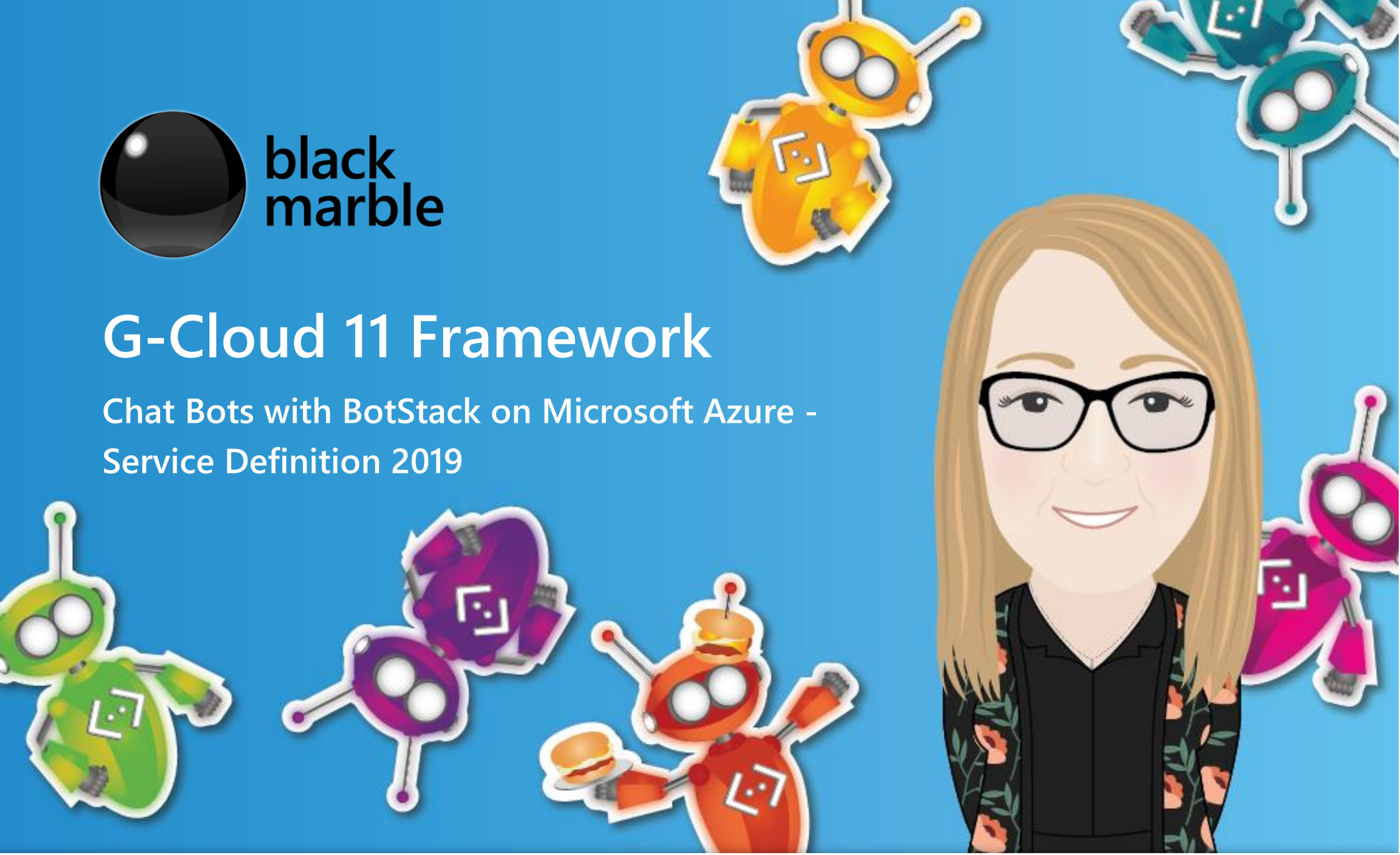
black marble

G-Cloud 11 Framework

Chat Bots with BotStack on Microsoft Azure - Service Definition 2019



Microsoft Partner
Microsoft

2018 Partner of the Year Finalist
Microsoft CityNext Award
Government Award

Microsoft Partner
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2017 Partner of the Year Finalist
Application Development Award
Public Sector: Public Safety and National Security Award

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Gold Application Development
Gold Application Integration
Gold Cloud Platform
Gold Collaboration and Content
Gold DevOps

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About Black Marble

Black Marble is a UK based, medium-sized company with a security cleared workforce. We have a reputation for a clear and direct approach to solving complex business problems and specialise in new user experiences on innovative technologies across a variety of form-factors and screen types.

