

ENTERPRISE COPILOT SERVICE OFFER

*A consulting-led service to deploy, govern, and scale
Microsoft Copilot using Azure-based architectures*



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

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?

Data courtesy Microsoft

Government	Retail	Financial Services	Education
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	Optimize order systems for customers and storefronts Track my order I want to make an exchange Request inventory Shipping Manage orders Operations	Improve customer security and lower wait times Report lost card Check auto loan status Redeem points for miles Manage accounts Loans Rewards programs	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	Professional Services	Manufacturing	Healthcare
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	Improve customer retention with straightforward service offerings Upload an image Meet with an advisor Get a quote Virtual field support Scheduling Lead generation	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	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

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**

Data connectors

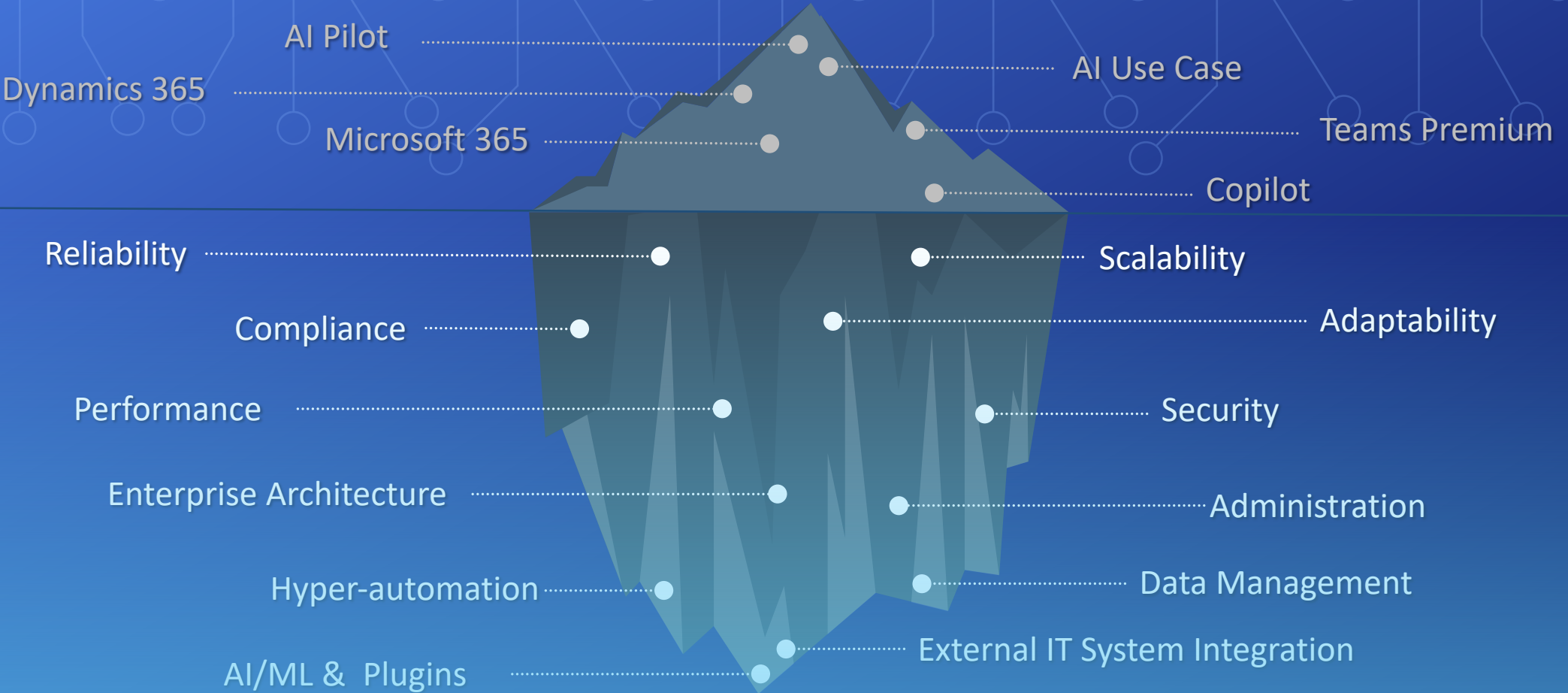
Results are for a composite organization based on customers interviewed for The Total Economic Impact™ Of Microsoft Power Virtual Agents, a commissioned study conducted by Forrester Consulting, September 2021.

