



# Cognizant® Enterprise Launchpad for Copilot

Accelerating  
real-world  
AI adoption





addressing copilot challenges

# Addressing copilot challenges

Before AI can transform your business, it must first fit your business.

As organizations accelerate their Copilot deployment journeys, we've seen a familiar set of challenges emerge—not just technical, but deeply human, operational, and organizational. These aren't theoretical risks; they're patterns we've observed across dozens of deployments, and they inform how we design solutions that work.

# What we're hearing on the ground

Behind every challenge is a real story. These quotes reflect the recurring pain points we've heard directly from clients and partners—highlighting the practical barriers organizations face. Each one reveals a deeper need for thoughtful design, governance, and support.

## **“We deployed Copilot, but no one uses it.”**

Adoption stalls when users don't see immediate value or when workflows aren't redesigned to include AI. Training alone isn't enough—behavioral design is key.

## **“Our data is everywhere—and nowhere Copilot can reach.”**

Without unified, permissioned access to enterprise data, Copilot remains shallow. Integration and structure are critical to unlock real productivity.

## **“It works in Word, but not in our actual workflows.”**

Out-of-the-box features often miss the mark for real roles. Extensibility—via plugins, APIs, and connectors—is essential for relevance.

## **“Our IT team is overwhelmed.”**

AI rollouts add complexity. Without clear ownership, automation, and support models, IT becomes a bottleneck instead of an enabler.

## **“Security flagged our pilot before it even launched.”**

Lack of clear governance, labeling, and access controls can halt progress. Responsible AI frameworks must be in place from day one.

## **“We underestimated the change management.”**

AI adoption is a cultural shift. Without champions, feedback loops, and executive backing, even the best tools fail to gain traction.

## **“We built a great agent. Then it sprawled.”**

Agentic AI needs lifecycle governance. Without it, organizations face versioning chaos, unclear ownership, and misaligned outcomes.

# What we've learned from the front lines

While AI agents promise transformative benefits, their implementation is far from plug-and-play. Organizations must navigate a complex landscape of technical, ethical, and operational challenges. Below are some of the most pressing issues companies face when deploying out-of-the-box AI solutions:

## Adoption

Adoption is about people and process—not just technology. Driving Copilot success requires more than a change plan; it demands solutions that reduce friction, deliver clear value, and motivate lasting behavior change.

## Governance and Security

Establishing responsible AI governance is crucial for ensuring security, compliance, and support frameworks for Copilot usage and data management

## Platform Readiness

Ensuring platform readiness involves integrating advanced technologies and establishing robust infrastructure to support seamless AI adoption and operational efficiency.

## Integration Complexity

AI agents must seamlessly integrate with legacy systems and workflows. Poor integration can lead to disruptions, inefficiencies, and increased technical debt.

## Partnership

Strong partnerships with leading technology providers, such as Microsoft, enhance our capabilities and ensure we deliver the best possible solutions to our customers.

## Skill Gap

There is a growing shortage of professionals with the expertise to develop, deploy, and maintain AI systems, slowing down adoption and innovation.



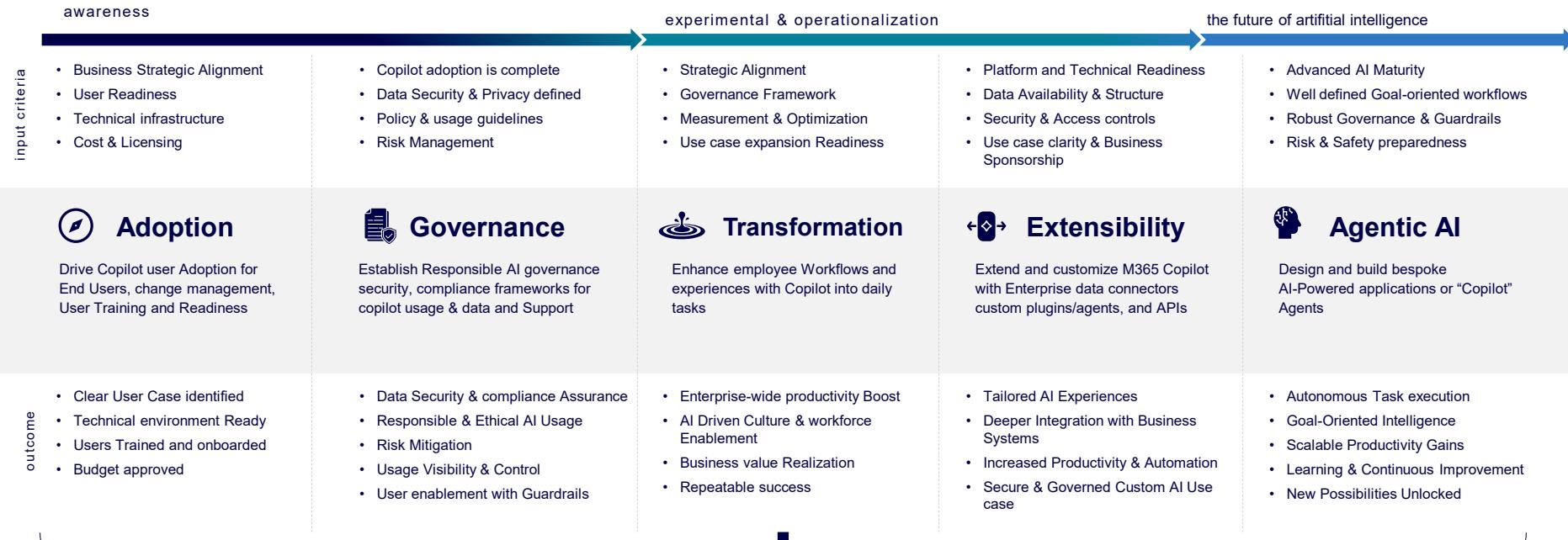
how can we help

# Introducing Cognizant® Enterprise Launchpad for Copilot

Accelerating AI  
adoption with purpose

Copilot Launchpad is Cognizant's fast-track program to help enterprises adopt Microsoft 365 Copilot with confidence. It combines governance, agentic development, and tailored demos to accelerate AI integration, improve productivity, and deliver real business value—powered by a proven roadmap and deep Microsoft collaboration.

