



COPILOT SERVICES.


AI & MICROSOFT COPILOT ADOPTION SERVICES.


Microsoft Copilot is revolutionising the way organisations interact with AI and software development. By harnessing the immense power of artificial intelligence, Copilot transcends traditional coding paradigms, making the software design process more intuitive, efficient, and forward-thinking.

To maximise the potential of this ground-breaking tool, it's vital that organisations and their teams are adequately prepared. Dive into our Readiness & Adoption service, and lead the change.

Strategy & AI 
Cutting-edge AI solutions to transform your business strategy.

AI Prompt Engineering 
Master prompt engineering for superior AI interactions.

Microsoft Copilot Training 
Empower your team with our comprehensive Copilot courses.

Copilot Digital Champions 
Grow and Innovate with Microsoft Copilot through an engaged community

COPILOT ADOPTION.



Readiness & Strategy

- AI and Microsoft Copilot envisioning
- Carry out Data and Technical readiness
- Define the Strategy for Microsoft Copilot
- Create the plan for pilot deployment phase

Pilot Deployments

- Envisioning and use case development
- Engage stakeholders to deliver the pilot.
- Collect lessons learned and successes
- Playback lessons learned and ROI

Departmental Use Cases

- AI and Microsoft Copilot envisioning
- AI Executive briefing session
- Copilot use case scenario workshops
- Create success stories

Adoption & Change

- Copilot Digital Champions campaign
- AI Communications SharePoint Hub
- Copilot training
- AI & Copilot Executive Coaching sessions

SUCCESS FACTORS

Phase 1

SUCCESS ACCELERATORS

Phase 2

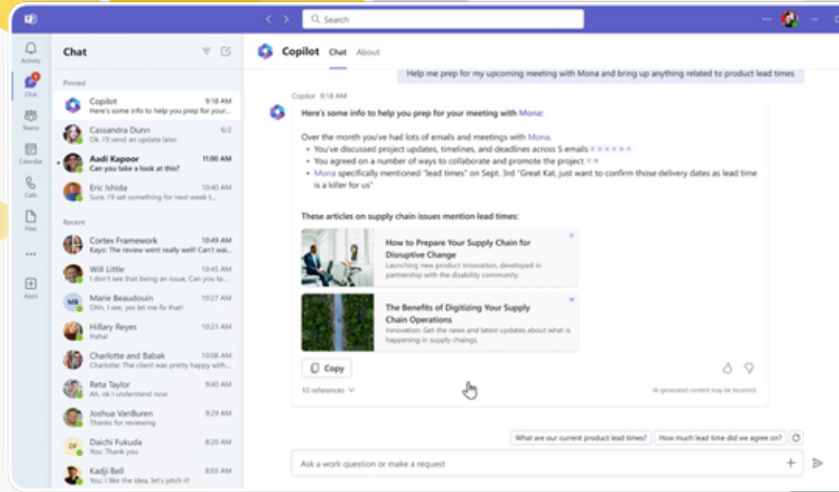
AI & Microsoft Copilot Maturity Model.

Capability Maturity →

Organisational Maturity ↓

<p>Level 100 INITIAL</p>	<p>There is awareness of Microsoft Copilot and the capabilities of AI. Bing Chat Enterprise is a tool that is deployed and accepted as an enterprise application. The organisation is assessing the technical requirements specifically; Data Governance and Permissions and Policies. Initial conversations are taking place with Legal, HR and Finance to assess the feasibility to build a business case for AI and Microsoft Copilot.</p>
<p>Level 200 REPEATABLE</p>	<p>Data Governance Audit has taken place IT are aware of the security controls and the data classification has been assessed. A vision has been set for how and what benefits can be realised through the AI and Microsoft Copilot. A roadmap has been outlined to secure the environment to find the optimal point of controlling the IT environment and empowering licenced users.</p>
<p>Level 300 DEFINED</p>	<p>A strategy for AI and Microsoft Copilot has been created that outlines; a clear vision, policies, use cases, resistance management and the adoption and change plan. IT Security are aware of the risks and these are documented with appropriate controls and mitigations in place. IT, HR, and legal policies are communicated to employees. Pilot groups are using AI and sharing their learnings with project steering committee. Executive support has agreed a way to move forward.</p>
<p>Level 400 CAPABLE</p>	<p>Employees are using Microsoft Copilot daily to enhance productivity with basic to intermediate use cases. New ways of working are being captured and articulated back to project stakeholders. Ideas are being encouraged and the benefits articulated to business stakeholders. Business stakeholders who are interested in learning more have a knowledge hub and there is a support mechanism within the organisation. Communications and training mechanisms are in place.</p>
<p>Level 500 EFFICIENT</p>	<p>Users are equipped with the skills, capabilities and confidence to maximise AI in their roles. A community of champions has been established with structured learning paths. Advanced capabilities and use cases are being explored, such as Copilot for Power Platform. There is effective communications and product ownership to minimise disruption with evergreen changes in the evolving platform and its capabilities.</p>

COPILOT TECHNICAL & CHANGE READINESS.



