Microsoft 365 Copilot Deployment Program

CLOUD FOR WORK

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Cloud for Work

Cloud for Work is a technology advisory and implementation company working with large organizations to implement and increase technology usage throughout the organization.

Adoption and Change Management Advanced Specialization

Microsoft Solutions Partner

Modern Work

Why Cloud for Work

CLOUD FORWORK

- Proven experience and success in the market. Trusted by Microsoft and by more than 150 clients in EMEA.

- Combine technology advisory and implementation.

- A highly experienced team of consultants who understand the culture of organizations in the MEA region and who can deliver in English, Arabic and French

Selected Clients

Cloud for Work was founded in 2016 and has serviced 150+ clients in Europe, Middle East, Europe, and Africa

Overall :
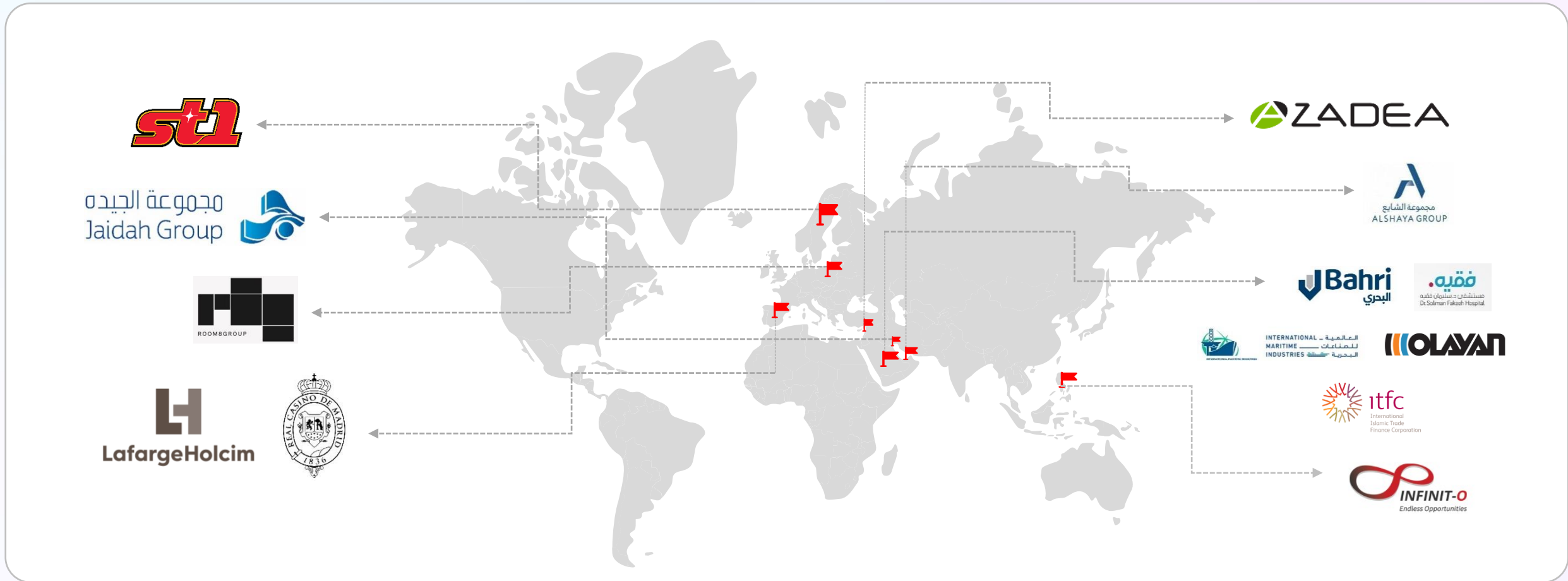
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What is Microsoft 365 Copilot

Microsoft 365 Copilot is your AI-driven partner that combines the power of :
- Large language models (LLMs) *with*
- Your data in the Microsoft Graph *and*
- The Microsoft 365 apps