# Our offerings



## MWP AI Foundry

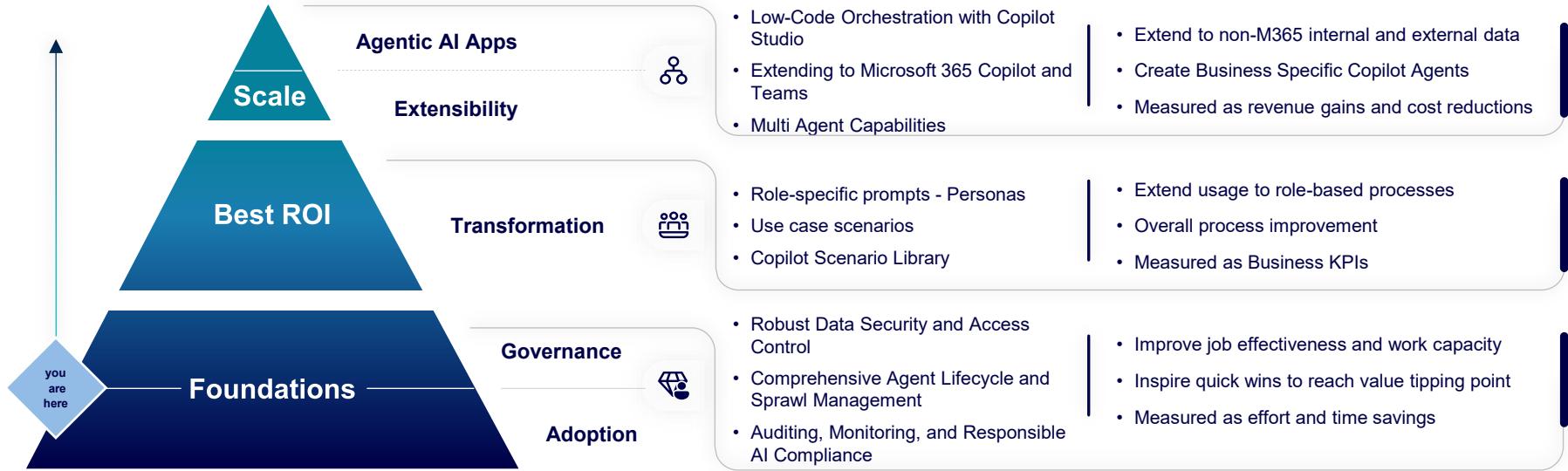
Our transdisciplinary team of Microsoft Gen AI certified engineers, experience strategists, UX designers, domain SME's leveraging design thinking and human centered design to go beyond technology implementation and craft transformative copilot experiences that drive outcomes.

By aligning Copilot solutions with your unique workflows and business priorities, we ensure that every interaction is purposeful, secure, and scalable. Whether it's accelerating decision-making, enhancing productivity, or unlocking new value streams, our team is committed to delivering experiences that not only meet expectations—but redefine them.

# Copilot Launchpad journey

The Copilot Launchpad Journey is our step-by-step approach to help organizations evolve their AI capabilities—from establishing foundational value to achieving scalable, agentic AI. Each stage builds on the last, guiding you through a structured path that enhances efficiency, deepens intelligence, and unlocks transformative business outcomes.

