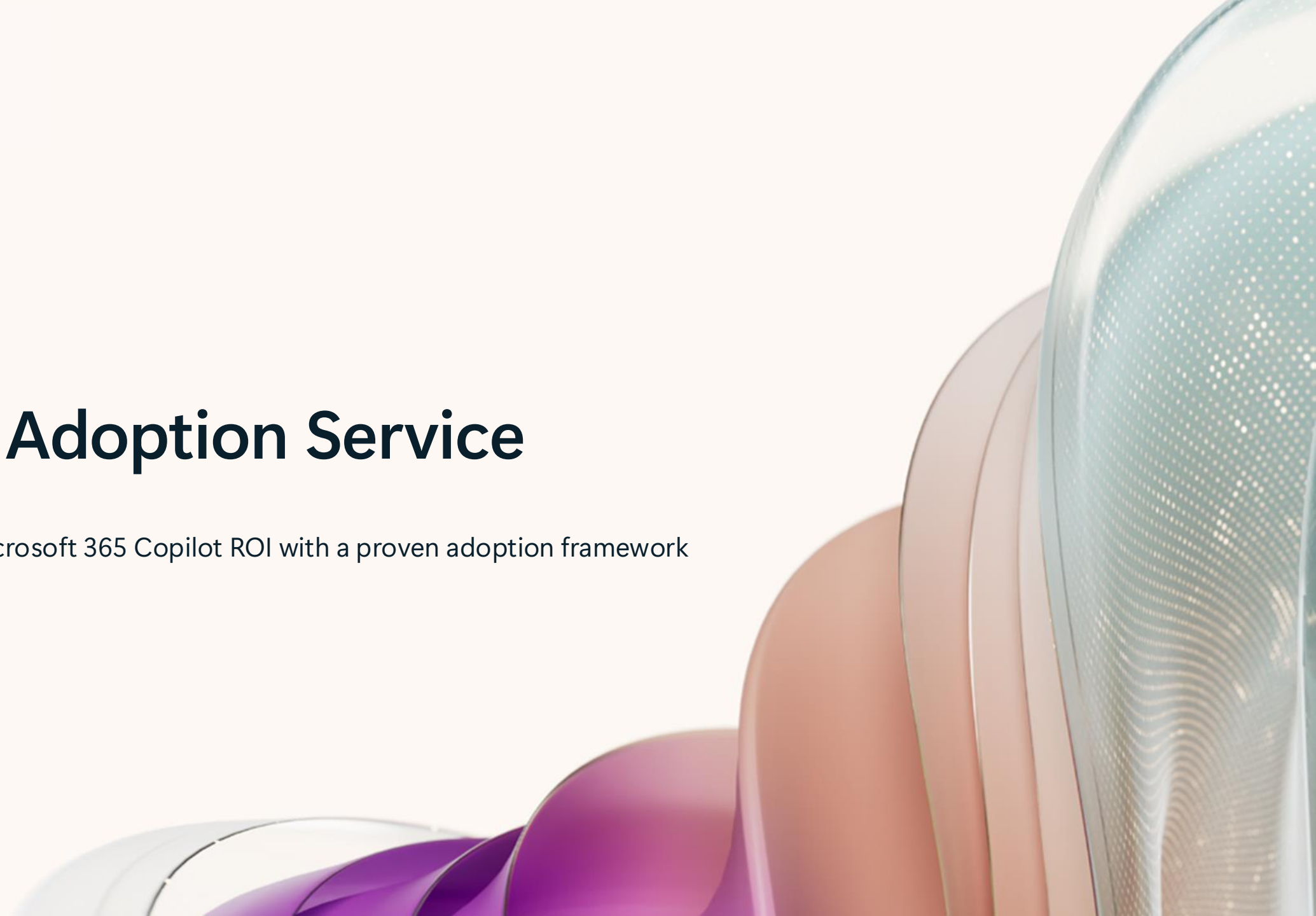# Copilot Adoption Service

Accelerate your Microsoft 365 Copilot ROI with a proven adoption framework

Agenda

- **Solution Overview**
- **Solution Framework**
- **Engagement Flow**

Copilot for Microsoft 365 Advantage

Your AI assistant for work

Integrated in the tools millions use every day

Word, Excel, PowerPoint, Outlook and Teams

Understands your work context

Trillions of signals in the Microsoft Graph deliver personalized and relevant responses