Unleash creativity

Harness Copilot's power so you never start from scratch

Unlock productivity

Copilot summarize actions for you, and optimize your time

Uplevel skills

Be better at what you're good at and master what you've yet to learn

Why is Microsoft 365 Copilot Important to you

64%
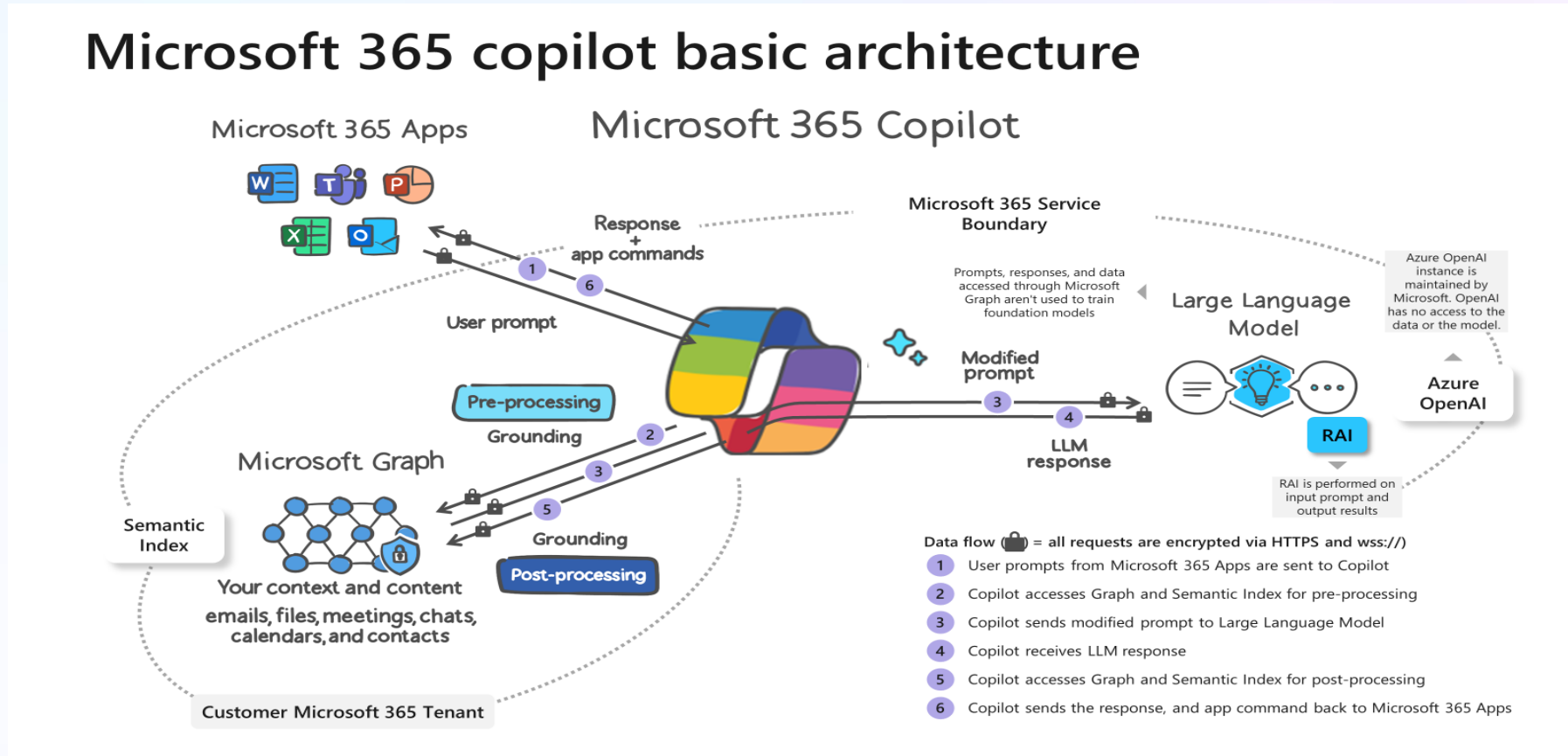of people struggle with having the time and energy to do their job