We start where you are

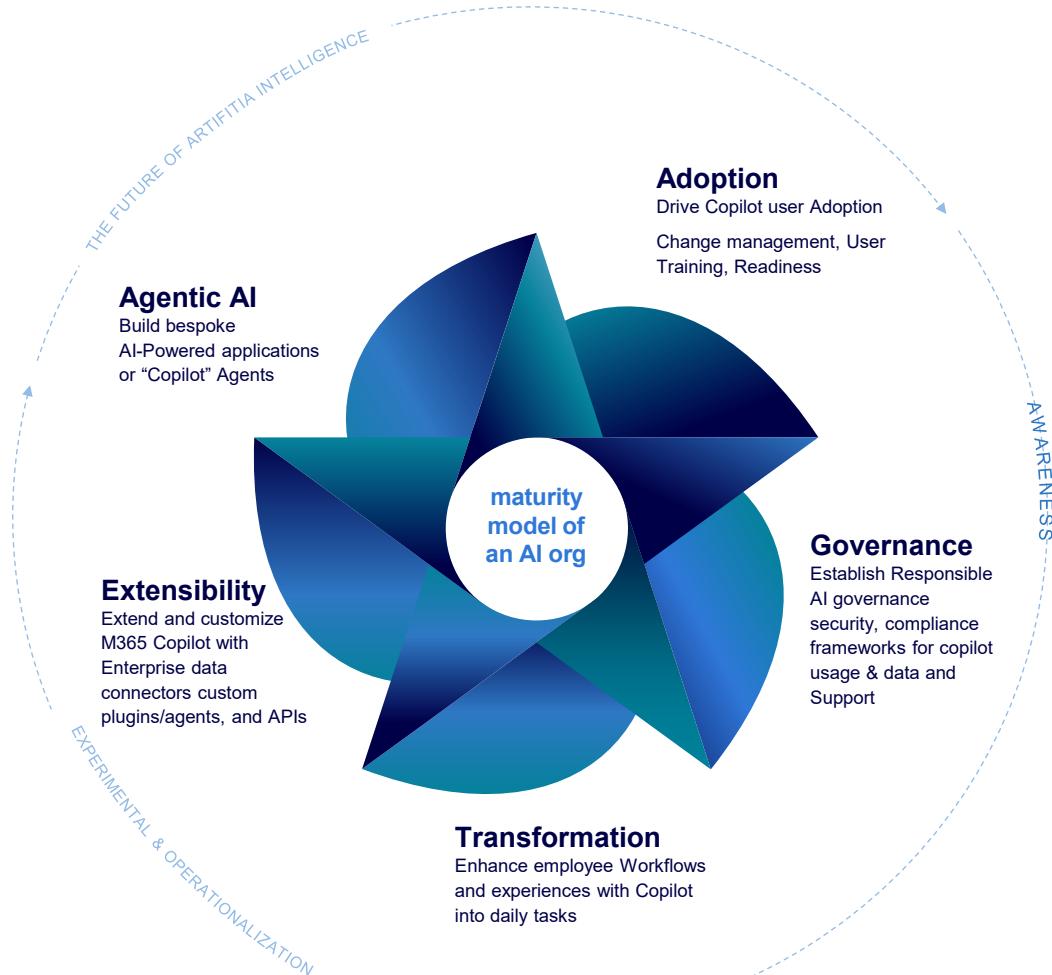


# Maturity model of an AI organization

## Modern workplace ai foundry

The Copilot Launchpad acts as a catalyst, significantly speeding up an organization's journey through the AI maturity model. It provides pre-built tools, frameworks, and best practices that allow teams to move from nascent to more mature stages much faster than traditional, manual approaches.

The Launchpad lowers the barrier to entry for AI development, enabling a broader range of employees to leverage AI capabilities. This democratization fosters a more AI-fluent workforce, moving the organization from a specialized "AI team" model to a more distributed "AI-everywhere" culture, a hallmark of advanced AI maturity



A photograph of a person climbing a steep, rocky mountain peak. The climber is wearing a dark jacket and pants, and is using ropes and gear. The mountain is rugged with vertical rock faces. The sky is clear and blue.

our offerings

# Executing Copilot Launchpad

This is where strategy meets execution—and AI starts delivering real value.

In this section, we dive into the core offerings that power the Copilot Launchpad. Each offering represents a critical step in helping organizations adopt, govern, extend, and scale AI effectively. From foundational readiness to agentic intelligence, we'll show how our approach turns challenges into measurable outcomes.



## Adoption

Adoption is about people and process, not just technology. Successfully deploying Copilot in an enterprise requires a structured change management plan to ensure users embrace the new AI capabilities. Key components of an adoption offering include executive sponsorship, user education, communication, and continuous feedback loops.



# How we make it work

This offering focuses on driving user adoption of Copilot through structured change management. It ensures employees embrace the new AI tools by securing leadership buy-in, preparing users with training, and supporting them via champions and feedback loops for a successful rollout.

Executive sponsorship and vision	Champion users and early adopters	Targeted training and communication	Pilot programs and feedback loops	Continuous change management
Obtain leadership buy-in and a clear AI vision aligned to business goals to champion Copilot's value from the top.	Build a network of enthusiastic early users in different teams to promote Copilot, share success stories, and help peers overcome fears or misconceptions about AI.	Provide role-based training, demos, and ongoing communications so employees understand how to use Copilot in their daily work and see quick-win use cases.	Start with pilot groups or departments, gather user feedback and usage data, then refine Copilot use guidelines before scaling up organization-wide.	Address concerns (e.g. "AI replacing jobs") with clear messaging that Copilot is a tool to augment their work, and maintain momentum through regular tips, support, and success updates.

# What It Looks Like in Action



## Suggested – 8-10 weeks

Cognizant's Copilot Adoption offering is designed to provide you with a rapid yet transformational approach to help your organization identify, define, and prototype Copilot agents that deliver high-impact outcomes for both your business and your employees.

We will work closely with you to:

Identify high-impact use cases tailored to your key personas and workflows.

Develop AI-powered solutions that integrate seamlessly into your Microsoft 365 environment.

Create a roadmap for sustainable adoption that scales across departments and functions.

## Activities

- Conduct stakeholder interviews and workshops to identify key personas and high-impact use cases
- Analyze current workflows and Copilot readiness across Microsoft 365 apps
- Define success metrics and KPIs for adoption tracking
- Prototype Copilot agents tailored to specific business scenarios
- Develop AI-powered solutions that integrate with existing systems
- Create a roadmap for sustainable Copilot adoption across departments
- Launch pilot communications and engagement forums (e.g., drop-in sessions, virtual coffee chats)
- Establish a Champions network and Center of Excellence for ongoing support
- Scale Copilot usage to new teams and functions
- Deliver measurable productivity gains and workplace experience improvements

