



## Value created for customer

*We enable a more **efficient**, **secure**, and **flexible** workday with M365 Copilot*

- ✓ Identify the most valuable **quick wins** of Copilot for M365.
- ✓ Secure usage of Copilot for M365 and **risk reduction** related to information security.
- ✓ **Champion network** established for continuous improvements and knowledge sharing.
- ✓ Increased adoption and **usage of licenses**.
- ✓ Overall **increased competence** in using generative AI.
- ✓ Target users feel **empowered** using Copilot in their daily work and with continuous improvements.

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# Copilot for the everyday user with **User Adoption**

Learning how to communicate and collaborate with AI-systems will be the skill of the future and the key to realize the value of these new technologies in your organisation.



## **Technical preparations**

Go through technical preparations such as data access, information barriers, oversharing and find the sensitive data that needs to be protected the users.



## **Information security & risk awareness**

Support the users with data quality, information barriers, oversharing and when-to-use-what. Risk awareness workshops with sensitive data and ethical concerns.



## **Inspiration**

Inspire and prepare the organisation with the implications of AI. Get leadership buy-in with a top-down approach to be able to drive adoption. Make sure technical preparations are in place.



## **Pilots and training**

Start with a smaller pilot to get started and create value quickly. Help users with prompting, grounding, use cases, quick wins and security concerns. In person, workshops, seminars, articles or what suits the target groups best.



## **Champion program**

Find the informal leaders who drive the adoption on a daily basis. Knowledge sharing between them to create the go-to group for improvements and communication,



## **Business development**

Identifying business areas, processes or scenarios which can create high-impact value for the everyday users.

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# Copilot for Microsoft M365

Accigos Adoption approach based on Microsoft best practice

## Prerequisites

- Technical review
- Regulatory frameworks and legislature
- Data access and information barriers
- Oversharing and just-enough-access
- Inspiration for key stakeholders

## Pilot

- Start with a smaller pilot
- Scale to a few key teams
- Learning, tips and tricks
- Identify quick wins and manage expectations
- Communicate best practices
- Identify champions

## Upscaling

- Evaluate business case
- Licence management and servicification
- Broad onboarding program

## Continuous Improvements

- Create an AI council / CoE (Center of Excellence)
- Agile ways of working for flexible delivery adapted to your needs
- AI safety, policy and guidelines and communications.
- Manage Champion program
- Measuring
- Keep a keen-eye on quick wins and prioritize business value scenarios

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