62%
spend too much time searching for information during the workday

60%
of leaders say a lack of innovation or breakthrough ideas is a concern

Microsoft WorkLab Work Trend Index, May 2023
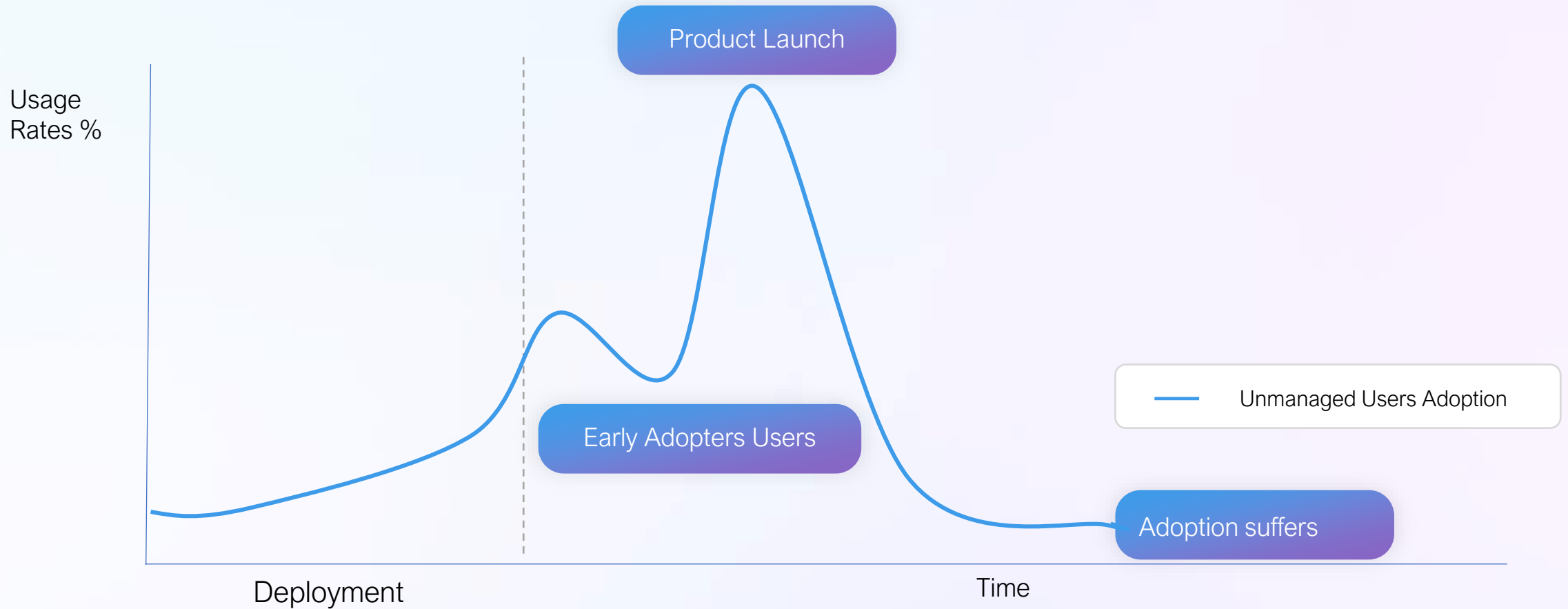
How does Microsoft 365 Copilot work for you

Prompts serve as commands for Microsoft 365 Copilot, directing it to perform actions such as creating, summarizing, editing, or transforming content.