# Adoption

## Challenge

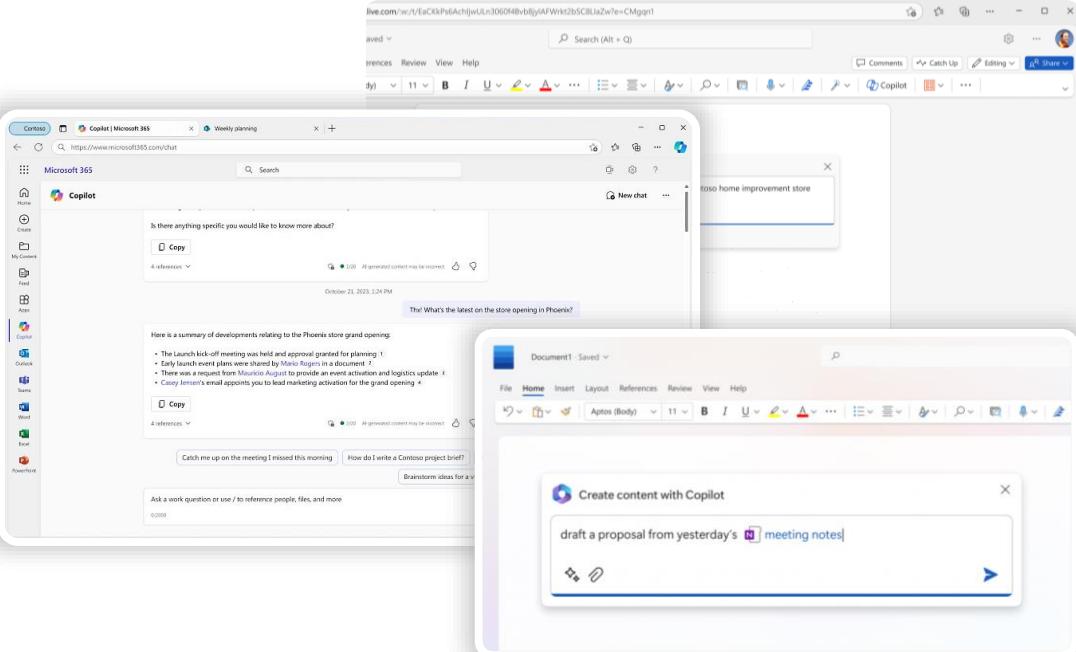
Our client was facing a significant business challenge with the adoption of Copilot within the initial 2000 M365 Copilot users deployed in the Early Adopter Program and with its vision to extend copilot to the next 3000 users. The primary struggle was with the Change Management aspect of the rollouts.

Cognizant delivered a 12-week Adoption and Change Management engagement deploying Copilot in waves across defined business units. Each business unit was onboarded and trained in Copilot, champions were selected from advanced users to provide local coaching. A scalable roll out and support model was developed for further implementations

## Solution

The work included:

- End user onboarding
- Training in Copilot across the core Microsoft 365 applications
- Advanced deep-dive training in specific M365 apps
- Business unit use case development
- Create Copilot Center of Excellence
- Online Ask Anything sessions
- Enable Champions network



## Expected outcome



2000

Users increased adoption



10 Persons

Developed and implemented across the business



accelerated

Adoption and value creation across 2000 users by focusing on Adoption and Change Management.



## Governance

Governance and Responsible AI practices ensure that Copilot and related AI solutions are used securely, ethically, and in compliance with organizational policies and regulations. This offering establishes the frameworks and controls needed to manage risk while enabling productivity.



# How We Make It Work

## Data security & access Control

Implement strict controls so Copilot only accesses data it's allowed to. This involves using sensitivity labels, data loss prevention (DLP) policies, and Microsoft 365's built-in security – for example, confidential files or emails remain protected (Copilot will refuse requests outside a user's permissions). Review your content labeling and permissions setup before Copilot launch to plug any gaps.

## Ongoing monitoring & controls

Use admin dashboards and tools to monitor Copilot's usage across the organization. Set up alerts or reviews for unusual activity. Periodically audit the types of prompts and outputs (without viewing content, you can see metadata) to ensure they align with company policy. Adjust Copilot's settings or connected data sources as your governance needs evolve.

## Incident Response & training

Have a clear process for handling any issues – e.g., if Copilot produces inappropriate or sensitive output, how should users report it and how will IT respond? Train your support and compliance teams on these procedures. Also, provide training to end-users on the importance of responsible AI use – essentially, make governance a shared responsibility across the organization.

## Governance framework & oversight

A strong governance foundation is essential for sustainable Copilot adoption. This involves establishing a cross-functional governance council that includes stakeholders from IT, Legal, Compliance, HR, and business units. The council is responsible for defining usage policies, ethical guidelines, and escalation protocols to ensure responsible AI deployment. Regular reviews and audits are conducted to assess Copilot's impact on productivity, compliance, and user experience.

## Ethical AI & responsible use

A robust governance model must also include a clear commitment to ethical AI practices. This involves defining and enforcing responsible use policies that align with your organization's values and regulatory obligations. Establishing review boards or checkpoints helps ensure that Copilot outputs are fair, transparent, and free from bias. Transparency is key—users should understand how Copilot works, what data it accesses, and how its responses are generated.

# What It Looks Like in Action



## Suggested – 6-8 weeks

Our Copilot Governance Accelerator is designed to provide you with a rapid yet structured approach to establish a secure, compliant, and scalable foundation for Microsoft 365 Copilot adoption.

We will work with you to assess your current environment, define responsible AI usage policies, implement data access controls, and operationalize a governance framework that ensures Copilot is used ethically and effectively across your organization.

Our sprint-based model minimizes disruption while delivering high-impact outcomes—empowering your teams with the confidence, clarity, and controls needed to unlock Copilot's full potential.

## Activities

- Review and classify data sources to ensure Copilot accesses only appropriate and compliant content.
- Apply sensitivity labels and DLP policies to protect confidential and regulated information.
- Set up usage monitoring dashboards to track adoption, usage patterns, and anomalies.
- Align Copilot settings with security and compliance frameworks like Zero Trust and Microsoft Purview.
- Define and communicate responsible AI usage policies to guide ethical and transparent use.
- Deliver targeted training and enablement to educate users on Copilot capabilities and limitations.
- Establish an incident response process for handling inappropriate outputs or data risks.
- Form a governance council to oversee policy enforcement, risk reviews, and continuous improvement.