Enterprise AI Solutions

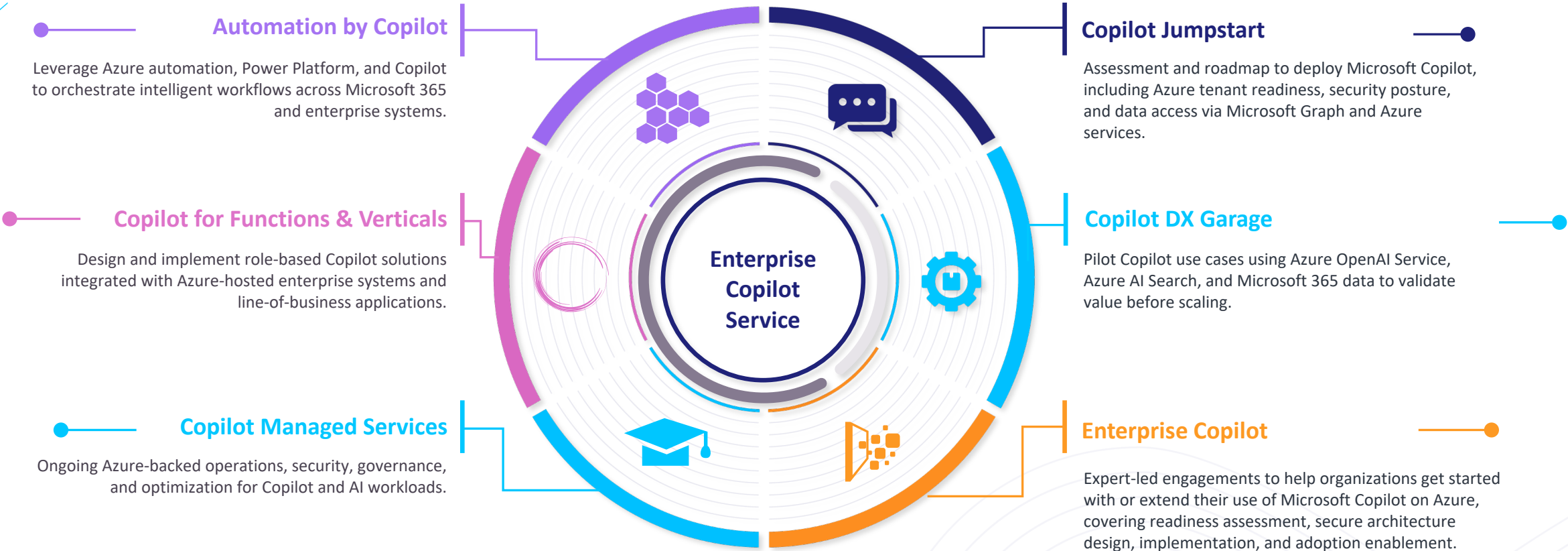
Beyond Piloting AI: Weaving Intelligence into the Fabric of Your Business and Products

CLASSIC APPROACH

ENTERPRISE AI APPROACH



Microsoft Copilot Service



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

Present on Microsoft Marketplace

AI Jumpstart Workshop [Save to my list](#)

FPT-SOFTWARE CO. LTD.

Overview [Plans](#) [Ratings + reviews](#)

FPT Software's AI Jumpstart solution offers organizations a rapid approach to kickstart their AI

FPT Software's AI Jumpstart solution offers organizations a rapid approach to kickstart their AI journey. With a comprehensive assessment and a tailored roadmap, organizations can define the most suitable AI use cases for their specific needs and vision and FPT's rapid jumpstart approach, organizations can achieve impactful results quickly.

Our Offer Includes:

- Comprehensive assessment of business needs and objectives
- Tailored roadmap for AI implementation
- Identification of the most suitable AI use cases
- Leveraging Microsoft Copilot's vision and FPT's rapid jumpstart approach

How It Solves Your Business Challenges:

AI Jumpstart addresses various business challenges by providing a clear path to AI adoption. By conducting a thorough assessment, businesses can effectively leverage AI technologies to streamline operations, enhance productivity, and drive innovation.