Readiness

1. Project Kick Off
2. Wizard Walk-Through
3. Data Security and Privacy Workshop
4. Licence Assignment Workshop
5. Project Change Discovery Workshop
6. Stakeholder and Persona Mapping
7. Success Workshop
8. Adoption and Change Workshop

Pilot Deployment

1. Project Kick Off
2. Wizard Walk-Through
3. Data Security and Privacy Workshop
4. Licence Assignment Workshop
5. Project Change Discovery Workshop

Adoption

1. Copilot Adoption Hub
2. Training: AI, Copilot, Apps and Permissions
3. Executive Coaching
4. Copilot Champions Community

Project Kick Off

Technical and Data Readiness

Licence Assignment

Change Management and Adoption Readiness

Pilot Group One

Pilot Group Two

Pilot Group Three

Adoption Activities



What we do

Example of Adoption Strategy & Plan Outputs

- Purpose and vision for new WOW
- Key stakeholders and project roles
- Critical stakeholders
- High-level requirements capturing
- Resistance management
- Adoption approach
- Prioritisation of apps and teams
- Comms & training needs analysis
- Digital champions approach
- Comms and training schedule
- High-level change plan

The collage displays various project outputs:

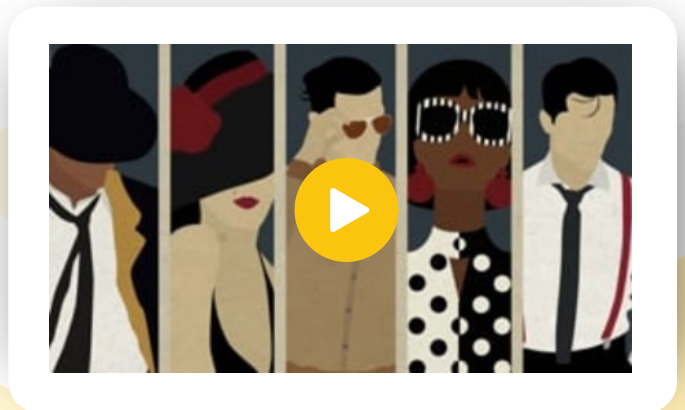
- Use Cases: Theme Count:** A table listing themes like 'Finance & Procurement' and 'Operations Tools' with their respective counts.
- Use case prioritisation:** A bubble chart plotting 'Business Impact' against 'Ease of Adoption' to categorize use cases as 'Quick Wins' or 'Avoid / try later'.
- Delivering the quick wins:** A flowchart showing the process from 'Identify' to 'Deliver' for quick wins.
- Plan on a Page:** A Gantt chart showing the timeline for developing a Power Platform strategy.
- Meet Bob, a busy Physician:** A user persona profile detailing a physician's responsibilities, challenges, and needs.
- Bob's Workstyle:** A detailed profile of a user's work habits, including their 'Go-to List' and 'Key Commands'.
- How do I spend my time?** A dashboard showing time allocation across different tasks and applications.

What we do

Example Communications.

The communication materials include:

- Word, PowerPoint & Excel:** Guides for maximizing productivity with these Microsoft Office applications.
- Calendar:** A guide on how to manage time effectively using the calendar.
- BALANCE PRODUCTIVITY AND WELLBEING:** A document discussing the importance of maintaining a healthy work-life balance.
- PEOPLE-POWERED WORKPLACE:** A document focusing on empowering people and teams to their best.
- MICROSOFT VIVA:** An introduction to the Microsoft Viva ecosystem for employee experience.



DIGITAL CHAMPIONS

Providing KNOWLEDGE & GROWTH

Encourage your people to thrive.

Digital Champions Overview

Our Digital Champions programme is delivered purely online through Teams giving your people access to the most up-to-date Microsoft learning resources, in a managed community environment.

We use Microsoft technology to train people on Microsoft technology, providing growth and knowledgeability from the start.

Here's what Changing Social provides:

01 AI & Copilot campaign

02 4 Copilot webinars

03 1 Change webinar

04 1 dedicated Microsoft product specialists

03 Gamification, reporting & analytics

04 Comms & community management

“The Digital Champions Programme is a learning process where you can gain benefits for your own work. You can collaborate easily with key specialists, grow yourself and train or help others.

- Heidelberg Cement Digital Champion”



An engaged workforce

Successful and meaningful change has a ripple effect which can be seen as a more engaged workforce.



Improved digital skills

The programme provides the technical expertise your people need to ensure sustainable change within your organisation.



Peer-to-peer learning

The champions are themselves end users, so they understand the challenges and needs of their colleagues. Peer-to-peer learning is so powerful.



Dedicated resource

With our fully-managed service, we provide expertise and the dedicated resource to be on-hand whenever you need us.



Tailored to your organisation's learning needs

We tailor the programme to achieve the outcomes and goals of your business and to suit the learning needs of your people. We're on hand to support.