We are a Microsoft Partner with 5 Gold Competencies and are internationally recognised experts ready to deliver solutions across the Microsoft platform from Azure, via BizTalk and SharePoint, to the Universal Windows Platform and Xamarin. Over the past 4 years Black Marble has received many Worldwide Microsoft Partner of the Year Awards. Black Marble was a 2015 Winner and 2017 Finalist in Application Development and, Public Sector: Public Safety and National Security. We were also a 2016 Winner in the Developer Platform category and a 2018 Finalist in the Microsoft CityNext Award and Government Award.

In 2017, we became a Mixed Reality Microsoft Partner. We can work with you to turn your idea into reality, taking you on the path to your own HoloLens or Mixed Reality solution!

We have a track record in delivering solutions using the key Microsoft building blocks, ensuring our customers benefit from solutions which address business challenges that are efficient and effective. Plus, with 7 Microsoft Most Valuable Professionals (MVPs), a team of Microsoft Certified Professionals, and a Regional Director, we ensure you have the best people to deliver your solutions.

Black Marble has been on the G-Cloud framework for several years and has a wealth of experience delivering solutions for the Public Sector. Our customers range from the emergency services and health authorities to Government organisations.

View our portfolio at www.blackmarble.com/portfolio.

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Mixed Reality
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G-Cloud 11 Service Description

BotStack is an enterprise grade solution developed by Black Marble on the Microsoft Bot Framework for rapidly building effective bots for business delivery, with minimal overhead. This is a step-change for customer service experiences for business to business, business to consumer and internal business communications.

Features

- Ability to implement business processes and automation
- Minimized customer engagement time whilst maximising customer satisfaction
- Delivering dynamic and seamless human handover for a successful outcome
- Improved routes to market
- Rapid intelligence to deliver a unique customer experience
- Ability to cross-sell/up-sell
- Multiple AIs running in parallel allows multiple conversations
- Guides the customer to desired business outcomes
- Inbuilt AI generates natural language to engage with the customer

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Benefits

- Pre-built intellectual property to speed up delivery
- Potential to save staff costs and drive more efficient resourcing
- Opens more channels for customer communication without increasing staff overheads
- Increased customer satisfaction
- Highly scalable on the cloud platform

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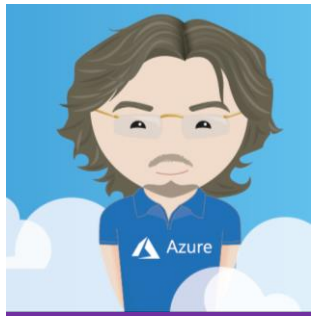
Black Marble Services

At Black Marble we provide a whole range of services across the Microsoft platform, from SharePoint and Office 365 to integrated solutions, DevOps and Azure. At our core we provide custom application development, utilising our skills and experience to produce innovative solutions for our customers.

Collaboration - Ad Hoc

Collaboration - Structured

Application Development



Intelligent Systems

DevOps

Project Rescue

We have taken advantage of the breadth of the Universal Windows Platform, and our host of talented developers, to create solutions that make a real difference to our enterprise-level customers. Our award-winning frontline policing application, tuServ, is a prime example: a solution that increased patrol-time for officers, saving 1 hour 30+ minutes a day per officer, as well as greatly improving the quality of the data available to officers. Our pioneering team can bring your projects to life, making digital transformation a reality: for you, your business and your customers.

" We have worked with Black Marble on a number of high-profile projects for blue-chip clients. They are extremely professional, and their technical knowledge is second-to-none. It is always refreshing to collaborate with like-minded professionals who are prepared to push the envelope to 'make things happen'. We were really impressed with their ability to quickly solve highly technical problems working on live Windows projects and deliver polished solutions. As a team Black Marble are fun, hospitable and fantastic collaborators. " *- Managing Director, Leading UK Design Agency*

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Collaboration - Ad Hoc

SharePoint is the business collaboration platform, running on premises or in the cloud. It enables the connection and empowerment of people through an integrated set of rich features, formal and informal business communities, within the enterprise and beyond, and to manage content throughout the information lifecycle. SharePoint facilitates business collaboration in its broadest sense and helps colleagues, partners, and customers to work together in new and effective ways.

