



Change and Adoption Management

Date:

Microsoft Partner – Systems Integrator



Digital & App Innovation
Azure



Data & AI
Azure



Infrastructure
Azure



Security

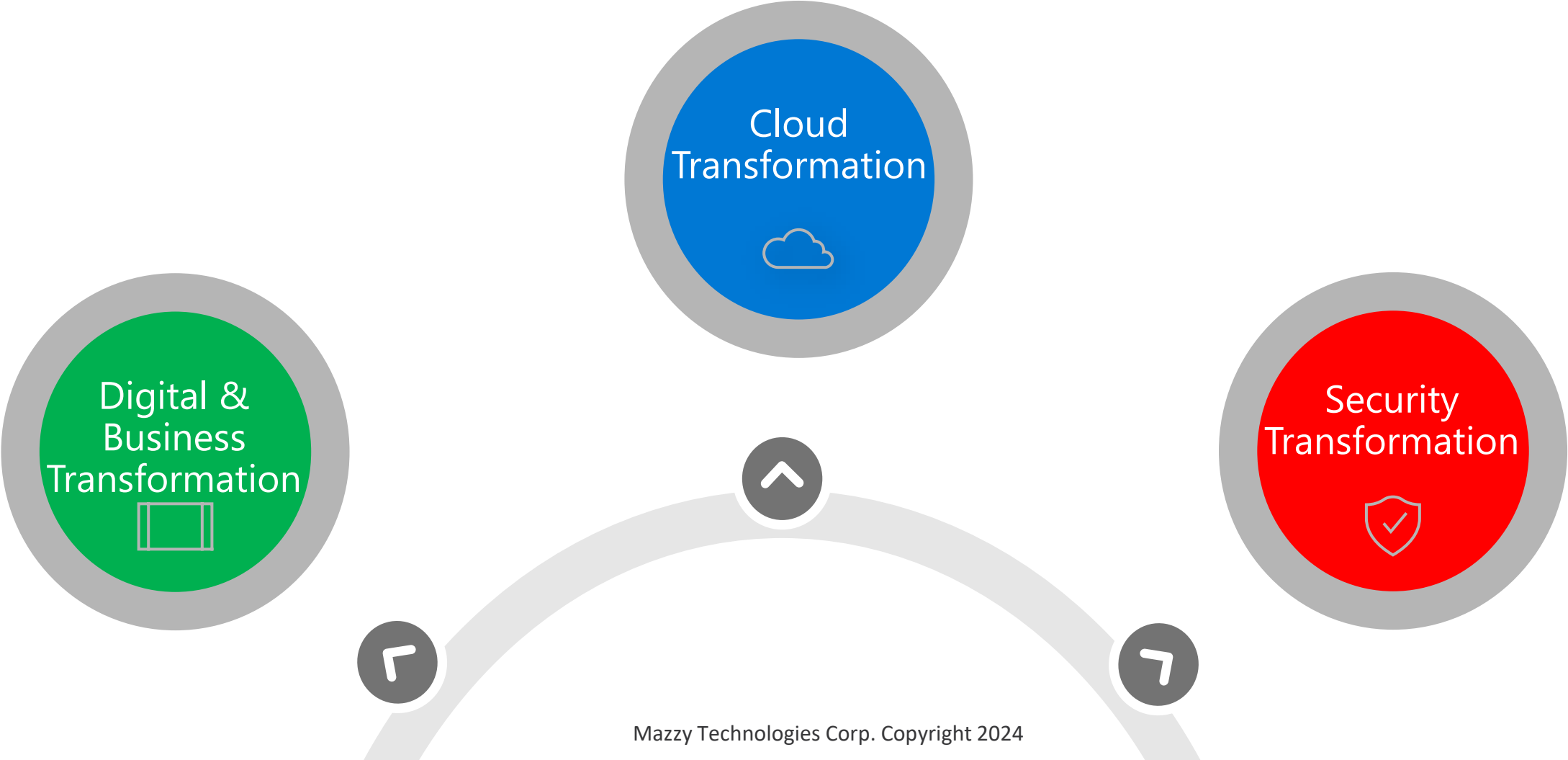


Modern Work

Transformation



As the world goes through amazing transformation so are enterprises and governments.



