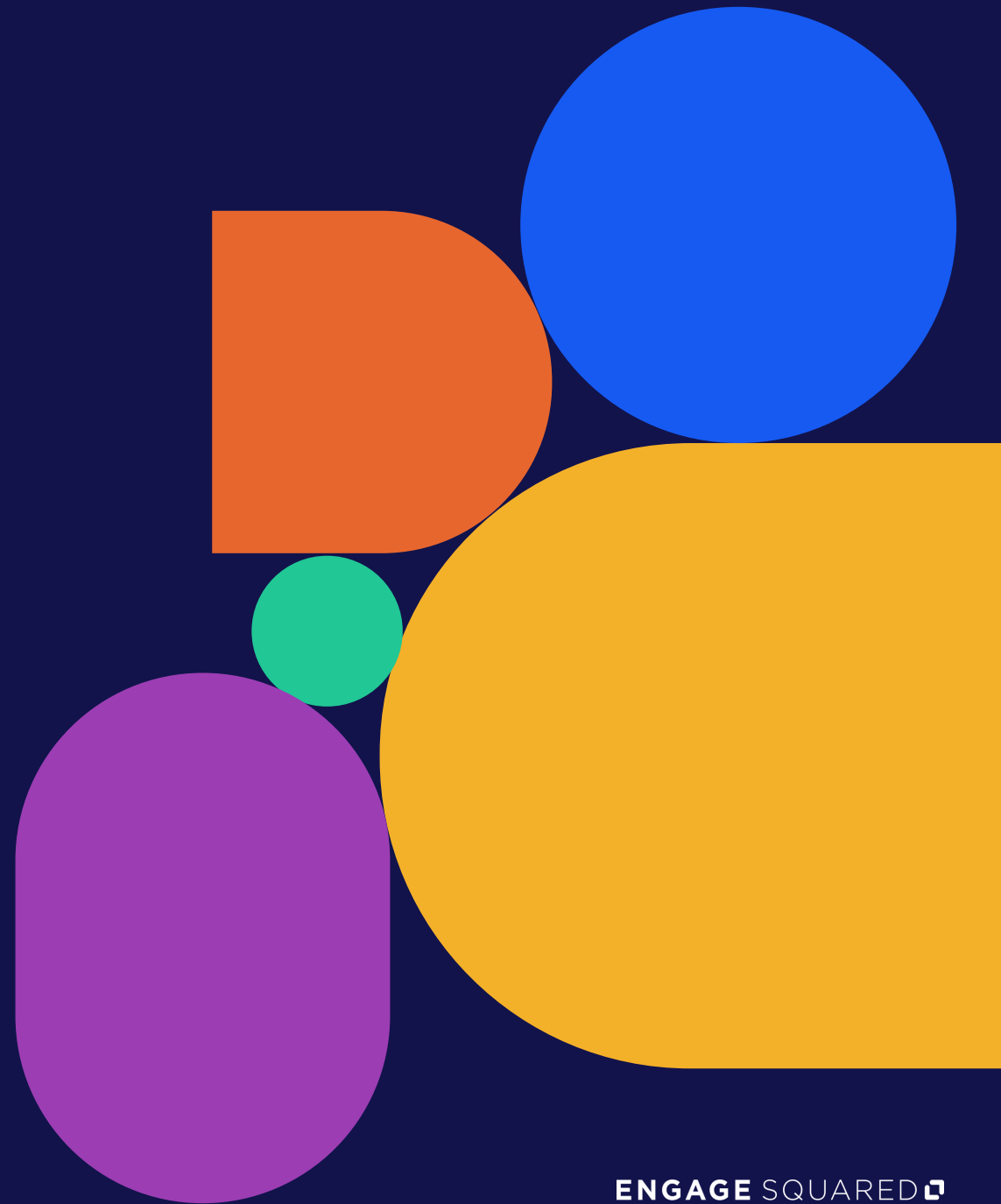


Services overview

Launch Microsoft 365 Copilot



About us

We are Engage Squared.