Ready to Move to SharePoint?

We guide you through migrating to the latest version of SharePoint, including moving from on premises to the cloud. We help you create your roadmap and guide you through a successful implementation. Plus, if you have Software Assurance we can help plan your migration using SDPS!

New to SharePoint?

Our consultants work closely with Microsoft as part of the SharePoint TAP (Technology Adoption Program) and are ready to bring their knowledge and experience to bear on your new implementation. Black Marble is authorised to redeem Software Assurance benefits against the cost of SharePoint Deployment Planning Services (SDPS).

Whether migrating or starting afresh, on-premises or online, Black Marble design and implement an innovative and responsive site unique to you. Unsure on which approach to take? We guide you through your options including Modern sites vs Classic to ensure you have the knowledge and confidence to choose the right approach.

Collaboration - Structured

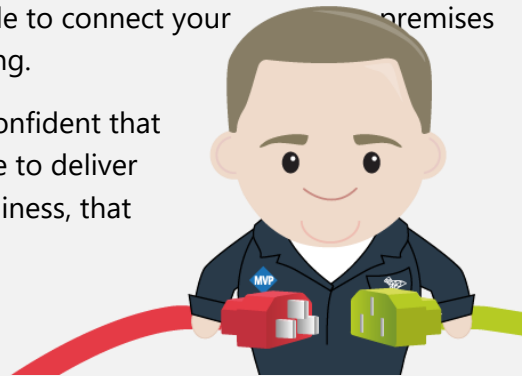
Black Marble has a solid reputation in delivering integration solutions for a cross-sector range of customers, from BizTalk to Logic Apps, on premises and in the cloud.

BizTalk, implemented by our team of internationally-recognised consultants, enables you to connect to a variety of systems within your organisation. It is a strong asset to enable visibility into your business process data from the core to data at the edge, but also to customers, partners and suppliers throughout your supply chain.

BizTalk puts real-time, end-to-end supply chain management within your reach, spanning systems, people, and processes, and is an Enterprise-ready messaging platform built upon the core tenets of security, reliability, scalability, and availability.

With Azure Logic Apps, our team can connect your business -critical applications and services, automating your workflows, taking advantage of the large ecosystem of SaaS and cloud-based connectors. Plus, Logic Apps makes it possible to connect your premises BizTalk to the cloud for processing.

With Black Marble, you can be confident that we have the skills and experience to deliver integration solutions to your business, that make data more accessible.



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Gold Microsoft Partner

Microsoft

Application Development

At the core of our business is application development. We create innovative solutions developing across the Microsoft platform including .Net, C#, mobile applications and web solutions.

Our services

Architecture – we provide software architects with the high-level skills and knowledge needed to design the components of your solution, while keeping a clear view of how all the elements fit together, and their environment.

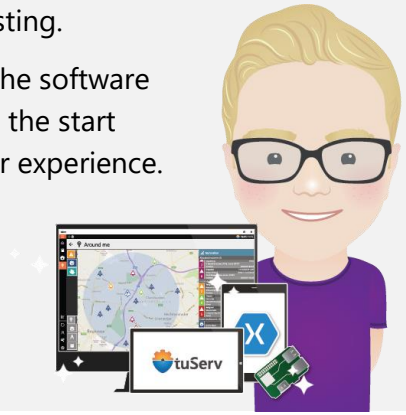
Software Design – we analyse our customer's needs and produce a detailed design.

Software Development – we produce a solution based on the software design.

Software Testing – Black Marble follow a strict Application Lifecycle Management (ALM) approach to software development and that includes rigorous and comprehensive testing.

UX Design – UX is an important part of the software process; our designers are involved from the start to design an intuitive and innovative user experience.

Prototyping – We offer a prototyping service to expedite concepts through initial design to deliver results quickly.



