Driving MS Copilot adoption with proven Infosys frameworks and flexible models
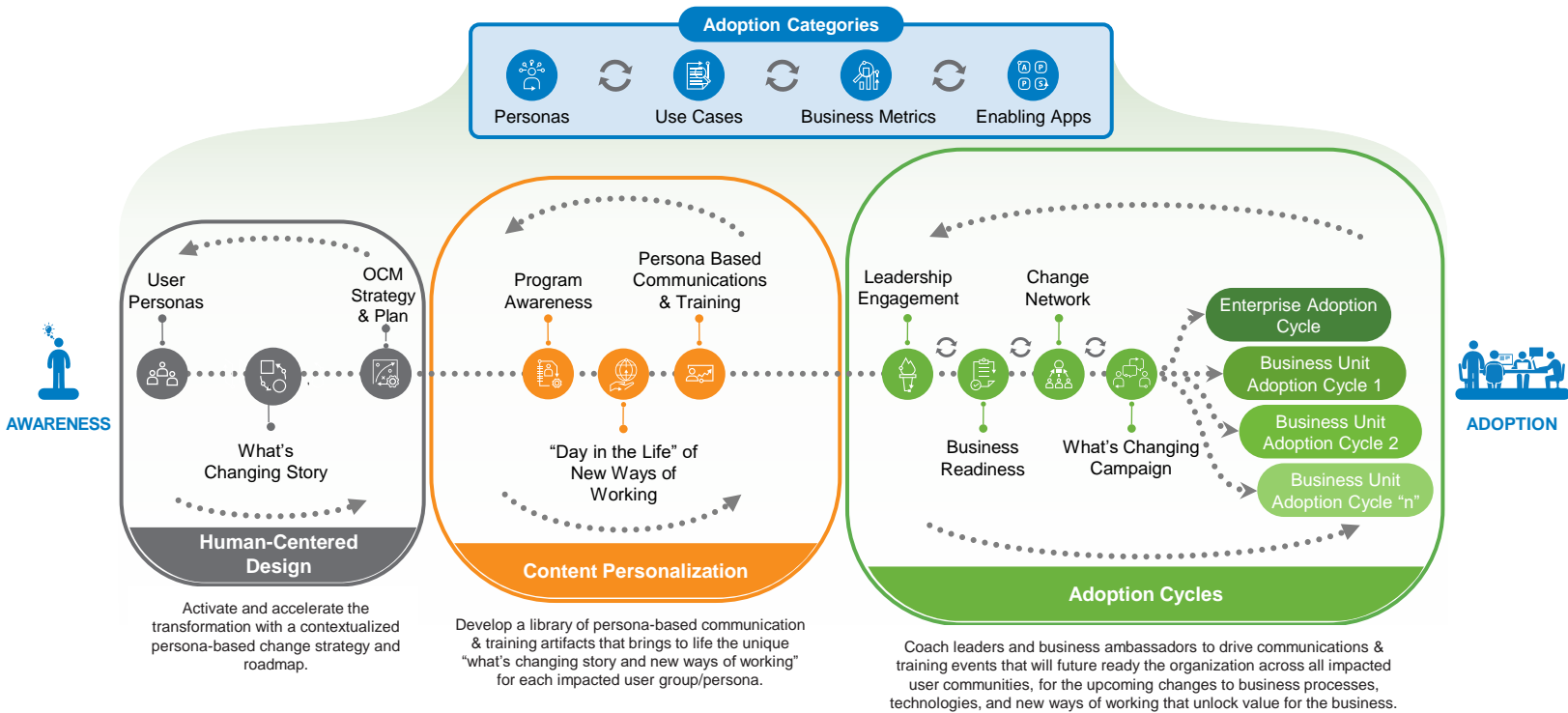
Unlocking the full potential of AI, particularly through Microsoft Copilot, presents a transformative opportunity for your organization. However, successful integration relies on more than just implementation; it requires a strategic approach to adoption and change management.

We understand the challenges that come with embracing new technology. That's why we've developed a tailored and proven approach to Copilot adoption, focusing not only on implementation but also on fostering a culture of collaboration, upskilling, and seamless integration within your existing workflows.

Change Management | User Enablement | Understand Employee Pulse | Plan Support

We offer flexible engagement models designed for both one-time implementation and continuous adoption, providing dedicated or shared services for smooth and adaptable integration of copilot into your ecosystem.

Infosys OCM strategy - Maximize benefits of Copilot capabilities

Adoption Categories

Personas | Use Cases | Business Metrics | Enabling Apps

AWARENESS

Human-Centered Design
User Personas · What's Changing Story · OCM Strategy & Plan

Activate and accelerate the transformation with a contextualized persona-based change strategy and roadmap.

Content Personalization
Program Awareness · Persona Based Communications & Training · "Day in the Life" of New Ways of Working

Develop a library of persona-based communication & training artifacts that brings to life the unique "what's changing story and new ways of working" for each impacted user group/persona.

Adoption Cycles
Leadership Engagement · Business Readiness · Change Network · What's Changing Campaign

Enterprise Adoption Cycle · Business Unit Adoption Cycle 1 · Business Unit Adoption Cycle 2 · Business Unit Adoption Cycle "n"

Coach leaders and business ambassadors to drive communications & training events that will future ready the organization across all impacted user communities, for the upcoming changes to business processes, technologies, and new ways of working that unlock value for the business.

ADOPTION

Microsoft 365 Copilot Adoption Services

Change Management
- OCM Strategy
- Pre-defined communication & feedback templates
- Continuous feedback frameworks

User Enablement
- Ready learning content
- User Support & Guidance
- Train the trainer
- LMS integrations

Flexible Support Models
Shared Service
- Cross organization Expertise , Support coverage & standardize process

Dedicated Service
- Tailored and customized services