Microsoft Copilot Chatbots & Agents Engagement

Reimagine your workflows with Copilot and intelligent automation

ACCELERATE BUSINESS TRANSFORMATION BY AUTOMATING PROCESSES WITH COPILOT

As technology evolves, so does the need for innovative tools that enhance productivity and collaboration. In this engagement, we work with your team to identify and prioritize key use cases and business requirements, then build intelligent automation workflows tailored to your organizational needs.

Our experts work with you to establish the necessary environment configuration and governance for successfully deploying Copilot Chatbots and/or Copilot Agents in your organization.

EXPECTED OUTCOMES

- Define high-impact opportunities for task automation, including documentation of personas, workflows and success metrics

- Identify and prioritize use cases and ensure alignment to business and technology requirements, including advisory on appropriate license alignment

- Evaluate your environment readiness and implement necessary configurations to enable the creation of a Copilot agent solution

- Develop and implement a Copilot agent solution that aligns with established solution goals and requirements

- Conduct knowledge transfer to empower your team to manage your Copilot agent solution

Our "Get Ready For Copilot" Approach

We partner with you to build a tailored Copilot user enablement and deployment plan that fits your organization.

WHAT WE'LL COVER

- **Environment Review and Configuration:** A review of your environment and configurations required to enable solution deployment

- **Use Cases and Prioritization:** Identify use cases and personas, prioritize requirements, and define licensing needs

- **Copilot Agent Development:** An intelligent automation solution based on prioritized requirements

- **Solution Documentation:** A document outlining solution requirements, as-built environment configurations, and key recommendations

- **Knowledge Transfer Session:** Training to upskill your team and ensure long-term success

OUR COPILOT EXPERTISE

COPILOT AI STRATEGY & GOVERNANCE

We work with your organization to establish a reliable Copilot strategy by developing your Microsoft 365 Copilot governance, security and acceptable use policies.

COPILOT USE CASE IDEATION & PRIORITIZATION

We collaborate with your team to lead business transformation discussions centered on the responsible use of Copilot and AI. We identify the personas, scenarios, and use cases that will deliver the greatest value when reimagined through AI. This phase includes developing the business case, defining success metrics, and establishing measurable KPIs.

COPILOT TECHNICAL READINESS & DEPLOYMENT

We equip your organization with the strategies, tools, and actionable insights to strengthen data protection and prepare for seamless Copilot integration. This includes guidance on licensing, governance, and extensibility requirements.

COPILOT ADOPTION & CHANGE MANAGEMENT

We help build a Copilot user enablement plan that includes organizational awareness and readiness planning. Empower Copilot adoption by developing a Copilot training plan that fits your pilot groups and broad rollout users.

COPILOT USE CASE IDEATION & PRIORITIZATION

We work with your team to plan and implement automation capabilities, including the creation of Copilot chatbots and Copilot Agents, as well as any required integration, customization, and configuration services. Extend value through Copilot plugins and connectors, and explore opportunities for line-of-business app assessment.

COPILOT EXPERT ADVISORY & SUPPORT

We help you manage your Copilot Agents and governance while advancing Copilot adoption through expert monitoring and optimization, allowing your team to focus on core business priorities.

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