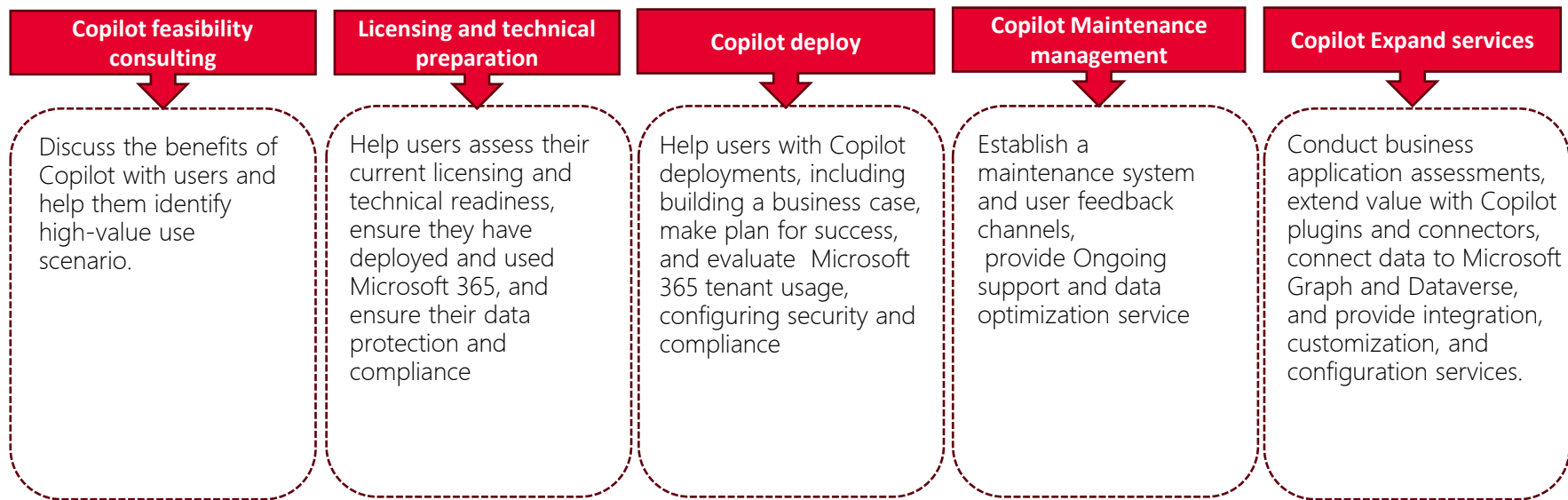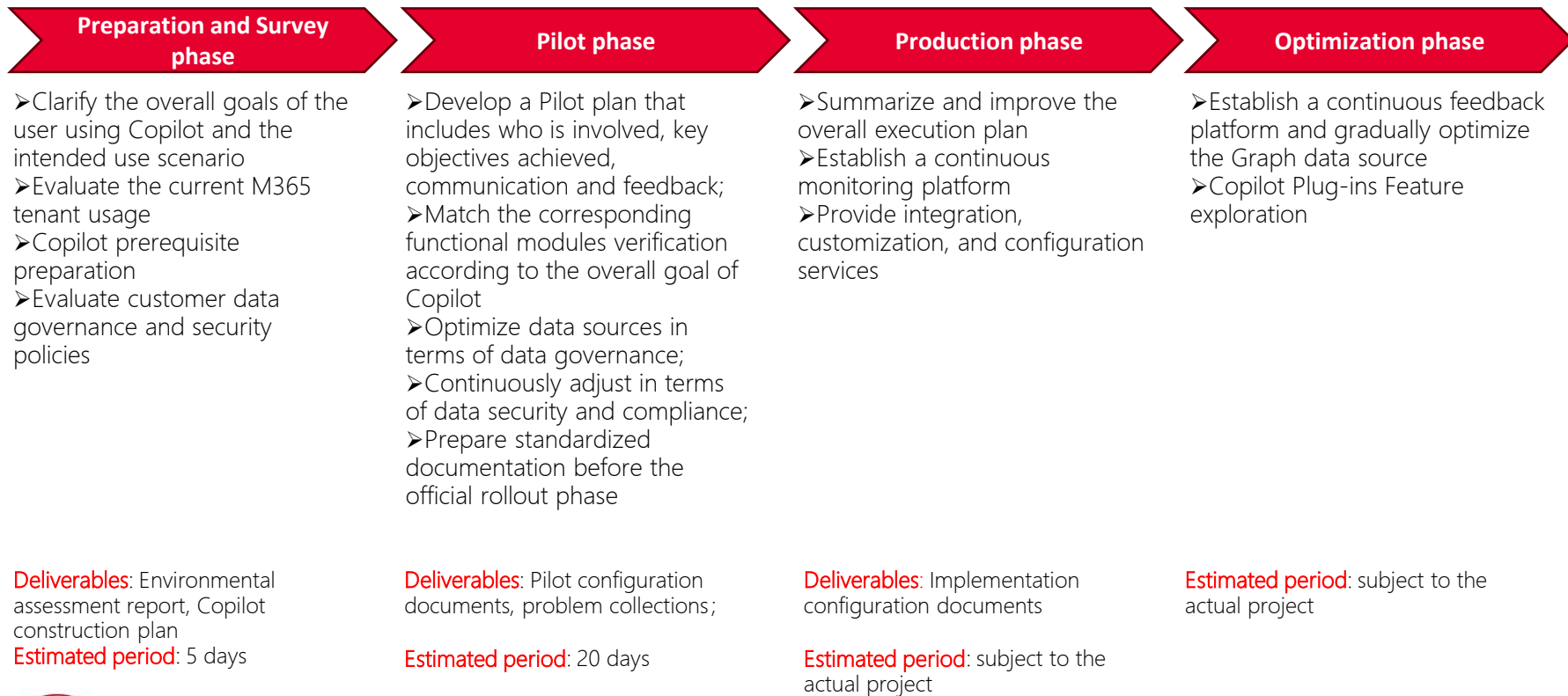# Copilot Customer Success Service

