

Copilot for Microsoft 365 Advisory Workshop

NTT DATA Digital Workplace Services

The Future of Digital Workplace with Generative AI



Of enterprises will have used generative AI API models and/ or deployed GenAI-enabled applications in production environment, by 2026.¹



Of high maturity digital workplaces will have leaders with a background in AI, data and analytics, versus infrastructure and operations.²



Of conversational AI offerings will be embedded with GenAI, by 2025.³

Microsoft's Copilot products impact not only digital workplace technologies but also multiple enterprise application areas. Digital workplace application leaders must be the focal point to evaluate, coordinate and prioritize all Copilot investments as part of a broader generative AI strategy.²

Source:
1. Gartner, Hype Cycle for Generative AI, Sep 2023
2. Gartner, Assessing the impact of Microsoft's Generative AI Copilots on Enterprise Applications Strategy, Sep 2023
3. Gartner, Emerging Tech: Generative AI Adoption Trends and Future Opportunities, Aug 2023

Microsoft 365 Copilot – Enterprise Ready Digital Assistant



Grounded in your business data

Microsoft 365 Copilot has real-time access to both your content and context in Microsoft Graph.



Comprehensive security, compliance, and privacy

Copilot inherits your security, compliance, and privacy policies set up in Microsoft 365.



Architected to protect data

Your data never leaves its secure partition, and it is never used for training purposes.



Integrated into the apps you use every day

Word, Excel, PowerPoint, Outlook, Teams, and more.



Individual user and admin always in control

User decides what to use, modify, or discard.



Designed to learn new skills

As Copilot learns about processes, it can perform more sophisticated tasks and queries.

Turning Your Words into Actions



Boost Productivity

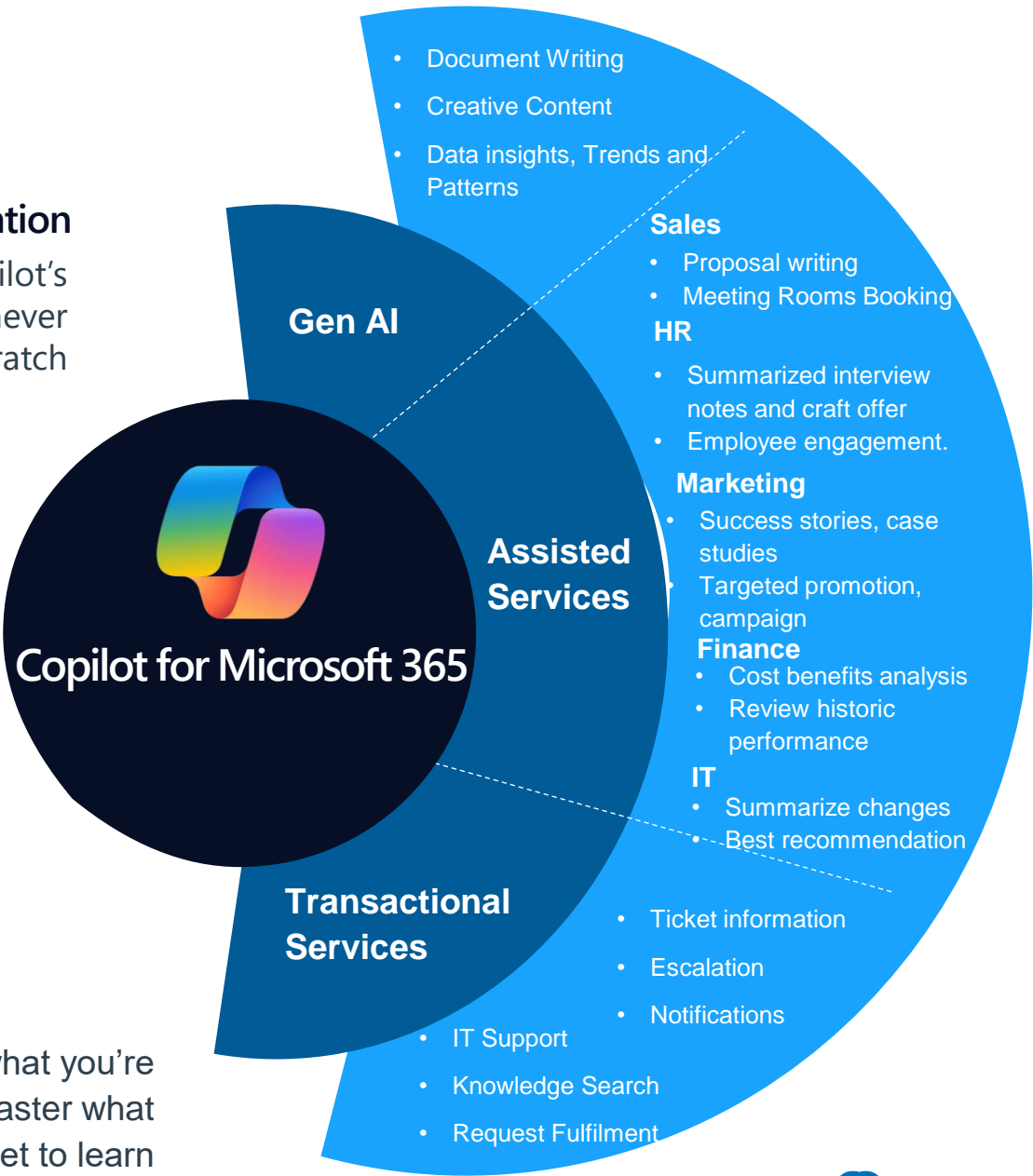
Let Copilot summarize actions for you, and optimize your time