Intelligent Systems

Black Marble can help your organisation take advantage of the Intelligent Cloud, infused by Artificial Intelligence. We take your organisation beyond the cloud for IT infrastructure, to the cloud as a fundamental driver of business transformation. With the rapid shift in the perception of what the cloud can enable, from a simple cost-saver, to creating sophisticated solutions that are at the heart of everything in business, through machine learning to optimising operations through operational analytics and algorithms.

At Black Marble, we believe you should get the solution you deserve by working with you to find define requirements and a design that fits your organisation. We have the broad skills that are essential in articulating your needs into an accurate set of requirements for your intelligent solutions.

We help you make the most of the data you have in your organisation, and the power of the intelligent cloud, coupled with our development skills, means we make it easy to turn that data into insight and action. Whether you are looking to developer deeper customer engagement, a more empowered workforce, streamlined operational processes or greater product innovation, we can help you.

Plus, we have developed BotStack, a unique product that allows us to deliver an integrated Bot solution, to rapidly meet customer requirements by implementing AI and connected-state machines, Machine Learning to deliver a unique customer experience.

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DevOps

DevOps brings together people, processes, technologies, with culture change that allows for rapid development and iteration. Our DevOps consultants can aid your organisation to streamline development processes and reduce the dependencies on internal IT, whilst reducing business risk and improving overall quality.

Black Marble assists in the transition of your application to run in the cloud, streamline development processes to function in the cloud, look at how to migrate support services to be hosted in the cloud, and assist with the implementation of tooling and process to make this work efficiently. We also help your organisation through cultural change, with practical guidance on how Microsoft's tools can be used to enhance and enable the transition.

We can...

- Architect and streamline dev-test processes.
- Deliver ARM templates and tooling to take advantage of the cloud.
- Provide direction around the cloud, governance and adoption.

We can assist with...

- Visual Studio Team Services optimisation.
- Team Foundation Server to Visual Studio Team Services migration.
- Deploying to Azure with a Cloud adoption workshop.
- Continuous Integration and Continuous Deployment templates.
- Provision of Dev-Test Environments in the Cloud.
- Xamarin DevOps.

Project Rescue

Software Development is a high-risk undertaking, and one that can sometimes go wrong. Black Marble can save your project.

Is your project ...

... behind schedule?
... not to quality standards?
... over budget?
... missing key skills?

Black Marble provides the full range of resources and skills necessary to pull your project back on schedule, back within a sensible budget and delivered to industry high standards. From software architects and developers to project managers, graphic designers to software testers, we have the skills and experience to save your project.

Black Marble is the emergency service for your projects, from SharePoint to ALM, Universal Windows Platform (UWP) development to BizTalk and other integration implementations.

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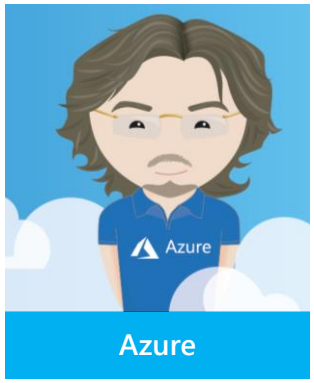
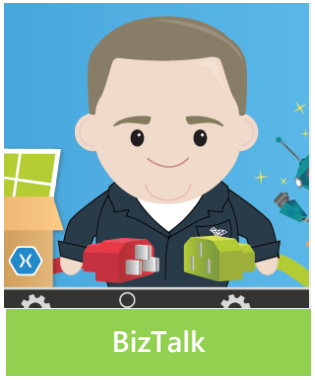
Black Marble Consultancy

We have a highly-skilled and experienced team of consultants that can provide specialist expertise and advice to our customers across the Microsoft platform, including AI and Bots, Azure, BizTalk, DevOps, SharePoint, Office 365, Xamarin and Universal Windows Platform (UWP).

