

# We have Worked with Clients to Assess, Enable, Implement, and Customize M365 Copilot



**Implement**



**Assess**



**Enable**



**Customize**

**Use Case**

**Unified Search using Copilot**

**Assessment and Value unlock**

**Copilot Enablement**

**Copilot Customization**

**Problem statement**

A major QSR business faced challenge in searching relevant information due to siloed data systems, resulting in delayed information retrieval.

A major technology company wanted to analyze the customer support journey to understand the gaps and opportunity for each business process

A major BFSI company wanted to enable the employees on Copilot for apps like Word, Excel, etc to enhance the overall productivity and provide customized training for use cases identified across 3 areas.

A leading enterprise software company manual organizational tasks like data extraction, reporting, and schedule management which were inefficient and error prone.

**Our Solution**

- **Unified search platform using Copilot** with advanced semantic algorithms for precise results.
- **Personalized search** experiences tailored to user roles and needs.
- **Seamless integration** with different content sources into a single, cohesive interface.
- **Intuitive features** like autocomplete, smart suggestions, and content previews

- **Assessment** of 30 days was conducted to understand and map the customer support journey
- Desired target state was created for addressing the pain points from the **mapped customer support journey.**
- **Prioritization matrix** was created by analyzing opportunities based on the impact on outcome, metrics and solutioning effort.

- Conducted workshops to **Identify use cases across 3 financial areas** – Treasury operations, Customer Service, Credit & Funding
- Created a **value measurement framework** to measure the value from the enablement program
- Created an **AI governance framework**

- Leveraged **Copilot plugins** for data extraction, reporting, and updates in Excel.
- Integrated **Graph connectors** and Microsoft Search to enhance contextual data retrieval
- Implemented Logic Apps for **automated task processing** and updates
- Enabled **asynchronous loading** of data, ensuring timely & relevant Copilot response

**Impact generated**

- **~15% increase** in productivity with quick information retrieval
- Enhanced user experience, leading to **higher employee satisfaction.**

- Improvement of metrics **CSAT by ~12% and FCR by ~18%**
- **~6% reduction in labor cost**
- **~10%** improvement in operating efficiency

- **~28% average productivity increase**
- **~12%** reduction in **operating cost**
- **~95% adoption** across 300 copilot licenses

- **~24% reduced manual effort** with automation of routine tasks.
- **~32% reduced errors** in reported data