



HPE Services

Taking workplace productivity to the next level—Solution for the adoption of Microsoft Copilot AI

HPE Edge Productivity Services - Enablement for Microsoft Copilot



Hewlett Packard
Enterprise

Microsoft Copilot is an AI-powered software, which aids productivity, quality, and innovation for knowledge workers, as well as reducing costs, errors, and risks:

- Copilot addresses several core challenges, which adversely impact overall productivity and efficiency.
- Knowledge workers are overloaded by information from various sources, such as emails, documents, intranet/internet articles, and communication with colleagues and partners in collaboration tools such as Teams. Companies see opportunities to use Microsoft Copilot to save employees time by predigesting the information for them.
- Improving the quality of content, by aligning it with corporate standards, without the possibility of missing important information—By using Microsoft Copilot, the newly created content can be validated against corporate standards and reviewed to provide suggestions on missing details and writing style.
- The software enhances innovation in the organization by providing experienced knowledge workers with a tool that oversees existing solution options and navigates them in previously unconsidered directions, aiding overall competitiveness.



The successful deployment and adoption of AI in the form of Microsoft Copilot necessitate a comprehensive set of services. These include initial readiness assessments, integration to seamlessly incorporate Copilot into existing workflows and compliance postures, user training programs to ensure proficiency, and ongoing support for troubleshooting and updates.

The absence of knowledge, planning, and experience during the introduction of AI can result in strategic misalignment, ineffective implementation, poor change management, skill gaps, ethical and legal risks, and missed competitive opportunities. Embracing these services helps organizations overcome a variety of challenges, enables them to harness the full potential of AI for sustainable success, and forms the basis of the business justification for their inclusion.

Without the involvement of a trusted and experienced partner during the introduction of AI, organizations may face challenges and competitive threats resulting in unintentional proprietary data sharing, underutilized functionality, increased service desk incidents, and a failure to realize a return on investments.

Additionally, these considerations and services, should also be applied to either existing Microsoft 365 and Copilot deployments, where prior due diligence in regard to data governance and access management, has been overlooked in favor of a rapid deployment strategy, which now requires remediation or platform update.

The readiness and adoption services prioritize security and compliance. Comprehensive assessment of relevant data repositories helps leverage Copilot in a manner consistent with organizational security protocols. Regular audits and compliance checks are integrated into the timeline of the adoption process to maintain a secure environment in readiness for the transition to operational handover.

To quantify the impact of Microsoft Copilot, the readiness and adoption services include performance metrics and key performance indicators (KPIs). These metrics not only track the adoption rate but also measure improvements in productivity and collaboration among team members. By providing a clear understanding of Copilot's impact, organizations can assess the return on investment and make business decisions for a later, production-wide rollout.

Recognizing the diversity of businesses and their knowledge workers, the readiness and adoption services are customizable helping ensure that organizations derive greater value from Copilot regardless of their business vertical or technology strategy. This adaptability enables Copilot to seamlessly integrate into various ecosystems, making it a versatile tool for a wide range of industries and use cases.



Advisory services

HPE advisory services play a crucial role in planning the deployment of Microsoft Copilot by providing strategic guidance, expertise, and insights tailored to the specific needs and use cases, which are relevant to an organization's road map. They help navigate complexities, optimize policies, and help ensure smooth integration, increasing the benefits of Microsoft Copilot to aid both productivity and competitiveness.

The services focus on the current production mode of operation, administrative, and end-user capabilities and perform a high-level gap analysis to determine the prerequisite components needed to advance to the next stage of adoption of an AI-capable platform delivered through Microsoft Copilot.



Professional services

Determining the data governance posture of an organization is critical when deploying Microsoft Copilot. By harnessing professional services expertise from Hewlett Packard Enterprise, businesses can help ensure compliance, security, and effective utilization of data. By assessing current sharing and labeling policies, HPE can establish protocols for data handling, sharing, privacy, and regulatory adherence, which safeguard sensitive information and maintain a robust foundation for successful Copilot deployment.