Mazzy Technologies Delivery Teams

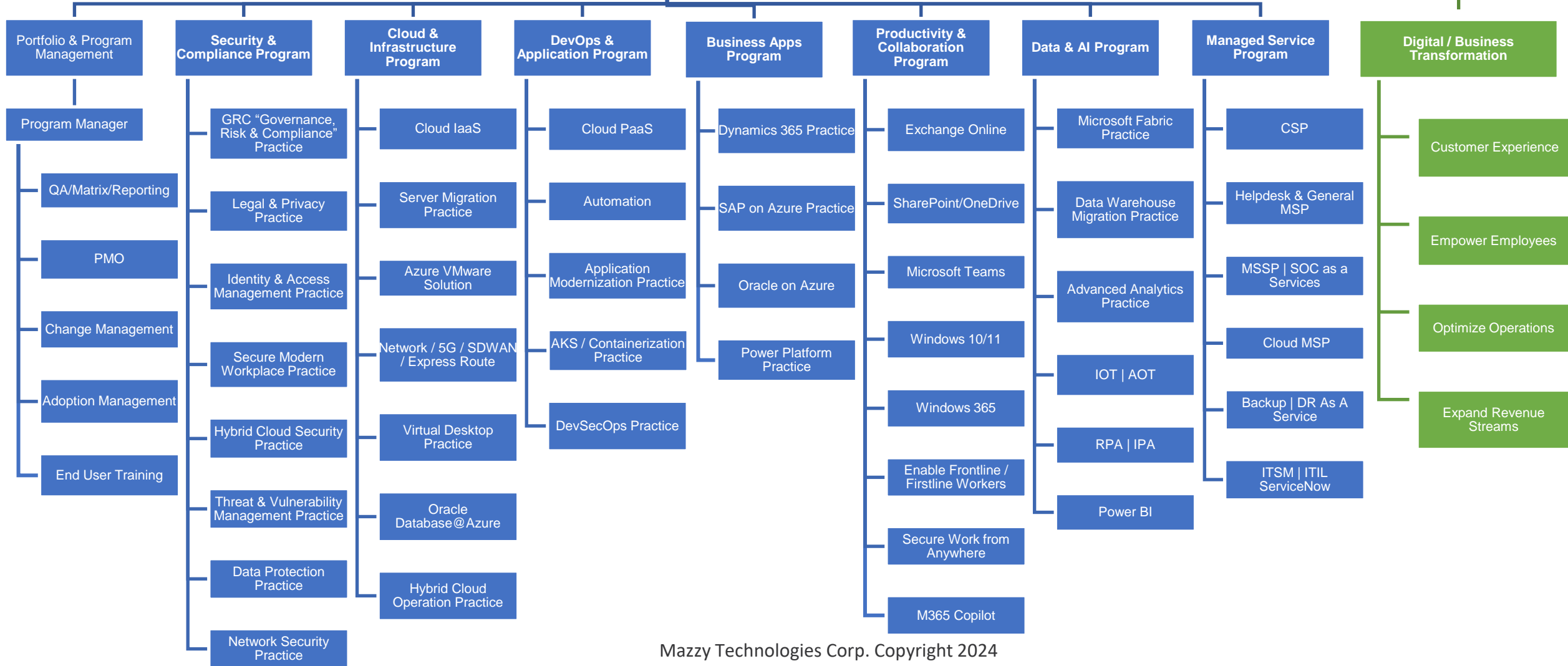


CISO
Advisory Services

CTO
Advisory Services

Enterprise
Architecture

Chief Strategy Office (CSO)
Advisory Services





Mazzy Technologies' Comprehensive Solution for Microsoft 365 Copilot Adoption

Mazzy Technologies introduces

our comprehensive solution designed to help organizations seamlessly adopt Microsoft 365 Copilot. Our solution combines organizational change management with specialized training to ensure a smooth transition and maximize the benefits of Microsoft 365 Copilot for your business..

Why use Microsoft 365 Copilot?



Enhanced Productivity: Microsoft 365 Copilot leverages AI to assist with daily tasks, freeing up time for more strategic activities.



Improved Collaboration: Enhanced collaboration tools and features streamline communication and teamwork across your organization.



Greater Efficiency: Automated processes and intelligent suggestions help reduce manual effort and improve overall efficiency.



86% of Copilot users say it makes them more productive, and 90% say they want to use it again for the same task.

For instance, within Teams, Copilot can be utilized to schedule tasks, take real-time notes during meetings, or enhance collaboration among team members. Similarly, in Outlook, Copilot aids in drafting emails and messages swiftly and accurately.

Mazzy Technologies has proudly earned the Microsoft Advanced Specialization accreditation for Adoption and Change Management. This prestigious recognition underscores our expertise and commitment to helping organizations successfully transition to new technologies.



