

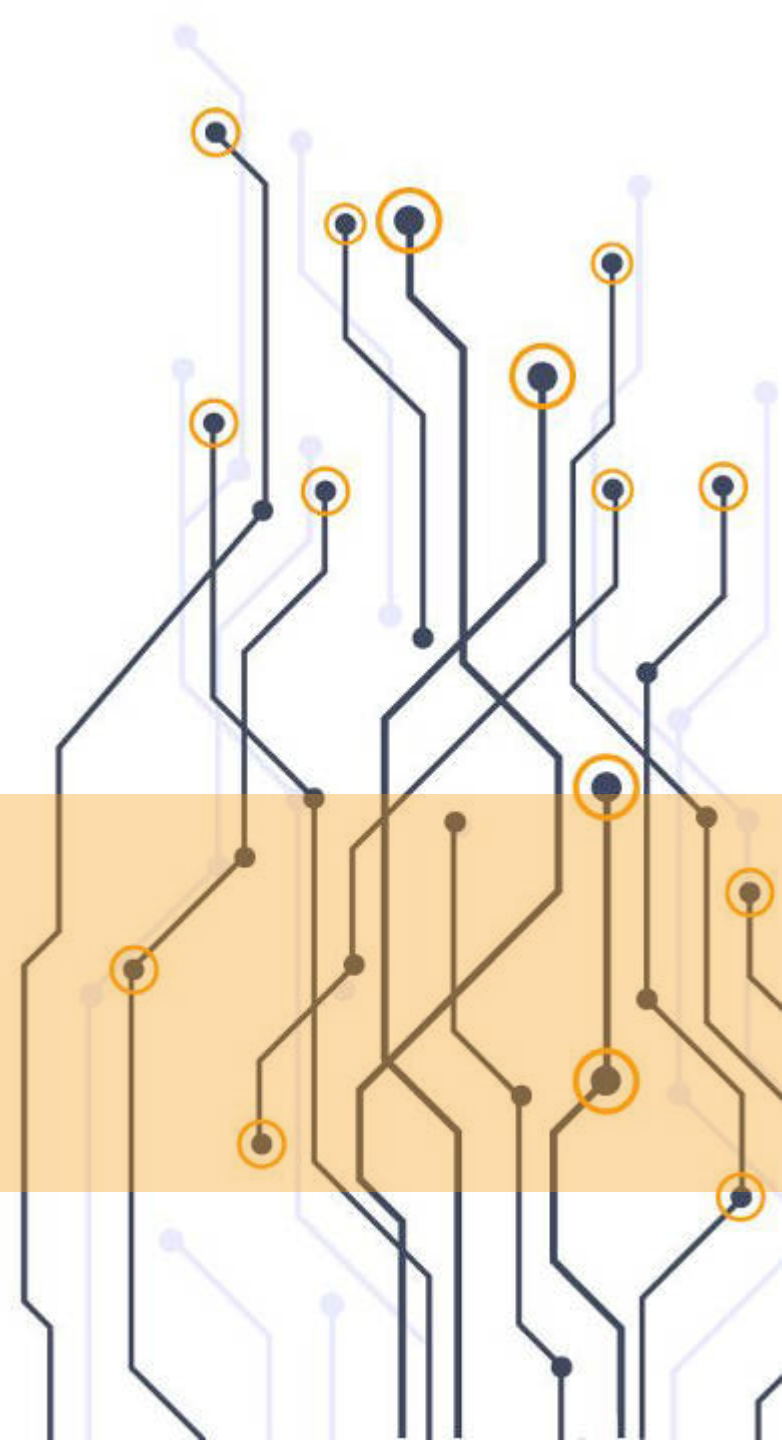


Dynamic Integrated Solutions
planning innovation

Redefine e-commerce through end-to-end, personalized buyer journeys

Tasos Vidalakis, Business Development Manager for Customer Engagement
Athens, 15.4.2021