Automation by Copilot [Save to my list](#)

FPT-SOFTWARE CO. LTD.

Overview [Plans](#) [Ratings + reviews](#)

Leverage our Automation by Copilot service to redefine business processes

Introducing FPT Software Automation by Copilot Services

Leverage our Automation by Copilot service to redefine business and IT processes through cognitive automation.

By utilizing Copilot's AI capabilities, we enable smarter process automation beyond rule-based systems, ensuring that your operations are efficient and continuously evolving with the latest AI advancements, directly contributing to your company's innovative edge.

Our Offers Includes:

Copilot Jumpstart:

Kickstart your AI journey with a comprehensive assessment and tailored roadmap, defining the most suitable use cases for your business, leveraging Microsoft Copilot's vision and our rapid FPT jumpstart approach.

Copilot for Services & Verticals:

Tailored Copilot implementations designed for specific services, enhancing efficiency and intelligence in sales, support, and team collaboration.

Copilot DX Garage:

Enterprise Copilot : 4-Wk Jumpstart

FPT-SOFTWARE CO. LTD.

Kickstart your AI journey with a comprehensive assessment and tailored roadmap, defining the most suitable use cases for your business, leveraging Microsoft Copilot's vision and our rapid FPT jumpstart approach.

Introducing FPT Software Copilot Services FPT Software's Copilot services revolutionize business and IT processes through AI-driven automation, tailored AI implementations, and comprehensive managed services, offering smarter, more secure, and adaptive cognitive solutions. Our Offers Includes:

Copilot Jumpstart:

Kickstart your AI journey with a comprehensive assessment and tailored roadmap, defining the most suitable use cases for your business, leveraging Microsoft Copilot's vision and our rapid FPT jumpstart approach. Automation by Copilot:

Transform business and IT processes with Copilot-driven automation, utilizing AI for smarter, more secure, and adaptive cognitive solutions. Copilot for Services & Verticals:

Tailored Copilot implementations designed for specific services, enhancing efficiency and intelligence in sales, support, and team collaboration. Copilot DX Garage:

Agile Copilot projects initiation with our FPT DX Garage methodology, delivering quick wins and establishing a foundation for wider AI/ML deployment. Copilot Managed Services:

Optimize Copilot deployment with our managed services, ensuring efficient operations, security, and strategic scaling. Enterprise Copilot:

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



Copilot-powered Fault Analysis and Recommendation Engine

Maintenance



CONTEXT

Knowledge retention, staff shortage and experience have been one of the key issues highlighted by aviation organisations on the aftermath of COVID crisis.

P

Problem

Downtime: Aircraft maintenance issues lead to grounding, schedule delays, and lost revenue.

Troubleshooting Complexity: Identifying the root cause of faults can be time-consuming, especially with complex systems and multiple potential failure points.

Maintenance Record Accessibility: Sorting through high volumes of historical maintenance logs and experience sheets to find similar issues and solutions can be inefficient, error-prone and dependent on staff's experience.

S

Solution, Copilot-powered Fault Analysis and Recommendation Engine

Natural Language Input: Technicians describe faults in conversational language, reducing the need for structured data entry.

Fault Identification: The LLM Copilot understands technical descriptions, maps them to known issues, and suggests the most likely problems.

History Search: Copilot seamlessly searches maintenance records, identifying past occurrences of similar faults and the successful repair actions taken.

Recommendation: Copilot presents potential solutions, associated success rates, and links to detailed repair procedures.

B

Benefits

Reduced Downtime: Faster troubleshooting and optimized solution finding means getting aircraft back in service quicker, improving asset utilization and profitability.

Improved First-Time Fix Rate: Accurate fault diagnosis and solution recommendations increase the likelihood of successful repairs on the first attempt, lowering the maintenance staff's workload.

Knowledge Capture: Valuable historical data and repair insights are made easily accessible, making the organization's knowledge resilient to worker's Churn.

Technician Skill Augmentation: LLMs offer additional support, especially for less-experienced technicians or rarer issues.



Copilot-powered Quality Assurance and Documentation Assistant

Quality



CONTEXT

A large aviation OEM is under scrutiny from the aviation authorities due to a number of quality escapes. FPT aviation predicts that the outcome will influence the rest of the airworthiness related organisations (OEMs, MROs, Operators)

P

Problem

Quality Control Variances: Inspection and assessment processes can be subjective, leading to inconsistencies in identifying defects and non-conformance.

