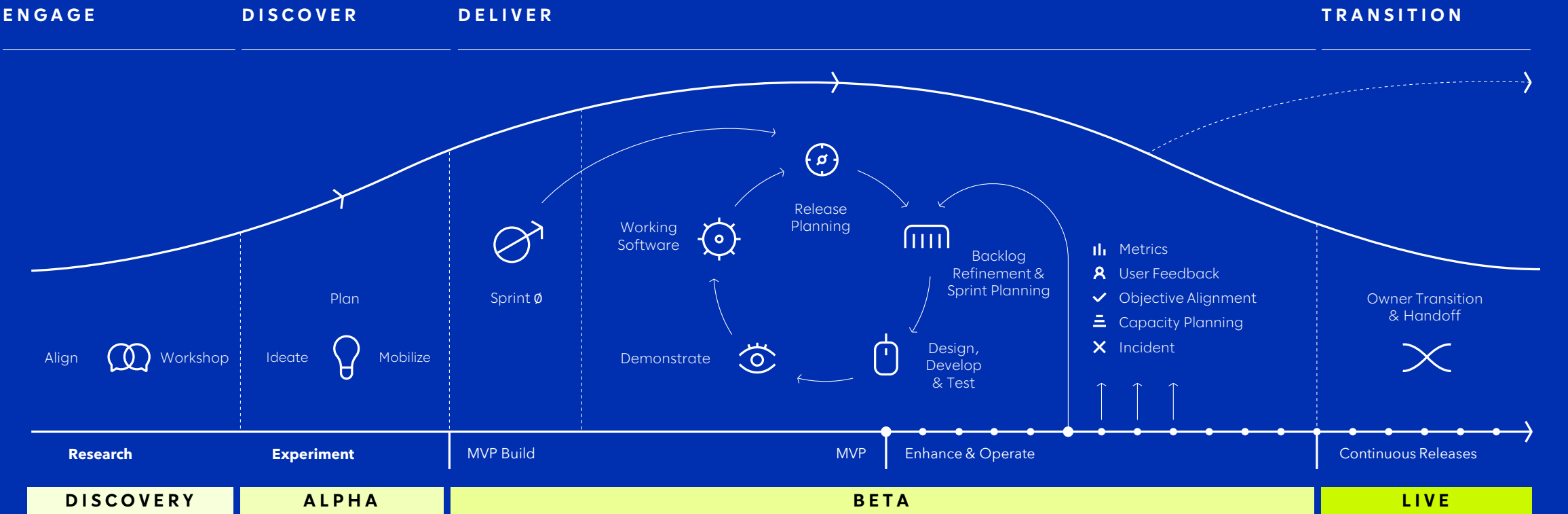
TRAINING AND ADOPTION

Develop, socialize and support alignment to project management leading practices, guidelines and delivery standards. Provide playbooks and training.



Our **Product Engineering Methodology** ensures the highest possible quality and velocity on every project

Slalom has developed a proven, product-centric engineering approach that aligns perfectly with the GDS Service Manual. The approach promotes user-centred design, multi-functional expertise and an agile culture and approach to delivery



Slalom's Intelligent Product approach

ENVISION

- Acceleration workshops
- Innovation strategy & planning
- POCs & feasibility studies
- Org & team readiness
- Assess ROI & impact

MOBILIZE

- Multi-disciplinary planning & ideation
- Experience research & data exploration
- Experience concept validation & ML experiments
- Cloud architecture & automation design

OPERATE

- Continuous improvement & updates
- Monitor quality of experience & drift
- Collect new data & stakeholder feedback
- Evolve experience & models