Ignite Innovation

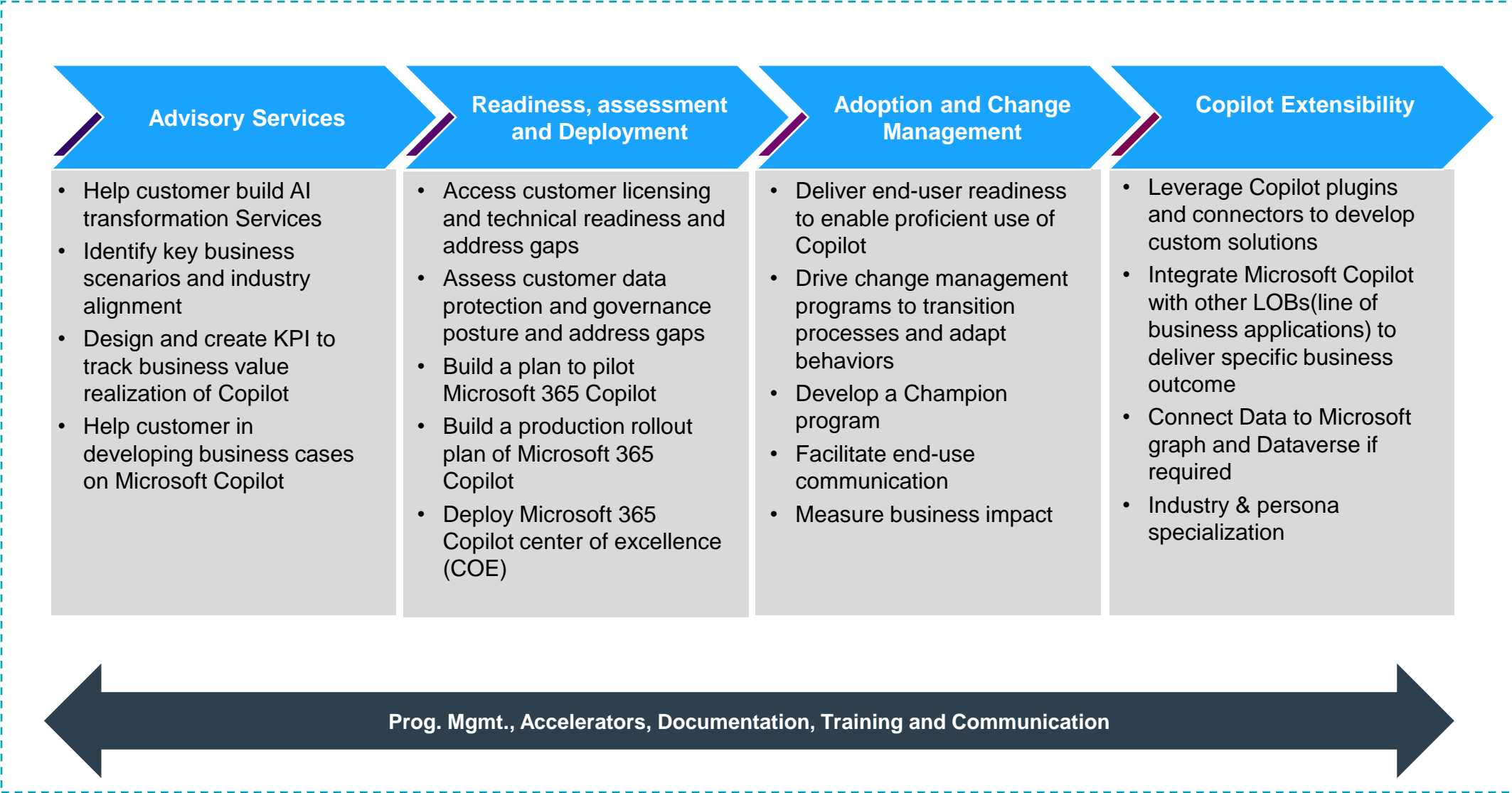
Harness Copilot's power so you never start from scratch

Nurture Expertise

Be better at what you're good at and master what you've yet to learn



Microsoft 365 Copilot Transformation with NTT DATA



Get Started with Microsoft 365 Copilot: Roadmap

Verify Information source

- Where is your data (must be on cloud), If not on cloud – Access your readiness for cloud migration, use our advisory & transformation services
 - SharePoint Migration
 - OneDrive Migration
 - Office 365 Migration

Licenses readiness

- Review existing license
- Usage analytics and readiness

Verify network connectivity

- Verify network connectivity with required endpoint for Copilot
- Whitelisting of URL's etc.