Documentation Complexity: The documentation associated with QMS processes, non-conformance reports, and corrective actions can be extensive and time-consuming to manage.

Reactive Approach: Quality issues are often discovered late in the production process leading to rework, delays, and increased costs.

S

Solution, Copilot-powered Quality Assurance and Documentation Assistant

Defect Identification: Copilot can be trained on manufacturing specifications and quality standards.

Non-Conformance Report Generation: The Copilot LLM can assist technicians generating detailed non-conformance reports, ensuring consistency and completeness.

Trend Analysis: The LLM analyzes quality data over time, spotting trends, recurring issues, or potential root causes for proactive problem-solving.

QMS Knowledge Base: LLMs help maintain a searchable knowledge base of regulations, standards, corrective actions, and process documentation, ensuring transparency and traceability of the quality issues.

B

Benefits

Improved Quality Control: Consistent, data-driven defect identification reduces quality escapes and customer complaints.

Faster Reporting and Remediation: Streamlined documentation and analysis of non-conformances lead to quicker corrective action implementation.

Transparency and traceability: Improved view of the taken actions and propagation of the quality policy through the organization

Proactive Quality Management: Analysis allows for early intervention, preventing major quality issues down the line

Reduced Rework and Scrap: Improved quality control reduces costly rework and wasted materials.

Audit Readiness: Organized knowledge base ensures easy retrieval of information during QMS audits, improving the confidence from regulatory bodies.

Problem



Mobile Device Policy

Date: 4th April 2022

Doc No. DP-IT-00377 Rev 5

Mobile Device Policy

Objectives

This policy esta
vendors and cc
and tablets.

part of this implementation, all contracts will be termed as Global Contract and Release Orders will be termed as Standard Purchase Orders against Global Contracts.

This manual will give you step by step information on how to create a Purchase Order against Global Agreements. This replaces the Release Order Functionality you had previously.

Scope

This policy appl
contractors who
device.

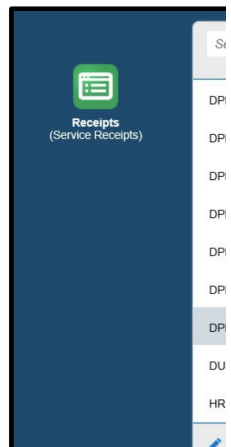
2 Step by Step Instruction

2.1 Access Purchase Order Menu

Navigate from your login home page as below.

Policy Staten

- 1 A smart
Smartph
Departm
issued t
- 2 DPE ha



(Supply Chain Search Engine)

Document Number:	DP-IT-00480	Document Owner:	IT
Revision Code:	5	Content Owner:	IT Manager
Issue Date:	17-Nov-2023	Information Security Classification:	Internal

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How to search effectively inside document?

How to find information?

How to have concise answer to questions?

Demonstration

Answering questions about IT policies and compliance



Search mode: Custom

The backup policies and schedules are as follows:

1. FAT EnterpriseVault: Daily backup at 6:00 PM with a retention of 7 days on disk. The backup to tape is done weekly on Sunday at 05:00 AM.
2. FAT Hyper-V: Daily backup at 8:00 PM with a retention of 31 days on disk. The backup to tape is done weekly on Sunday at 05:00 AM.
3. FAT Exchange Agent: Daily backup at 10:00 PM with a retention of 14 days on disk. The backup to tape is done weekly on Sunday at 05:00 AM.
4. FAT SQL Server: Daily backup at 5:00 PM with a retention of 14 days on disk. The backup to tape is done weekly on Sunday at 05:00 AM.
5. FAT Servers Weekly: Weekly backup at 3:00 PM on Saturday with a retention of 2 weeks on disk. The backup to tape is done weekly on Sunday at 05:00 AM.
6. ActiveDirectory: Daily backup at 4:00 PM with a retention of 14 days on disk. The backup to tape is done weekly and at the end of the month on Friday.
7. EnterpriseVault_indexes: Daily backup at 2:00 AM with a retention of 14 days on disk. The backup to tape is done weekly and at the end of the month on Saturday.
8. EnterpriseVault_Openpartition: Daily backup at 10:00 PM with a retention of 7 days on disk. The backup to tape is done weekly and at the end of the month on Friday.
9. EVDA_DB: Daily backup at 6:00 AM with a retention of 14 days on disk.
10. EVDA_DB_TRX: Daily backup at 7:00 AM with a retention of 14 days on disk.
11. Filesystem: Daily backup at 5:00 PM with a retention of 7 days on disk. The backup to tape is done weekly and at the end of the month on Friday.
12. FileSystem_Linux: Daily backup at 9:00 PM with a retention of 7 days on disk. The backup to tape is done weekly and at the end of the month on Saturday.
13. HyperV: Weekly backup at 1:00 PM on Saturday with a retention of 30 days on disk.
14. HyperV_2: Weekly backup at 2:00 PM on Saturday with a retention of 30 days on disk.
15. MRGFS02: Daily backup at 7:00 PM with a retention of 14 days on disk. The backup to tape is done weekly on Saturday.
16. SAP_dsahana_DSA: Daily backup at 5:00 PM with a retention of 60 days on disk. The backup to tape is done weekly on Friday.
17. SAP_dsahana_DSA_Logs: Daily backup every 1 hour with a retention of 14 days on disk.
18. SQL: Backup on Monday and Thursday at 9:00 AM with a retention of 30 days on disk.

Applicable documents

- DP-IT-00188 - IT Backup Schedule Rev 5 [🔗](#)

Search mode

☐ Hybrid ☒ Custom ☐ Combined

Please ask a question pertaining to your documentations...

How can leverage automation?

Links between policies and system automation.

Search mode: Custom

The backup policies and schedules are as follows:

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Applicable documents
- DP-IT-00188 - IT Backup Schedule Rev 5 [🔗](#)

Search mode
☐ Hybrid ☒ Custom ☐ Combined

Please ask a question pertaining to your documentations...

Problem Statement

System to automatically analysis requirement of new projects based on experiences gathered on previous realized projects

Spec ID	Importance	Functional Requirements	Proposer Work Area	Availability
Radio GPS	Advantageous	Proposal includes pricing for a unidirectional interface to receive, log and post GPS position reports supplied by a Harris Symphony Radio Console system	CentralSquare's Cost Proposal includes a unidirectional interface to the Harris Symphony Radio system for the consumption of GPS position reports. This interface uses the Harris Status-Aware Application Programming Interface (API), which is not included in CentralSquare's Cost Proposal.	Function Available
RadioGPS-2	Advantageous			
RadioGPS-3	Advantageous			
RadioGPS-4	Advantageous			
RadioGPS-5	Advantageous			
RadioGPS-6	Advantageous			
RadioGPS-7	Advantageous			
RadioGPS-8	Advantageous			
RadioGPS-9	Advantageous			
RadioGPS-10	Advantageous			
RadioGPS-11	Advantageous			
RadioGPS-12	Advantageous			
RadioGPS-13	Advantageous			
RadioGPS-14	Advantageous			
RadioGPS-15	Advantageous			
RadioGPS-16	Advantageous			
RadioGPS-17	Advantageous			
RadioGPS-18	Advantageous			
RadioGPS-19	Advantageous			
RadioGPS-20	Advantageous			
RadioGPS-21	Advantageous			
RadioGPS-22	Advantageous			
RadioGPS-23	Advantageous			
RadioGPS-24	Advantageous			
RadioGPS-25	Advantageous			

2 Requirement for New Project

4	2.00	The proposed solution must have the ability to dispatch law, fire, EMS units from the same call for service window (where applicable and if desired).							
5	3.00	The proposed solution must have the ability to limit dispatch only fire and/or EMS, or only law enforcement from agency-defined call for service windows.							
6	4.00	The proposed solution must allow for multiple agencies of the same discipline to be recommended for the same call.							
7	5.00	The proposed solution must have the ability to comply and maintain compliance with published NENA NG-911 standards.							
8	6.00	The proposed solution must have the ability to capture all CAD transactions in an audit log.							