Challenge in Microsoft 365 Copilot deployments

Usage Rates %

Product Launch

Early Adopters Users

Unmanaged Users Adoption

Adoption suffers

Deployment

Time

The main reason behind poor adoption of Microsoft 365 Copilot

Lack of Awareness

Users don't know that the solutions exist and why they need to adopt the new technologies

Missing the Desire to Change

Users don't know what's in it for them and are not committed to adopt the new technologies

Lack of Knowledge

Users don't know how to use the new technologies and apply them in their day-to-day tasks
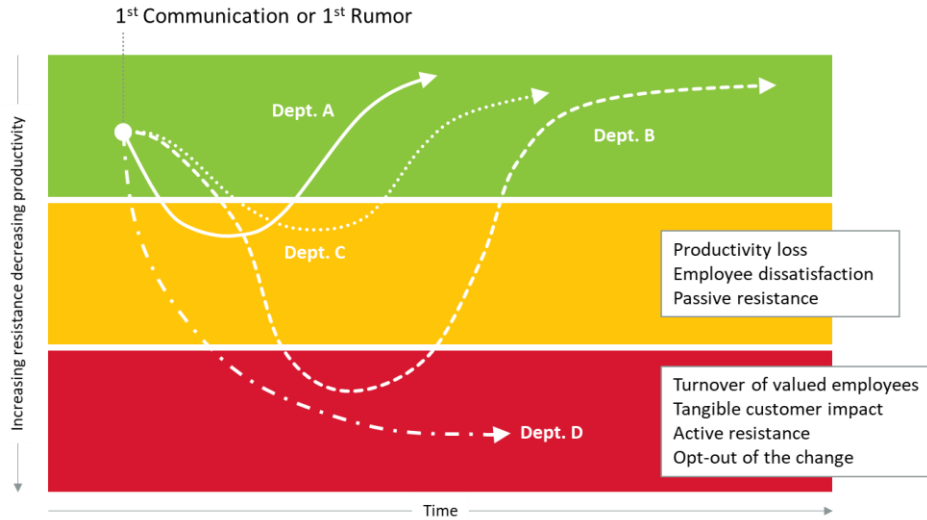
Lack of Recognition

Adopters are not recognized and there is no system in place to monitor and reward progress

Think Change Management
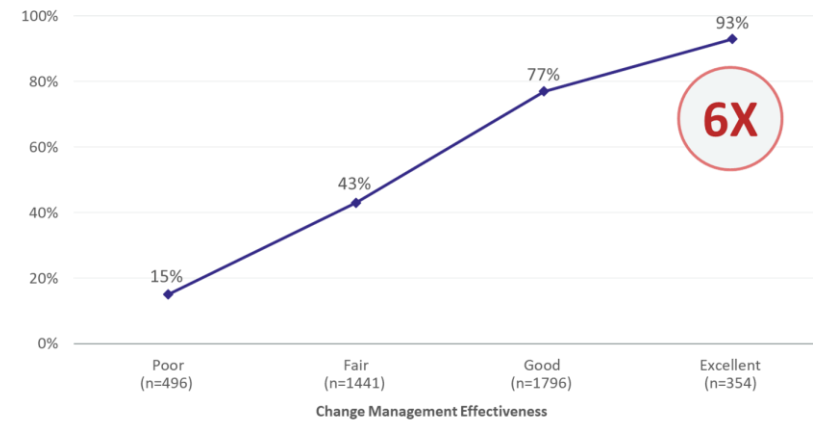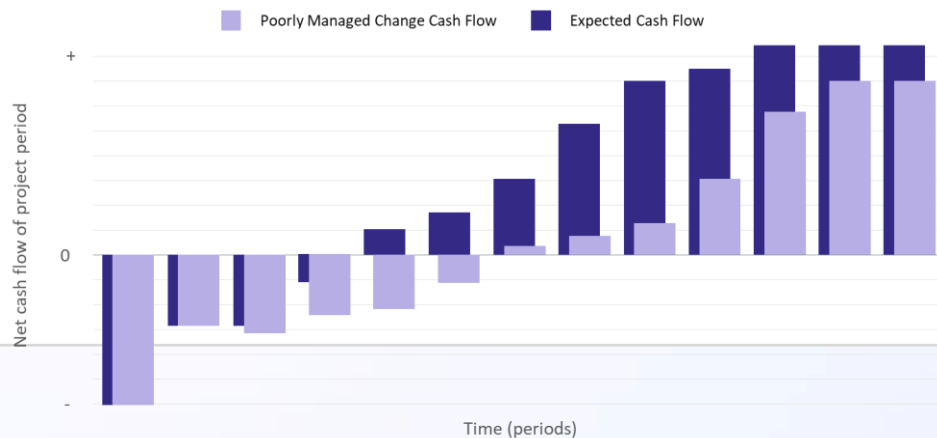
The Change impact will happen. Better to manage it.

