

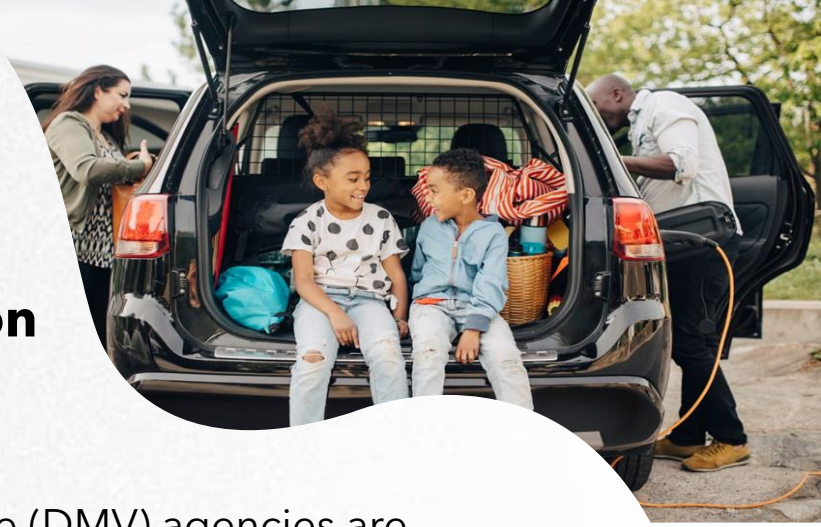
slalom

salesforce

ACCELERATOR

# Motor Vehicle and Driver Licensing Modernization Solution

Powered by Slalom & Salesforce

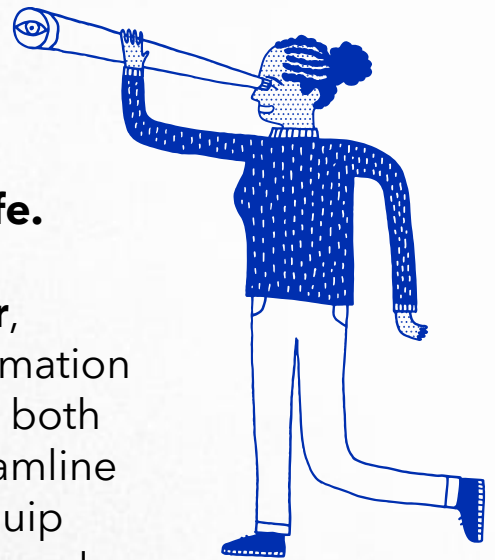


# Driving modernization with Slalom and Salesforce

Department of Motor Vehicle (DMV) agencies are embracing a focus on customer satisfaction and recognizing the importance of an anytime, anywhere, omnichannel customer service supported by a 360-degree view of experience-driven interactions.

**We're here to help bring this vision to life.**

Slalom's **DMV Modernization Accelerator**, powered by Salesforce, is a digital transformation tailored for DMVs. It is designed to elevate both employee and customer experiences, streamline processes, expedite case handling, and equip DMV employees with insight-driven dashboards and reporting.



## ENHANCED CITIZEN SERVICES AND OPERATIONAL EXCELLENCE FOR YOUR EMPLOYEES

### New Driver

- Web-based Transaction Center
- Driver License Products
- Titling and Registration
- Scheduling Management
- Document/Content Repository

### Violation Driver

- Workflow and Case Management
- Financial Responsibility Compliance Management
- Register Motor Vehicles and Watercrafts
- Alcohol and Drug Related Violation or Conviction
- Restricted Driving Privilege
- Reinstatement Requirements

### Truck Driver

- CDL Workflow and Case Management
- Medical Evaluation
- Address Changes





# Offer a *turbocharged* experience for your citizens with our DMV Modernization Accelerator



## YOUR CHALLENGES

### In-Person Appointments & Long Wait Times

Lack of web & mobile capability leads to long wait lines and degraded customer experience



### Unmanageable Call Volume

High phone call volume is creating long hold times and DMV staff burnout



### Limited Data-Driven Insights

Insufficient data hinders informed decision-making and causes rework



### Disparate Systems

Data stored in multiple systems causes inefficiencies and challenges identifying customer records



### Outdated Tools

Current systems can't scale or evolve to meet today's customer's expectations



## OUR SOLUTION

### Omni-Channel Customer Service

Elevate customer experience with built-in **omni-channel communication** features

### Self-Help & Automation

Self-service portal with process automation, scheduler, and other features to provide an **on-demand** experience

### Data & Reporting

Make **data-driven decisions** real-time with the click of a button, while keeping client data secure

### Customer 360 View

Intelligent platform with a **360-degree view** of the customer across all lines of service for an elevated experience

### Modern Platform

Scalable **centralized platform securely** integrated with other systems driving user productivity

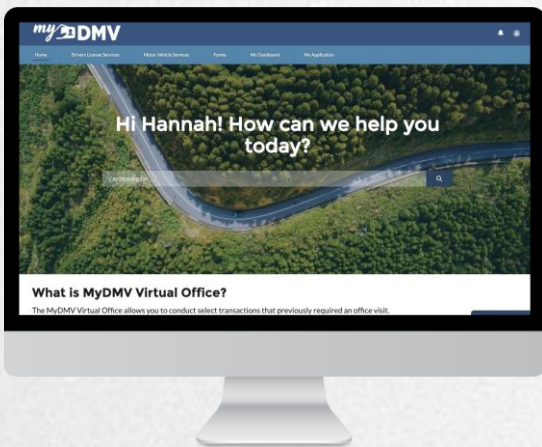




## Let's navigate this journey together!

Slalom has an award-winning record of helping state, city, county, and federal agencies make the most of their Salesforce platform to engage constituents, modernize systems, and streamline processes.

Slalom and Salesforce are American Association of Motor Vehicle Administrators (AAMVA) members. Together, we have brought innovation and an enhanced DMV experience for customers and employees in Nevada (since 2021) and California (since 2020).



**500+**

Public Sector  
Salesforce Projects

**350+**

Industry experts

**#2**

Salesforce Partner  
for State & Local  
Government

**#5**

Salesforce Partner  
for Public Sector

## ABOUT SLALOM

**Slalom is a purpose-led, global business and technology consulting company.**

From strategy to implementation, our approach is fiercely human. In eight countries and 45 markets, we deeply understand our customers—and their customers—to deliver practical, end-to-end solutions that drive meaningful impact. Backed by close partnerships with over 400 leading technology providers, our nearly 12,000 strong team helps people and organizations dream bigger, move faster, and build better tomorrows for all. We're honored to be consistently recognized as a great place to work, including being one of *Fortune's* 100 Best Companies to Work For eight years running.

Learn more at [slalom.com](https://www.slalom.com).



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