Specialists in <people> friendly technology.

Our mission is to make work better. We empower employees to enjoy work more - using Microsoft tools to make work more productive, collaborative and connected.

We work with large organisations to:

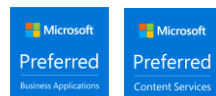
- **enable teams and individuals** to adopt new ways of working through our organisational change and transformation campaigns;
- help leaders, communications, and HR teams to **uplift culture and engage staff** by building integrated digital workplaces that use the latest features in SharePoint Online and the Microsoft Viva suite;
- create a more **secure and compliant environment** to better manage, retain and protect their information landscape; and
- **boost productivity** with automation, digitization, and app modernisation (using all of the Microsoft 365 suite, including Teams, PowerApps and Power Automate on M365 and D365).

From design, to technical build, our team of experts use their broad range of skills across project delivery, cloud strategy, user experience design, governance, agile development, change management, and security to help our clients get the most of technology.

We take partnerships seriously and were proud to be named **Microsoft's Australian Partner of the Year**, their global **Employee Experience Partner of the Year**, and a finalist for global **Modern Workplace for Frontline Workers Partner of the Year**.



2022 Partner of the Year
Global Employee Experience Winner
2021 Partner of the Year
Australian Partner of the Year Winner
Global Modern Workplace for Frontline Workers Finalist



Yammer
Adoption
Specialist



Microsoft Teams
Collaboration
Specialist



Introducing Microsoft 365 Copilot

Microsoft 365 Copilot combines the power of large language models (LLMs) with data in the Microsoft Graph (your calendar, emails, chats, documents, meetings, and more) and the Microsoft 365 apps to turn your words into the most powerful productivity tool on the planet. And it does so within the existing commitments to data security and privacy in the enterprise.

Microsoft 365 Copilot is integrated into the apps you **already** use every day, freeing you to focus on the most important work and less on the busy work.

Working alongside you, Microsoft 365 Copilot helps you to unleash creativity, unlock productivity, and uplevel skills.

Where can it help?



Teams & Outlook

- Generate replies, pulling information from M365 tools such as Excel
- Summarise emails missed, or long email threads
- Generate meeting notes, identifying key points such as unanswered questions and participant sentiment
- *Follow* meetings you are not able to attend, generating meeting recaps



Smart Assistance – Siri, Alexa, etc

- Make calls
- Viva Insights – schedule assistance
- Search functions
- Viva sales – connect to records in CRM from a conversation

