TTEC Digital Copilot Readiness Assessment Offer

Understand how to safely and effectively integrate Microsoft Copilot into your organization.

TTEC Digital Copilot Readiness Assessment

TTEC Digital's Copilot Readiness Assessment helps organizations evaluate their readiness to adopt Microsoft Copilot—whether for Microsoft 365, Azure, or business systems. During a 1-2 week engagement, our experts assess your data infrastructure, business workflows, governance and compliance posture, security, and license eligibility.

Using proven Microsoft frameworks and interactive workshops, we uncover integration points with your knowledge sources, identify risks around data oversharing or compliance, and evaluate technical readiness across identity, endpoint, collaboration, and organizational change management domains.

This assessment equips your organization to make confident, informed decisions on Copilot adoption—ensuring both business value and operational compliance from day one.

- Copilot readiness scorecard across architecture, data, security & process
- Governance and compliance gap analysis
- Copilot integration & licensing evaluation
- Detailed risk report identifying sensitive data exposures
- Prioritized roadmap for technical, organizational, and pilot readiness
- Potential to be fully funded by Microsoft and TTEC

Accelerate Business Outcomes

- A clear path to deploy Copilot with governance and risk management
- Organizational readiness for Copilot adoption
- Aligned licensing and compliance guidance

Pain Points

- ✓ Fear of uncontrolled data sharing or compliance violations
- ✓ Identity, licensing, or endpoint readiness gaps
- ✓ Lack of training, change management, or governance model
- ✓ No structured roadmap or cost estimation for AI deployment

Qualification

- ✓ Have you explored or licensed Microsoft Copilot?
- ✓ Do you have concerns about data access, compliance, or security?
- ✓ Are you ready to integrate Copilot into business workflows or systems?
- ✓ What stakeholders must be aligned for Copilot rollout success?

Outcomes

- ✓ Technical design validation and data integration role
- ✓ Aligned licensing and compliance guidance
- ✓ Organizational readiness for Copilot adoption

Project Cost:
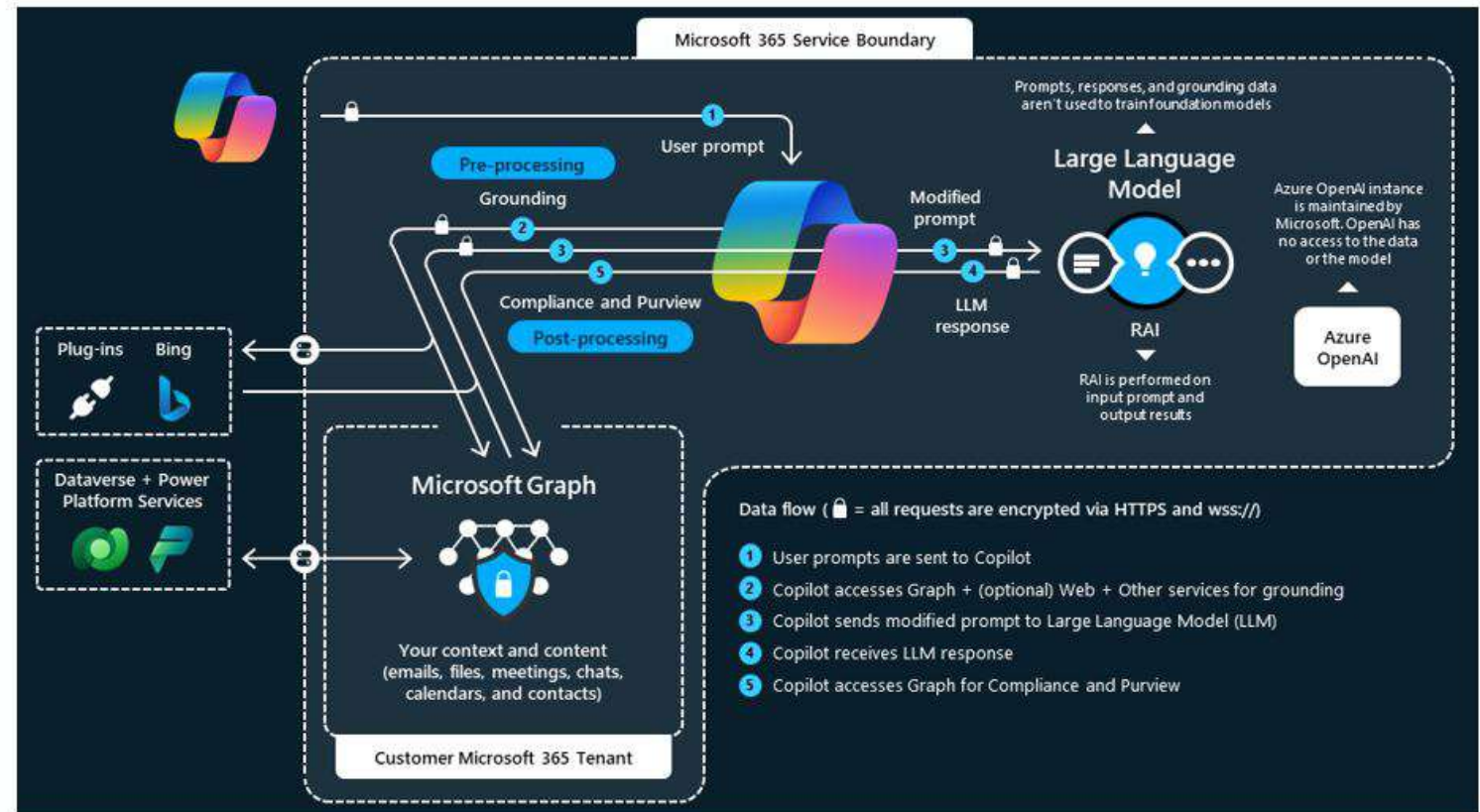$10K – Eligible for TTECD and Microsoft funding