Verify Technical Prerequisite

Productivity and collaboration Readiness

- Microsoft 365 Apps for enterprise readiness
- Data lake readiness

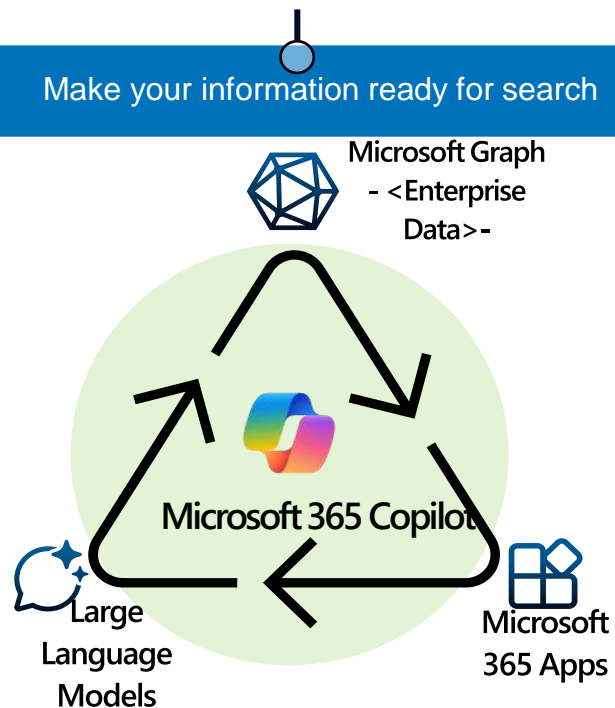
Verify Information Classification

- Verify information is classified as per enterprise governance policies
- Verify data classifier policies
- Apply sensitivity label
- Edit, modify and create new data classification polices if required

Verify Information Access

- Verify information access and governance policies
- Make sure information is not overshared
- Edit, modify and create new access polices to get enterprise ready for Copilot

Make your information ready for search



Team

- Identify Sponsor Executive
- M365 Security, Collaboration Architect
- Project Manger
- Change Manager
- Copilot COE Champion
- Pilot participant from different Persona / BU / Roles

Rollout of Copilot

Project Plan

- Define scope, KPI, and milestone-based schedules
- Communication Plan for end user
- Adoption, Training, and Rollout – Phased approach
- RAID (Risk, Assumption, Issues and Dependencies) Register
- Issue Tracker and Support COE for pilot users
- Closure /sign off and Lesson Learned
- Production Rollout Plan

Business Outcome

- Improved Productivity
- Enhanced Collaboration
- Better user Experience
- Enhanced Security

Partner with a recognized leader for Digital Workplace Services

Recognized as a Leader by analysts

HFS Horizons: Generative Enterprise™ Services, 2023 report

Gartner® 2023 Magic Quadrant for Outsourced Digital Workplace Services, Worldwide

NelsonHall NEAT for Advanced Digital Workplace Services, 2023

Everest Group's Digital Workplace Services PEAK Matrix® Assessment, 2022

Gartner® 2023 Magic Quadrant for Network Services, Global

Top-tier global cloud communications provider

3.8M+

Users supported

30M+

Meetings hosted

10B+

Minutes of cloud voice

One of the largest service desk support user bases

23M+

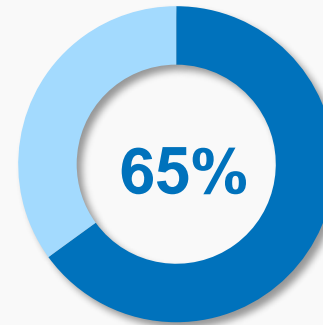
Annual service desk contacts

6.2M+

Managed users

2.5K+

Service desk agents



contacts resolved with automation and bots



29 ISO-certified delivery locations

#1

Microsoft Operator Connect Partner & Top Performer for Teams Telephony



Modern Work

Microsoft Global SI Partner
Early **launch partner** of M365 Copilot

Cloud Voice and Managed Services users with MS Teams and Cisco

1M+

Tier 1

Global Cisco partner delivering first-class service for more than 10 years