DC Copilot Service Offering

Help users drive innovation and business transformation together with support and services related to Microsoft Copilot for Microsoft 365 for greater productivity and creativity.

Copilot feasibility consulting	Licensing and technical preparation	Copilot deploy	Copilot Maintenance management	Copilot Expand services
Discuss the benefits of Copilot with users and help them identify high-value use scenario.	Help users assess their current licensing and technical readiness, ensure they have deployed and used Microsoft 365, and ensure their data protection and compliance	Help users with Copilot deployments, including building a business case, make plan for success, and evaluate Microsoft 365 tenant usage, configuring security and compliance	Establish a maintenance system and user feedback channels, provide Ongoing support and data optimization service	Conduct business application assessments, extend value with Copilot plugins and connectors, connect data to Microsoft Graph and Dataverse, and provide integration, customization, and configuration services.

DC Copilot Adoption Process

神州数码
Digital China

Preparation and Survey phase	Pilot phase	Production phase	Optimization phase

Preparation and Survey phase
- ➢Clarify the overall goals of the user using Copilot and the intended use scenario
- ➢Evaluate the current M365 tenant usage
- ➢Copilot prerequisite preparation
- ➢Evaluate customer data governance and security policies

Pilot phase
- ➢Develop a Pilot plan that includes who is involved, key objectives achieved, communication and feedback;
- ➢Match the corresponding functional modules verification according to the overall goal of Copilot
- ➢Optimize data sources in terms of data governance;
- ➢Continuously adjust in terms of data security and compliance;
- ➢Prepare standardized documentation before the official rollout phase

Production phase
- ➢Summarize and improve the overall execution plan
- ➢Establish a continuous monitoring platform
- ➢Provide integration, customization, and configuration services

Optimization phase
- ➢Establish a continuous feedback platform and gradually optimize the Graph data source
- ➢Copilot Plug-ins Feature exploration

Deliverables: Environmental assessment report, Copilot construction plan
Estimated period: 5 days

Deliverables: Pilot configuration documents, problem collections；

Estimated period: 20 days

Deliverables: Implementation configuration documents

Estimated period: subject to the actual project

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