Extends to your business data

1400+ pre-built connectors to reason over your systems of record and line of business apps

Customize to make it your own

Create extensions with your 1P & 3P data and apps using Copilot Studio

Enterprise-grade security, privacy, and compliance

Inherits Microsoft 365 security, permissions, policies, and admin controls. Built-in data governance with enterprise data protection.

Responsible AI

Measure AI impact and business value

Tools to drive adoption and impact with Copilot Lab, Learning Academy and the Copilot Dashboard

What is the solution?

Copilot Adoption Service is a structured program designed to help organizations unlock the full potential of Microsoft 365 Copilot. While many companies purchase licenses, adoption often remains low due to lack of training, confidence, and clear use cases.

What problem does it solve?

1 Purchased seats remain inactive without structured rollout.

2 Employees lack confidence in AI tools, users report not knowing how AI fits into daily work.

3 Organizations cannot quantify productivity gains after purchase leading to limited ROI visibility.

4 IT leaders hesitate to scale Copilot without clear guardrails.

Five-Step Solution Framework

Guides customers through a proven, repeatable adoption framework

Assessment

Training

Pilot

Scaling

Measurement

Review environment, licensing, readiness, and business priorities.

Deliver enablement for leaders, IT, and end users; scenario-based practice.

Validate use cases with a controlled rollout; gather feedback and refine.

Scale across the organization with structured change management and communication kits.

Track adoption KPIs, feature usage, and ROI dashboards for executives.

Five-Step Solution Framework

A structured 5-step journey to drive sustainable adoption and measurable ROI

Step 1: Assessment

Review current Microsoft 365 environment, security posture, and license status.

Identify high-value departments and daily tasks that can benefit from Copilot.

Evaluate user readiness and digital maturity using FTI's Adoption Assessment Tool.

Align adoption goals with business objectives: productivity, collaboration, security.

Five-Step Solution Framework

A structured 5-step journey to drive sustainable adoption and measurable ROI

Step 2: Training

Conduct executive briefing sessions to align leadership and sponsors.

Run technical enablement workshops for IT teams.

Deliver role-based training sessions for end users.

Share Copilot use case libraries and "day-in-the-life" scenarios.

Five-Step Solution Framework

A structured 5-step journey to drive sustainable adoption and measurable ROI

Step 3: Pilot Deployment

Select pilot groups across different departments (e.g., Sales, HR, Operations).

Configure governance and compliance settings.

Monitor pilot usage and gather user feedback through surveys/interviews.

Identify top productivity gains and common challenges.

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Five-Step Solution Framework

A structured 5-step journey to drive sustainable adoption and measurable ROI

Step 4: Scaling

Execute phased rollout following pilot success.

Launch internal awareness campaigns and "Copilot Champions" program.

Establish governance processes and adoption dashboards.

Provide ongoing user support and knowledge sharing sessions.

Five-Step Solution Framework

A structured 5-step journey to drive sustainable adoption and measurable ROI

Step 5: Measurement

- Measure active usage, engagement rates, and top Copilot scenarios.

- Correlate productivity metrics (hours saved, task efficiency, collaboration frequency).

- Provide executive dashboards with ROI insights.

- Identify new opportunities for Copilot expansion or advanced AI integration.

Engagement Timeline

Week 1

Kick-off & Assessment

Week 2 & 3

Training & Enablement

Week 4 & 5

Pilot Deployment

Week 6 & 7

Scaling Adoption

Week 8

Measurement & Improvement

Thank you!