Project Timeline:
2 Weeks

Copilot Readiness Assessment

- Copilot readiness scorecard across architecture, data, security & process

- Governance and compliance gap analysis

- Detailed risk report identifying sensitive data exposures

- Copilot integration & licensing evaluation

- Prioritized roadmap for technical, organizational, and pilot readiness

Microsoft 365 Service Boundary

Prompts, responses, and grounding data aren't used to train foundation models

User prompt

Pre-processing
Grounding

Large Language Model

Azure OpenAI instance is maintained by Microsoft. OpenAI has no access to the data or the model

Modified prompt

Compliance and Purview

Post-processing

LLM response

RAI

Azure OpenAI

RAI is performed on input prompt and output results

Plug-ins   Bing

Dataverse + Power Platform Services

Microsoft Graph

Your context and content (emails, files, meetings, chats, calendars, and contacts)

Customer Microsoft 365 Tenant

Data flow (🔒 = all requests are encrypted via HTTPS and wss://)

1 User prompts are sent to Copilot
2 Copilot accesses Graph + (optional) Web + Other services for grounding
3 Copilot sends modified prompt to Large Language Model (LLM)
4 Copilot receives LLM response
5 Copilot accesses Graph for Compliance and Purview

Copilot Readiness: Discovery to Findings – 2 Weeks

1. Discovery and Analysis

2. Technical Assessment

3. Recommendations and Roadmap

4. Review of Findings

Copilot Readiness Assessment Process

Discovery and Analysis

- Kickoff and Stakeholder Alignment

- Business Process and Use Case Discovery

- Infrastructure and Collaboration Environment Review

- Data and Knowledge Source Review

Technical Assessment

- Security and Compliance Review

- Copilot Licensing and Eligibility

- Collaboration and Endpoint Configuration

- Knowledge Integration and Oversharing Risk

Recommendations and Roadmap

- Readiness Scorecard and Gap Analysis

- Target Architecture and Governance Framework

- Copilot Adoption Roadmap

- Change Management and Enablement Strategy

Review of Findings

- Executive Summary Presentation

- Technical Deep Dive Review

- Final Deliverables Handoff

- Next Steps and Optional Services