Identify strengths, weaknesses, and areas for improvement to enhance the efficiency, and data compliance posture of an organization while identifying potential legacy sharing procedures, which may in future lead to Microsoft Copilot obtaining access to information unintended to be accessed corporate-wide by end users. HPE can implement a bespoke framework aimed at delivering the least-access-required approach to data governance, which conforms to industry best practices.

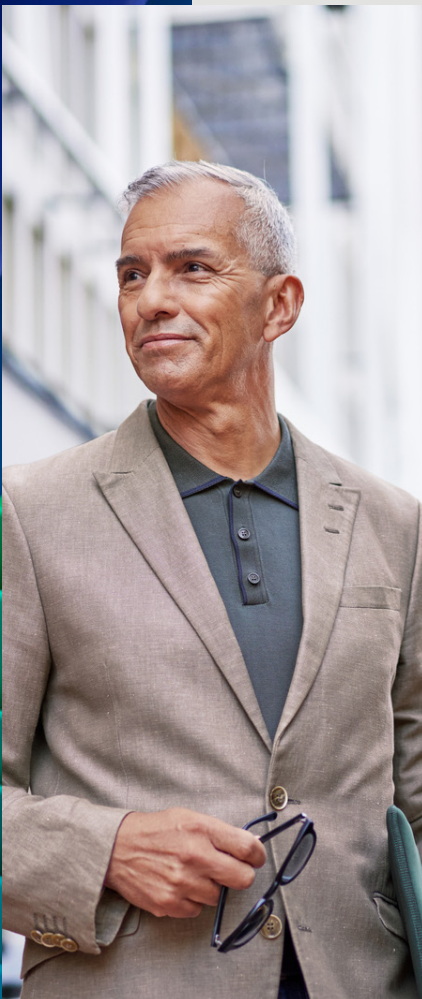




Education and management of change services

Partner-led educational and change management services are crucial during the deployment of Microsoft Copilot to facilitate a smooth transition. HPE Education Services help ensure that knowledge workers and administrators alike understand the new technology, promoting proficiency and productivity. Our management of change team addresses resistance to adoption, aligns stakeholders, and fosters a positive culture shift, enhancing the overall success and adoption of Microsoft Copilot within the organization.

Digital workplace transformation initiatives introduce profound changes to an organization's culture, processes, and technologies. Users must comprehend the benefits gained from generative AI (GenAI) to prevent business disruptions, navigate the newly deployed tooling effectively, and realize true economic returns. For a seamless adoption, Microsoft Copilot transformation projects need a change management program. HPE Services play a pivotal role in crafting a comprehensive user experience road map that cultivates the adoption of the new or updated GenAI solution. Our service offers skills gap recommendations to promote knowledge worker productivity, positioning your organization for success by proactively preparing and supporting individuals throughout the adoption journey.



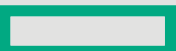
Managed services

The operation of Microsoft Copilot demands a continual upskilling of IT resources to navigate the increasingly complex data governance and file sharing feature sets and changes in both the Microsoft 365 administration environment and Copilot-specific portals. HPE Services can assist your organization in offloading common and time-consuming operational tasks from your IT staff, allowing them to concentrate on innovation activities, strategic business initiatives, and the implementation of the latest AI productivity capabilities for your employees. Establishing a unified partnership with HPE for Microsoft Copilot adoption and operations offers enhanced flexibility and predictability, empowering you to increase your Microsoft investment.

Support services

Microsoft Copilot and its integration into the organization's IT environment can be complex. In the case of escalated service desk incidents, having a support service in place helps ensure a prompt response and resolution to reduce the impact on business operations. HPE Services can assist your organization in resolving Microsoft Copilot and related Microsoft 365 solution issues efficiently and managing interoperability challenges seamlessly, offering a single point of accountability. Our proficient support engineers assess and resolve problems or, when necessary, escalate them to Microsoft support on your behalf for additional assistance.