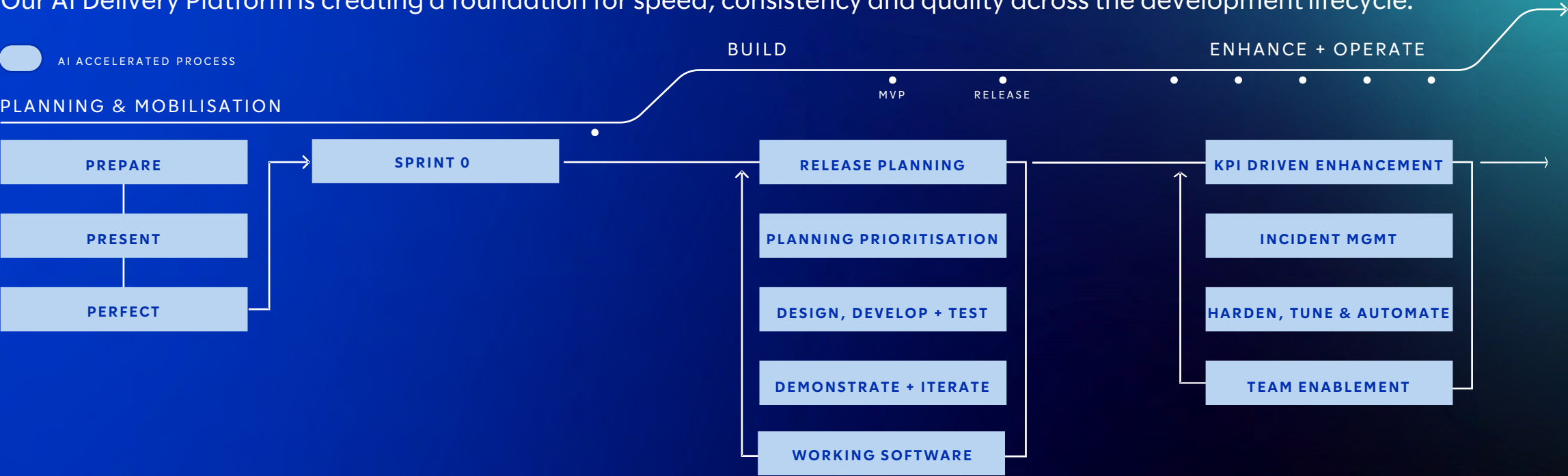
BUILD

- Modern Agile product engineering
- Implement experience
- Automation across data lifecycle
- Implement & test ML pipelines



How we're employing AI

Our AI Delivery Platform is creating a foundation for speed, consistency and quality across the development lifecycle.



Slalom's specialized AI tools, agents and ways of working are used continuously across the SDLC to accelerate time-to-value for our customers

QL Quantum Leap

Accelerating discovery artifacts

CA Complexity Analyzer

Gaining a deeper understanding of the unknown

DG Data Genius

Extracting logic and setting up modernisation

AE Accelerated Engineering

Humans powered by AI engineering tooling e.g Kiro, Q, Cursor, Slalom's Taskstream

AW Agentic Workflow

Humans and AI agents working together in the SDLC.

We are **purpose-built** to provide seamless support across all stages of the product lifecycle

STRATEGY & INNOVATION

PRODUCT DEVELOPMENT

ENHANCEMENT & OPERATION



Innovation Workshops

Facilitation of Greenfield exploration of new digital products and services



Product Envisioning

Validate the idea, build consensus and gain buy-in



Product Discovery

Rapidly go from concept to development-ready



Product Building

High velocity, agile engineering brings your product to life every sprint



Scale, Enhance & Operate

Modern operations combined with continued product enhancement



Training & Transition

Setting you up for the long-term ownership and operation of your product

We partner with global technology players and understand their services as well as they do



2023

- Global SI Partner of the Year
- Global SI Migration Partner of the Year
- Global SI AI/ML Partner of the Year
- Global Industry Partner of the Year - Travel & Hospitality
- UKI SI Partner of the Year
- US SI Partner of the Year

2022

- SI Partner of the Year - North America
- Education Partner of the Year - Global
- Enterprise Partner of the Year - Canada