3 Automated Analysis of Compliance

7	4.00	fixes/patches without requiring a full upgrade.							
8	5.00	If the proposed solution is a cloud based/cloud native solution it must meet industry accepted cybersecurity requirements (e.g. CSA Star Registry/CSA CAI/Q required)			X				Not Applicable. CentralSquare has proposed our flag deployment.
9	6.00	The proposed solution must host all data within the United States with at least one (1) premise) and must comply with CII and HIPAA requirements							
10	7.00	The proposed vendor must supply a full list of open-source libraries within the project (e.g. log4j)							
11	8.00	The proposed solution must be highly available and must have a method for fail-over/outages							
12	9.00	Any failover to a backup/alternate environment must take less than 30 minutes to							

1 Past Projects Requirements Analysis DB

Requirement

The proposed solution must have the ability to provide query functionality with CLETS / NCIC from the field reporting application for persons and vehicles.

Compliance

Compliant

Summary of Past Requirement

The team has previously worked on Standards Compliance Most current edition of the NENA Standard 02-011 for format and content of ALI records. However, the function for NG911 interface, specifically Text-to-911 Communications, was not available.

Requirement

The proposed solution must have the ability to provide query functionality with CLETS / NCIC from the field reporting application for persons and vehicles.

Compliance

Compliant

Summary of Past Requirement

The hard-field solution provides CAD and RMS functionality to query LEADS/NCIC. The Mobile Data system is able to direct a single query to the LEADS / NCIC System. The system supports communication between the mobile CAD client and the National Crime Information Center (NCIC), State (e.g., LEADS) and Local Systems (e.g., warrants and warrants). LEADS interface supports querying all accessible Criminal Justice Information Systems, including: Stolen Vehicle Parts Files (State and NCIC). These past requirements show that the team has experience in providing query functionality with similar systems.

Put requirements you will like to check here...

Demo

Based on conversational AI however will be integrated as full digital worker leveraging Copilot for excel

The proposed solution must include an "offline" capability for CAD to allow users to continue with basic CAD functions such as call creation and unit status updates if connectivity is lost

 Model: gpt-4
Compliance: Partially compliant
Summary of Past Requirement: The system provides a CAD 'catch-up' mode that allows events to be entered manually once the CAD system is brought back on-line from a system interruption. Additionally, the hand-held solution provides CAD functionality to make unit status changes. However, there was an exception with the requirement of storing events locally and automatically uploading them once the CAD system is back online.


"The proposed solution must have the ability to configure the graphical interface at the following levels: Window background color, sizes and locations

 Model: gpt-4
Compliance: Partially compliant
Summary of past requirement: The user interface allowed the configuration of window features such as size and color coding by the agency, and the location could also be configured. However, there is no mention of configuring the window background color.

Put requirements you will like to check here...



What are we trying to solve?

Classic documentation for source code and API definition is usually very static and **does not allow easy interaction** with user to ask questions and get answers related to those topics.

LOGIN TO API ACCOUNT





API Developer Portal

BASICS ▾

API REFERENCE ▾

GUIDES ▾

SUPPORT AND ACCESS ▾

IN THIS SECTION

Overview

Vehicle Information

/condition-reports

Condition Reports

On this page:

Release Notes

Authentication & Authorization

Retrieve Condition Report for a Vehicle by VIN

/condition-reports

Condition Reports

The **Condition Reports** API enables buyers to obtain the latest pre-purchase condition report information for a vehicle by submitting a Vehicle Identification Number (VIN). If multiple condition reports are available for the specified VIN, this API returns the most recent report.

NOTE: The endpoints and examples used in this document show requests to the Manheim pre-production API environment (<https://uat.api.manheim.com>).

Release Notes

February 2020

- Added response parameters to damage items: `imageHref(string)`, `notes(string)`

April 2020

Manheim Public API portal

Sample demo

Shown as conversational AI and today proposed as custom Copilot leveraging Microsoft Sharepoint 365 Modernization proposal

To get the condition of a vehicle using the Manheim COX API, you need to use the 'vehicle/condition-reports' endpoint. This API requires an OAuth 2.0 bearer token with the password grant type and inventory:read scope. You must have a Mashery API Package Key that is active with the inventory:read scope assigned to it. When requesting an access token for this API, use the resource owner password credentials grant type, the inventory:read scope, and your manheim.com credentials for the username and password. The request header must include the Authorization key with a value of Basic followed by your Base64 encoded Mashery key:secret pair.

