



Mphasis AI Impact Lab

Accelerate AI Innovation with Microsoft Copilot: Rapid PoCs, Real Impact.



Accelerate your path to adopt Microsoft 365 Copilot & Agentic AI effectively

Organizations across industries face pressure to adopt AI effectively, but challenges like unclear ROI, limited expertise, and integration issues often slow progress. Mphasis AI Impact Lab helps overcome these barriers by rapidly delivering Microsoft Copilot PoCs, enabling quick validation, reduced risk, and strategic alignment.



CHALLENGES

Enterprises often hesitate to adopt Microsoft Copilot due to high upfront costs, unclear ROI, poor data readiness, security concerns, integration challenges, and employee resistance, making it critical to validate value early and strategically.

IDEAL SOLUTION

Mphasis AI Impact Lab offers a low-risk, fast-track approach to AI adoption by rapidly deploying Microsoft Copilot PoCs tailored to business needs, gathering real-world feedback, and providing a clear roadmap for enterprise-wide scaling.

DESIRED OUTCOMES

Mphasis AI Impact Lab drives accelerated innovation and cost efficiency by rapidly validating Microsoft Copilot use cases. It empowers informed, data-driven decisions, aligns solutions with strategic goals, and delivers measurable productivity gains across the enterprise.



Mphasis AI Impact Lab

Mphasis AI Impact Lab is a rapid engagement model designed to showcase the transformative potential of **Microsoft Copilot** within your organization. By delivering multiple Proofs of Concept (PoCs) in a short timeframe, it enables stakeholders to evaluate real-world applications of AI and identify the most impactful solutions for enterprise-wide deployment

1

Accelerated AI Value with Microsoft Copilot

Unlock fast, low-risk AI innovation with Microsoft Copilot through rapid PoCs that deliver measurable impact, informed decisions, and a clear path to enterprise-scale transformation

2

Quick Wins, Clear Value, Strategic Impact

The AI Impact Lab delivers rapid, targeted PoCs, helping organizations achieve early success, uncover meaningful insights, and confidently prioritize solutions that align with long-term business goals.

3

Secure, Scalable AI—Powered by Microsoft

Built on Microsoft's trusted ecosystem, the AI Impact Lab ensures seamless integration, enterprise-grade security, and scalability, making Microsoft Copilot solutions easy to deploy and expand.

Mphasis AI Impact Lab & Microsoft Copilot Studio

Together, Mphasis and Microsoft deliver a powerful solution that accelerates AI adoption with speed, precision, and enterprise-grade reliability. By combining Mphasis' rapid PoC delivery model with Microsoft Copilot Studio's scalable AI platform, organizations can quickly validate high-impact business process use cases, reduce investment risk, and confidently scale AI across business functions.

Rapid PoC Delivery with Microsoft Copilot Studio

Accelerate AI adoption by rapidly deploying Microsoft Copilot-powered PoCs using Microsoft Copilot Studio.

Seamless Integration Across Microsoft Ecosystem

The AI Impact Lab makes it easy to embed AI into existing workflows and scale securely across the enterprise.

Data-Driven Decisions with Enterprise-Grade AI

Combining Mphasis' structured approach with Microsoft's AI platform, the solution delivers clear insights from PoC results and user feedback, enabling confident, strategic decisions.

Customer success: Saving of monthly 330 hours administrative and cognitive overhead tasks

Within a UK health charity, advisers spent a significant amount of time on repetitive, manual tasks across email composition, information retrieval, and service signposting. This reduces the time available for direct support and creates risks around accuracy, consistency, and scalability. PoC's leveraging Microsoft Copilot Studio conducted across 3 business processes resulted reducing user administrative burden, efficiency, accuracy and employee empowerment.

330 Hours Saved and 150 Additional End Customers Served

Agentic email assist saved client advisors over 330 hours per month, enabling the organization to support more personalized email responses, 150 additional people living with cancer (PLWCs), and higher capacity utilization without increasing headcount.

Workflow efficiency with reduced manual effort:

The agent instantly selects the context-specific knowledge from their website and share point, approved standard response paragraphs, service guidance and eligibility content. Reducing repetitive tasks like searching/replying same guidance, re-writing standard explanations. This achieves workflow efficiency across the entire enquiry lifecycle with reduced manual efforts.

Improved accuracy and employee empowerment:

Improved accuracy with advisors use approved, up-to-date content, reduced risk of outdated/incorrect signposting, and consistency of communications. Employees(advisors) are now empowered through less cognitive load from searching and copying, faster, more confident responses without removing human control. Can focus on innovation and service excellence, rather than administrative work



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