2021 NSI Partner of the Year - North America



2023 Public Sector Impact Award

2022

- U.S. Analytics Partner of the Year
- Canada Analytics Impact Award
- Canada Co-Sell Impact Award
- Canada Public Sector Impact Award

2020, 2018 Partner of the Year: Power BI

2017 Partner of the Year: Collaboration and Content



2023 Salesforce Partner Innovation Award Winner: Media

2022, 2021, 2018 Partner Innovation Award Winner: Platform

2021 Partner Innovation Award Winner: Experience Cloud

2020 Partner Innovation Award Winner: Healthcare & Life Science

2017 Partner Innovation Award Winner: Service Cloud



2023 Google Cloud Services Partner of the Year for Canada

2023 Google Cloud Specialization Partner of the Year for Infrastructure

2021 Services Partner of the Year

2020 Partner of the Year

2019, 2017 Breakthrough Partner of the Year



2022 Americas GSI Partner of the Year

2021, 2018 Partner of the Year

2020, 2019 Solution Integrator Partner of the Year North America



2022, 2018 Services Partner of the Year

2021 Global Services Partner of the Year

2021 America Services Partner of the Year

2020, 2019 Tableau Services Partner of the Year - Americas

8x Partner of the Year

Our Social Values and Awards



We constantly strive to be a better partner

So sometimes we do things a little differently to what you'd expect from a consultancy.



CUSTOMER LOVE

We take love seriously.

Our focus on our customers, and their customers, is unwavering. We measure customer love in 10 dimensions and use those metrics to guide our business.

GLOBAL / LOCAL

Local soul, global scale.

We're fully invested in the long-term success of our local customers and communities, while also offering the connected strength of a global organisation.

OUR APPROACH

Momentum that outlasts us.

We learn what you need, tailor solutions to you, and work with you to drive results. Along the way, we empower your teams to keep momentum going after we leave.

PEOPLE-CENTERED

Head and heart in everything we do.

We show up authentically and get to know you, leading with empathy and kindness. Projects succeed or fail because of people, and we get the people part right.

PARTNERSHIPS

Deep connections, better outcomes.

Our trusted partner relationships are based on thorough understanding of each one's technology-driving exponential impact for our joint customers.

We invest nearly **1k in volunteer days**, worth almost **£1m per year** into communities and non-profits annually*

As we look ahead, Slalom is committed to advancing the initiatives that will shape a more sustainable, inclusive, and resilient future. Our focus will centre on:

OUR PLANET

- Increasing our renewable energy consumption, with a focus on sourcing from projects putting new energy on the grid.
- Reducing our Scope 3 emissions through team member awareness campaigns for commuting and business travel.
- Committing to removing certain single-use plastics from our direct operations.

OUR COMMUNITIES

- Expanding the impact of the Slalom Foundation by deepening our investment in organizations that are building better tomorrows for all.
- Deepening 360-degree partnerships—those where we volunteer, offer pro bono support, and actively serve the communities where we live and work.

OUR PEOPLE

- Elevating our team member value proposition, ensuring that what it means to be part of Slalom is consistent, compelling, and meaningful globally.
- Unlocking the power of technology for good, applying our capabilities to support people, communities, and the planet.
- Creating space for Slalom Communities to thrive, welcoming individuals with a rich diversity of skills, experiences, and perspectives.

OUR GOVERNANCE

- Enhancing supplier engagement by incorporating responsible business practices into more of our contracts and relationships.
- Progressing toward ISO 14001 certification to strengthen our environmental management systems.
- Evolving our global operating model to deliver exceptional talent and service to our customers while preserving the local connections that define our culture.

The road to 2023 is ambition. But our purpose is clear – and so is our commitment to building a world that works better for everyone.

We're not just moving forward. We're moving faster, together.

*Volunteer days offered to all Slalom team members are usually billable days. Resulting in almost £1m per year of potential billable revenue, being invested into supporting local communities and non-profit organisations.

We are committed to creating the best place to work for our people, and regularly assess employee engagement.