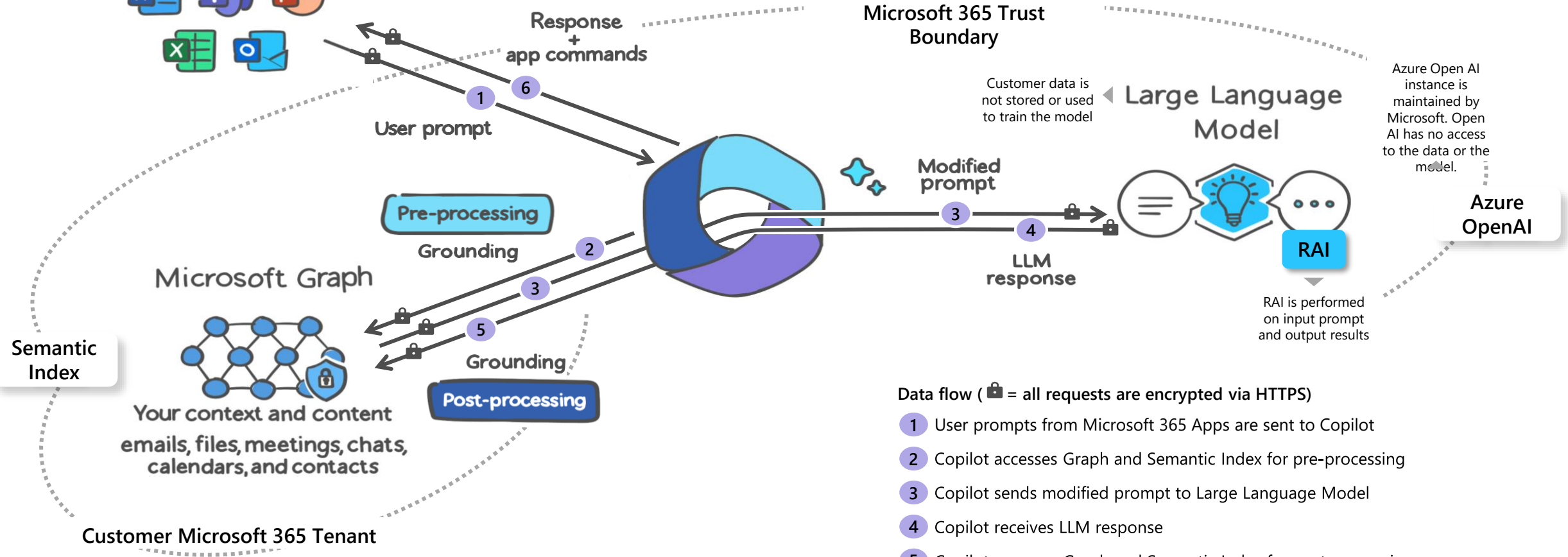


Marketing – Comms, Prospects

- Microsoft Editor – writing assistance, spelling and style
- Producing typed communication (e.g. – job offers)
- Collecting emails/sending emails to relevant prospect clients

Mechanics of M365 Copilot

Microsoft 365 Apps



Microsoft 365 Trust Boundary

Customer data is not stored or used to train the model

Large Language Model

Azure Open AI instance is maintained by Microsoft. Open AI has no access to the data or the model.

Azure OpenAI

RAI is performed on input prompt and output results

Data flow (🔒 = all requests are encrypted via HTTPS)

- 1 User prompts from Microsoft 365 Apps are sent to Copilot
- 2 Copilot accesses Graph and Semantic Index for pre-processing
- 3 Copilot sends modified prompt to Large Language Model
- 4 Copilot receives LLM response
- 5 Copilot accesses Graph and Semantic Index for post-processing
- 6 Copilot sends the response, and app command back to Microsoft 365 Apps