Key Features:

Organizational Change Management

- Assessment and Strategy Development
- Stakeholder Engagement
- Impact Analysis and Risk Mitigation

Comprehensive Training Programs

- Customized Training Modules
- Hands-On Workshops
- Continuous Learning Support

Implementation Support

- Technical Integration
- User Adoption and Engagement
- Performance Monitoring and Optimization

Utilize Mazzy Technologies for a comprehensive solution to help your organization seamlessly adopt Microsoft 365 Copilot. This solution includes detailed organizational change management strategies, customized training programs, and full implementation support. With a focus on enhancing productivity, improving collaboration, and increasing efficiency, Mazzy Technologies ensures a smooth transition to Microsoft 365 Copilot. The company provides ongoing support and tailored solutions to meet the unique needs of each organization, leveraging their Microsoft Advanced Specialization accreditation in Adoption and Change Management. Contact Mazzy Technologies to transform your organization with Microsoft 365 Copilot and drive innovation and success.

Take the next step today!

Contact your Mazzy Technologies for more information.



High-level Offer Overview



Mazzy Technologies Key Features of M365 Copilot Adoption Management

Organizational Change Management

Assessment and Strategy Development: We begin by conducting a thorough assessment of your current processes and organizational readiness. Our experts develop a customized change management strategy that aligns with your business goals.

Stakeholder Engagement: We work closely with key stakeholders to ensure buy-in and support for the adoption of Microsoft 365 Copilot. Regular communication plans and engagement activities are implemented to keep all parties informed and motivated.

Impact Analysis and Risk Mitigation: We identify potential impacts of the new system on your organization and develop risk mitigation plans to address any challenges that may arise during the transition.

Organizational Change Management

Customized Training Modules: Our training programs are tailored to meet the specific needs of different user groups within your organization. We offer role-based training to ensure that every user understands how to leverage Microsoft 365 Copilot effectively.

Hands-On Workshops: Interactive workshops and hands-on sessions provide practical experience and build confidence in using Microsoft 365 Copilot. These sessions are designed to address real-world scenarios and common use cases.

Continuous Learning Support: We provide ongoing support and resources, including training materials, video tutorials, and a dedicated helpdesk to address any questions or issues that arise post-implementation.

Implementation Support

Technical Integration: Our team ensures seamless integration of Microsoft 365 Copilot with your existing systems and workflows. We handle all technical aspects, from initial setup to configuration and testing.

User Adoption and Engagement: We implement strategies to drive user adoption and engagement, including regular feedback loops, user forums, and incentive programs to encourage active use of Microsoft 365 Copilot.

Performance Monitoring and Optimization: Post-implementation, we monitor the performance and usage of Microsoft 365 Copilot within your organization, providing insights and recommendations for continuous improvement.

A Copilot for every Microsoft Cloud experience



Every employee

Copilot for Microsoft 365

Works alongside you in the apps you use every day.

[Learn more >](#)

Microsoft Copilot Enterprise Pro

AI-powered chat with commercial data protection.

[Learn more >](#)

Windows Copilot

The first centralized AI assistance on a platform.

Details coming soon

Functional business roles

Microsoft Sales Copilot

Maximize productivity with the AI assistant designed for sellers.

[Learn more >](#)

Dynamics 365 Copilot

Turbocharge your workforce with a copilot for every job role.

[Learn more >](#)

Security and IT professionals

Microsoft Security Copilot

Defend at machine speed with Microsoft Security Copilot.

[Learn more >](#)

Developers and data professionals

GitHub Copilot

Increase developer productivity to accelerate innovation.

[Learn more >](#)

Power Platforms Copilot

Imagine it, describe it, and Power Platform builds it.

[Learn more >](#)

Copilot for Microsoft Fabric

Infusing the power of large language models into Power BI.

[Learn more >](#)

Who needs M365 Copilot?

Copilot brings AI to everyone. Support roles like...



Executive

CEO
CIO
CMO
GM
President
Sr Manager
Team Leader

HR

Employment Specialist
HR Assistant
Recruiter
Labor Relations
Payroll Specialist
Learning Lead

Operations

Operations Analyst
Operations Manager
Quality Control Lead

Sales

Account Executive
Quality analyst
Onboarding Specialist
Sales Associate
Sales Engineer
Sales Representative

Marketing

Brand Manager
Content Strategist
Creative Director
Graphic Designer
Market Researcher
Product Marketing Manager

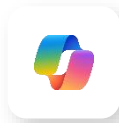
Finance

Accountant
Financial Analyst
Finance Manager
Investment Manager
Financial Advisor
Risk Specialist

IT

Cybersecurity Analyst
Help desk Support
Hardware Technician
IT Project Manager
Network Administrator
Software Developer

Prepare for a company-wide address



Microsoft Copilot

Quickly catch up on the latest developments and discussions related to the announcement by summarizing email threads and chat conversations.