# Governance

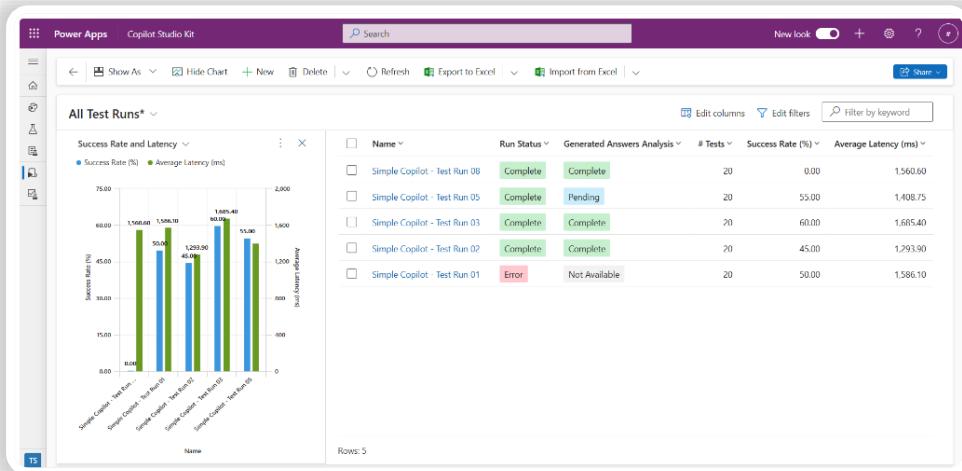
## Challenge

A leading insurance client partnered with Cognizant to scale their Microsoft 365 Copilot deployment from an initial 300 early adopters to over 1,000 users. The primary challenge was not technical—it was organizational. The client faced hurdles in change management, user enablement, and governance readiness.

## Solution

The work included:

- Conducted a technical audit of the client's Microsoft 365 environment.
- Mapped user roles, personas, and usage patterns to identify high-impact Copilot use cases.
- Assessed security posture and compliance readiness.
- Defined data access policies, sensitivity labels, and DLP controls for both pilot and enterprise-wide rollout.
- Established usage policies, admin controls, and prompt monitoring mechanisms.
- Created a risk register and aligned governance with Microsoft's Responsible AI principles.
- Delivered role-based training and prompt engineering workshops.
- Launched a Champions Network and Center of Excellence (CoE) to drive adoption.
- Provided incident response playbooks and support team enablement.
- Enabled usage analytics dashboards to track adoption and flag anomalies.
- Conducted periodic audits of prompts and outputs to ensure alignment with policy.
- Gathered user feedback to refine governance controls and improve Copilot effectiveness



## Expected outcome



1000

Users increased adoption



COE

Implemented a Centre of Excellence for the Organization



accelerated

Cognizant helped scale Copilot from a few hundred licenses to over 24,000 users, while maintaining strong governance and measurable business outcomes



## Experience Transformation

Experience Transformation reimagines and high value workflows by integrating Copilot's AI capabilities. The goal is to enhance employee productivity and satisfaction – using Copilot to eliminate drudgery, speed up tasks, and empower your most high value talent with more efficient ways of working in the most impactful parts of your business.



# How We Make It Work

Experience Transformation reimagines and improves key workflows by integrating Copilot's AI capabilities. The goal is to enhance employee productivity and satisfaction – using Copilot to eliminate drudgery, speed up tasks, and enable new, more efficient ways of working. It's about going beyond copilot as a helpful tool to get quick answers and improve communications to a high-powered workflow-specific agents that maximizes human capital talent.

## Reengineer workflows

Identify high-impact processes and tasks that Copilot can streamline or automate and redesign these workflows with AI assistance in mind. Rethink jobs like report writing, data analysis, responding to customer emails, and more.

## Pilot

### Innovative Use cases

Deploy Copilot in high-value, complex scenarios to uncover transformative potential and inform broader AI integration. Examples include Copilot to automate complex deal desk workflows, convert customer sentiment into strategies, or enable synthesis of R&D data.

## Boost

### productivity And quality

Leverage Copilot to complete work with significant time savings and improved output quality using AI help. Early users have seen tasks completed ~30% faster and with fewer errors.

## Improve employee experience

Reduce mundane busywork by handling repetitive tasks with Copilot, freeing up employees for more creative and strategic activities, leading to higher job satisfaction. After seeing the benefits, most users don't want to work without it.

## Monitor And refine

Track metrics and collect employee feedback to continually refine processes and expand Copilot to new areas, delivering measurable business outcomes. Note improvements across time saved, output quality, usage patterns and more.

# What It Looks Like in Action



## Suggested – 8-10 weeks

Is designed to provide you with a rapid yet transformational approach help your organization identify, define and prototype Copilot agents that are designed to deliver high-impact outcomes for both your organization and your employees

We will work with you to identify high-impact use cases, develop AI-powered solutions, and create a roadmap for sustainable adoption.

Our sprint-based approach is designed for minimal disruption but high impact to improve your workplace experience and deliver a step-change in productivity gains.

## Headline

- Conduct stakeholder interviews and workshops to identify critical needs and pain points
- Analyze Copilot analytics, key metrics and assess current system readiness
- Facilitate qualitative immersions to understand user workflows and Copilot's potential impact
- Co-create and prioritize AI-driven use cases and concepts tailored to business and user needs
- Develop and validate a prototype, along with a comprehensive plan for the implementation of Copilot
- Provide guidance on change management, workforce training and rapid validation

# Experience Transformation

## The Ask

A global biopharma organization partnered with us to explore how AI could transform the way their field and content teams discover, manage, and engage with scientific content. The goal: identify high-impact workflows where AI could reduce manual effort and enhance productivity for Medical Science Liaisons (MSLs) and Medical Content Leads.

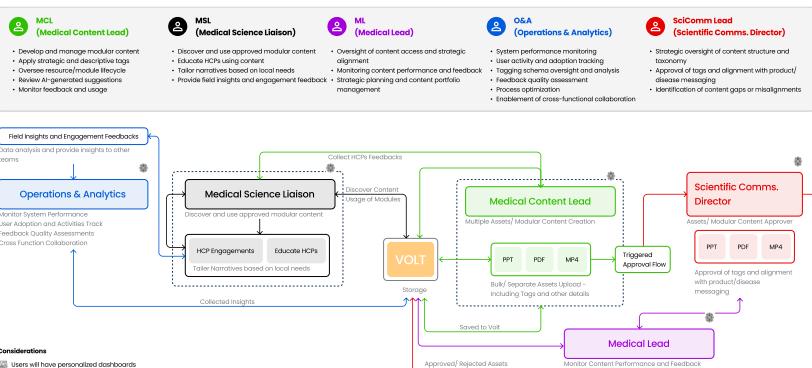
## Our Approach & Delivery

Through a focused discovery sprint, we collaborated with stakeholders to uncover a high-value opportunity: an AI-powered agent search and CRM experience tailored to the pharma field force.