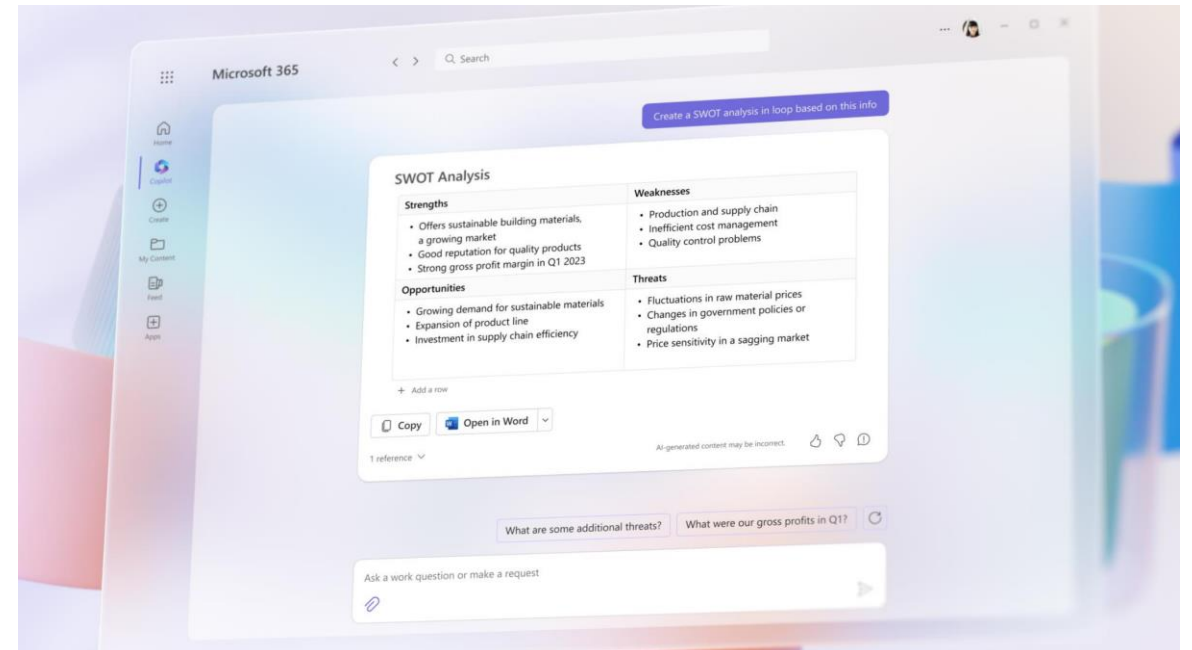
Challenges of AI in the workplace

Confidential company data

Everchanging AI landscape

Job loss anxiety

Oversharing of documents



AI in the modern workplace

How can artificial intelligence help in a workplace?

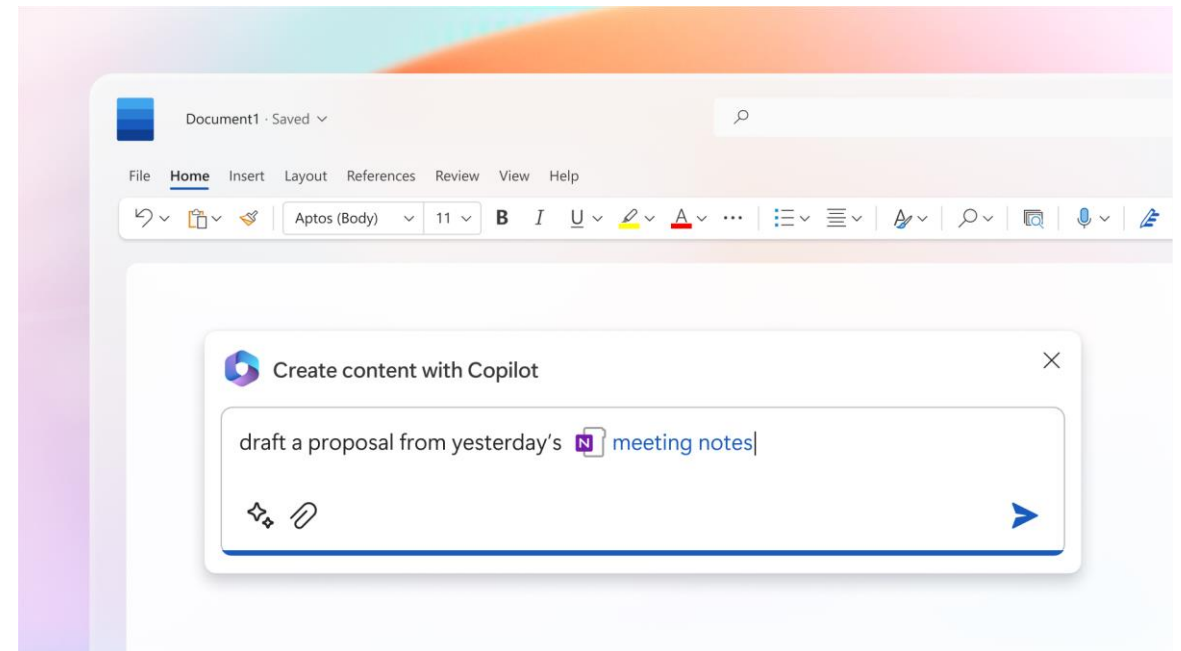
- Artificial intelligence can increase productivity and reduce the amount of shallow work
- It will help understand complex data and increase cost savings
- AI-powered data analytics can provide valuable insights to support better decision making

How does artificial intelligence affect employment?