Productivity loss
Employee dissatisfaction
Passive resistance

Turnover of valued employees
Tangible customer impact
Active resistance
Opt-out of the change

6x Higher Chances of meeting the project Objectives

Percent of Study Participants Who Met or Exceeded Objectives

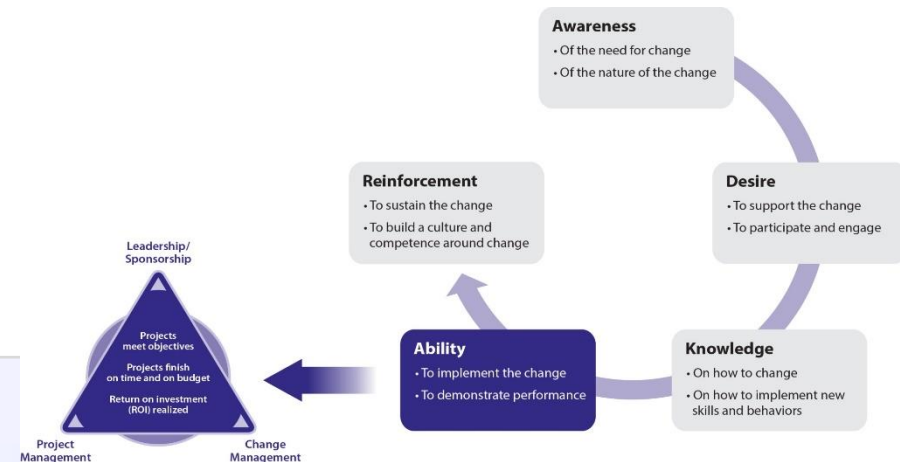|	Poor (n=496)	Fair (n=1441)	Good (n=1796)	Excellent (n=354)
	15%	43%	77%	93%

6X

Change Management Effectiveness

Prosci 2018 Benchmarking Data
Data from 2007, 2009, 2011, 2013, 2015, 2017

Better ROI

Poorly Managed Change Cash Flow · Expected Cash Flow

ADKAR® : Proven Methodology

Awareness
· Of the need for change
· Of the nature of the change

Desire
· To support the change
· To participate and engage

Knowledge
· On how to change
· On how to implement new skills and behaviors

Ability
· To implement the change
· To demonstrate performance

Reinforcement
· To sustain the change
· To build a culture and competence around change

Leadership/Sponsorship

Projects meet objectives
Projects finish on time and on budget
Return on investment (ROI) realized

Project Management   Change Management

PROSCI® ADKAR® Model

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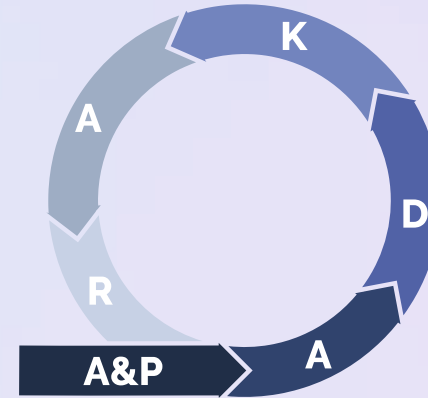
Project Management

Change Management

1. Advisory Based

ASSESSMENT AND PLANNING

1. Understand Organization Strategic Objectives (Business Goals, User Challenges,…)
2. Review Current Usage using reports
3. Identify Gaps
4. Set Goals