## We delivered a proof-of-value product vision

- An AI assistant for MSLs to search, personalize, and log content interactions
- A dashboard for Content Leads to manage assets, review AI suggestions, and track usage
- A roadmap to scale the solution into a custom AI-powered platform

This engagement exemplifies our Experience Transformation offering—rapidly identifying and prototyping Copilot agents that streamline high-value workflows and unlock measurable productivity gains.



The screenshot displays the AI-powered platform interface, showing the following components:

- Search Results:** A search bar at the top left leads to a results page for 'NYC presentation'. It shows a list of suggested assets, including 'Therapies 2025 Update' and 'Patient-Centred Outcomes in Migraine Management'. A sidebar provides 'Related Results' for 'Clinical Trial Snapshot - Clinical Trials in Adults' and 'Migraine Epidemiology and Burden in the U.S.'.
- Dashboard:** A central dashboard area shows a 'Suggested assets for NYC presentation' section with a list of assets and a 'To refine the results further, could you let me know...' input field. It also includes sections for 'Recent Advances in Adult Migraine Therapies - 2025 Update', 'Therapies 2025 Update', 'Patient-Centred Outcomes in Migraine Management', and 'Migraine Epidemiology and Burden in the U.S.'.
- Communication:** A sidebar on the right shows a 'Good Morning Scottie!' message, a 'Create new module' button, and a 'View Module Performance' section. It also includes a 'Feedback' section with messages from Dr. Joseph Williams, Dr. George Henry, and Dr. Andy Carson.
- Metrics:** A bottom navigation bar shows metrics: 'MSL Connect: 2,340', 'Module Performance: 167.5 (last 24h)', 'New Engagements: 23', and 'Initiated Communication'.



## Extensibility

Copilot Extensibility is about customizing and expanding Microsoft 365 Copilot to fit your organization's needs. This offering enables integration of your enterprise's unique data and building custom "plugins" or agents so Copilot can do more specialized tasks beyond its out-of-the-box capabilities.



# How we make it work

## Enterprise data integration

Connect Copilot to your business data sources using Microsoft Graph connectors – for example, integrate CRM databases, intranet content, or legacy systems – so Copilot can intelligently retrieve information from across your organization (while still respecting permissions).

## Custom Copilot plugins/agents

Develop custom extensions or conversational “agents” that augment Copilot with new skills. For instance, you might build a Sales Copilot agent that knows how to pull pipeline reports, or an IT Helpdesk agent that can create tickets – these plugins let Copilot execute domain-specific actions on command.

## API embedded apps

Use Copilot APIs to embed Copilot’s AI capabilities into your own applications or workflows. For example, you could have Copilot’s chat assistant available inside your internal HR portal or have it analyze data from a third-party tool – bringing Copilot functionality wherever your users work.

## Tailored to your business

With extensibility, you can teach Copilot about company-specific terminology, products, and workflows. Copilot can be configured for industry-specific scenarios (e.g. an “Insurance Copilot” with knowledge of insurance policies) to provide relevant responses and even initiate business processes unique to you.

## Secure and compliant customization

All extensions operate within your enterprise security framework – data stays governed and Copilot only acts within the permissions granted. This ensures you can expand Copilot’s reach without compromising on data security or compliance policies.

# What it looks like in action



## Suggested – 10-12 weeks

Our Copilot Extensibility Accelerator is designed to provide you with a rapid yet strategic approach to extend Microsoft 365 Copilot beyond out-of-the-box capabilities—enabling tailored, domain-specific experiences that integrate seamlessly with your business workflows.

We will work with you to identify high-value extensibility scenarios, such as integrating line-of-business systems, building custom plugins, and enabling Copilot Studio for role-specific agents. Our team will co-create prototypes that demonstrate real-world impact and establish a scalable framework for ongoing innovation.

Our sprint-based execution model ensures minimal disruption while delivering high-impact outcomes—empowering your teams to unlock new productivity frontiers, automate complex tasks, and create differentiated Copilot experiences that drive measurable business value.

## Activities

- Identify extensibility opportunities by assessing business workflows and user pain points.
- Prioritize high-value use cases for custom Copilot plugins or integrations.
- Design Copilot extensions using Microsoft Graph connectors, APIs, and Copilot Studio.
- Develop and prototype custom plugins that integrate with internal systems and data sources.
- Validate extensibility scenarios through user testing and feedback loops.
- Implement governance controls for custom Copilot behaviors and data access.
- Enable teams with training on managing and scaling extensible Copilot solutions.
- Create a roadmap for continuous innovation and integration of new extensibility features.

# Extensibility

## Challenge

There are multifaceted areas and processes in a company where, data plays a pivotal role. It is of predominance importance to consider an accurate foundation of data and resources to make sure the decisions and approaches based on that leads to the right direction of the growth of the company.

## Solution

Considering this, client had a requirement where, users and employees can generate graphical representation for any data of any area on the go. Also, a freedom of generation of graphs in any form is also important. It should not be limited to a certain types.

To provide a full-fledged solution this problem, Cognizant provided an approach to use Copilot AI Agent. Which is trained to generate Graphs and Reports on the go.