- AI will not remove people from the workplace, but it will automate manual and repetitive tasks and free up time to do more complex operations
- AI will enhance the effectiveness of employees in the workplace
- It will help enrich existing jobs with new skills and create new jobs related to AI management and operation

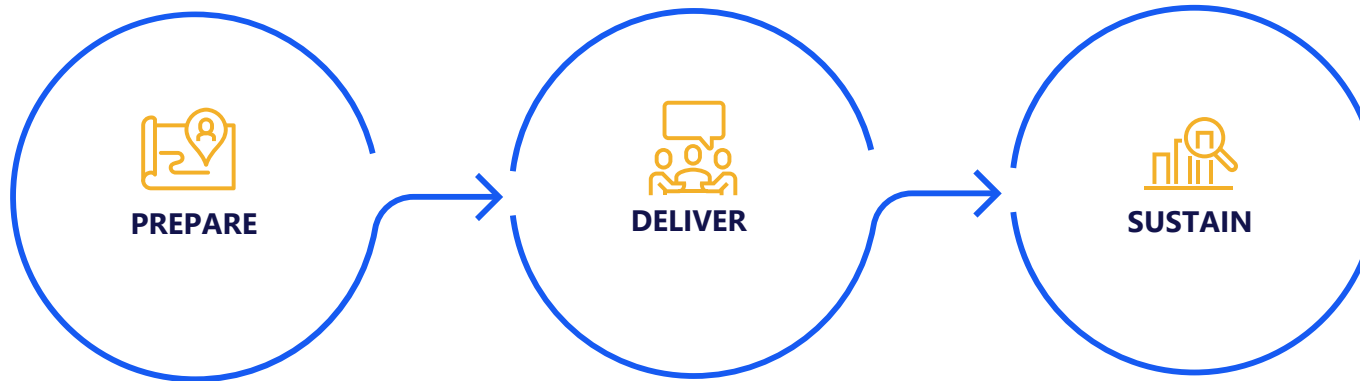
"With our new Copilot for work, we're giving people more agency and making technology more accessible through the most universal interface – natural language."

– **Satya Nadella, Chairman and CEO Microsoft.**



Our change methodology

We combine the Prosci Change Management methodology with our deep understanding of the features and functionality available in Microsoft 365. Regardless of the size and scope of your initiative, we follow our Prepare, Deliver, Sustain methodology, to ensure our activities are tightly aligned to your vision and objectives.



The prepare phase is key for us to understand the context of your organisation and people.

During this phase we:

- Outline your vision and objectives
- Undertake desktop research & interviews
- Prepare the CM team, including primary sponsor
- Define your master change management strategy

We will scale and implement the five levers of change to support people through the transition.

These levers are:

1. Stakeholder engagement
2. Communications
3. Education & training
4. Resistance management
5. Coaching

Key to ongoing success is ensuring the appropriate mechanisms are in place to sustain the change into the future.

During this phase we:

- Collect and analyse feedback
- Identify gaps and manage resistance
- Celebrate success

Launch Microsoft 365 Copilot

with help from Engage Squared

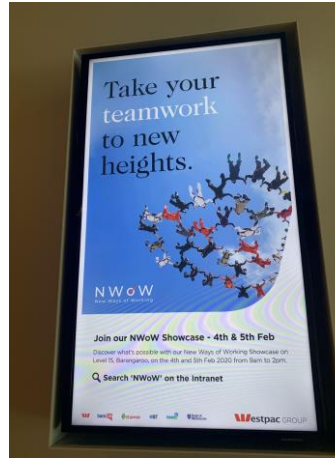
Maximise employee engagement with a dedicated 'new ways of working with AI' launch campaign.

Combining Engage Squared's change management methodology with our deep product knowledge, our team of experts will help you each step of the way. From engaging the right business stakeholders, to designing and executing your first Microsoft 365 Copilot campaign, our team can help make your 'new ways of working with AI' launch a successful one.

Our services include:

- Change management support for implementation of Microsoft 365 Copilot
- Creation of communications & stakeholder engagement plan
- Graphic design & multimedia explainers
- Copywriting
- Campaign facilitation – e.g. activation days, explainer sessions etc.
- Leadership engagement and coaching
- Champion activation and coaching
- Product & scenario-based training – live facilitation and on-demand training
- Evaluation of feedback captured through launch campaign
- Recommendations to mature & sustain the use of Copilot after the launch campaign

Note: the timeframe, activities, and costings will vary depending on the scope of the engagement.



