GLOBAL DIGITAL
TRANSFORMATION

Microsoft Copilot DXG Service Offer

FPT Software
Digital Transformation Global

Copilot for Microsoft 365 is transforming work

Generative AI can help to transform work inside your company

60%

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

64%

of people have struggled with finding time and energy to get their work done

70%

of people indicated they would delegate as much as possible to AI to lessen their workloads

68%

said Copilot improved the quality of their work

70%

said Copilot made them more productive

77%

said they didn't want to give Copilot up

Work trend Index Annual Report: Will AI Fix Work? Microsoft, 9 May 2023 | Microsoft Work Trend Index: What can Copilot's Earliest Users Teach Us About Generative AI at Work?: Microsoft, 15 November 2023

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Generative AI Market Trends

By 2026 most businesses and work activities will get in one way disrupted by Generative AI applications

By 2026, **30% of work activities** involving the use of technology will be **conversationally enabled**.[1]

By 2026, **conversational artificial intelligence** deployments within contact centers will **reduce agent labor costs by $80 billion**.[2]

By 2026, **up to 80% of organizations'** digital experiences will be delivered to consumers **via virtual people**.[2]

[1] 2022 Gartner® - Forecast Analysis: Hyperautomation Enablement Software, Worldwide
[2] 2022 Gartner - Forecast Analysis: Hyperautomation Enablement Software, Worldwide

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Benefits of Generative AI

And why Copilot is a good solution for your industry?

Government

Simplify public information centers and reduce call volume

Find COVID testing center	Get childcare assistance	Report road hazard
Information and policies	Public programs	Service tickets

Retail

Optimize order systems for customers and storefronts

Track my order	I want to make an exchange	Request inventory
Shipping	Manage orders	Operations

Financial Services

Improve customer security and lower wait times

Report lost card	Check auto loan status	Redeem points for miles
Manage accounts	Loans	Rewards programs

Education

Cut down on administrative costs with automation

When will in-person classes resume?	How to get financial aid	I want to drop a class
Information and policies	Admissions	Class schedules

Travel and Transport

Improve traveler experiences with a single point of contact

How heavy can my bags be?	Choose your seat	Change my trip dates
Trip information	Upselling	Manage bookings

Professional Services

Improve customer retention with straightforward service offerings

Upload an image	Meet with an advisor	Get a quote
Virtual field support	Scheduling	Lead generation

Manufacturing

Streamline operations by enabling independent troubleshooting

I have an issue with my screen	View all inspection logs	What does my warranty cover?
Technical support	Safety and compliance	Policies

Healthcare

Reduce patient-practitioner contact time and administrative overhead

Tell us about your symptoms	Submit health insurance claim	See available times
Tele-health screening	Claims	Scheduling

Data connectors

Virtual solutions, real impact

- An **overall ROI** of **261%**
- An **NPV** of **$1.57 million**
- A **payback period** of less than **6 months**
- **Ability to meet increased demands** without increasing employee headcount, **saving over $1 million**

Results are for a composite organization based on customers interviewed for The Total Economic Impact™ Of Microsoft Power Virtual Agents, a commissioned study conducted by Forrester Consulting, September 2021.

Data courtesy Microsoft

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The next
revolution in
computing

FPT & Microsoft

Setting up FPT Center of Excellence for Copilot Technology to tackle the Enterprise AI challenge

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For Enterprise AI

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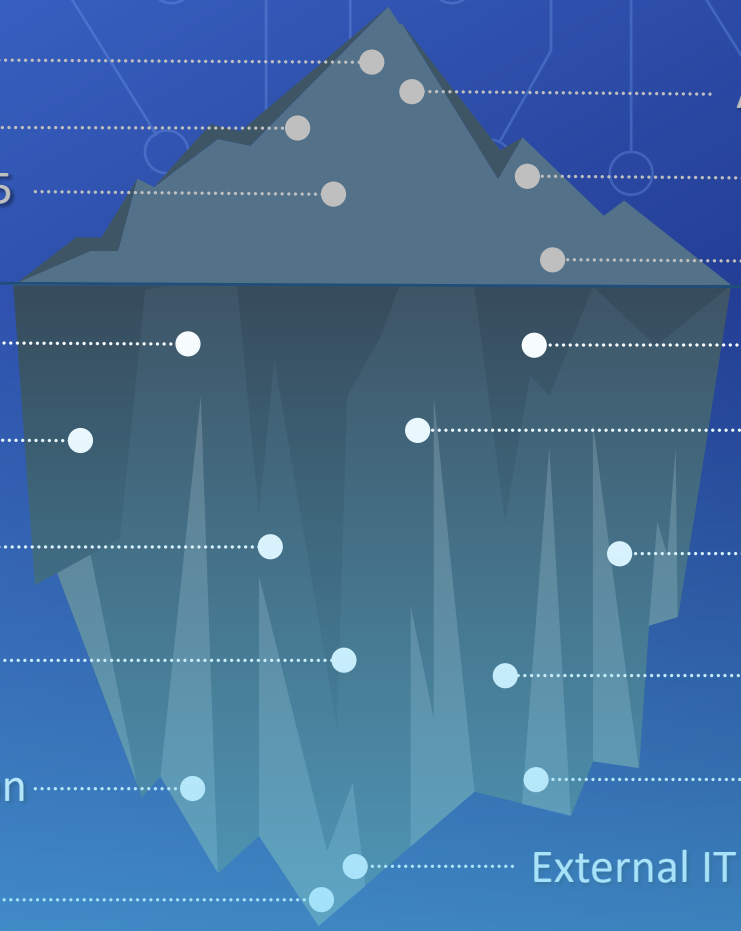
Enterprise AI Solutions

