

# Solution

- **Cloud-based point-of-sale (POS) software**

- Azure Bot Service:

- Sam can incorporate Azure Bot Service to its cloud-based solution as it can help with streamlining the customer ordering process. Moreover, it can help provide excellent customer service which help lessening the burden of employees. These bots can also help with targeted marketing which can help grow sales for Sam's Scoops.

- **Cloud-based virtual desktop infrastructure (VDI)**

- Azure Virtual Machines:

- Sam's scoops can use Azure VMs to take its ice cream sales online. Azure VMs will allow Sam's Scoops to host website, apps and customer databases online without the need to buy extra hardware. It will allow Sam's Scoops to take advantage of latest hardware technology.