'New ways of working' launch campaign at Westpac, facilitated by Engage Squared

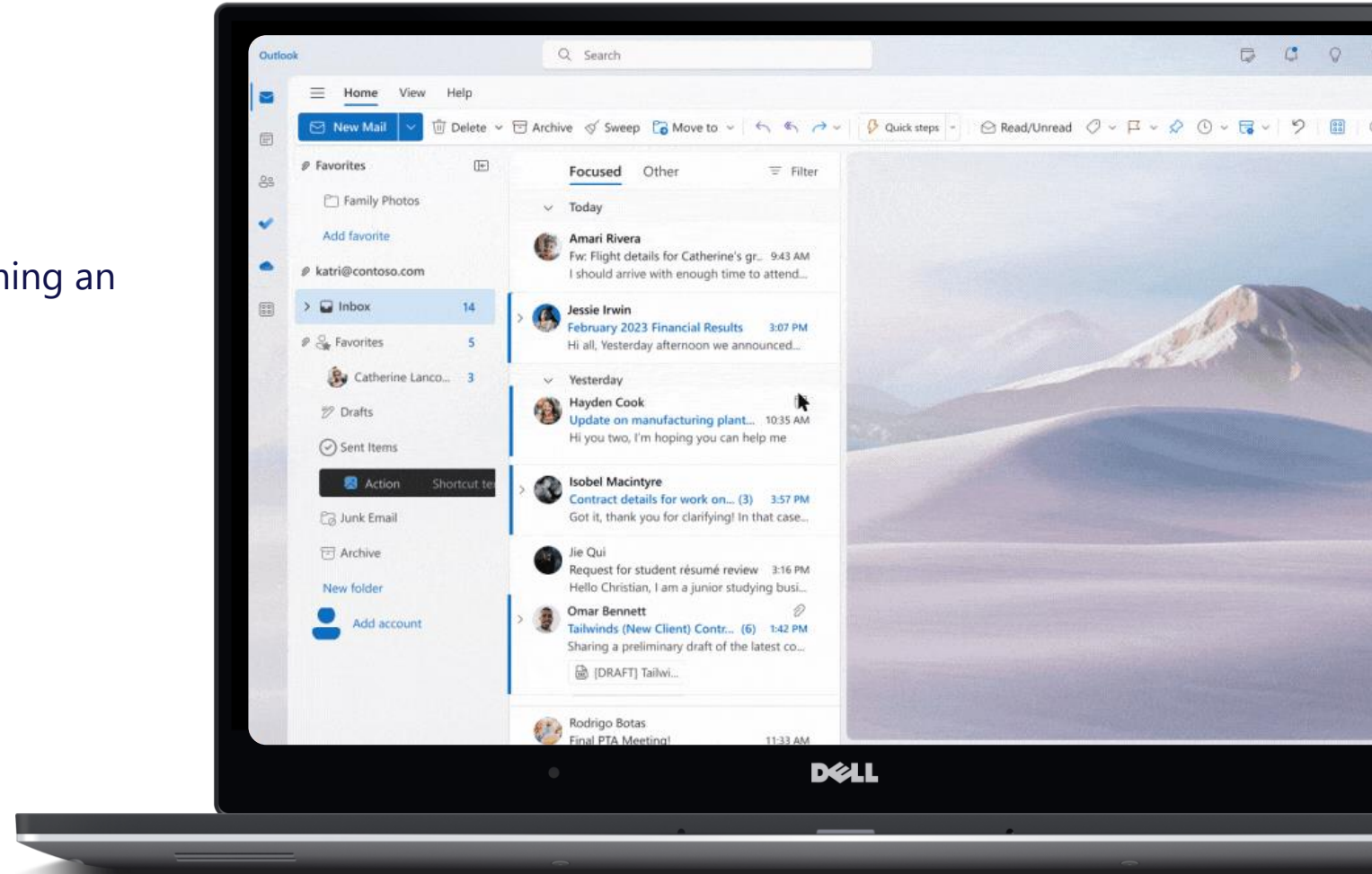
Get in touch

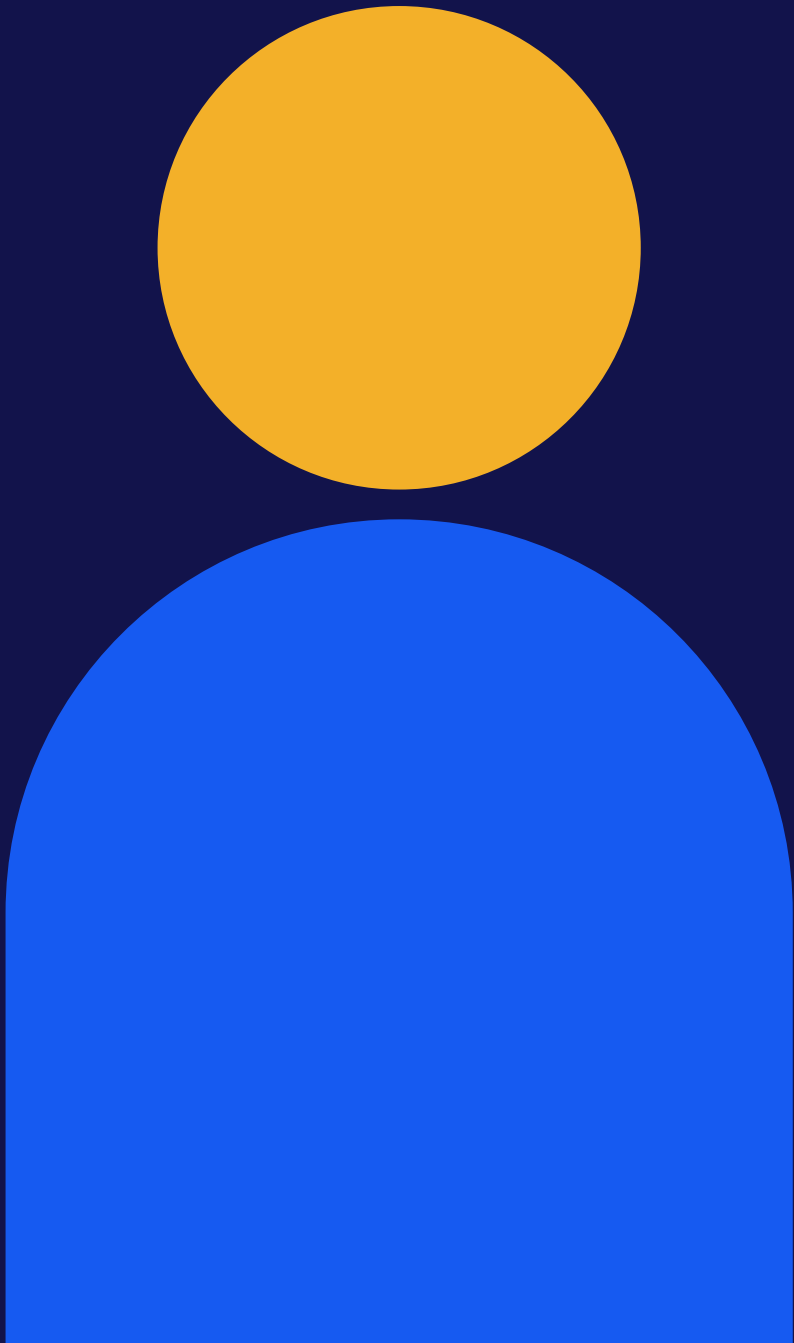
Start preparing your business today.

Contact us to kick-start your journey to becoming an AI-powered organisation.

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engagesq.com/copilot





<people>
friendly
technology

ENGAGE SQUARED 