Beyond Piloting AI: Weaving Intelligence into the Fabric of Your Business and Products



AI Pilot

Dynamics 365

Microsoft 365

AI Use Case

Teams Premium

Copilot

Reliability

Compliance

Performance

Enterprise Architecture

Hyper-automation

AI/ML & Plugins

Scalability

Adaptability

Security

Administration

Data Management

External IT System Integration

CLASSIC APPROACH

ENTERPRISE AI APPROACH

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Microsoft Copilot Service

Automation by Copilot

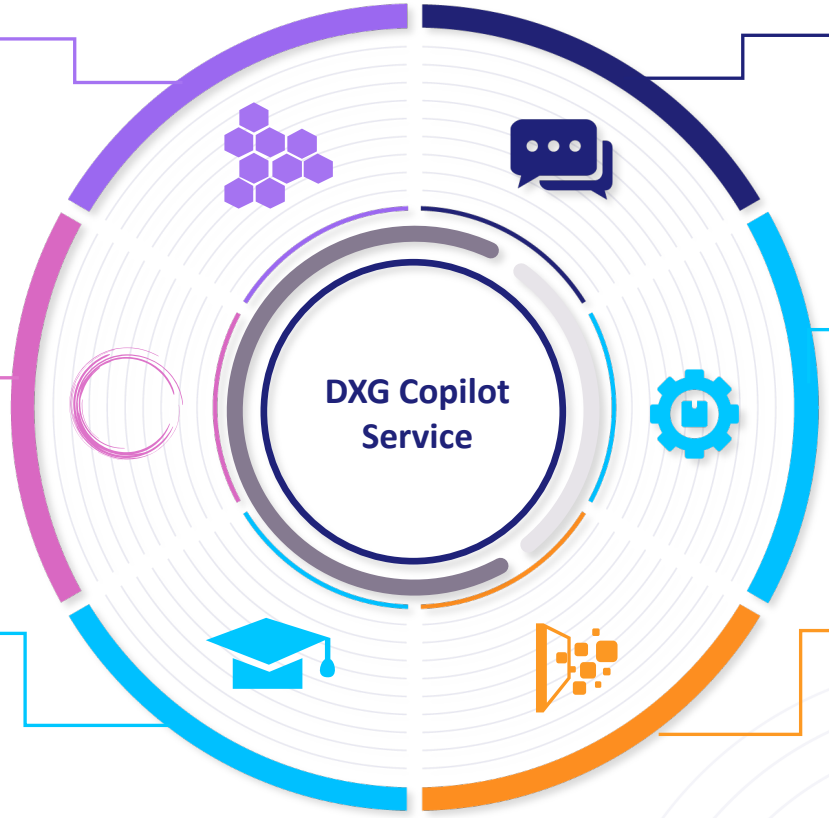
Revolutionize business and IT processes with Copilot-driven automation, utilizing AI for smarter, more secure, and adaptive cognitive automation solutions.

Copilot for Services & Verticals

Transform key business functions with Copilot implementations designed for specific services, enhancing efficiency and intelligence in sales, support, and team collaboration.

Copilot Managed Services

Optimize your Copilot deployment with our managed services, ensuring efficient operations, security, and strategic scaling to reap ongoing AI benefits.



Copilot Jumpstart

Kickstart your AI journey with a comprehensive assessment and a tailored roadmap, leveraging Microsoft Copilot's vision and our rapid FPT jumpstart approach for prioritized, impactful use-cases.

Copilot DX Garage

Initiate Copilot projects on a smaller scale with our agile FPT DX Garage methodology, delivering quick wins and establishing a foundation for wider AI/ML deployment.

Enterprise Copilot

Elevate Copilot to an enterprise level with our custom AI/ML integrations and advanced data management, tailoring the AI experience to your business architecture.

Empower Your Business Horizon: Unleash the Full Potential of AI with Copilot Implementation Excellence

30+ Copilot certified engineers

2000+ Microsoft certifications

3000+ Cloud/Data/AI engineers

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Making your Enterprise AI Journey a Reality with and