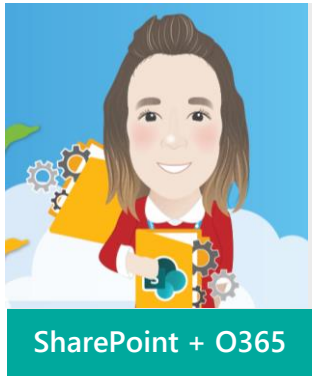
AI and Bots

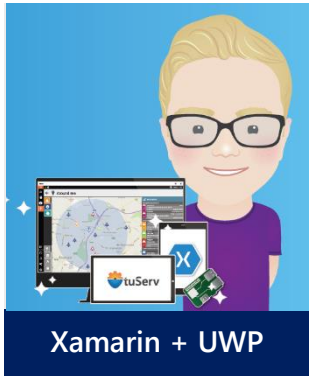


Azure


BizTalk

DevOps and ALM


SharePoint + O365



Xamarin + UWP

We can target your primary software development requirements, whether you need in-house staff augmentation or are looking for an outside partner to take complete responsibility for designing and developing the software you need to run your business or assist with a project or process implementation.

The application of Black Marble's accumulated knowledge to a client's situation often provides innovative, and unexpected solutions. Bring the best to your organisation through taking advantage of our Consultants' skills and knowledge acquired over years working with customers - solving their problems and providing elegant solutions.

" Black Marble has extensive knowledge across the Microsoft stack, so I know when I recommend they speak to a customer they will be able to provide a holistic approach to meet their needs. Plus, they have a strong, ethical philosophy which means I know they won't push a solution that's not needed. When customers approach Microsoft for advice we need to know we're pointing them towards a partner they can trust – & Black Marble has proven our faith in them again & again. " - Architect Evangelist, Microsoft Ireland.

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Get in touch!

Find out how we can help transform your business!

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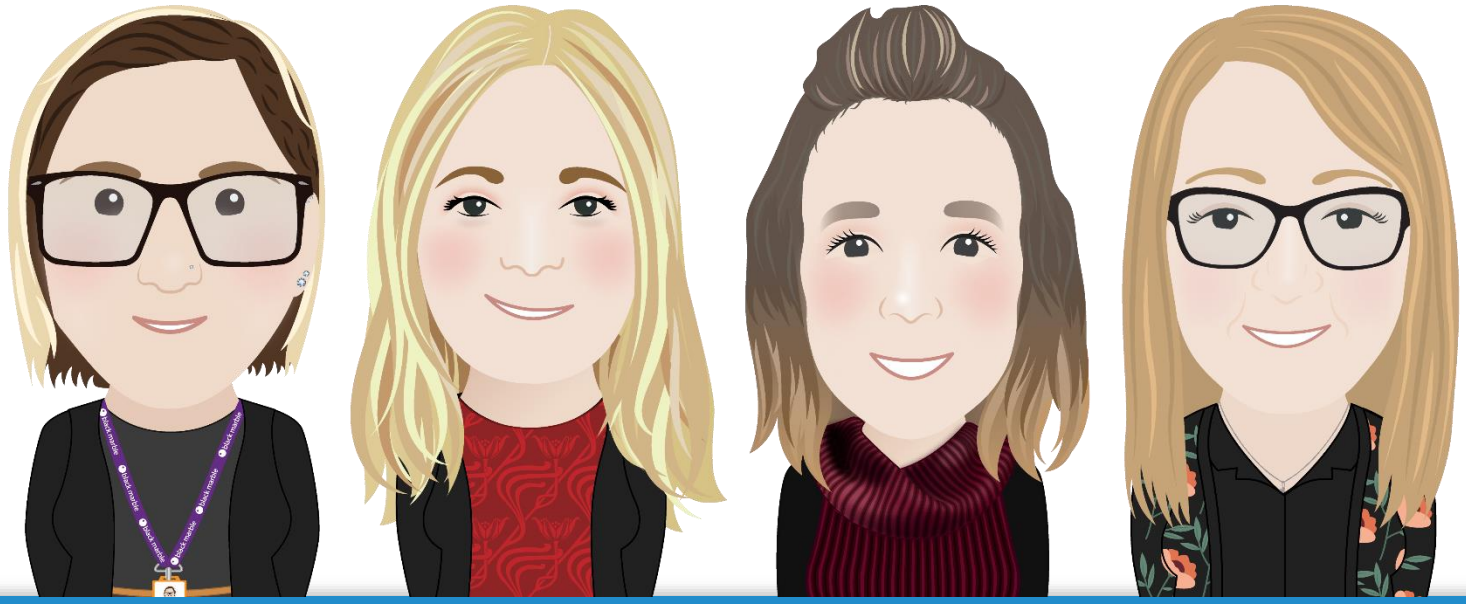

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