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Microsoft Partner



Transformation of the e-commerce landscape

New type of customer



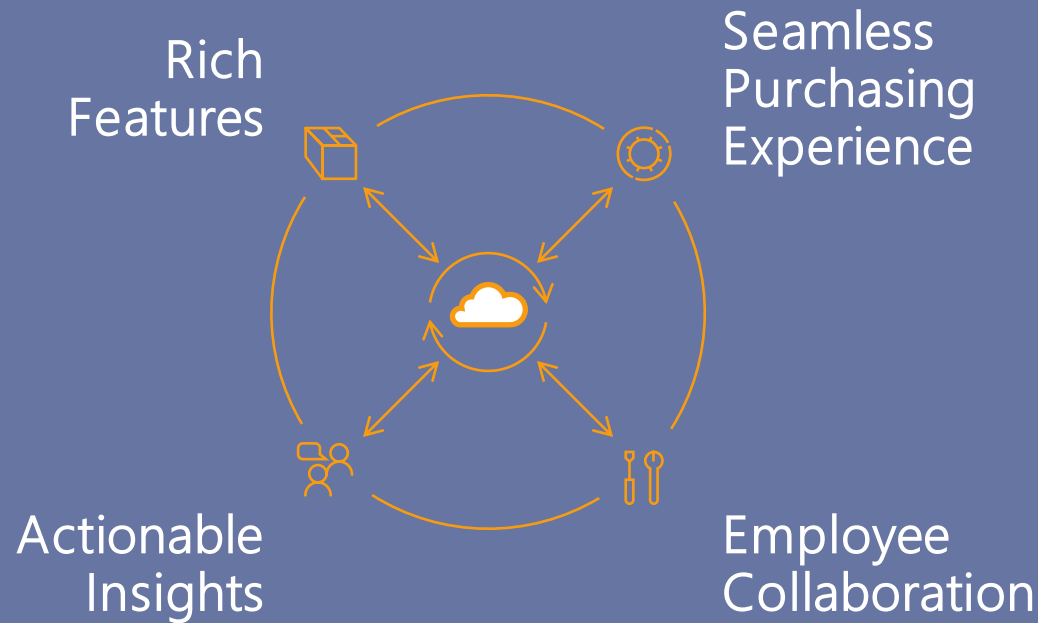
- New needs and demands
- Intelligent and connected customer
- Digital experiences
- Generation Z

e-commerce businesses



- Need to reform their structure
- Need to respond to the new type of customer
- Powerful technological tools at their disposal

Deliver unified and personalized buying experiences with Microsoft Dynamics 365 Solutions & Power Platform

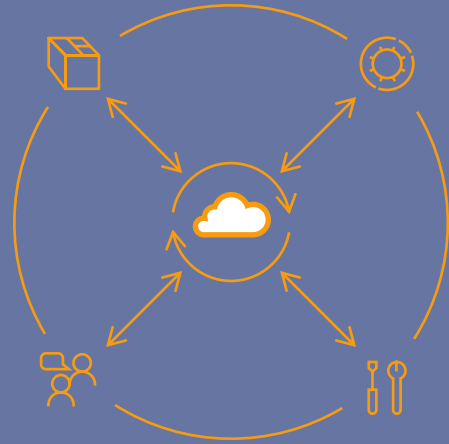


- Digital and traditional channels
- Loyalty schemes
- Intelligent customer targeting
- AI driven recommendations
- Product review capturing
- Customer 360° view
- Omnichannel customer support
- Actionable analytics via Power BI
- Microsoft Teams integration
- Demand forecasting
- Design and activate customer journeys
- Online customer surveys

 Power Platform	Power BI	Power Apps	Power Automate	Power Virtual Agents	AI Builder	Portals
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Deliver unified and personalized buying experiences with Microsoft Dynamics 365 Solutions & Power Platform



Power Platform

Power BI

Power Apps

Power Automate

Power Virtual Agents

AI Builder

Portals



Years

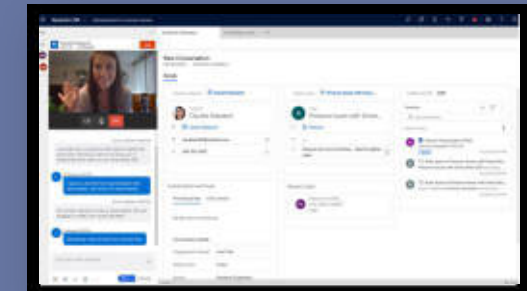
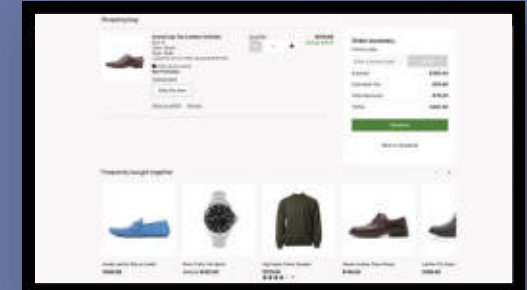
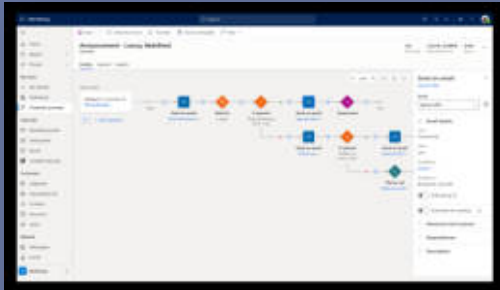
Projects

Customers

Certifications

Competencies

Deliver unified and personalized buying experiences with Microsoft Dynamics 365 Solutions & Power Platform



Power Platform | Power BI | Power Apps | Power Automate | Power Virtual Agents | AI Builder | Portals

38+ Years | 500+ Projects | 250+ Customers | 200+ Certifications | 13 Competencies



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personalized buyer journeys

Thank you!

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