Through annual employee surveys and anniversary surveys we gather feedback around the experience. Recently the highest rated questions relating to experience included:

82%

'I have a genuine choice in how I integrate work and life to protect what matters'

80%

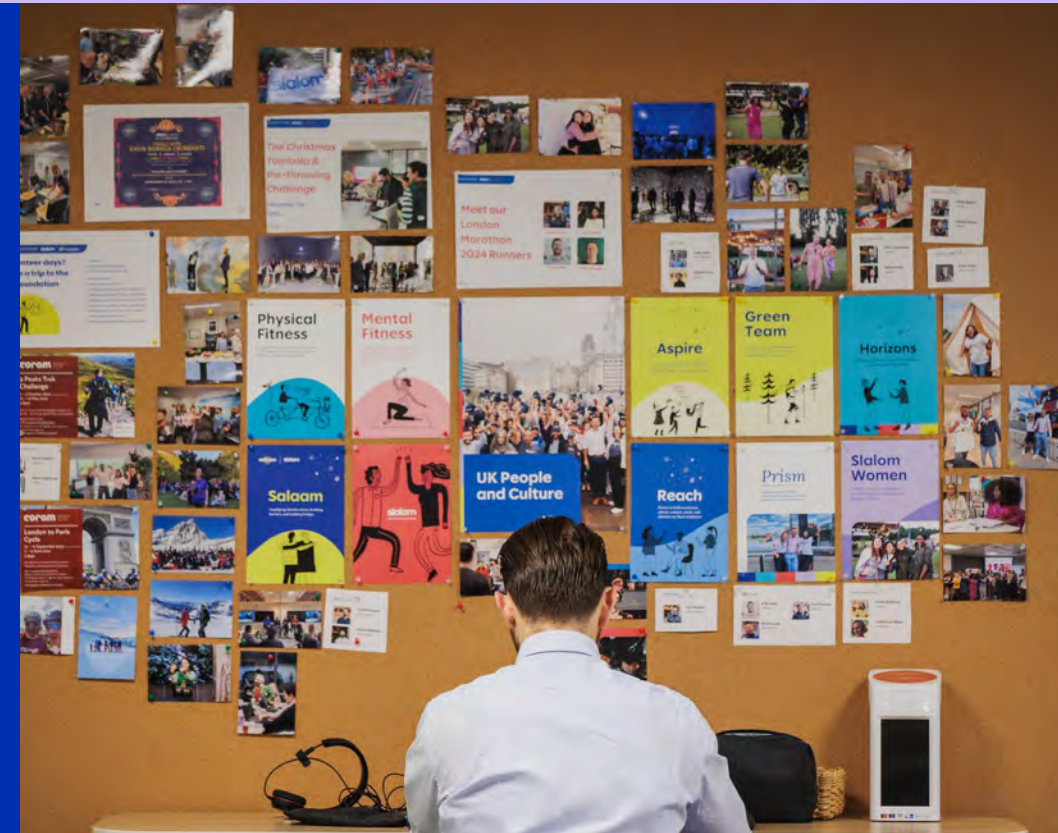
'I am valued and respected for my authentic self, and we thrive because our differences make us stronger'

78%

'My contribution to solving important challenges create lasting value for our clients, team members & communities'

75%

'We work with trust transparency, challenge each other constructively and turn obstacles into shared achievements'



CUSTOMER LOVE

Slalom's Customer Survey: highest scores in our history to date!

The feedback and scores we receive from customers in our annual survey, are core to how we continue to evolve as *a fiercely human consultancy*.



AWARDS & RECOGNITION

We believe in a world in which every person loves their life and work.



UK's Best Workplaces™
2022 - 2025



UK's Best Workplaces for Development™
2025



UK's Best Workplaces™
for Women
2022-2025



Best Workplaces For Wellbeing™
2025





2026

Let's connect

UK&I Presales Team

ukipresales@slalom.com

slalom

2026
G-Cloud 15 Service Document

Thank you for reading!

slalom