Copilot in Teams

Meet with the executive team to review each business unit's results. When closing the meeting ask Copilot to create action items from the conversation and assign owners.



Copilot in Word

Revise the draft of the speech, asking Copilot to make it resonate more with the workers at the speech location.



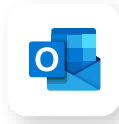
Copilot in PowerPoint

Revise the presentation slides changing out a few images with suggestions from Copilot.



Copilot in Teams

Review last quarter's address by glancing over the meeting recap and asking Copilot about the numbers that were presented to ensure consistency.



Copilot in Outlook

Thank the team for watching the address by asking Copilot to draft a response that can be personalized in tone and length, even on the go.

[Copilot Product Documentation](#)

[Copilot for Microsoft 365 Adoption Site](#)

[How to use Copilot](#)

Preparing for the era of AI



What are your organization's **goals** for using AI?



What are your organization's **pain points** that AI can address?



What are your organization's **current capabilities** in terms of AI?



Does your organization have a **data strategy** in place?



Does your organization have the necessary **infrastructure and resources** to support AI initiatives?

Onboard and Engage



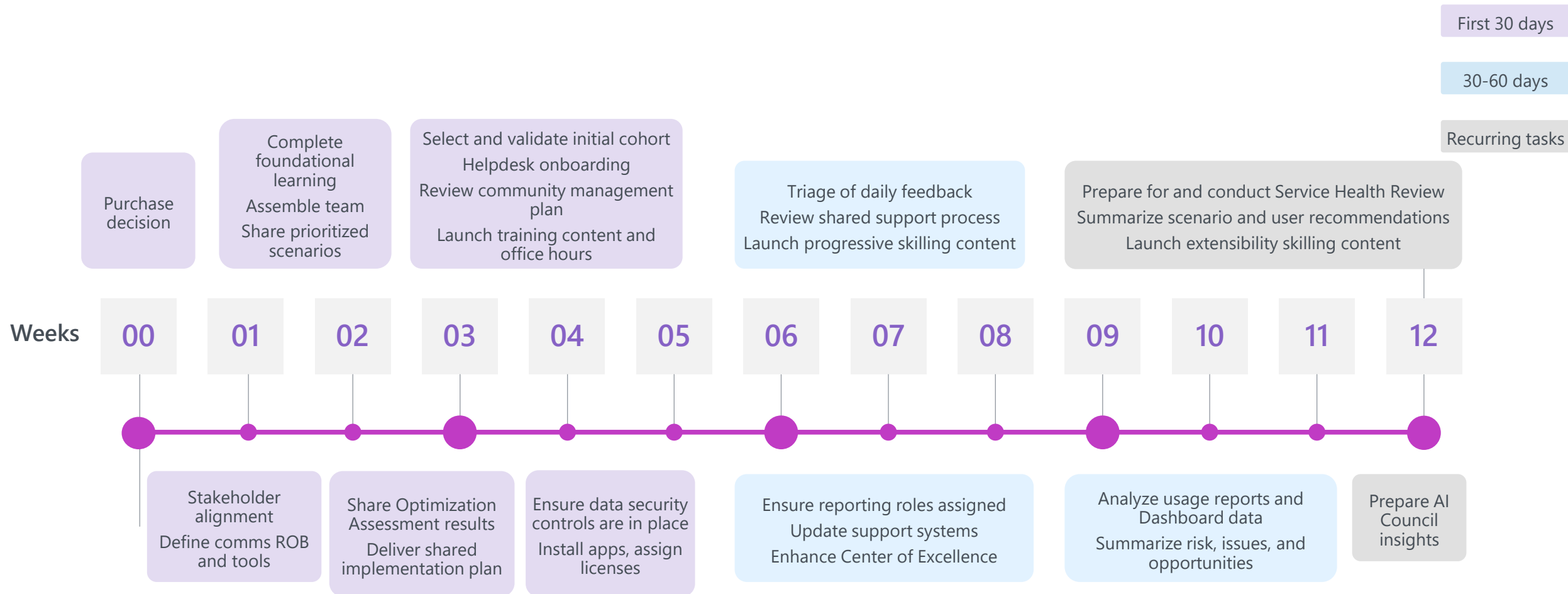
Foundational tasks

- Build the right team
- Identify scenarios
- Review Microsoft provided materials
- Onboard supporting resources (as needed)
- Identify communication channels and initial rhythm
- Build relationships with technical leaders