Please note that if the vin parameter is not included in the request, the API will respond with an error.

Source: <https://developer.manheim.com/#/apis/vehicle/condition-reports>



can you show me an example of the output of calling the vehicle condition report API?



Model: gpt-4
RAG: Enabled

Yes, here is an example of the output when calling the vehicle condition report API:

```
{
  "href": "https://integration1.api.manheim.com/condition-reports/search?vin=WDDGF5EB4BR151559",
  "count": 1,
  "items": [
    {
      "vin": "WDDGF5EB4BR151559",
      "createdTimestamp": "2020-02-13T20:34:10.000+0000",
      "completedDate": "2020-02-11T00:00:00Z",
      "grade": "4.8",
      "gradeDescription": "Clean",
      "nonInsight": false,
      "interiorOdor": "Smoke",
      "emissions": ""
    }
  ]
}
```

RAG mode

☐ Disabled ☒ Enabled

What can I help you with COX Manheim API development?

Back Office Functions | Knowledge Management/Knowledge Search

Knowledge Management & Search 1/3

Boost search productivity with generative AI

About the Client



Transportation infrastructure development projects such as roads, bridges, and tunnels

1.3 trillion JPY

Sales revenue



Tokyo

1892

Established



Business Challenge

Clients mainly use SharePoint. On SharePoint, the search functionality is very limited. Search results typically don't provide what operators expect, so company operators need a lot of time to get the results they expect.

In addition to SharePoint, customers store data in several directories that need to be integrated into the Knowledge Directory

Proposed Approach

Analyzing the problems faced by clients, FPT Software believes that GenAI, backed by LLM, can provide solutions to the problems. Until now, the search journey has been for the operator to enter search keywords, browse the results, and open each file to check the output. Here's what GenAI's search looks like:

Operator enters a question

GenAI can crawl not only the title, but also the contents of the file, providing accurate files

Merit

- With an LLM, the search time is significantly reduced by about 70%
- Dramatically improve employee experience
- Improved accuracy of search results
- Easy onboarding for foreign staff with real time translation of documents, chatting with documents (all in Japanese) in user's native language

Knowledge Management & Search 2/3

Boost search productivity with generative AI

Selecting and prioritizing use cases

Category	Types of questions	Use case	Tool	Priority Ridge 1: Highest - 3: Lowest
Find and manage information	Company-wide search	Find information that combines Onedrive, email, team chat, and loop documents	Bing Chat	1
	Integration of external tools	Integrate your team to find and update information in external tools	Teams	1
	Teams Meetings	Get information about live meetings, summarize entire meetings, and take meeting minutes	Teams	2
	Schedule	Manage and organize meetings, get weekly summaries, cancel meetings	Teams	2
	Chat	Summarize and manage chat-related activities	Teams	2
	TO-DO List	Manage task lists and get pending tasks related to a project	Outlook	1
	Administering Outlook	Create folders, set email notifications, set reminders, search for folders	Outlook	2
Documents & Presentations	email	Add email templates, create formal apology emails, and recommend responses	Outlook	3
	PPT Creation	Generate multiple slides, create an outline for your presentation	PowerPoint	2
	Editing Slides	Improve clarity, change layout, add/replace images, add transitions	PowerPoint	3
	Translation	Translate an entire presentation or specific slides	PowerPoint	3
	Creating Documents	Create new documents based on multiple documents, rewrite documents, and translate documents	Word	2
	Document-level prompts	Table of contents, summaries, bullet point generation, document translation	Word	2
	Section/para-level prompts	Rewrite sections, add examples, list benefits, replace with tables	Word	3
Data Analysis & Visualization	Add new information	Add new sections, placeholders, and references from your public website	Word	4
	Formatting Rules/Data Validation	Generate conditional formatting rules, set up data validation rules	Excel	2
	PivotTable/List	Create Pivot Table, Drop Down List	Excel	2
	calculation	Calculate averages, define named ranges, split text, apply goal seeking	Excel	2
	VBA	Write VBA scripts to automate tasks and generate reports	Excel	1
	graph	Generate charts to visualize trends and compare data	Excel	2

Knowledge Management & Search 3/3

Boost search productivity with generative AI

Architecture and Data Source Orchestration