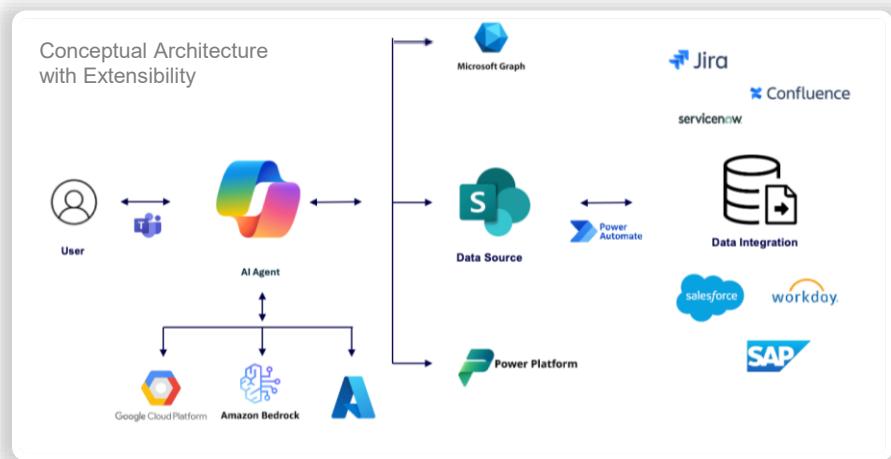
As it is leveraging the power of Open AI, it can generate any type of Graph, Pie, Bar, Line etc.

Another important point is, it generated graphs for the live and runtime data. So as the data is updated in backend, immediately without any waiting period, reports can be generated.

This can be integrated with any database as backend Dataverse, SharePoint, Salesforce and many other.

This particular tool is integrated with Dataverse, as Dataverse provides a robust data management system.

## Copilot Studio, Open AI, Graph generator, Dataverse



## Outcomes



90%

User engagement increased as this agent can be utilized by non-technical users also



75%

Effort reduced to manually prepare any reports and data analysis



12000

Daily conversation handled over the Channel



## Agentic AI

Agentic AI Apps are custom AI-powered applications, or “mini-copilots” built for specific purposes using low-code platforms like Microsoft Power Apps, Power Virtual Agents, or Azure OpenAI services. This offering helps you create dedicated AI assistants (chatbots or apps) for various business needs, beyond the standard Microsoft 365 Copilot, to drive further innovation.



# How we make it work

Agentic AI Apps are custom AI-powered applications, or “mini-copilots”, built for specific purposes using low-code platforms like Microsoft PowerApps, Power Virtual Agents, or Azure OpenAI services. This offering helps you create dedicated AI assistants (chatbots or apps) for various business needs, beyond the standard Microsoft 365 Copilot, to drive further innovation.

## Low-code AI beta with Copilot Studio

Leverage Microsoft Copilot Studio (an evolution of Power Virtual Agents) to design conversational AI bots without heavy coding. For example, you can quickly build an HR chatbot that answers employee questions or an onboarding assistant that helps new hires, using a drag-and-drop interface and pre-built connectors for data.

## Generative AI on the Intranet

Deploy AI Q&A assistants on your intranet or internal websites. These bots can use your internal knowledge bases (policies, manuals, FAQs) to answer employees' questions in natural language – essentially a ChatGPT-like helper trained on your organization's content, accessible via Teams or a web portal.

## AI-enhanced PowerApps

Embed Copilot-style capabilities into custom business applications. For instance, in a customer support app built on PowerApps, integrate an AI component that suggests responses or summarizes case history. This brings generative AI help directly into the tools your teams already use for specific functions.

## Rapid development & integration

With the Power Platform's library of connectors (over 1,000) and Azure AI services, you can create these agentic apps rapidly and integrate them with your enterprise systems (CRM, ERP, databases). This means a department can spin up a tailored AI assistant (say a Finance Report Generator or a Project Management Copilot) in weeks, test it, and roll it out quickly.

## Secure and compliant customization

These custom AI apps are built within your governed environment – you can apply enterprise authentication, ensure they adhere to compliance rules, and monitor their usage. The CoE and IT can oversee these AI solutions to make sure they remain secure and up-to-date as they evolve, just like any other internal application.

# What It Looks Like in Action



## Suggested – 10-14 weeks

Our Agentic AI Accelerator is designed to provide you with a rapid yet transformative approach to embed intelligent, task-oriented agents into your digital workplace—leveraging Power Apps and SharePoint as the foundation for a smart, self-service intranet.

We will work with you to identify high-impact employee journeys and operational workflows that can be enhanced through AI agents. These agents will be designed to automate repetitive tasks, surface contextual insights, and guide users through complex processes—all within familiar platforms like SharePoint and Power Apps.

Our sprint-based execution model ensures minimal disruption while delivering high-impact outcomes—empowering your workforce with intelligent assistants that improve efficiency, reduce friction, and elevate the overall employee experience.

## Activities

- Assess current intranet and Power Platform usage to identify automation and agent opportunities.
- Define agent personas and use cases aligned to employee roles and business functions.
- Design conversational flows and task logic using Power Virtual Agents and Copilot Studio.
- Integrate agents with SharePoint, Power Apps, and backend systems via connectors and APIs.
- Develop and test agent prototypes that automate tasks like onboarding, IT support, or HR queries.
- Embed agents into SharePoint intranet pages and Power Apps interfaces for seamless access.
- Enable governance and monitoring for agent behavior, data access, and performance.
- Train users and admins on managing, scaling, and evolving agentic experiences.



the team behind the transformation

# Meet the moment

## MWP AI foundry

More than a team—  
your AI transformation  
partners.

Copilot Foundry is our transdisciplinary team of strategists, engineers, designers, and domain experts dedicated to crafting custom Copilot experiences that drive real business outcomes. With deep Microsoft expertise and a human-centered approach, we go beyond implementation—designing, building, and scaling AI solutions that are as intuitive as they are impactful.

# Our multidisciplinary team

## Experience transformation

Experience Transformation (XT) is Moment's dedicated innovation and growth practice, designed to identify bold new strategies for applying the latest AI technology to create new value for humans.