Copilot specific tactics

- Understand Copilot for Microsoft 365 capabilities
- Review Responsible AI principles
- Identify early adopters and scale onboarding cohorts
- Target AI-ready scenarios
- Build prompt and natural language skills
- Embrace rapid feedback cycles

Example Implementation Project Summary



Craft a User Experience Strategy



A user experience strategy will enable you to quantify the value received from adopting Copilot for Microsoft 365.

- 1 Identify target user personas
- 2 Quantify pain points and potential productivity gains
- 3 Define engagement touch points
- 4 User feedback methods and issue resolution
- 5 Success measures and use cases

Driving adoption is an ongoing user and stakeholder engagement process.

Your technology enablement team is central to the success of your project and your employees with your technology investments. Your user experience strategy gives them a vision and roadmap for success.

What is different about Copilot for Microsoft 365 Adoption?

Pace of Change



Technology

- New features & scenarios
- Undiscovered opportunity
- End-user access
- Cross product at launch

Approach

- Focus on jobs to be done**
- Natural language interface**
- Customized interaction by user needs**

Tools

- Copilot hub on Adoption.microsoft.com
- Copilot Center of Excellence (Fall 2023)
- Copilot Labs prompt guidance (Fall 2023)

Support

- Microsoft communities
- Subject matter experts
- Adoption Specialists
- Microsoft field & support
- Partner ecosystem

Readiness & Adoption Planning



Copilot Implementation

Staff Adoption Team

Executive & Business stakeholders
IT & technical staff
Adoption specialists, User experience staff
Microsoft & Mazzy Tech

Complete Technical Readiness

Governance & information architecture strategy
Tenant readiness actions
License deployment & user onboarding
Ongoing service health reviews