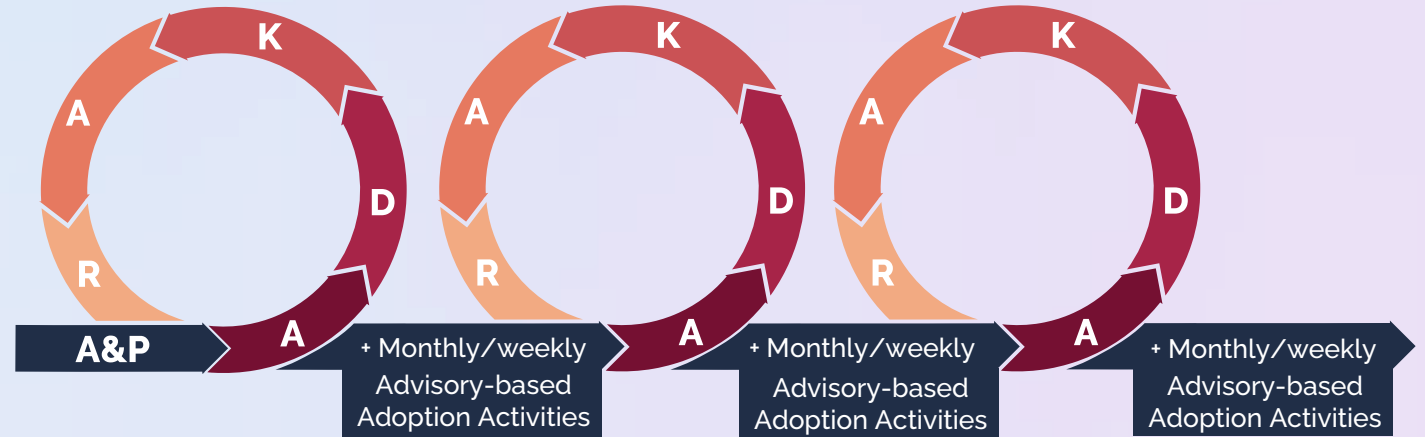| A	D	K	A	R
Awareness Activities	**Discovery Workshops**	**Knowledge Transfer**	**Ability to Use**	**Reinforcement Activities**
Generate content: Email, Videos, etc.	Identify business scenarios, what is in it for me, etc.	Generate how-to guides, create online courses, etc.	Conduct focused workshops, run a Champions Program, etc.	Analyze Data, Conduct Refreshers, Gamify Activity, etc.

2. As-a-Service

ASSESSMENT AND PLANNING

1. Understand Organization Strategic Objectives (Business Goals, User Challenges,…)
2. Review Current Usage using reports
3. Identify Gaps
4. Set Goals

A&P

+ Monthly/weekly Advisory-based Adoption Activities

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A	D	K	A	R
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AI-Enable Your Entire Organization in Just 30 Days

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AI Rapid Deployment
One-time, 30 days

- Deploy the Technology
- Launch the Champion Program
- Communicate the Launch
- Conduct the End-User Enablement

AI Expansion
Recurring, Monthly

- Business Use-Case Review
- Manage the Champion Program
- Analyze Usage
- Conduct Workshops
- Record Walk-thoughts
- Communicate Updates

30 Days Scope of Work

Deploy the Technology

- Review the current M365 environment
- Permissions Audit
- Remediation Plan
- Remediation Assistance (Optional)
- Assign Microsoft 365 Copilot Licenses

Communicate the Launch

- Create a Company-Wide Announcement Email
- Create an Email to Executives

Create the Champion Program

- Structure the Champions Team
- Select the Champions
- Onboard the Champions

Conduct the End-User Enablement

- Essentials for Executives – Getting Started with Microsoft 365 Copilot
- Essentials for End-Users – Navigating the Basics of Microsoft 365 Copilot

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Expansion Scope of Work

Business Use-Case Review

- Review with select department executives the business use cases of AI with Microsoft 365 Copilot

Manage the Champion Program

- Review the progress of Champions
- Provide recommendations and support to Champions

Analyze Usage

- Analyze usage
- Provide a usage report

Conduct Workshops

- Live Online Workshops – Microsoft 365 Copilot Refresher Workshop
- Live Online Workshops – AI Latest Updates Workshop

Record Walk-throughs

- Create recorded walk-throughs of Microsoft 365 Copilot Functionality

Communicate Updates

- Create an email communicating AI-related organization updates