Start the journey toward an AI productivity strategy for today and the future!



Begin your journey today and start taking full advantage of the many benefits that Microsoft Copilot provides both you and your employees. Realize the productivity gains and overall optimizations that AI has to offer. HPE can help you reach your goals, with the complete set of services. We guide you through a seamless transition to adoption that controls costs and helps minimize risk. Ultimately, you'll be able to:

Help minimize business disruption

We help you plan a structured transformation approach to help ensure your GenAI workplace productivity solution is available to the organization and each individual user or use case. Data is secured on the principle of least access required, and no business process is at risk during the transformation.

Make your organization ready for change

HPE follows the people-first transformation approach when deploying and adopting Microsoft Copilot because we know from experience that user satisfaction drives the success of the overall transformation. We help you to implement appropriate management of change processes and tools to build an environment of trust and awareness in your user community while alleviating the noise of dehumanizing the workplace.

Get ready for Microsoft Copilot adoption

HPE can assist you in analyzing and redesigning your Microsoft 365 information architecture to align it with best practices in information management, data governance, and access management. This supports your organization's specific compliance needs and enables seamless implementation and adoption of Microsoft Copilot.

Navigate security and compliance challenges

At HPE, we specialize in empowering our customers to maintain a secure and compliant Microsoft 365 environment. Through our comprehensive suite of services, we work closely with you to implement robust security measures and help ensure adherence to regulatory requirements, safeguarding your information and operations with a proactive and tailored approach, which aligns with business principles and industry best practices.

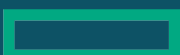
Help optimize your operating model

We help you streamline IT administrative resource allocation by entrusting HPE engineers with most of the common management and support responsibilities, allowing your IT resources to concentrate on strategic business initiatives. Our services are tailored to offer financial flexibility, helping ensure the optimization of your operational expenditures.



Your trusted partner

Implementing Microsoft Copilot across an organization is a multifaceted endeavor that demands expertise in various domains, including information management, security, change management, support, and system operation. We have extensive experience in delivering complex digital workplace transformation projects. Our team is poised to guide you through every step of your journey, from initial evaluation to full adoption. When it comes to deploying innovative solutions such as the GenAI-powered Microsoft 365 cloud productivity platform, trust is paramount. You need a partner who not only possesses the necessary experience but is also prepared to offer flexible services tailored to your unique business requirements. At HPE, we aspire to be that trusted partner because we firmly believe that your success is intrinsically tied to ours.





Unlock productivity with HPE and Microsoft Copilot

HPE offers a complete suite of services aimed at aiding enterprise organizations in embedding Microsoft Copilot's innovative knowledge worker solutions into their workplace productivity platform. From initial awareness to thorough evaluation, strategic planning to seamless implementation, and successful adoption to ongoing operation, HPE should be your chosen partner on the path to an AI-centric productivity revolution.

"By 2026, over 60% of global enterprises that adopt Copilot for Microsoft 365 will use plug-ins to improve how employees interact with apps, data, and services, up from less than 5% in late 2023."¹

"To prepare for Copilot, Gartner recommends that you invest time in developing your Microsoft 365 information architecture and in ensuring that permissions for sensitive content and containers are set appropriately."²

"In the 2023 Gartner Microsoft 365 Survey, 64% of respondents stated that inadequate support and governance functions were among the top three risks to their organization's Microsoft 365 deployment."³

"Whether you are just starting your Microsoft 365 journey or have a well-established tenant, developing effective governance is fundamental to succeeding with Microsoft 365."⁴

¹ "Grow Revenue by Ramping Up Copilot for Microsoft 365 Services," Gartner, December 2023

^{2, 3, 4} "Solution Path for Implementing Microsoft 365 Governance," Gartner, September 2023

Learn more at

[HPE.com/us/en/services/consulting/mobility-workplace.html](https://hpe.com/us/en/services/consulting/mobility-workplace.html)