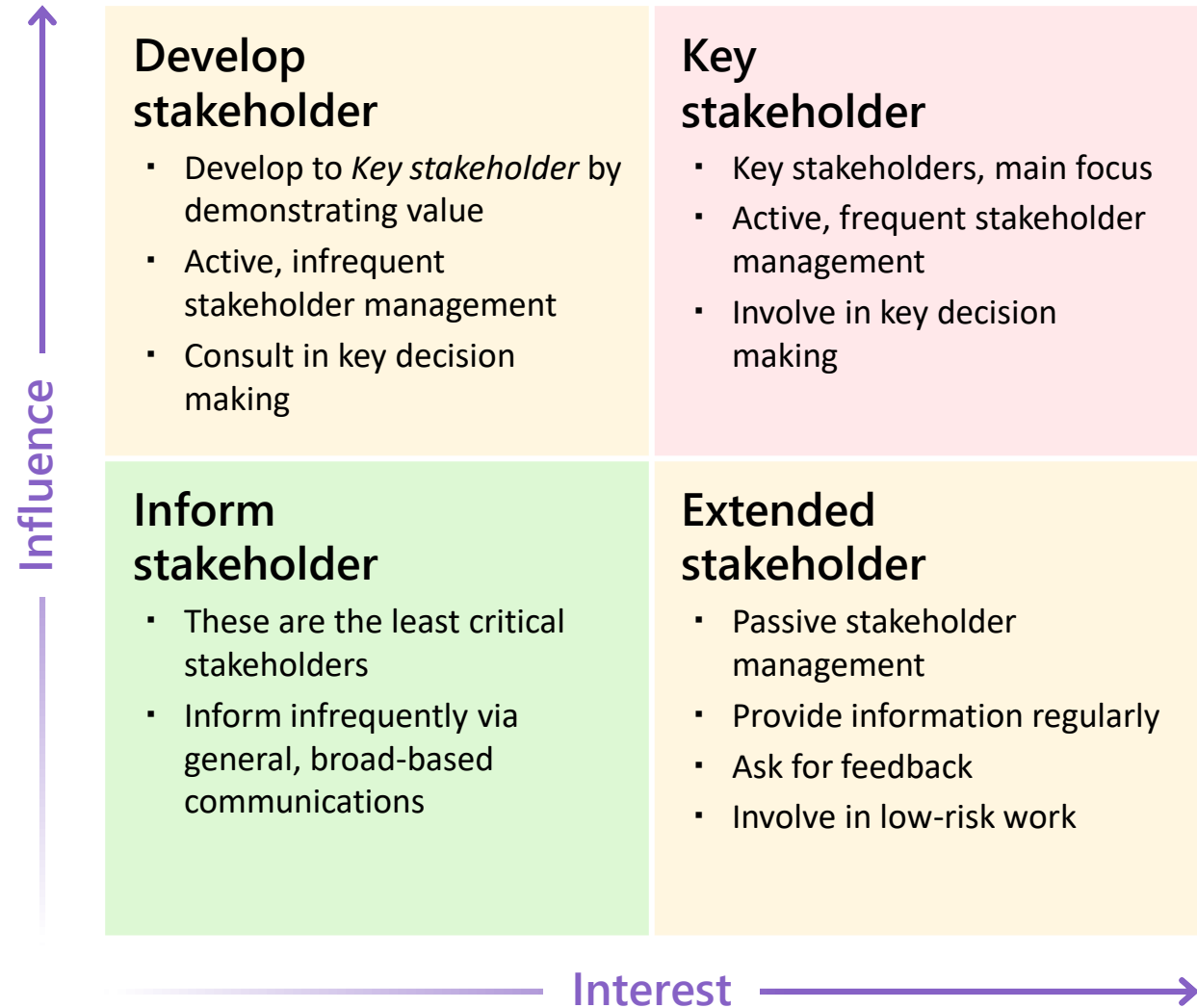
Implement Adoption Program

End user and executive communications planning
Early adopter and adoption program onboarding
Ongoing community and end-user engagement
Feedback and success story sharing

Customized Plan that works for your organization



Understand and assess stakeholder relationships





Utilize stakeholder management lifecycle

- 1 Validate strategic objectives**
Ensure clear mission and goals from existing executive stakeholders, AI Council or business leaders for AI transformation.
- 2 Identify stakeholders**
Identify all your potential stakeholders (including senior executives, peers, customers, prospective customers, etc.) who have influence over your work or an interest in its outcome.
- 3 Understand and assess stakeholder relationship**
Using the Power/Interest stakeholder grid, map each stakeholder based on their interest and influence over your work. Then color code each one based on their attitudes: Green=Supportive; Yellow=Neutral; Red=Critical.
- 4 Define stakeholder management approach and actions**
Using the stakeholder planning sheet, list all stakeholders and assess their key interests/issues; attitudes; desired support; messaging; relationship owners; and actions.
- 5 Develop communication plan**
Using the Power/Influence grid, define a communication strategy/cadence for each type of user. Use this as a guide to "personalize" the communication plan for your key stakeholders to meet their individual needs.
- 6 Monitor and adapt**
On regular intervals, re-assess stakeholders' influence, interest, and attitudes and modify their communication strategy appropriately.

Address Security, Governance, and Compliance

How Microsoft 365 Copilot protects your data

- Inherits Microsoft 365's multiple forms of protection against compromise and unauthorized access
- Role-based authorization and data loss prevention strategy to protect sensitive information
- Encryption, including BitLocker and Azure Information Protection (IPsec)
- Least privilege access to limit data exposure

Advanced eDiscovery
Quickly locate, triage, and remediate sensitive data incidents in your organization

Data protection recommendations for Microsoft 365 Copilot

- Information Protection Labelling¹ Learn about sensitivity labels - Microsoft Purview (compliance)
- IP Index for Copilot: Explained by Microsoft - Microsoft Purview (compliance)
- Access - SharePoint in Microsoft 365 and sharing - Microsoft Extra and Review link sharing - Microsoft Purview (compliance)
- Retention - Microsoft Purview (compliance)
- Deletion or delete - Microsoft Purview (compliance)

Controlling Input to Copilot

Microsoft 365	Microsoft 365 Access Controls SharePoint Site restrictions, Access reviews, Permissions	Information Protection IP Sensitivity Labeling, Data Loss Prevention, Retention Policies, Auditing
Admin & User Copilot Controls	Enable grounding sources Current context, Web, Microsoft 365 data	Enable plug-ins

Data residency, storage, and processing

- Data residency refers to the geographic location where customer data is stored at rest.
- Only the EU Data Bound compute operations; all other compute operations are performed in the US for specific types of content.

Plugin architecture

Microsoft 365 Copilot basic architecture

Questions & Next Steps?

Thank You!