## Design and product

From conceiving to product we create new design systems, optimize existing designs, and ensure usability and accessibility. We modernize existing and build and operate new products, services and applications using repeatable agile methods.

## Content platforms

We create dynamic content at scale to fuel experiences with personalized content and creative using AI. We also select, implement, upgrade, and operate enabling platforms.

## Modern workplace

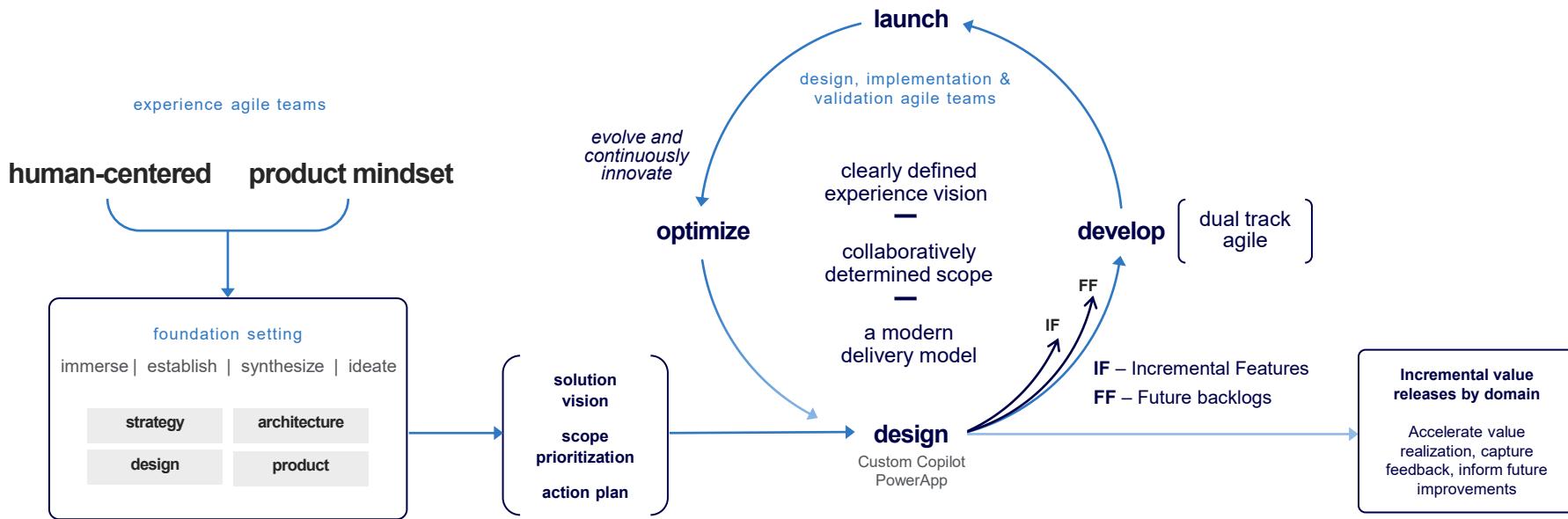
Solutioned and delivered largely on Microsoft stack and Google Workspace. Programs include experience transformation implementations, intranets, content and application migration and modernization. Uses Gen AI and Agentic Frameworks to orchestrate experience.

## Learning

Grounded in learning science, our solutions drive real behavior change, transforming knowledge into action to deliver measurable results and impactful business outcomes, aiding traditional learning interventions with exploratory strategies.

# Custom solutions powered by our copilot foundry

Our approach is rooted in collaboration, creativity, and continuous iteration. By combining design thinking with deep technical expertise, the Copilot Foundry team works across disciplines to rapidly prototype, test, and deliver AI solutions that are not only functional—but transformative. We build, measure, learn and repeat, enabling incremental releases that deliver value more quickly.



# Built on a trusted Microsoft partnership

23+  
Years of  
Partnership

25  
#1 in  
Specializations

7  
Solution Partner  
Designations

27+  
Partner of the  
Year Awards

30,000+  
Microsoft Certified  
Consultants

## distinguished affiliations



Azure <sup>1</sup>  
Expert  
MSP



Member of  
Microsoft Intelligent  
Security Association



Microsoft  
Cloud

## Responsible AI Council



Microsoft 365 Copilot, GitHub Copilot  
Copilot for Sales, Copilot for Service,  
Copilot Studio

## recent microsoft awards

### Microsoft Partner of the Year 2024

Global - GSI Growth Champion  
Americas - GSI US Partner of the Year

### Microsoft Global Partner of the Year Finalist 2024

Global Systems Integrator  
Intelligent Automation Media & Telco

## specializations<sup>3</sup>

25



21

Global  
Systems  
Integrator

21

Global  
Systems  
Integrator

19

Global  
Systems  
Integrator

19

Global  
Systems  
Integrator

Intelligent Automation

Low Code Application  
Development

Business Intelligence

AI and Machine Learning  
on Azure

Modern Workplace Solutions

Teams App Development

SharePoint Framework

Build and Modernize AI Apps

Migrate Enterprise Apps

Data Migration

Workflows Automation

Data Integrations

VIVA Implementation

Modern Intranets

Power Platform  
Development

M365 Copilot Roll out

Copilot Studio Extensibility

Azure AI Foundry  
Extensibility

Meetings and Meeting Rooms  
for Teams

Custom Teams Solutions

Adoption and Change  
Management

Cloud Security

Data Protection

Identity and Access  
Management

Information Protection and  
Governance

<sup>1</sup> Eligibility at Azure Expert Managed Services Provider

<sup>2</sup> Awarded to top 1% of Microsoft Business Applications Partners

<sup>3</sup> #1 among GSIs with Azure Expert MSP. Specializations unlock top tier funding and exclusive programs, contact for details

# Thank you

A graphic element consisting of several overlapping geometric shapes in shades of blue, including a large triangle and a parallelogram, positioned in the upper right corner of the slide.

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