

Microsoft 365 Copilot Flight Plan

Unlock Copilot's full potential with a secure, scalable adoption strategy tailored to your organization's needs.

Microsoft 365 Copilot Flight Plan delivers end-to-end adoption services designed to accelerate productivity, enhance decision-making, and unlock innovation — all while aligning with your organization's goals for security and scalability. Delivered by Rackspace Technology, this comprehensive service helps you move beyond licensing to realize long-term value from your investment in AI.

What's included in your Copilot Flight Plan

- 1. Preflight Checks:** Prepare your environment to be secure, compliant and optimized for Copilot by addressing access controls, data hygiene, change management and business readiness. This foundational step helps reduce risk and lays the groundwork for successful AI integration.
- 2. Secure Power Platform Framework:** Establish governance and security across Power Platform — essential if you're new to the platform or expanding Copilot Studio customizations. The service includes training, documentation and support to enable secure, scalable development.
- 3. Agents Lab:** Turn intelligent automation into action. With immersive workshops and expert guidance, your teams can build and deploy Copilot agents, including multi-agent orchestration and systems integration, to accelerate innovation.
- 4. Extensibility Hub:** Customize Copilot for your workflows and data environments. Through expert-led implementation of connectors, plugins and custom agents, your teams can achieve seamless integration with external systems and drive measurable business impact.

Together, these services provide a comprehensive framework to accelerate adoption, reduce risk and deliver long-term value from Microsoft 365 Copilot.

Key Benefits

Adopting Microsoft 365 Copilot with a full implementation plan — rather than just purchasing licenses — delivers significantly greater value by preparing your environment, establishing security and governance, increasing ROI and supporting long-term scalability.

Strategic readiness with Preflight Checks

- Prepares your environment to be secure, compliant and optimized for Copilot
- Covers access control, data hygiene, governance and change management
- Helps prevent data leaks and makes sure your data is usable and well-structured

Fuel innovation through Agent Labs

- Empowers teams to build Copilot agents that automate tasks and enhance collaboration
- Supports real-world use cases like customer support, sales enablement, and HR automation
- Includes training, governance, and continuous improvement support

About Rackspace Technology

Rackspace Technology® is your trusted partner across cloud, applications, security, data and infrastructure.

- 2,200+ certified technical experts
- Hosting provider for more than half of the Fortune 100
- 25+ years of hosting experience
- Customers in 120+ countries
- Azure Expert MSP since 2017
- Microsoft Solutions Partner
 - Data & AI
 - Digital & App Innovation
 - Infrastructure
 - Modern Work
 - Security
 - Business Applications
 - Private Cloud
- Advanced Specializations
 - Infra and Database Migration to Microsoft Azure
 - Analytics on Microsoft Azure
 - AI & Machine Learning
 - Build and Modernize AI Apps
 - Kubernetes on Microsoft Azure
 - Microsoft Azure Virtual Desktop
 - Identity & Access Management
 - Cloud Security
 - Threat Protection
 - Copilot Jumpstart – Ready Tier

Fanatical Experience®

Experts on your side, doing what it takes to get the job done right. From first consultation to daily operations, Rackspace Technology combines the power of always-on service with best-in-class tools and automation to deliver technology when and how you need it.

Tailor integration via the Extensibility Hub

- Aligns Copilot with your business goals through custom connectors, plugins and agents
- Enables seamless integration with external systems and data sources
- Reduces deployment risk and accelerates time-to-value with expert-led implementation

Govern and scale through Secure Power Platform Framework

- Solutions grow with your business and evolve with Microsoft's AI roadmap
- Built-in frameworks and accelerators reduce costs and accelerate innovation cycles
- Govern your Copilot data and extensibility estate and secure the data on which your AI operates

Built to run with holistic support and expertise

- Access to a consistent, multi-disciplinary team of architects, engineers and engagement managers through Rackspace Elastic Engineering and Rackspace Managed Cloud
- Backed by 25+ years of Rackspace experience and 2,500+ Microsoft certifications

Key Deliverables

Preflight Checks for Copilot 	Copilot Agents Lab 	Copilot Extensibility Hub 
Environment readiness • License assignment and remediation • Microsoft 365 app provisioning (Outlook, Teams, OneDrive, Loop) Data clean-up and governance • Redundant, outdated, trivial (ROT) data cleanup • File tagging and SharePoint architecture • Governance policy guidance Security hardening • Permissions review, sensitivity labels, MFA, PIM • Microsoft Defender and Intune configuration Change management and adoption • Business analysis, early adopter programs • Admin and end-user training • Communication and champion enablement	Agent development and training • Declarative and custom engine agent creation • Microsoft Graph connector and plugin development • Prompt engineering and fine-tuning Operational integration • Real-world use case demonstrations • Industry-specific agent scenarios (e.g., HR, sales, support) Governance and enablement • Admin and end-user training • Responsible AI validation and publishing workflows	Integration enablement • Microsoft Graph and Power Platform connector setup • Plugin development and API integration • Declarative agent creation Customization and scalability • Tailored Copilot Studio implementation • Schema-based data access and real-time data retrieval Strategic deployment • Technical and strategic alignment with business goals • Risk mitigation and efficiency acceleration
Secure Power Platform Framework (for customers new to Power Platform) • Governance planning: Establish policies, controls, and best practices • Security enablement: Protect sensitive data and ensure compliance • Education: Training on Power Platform tools, terminology and use cases • Documentation: Single source of truth for governance decisions • Risk mitigation: Visibility, standardization and role clarity for developers and IT		

Use Case

A leading media and entertainment company faced challenges with manual processes, slow ticket handling and fragmented communication across departments. They chose to adopt Microsoft 365 Copilot through a full-service engagement that included:

- Preflight Checks to secure their environment, clean up redundant data and train early adopters
- Extensibility Hub to integrate Copilot with their CRM and ticketing systems using custom connectors and plugins
- Agents Lab to build Copilot agents that automated customer support, sales insights and HR workflows

Outcomes:

- Saved 30,000+ hours annually by automating manual tasks
- Reduced ticket refund handling time from 15 minutes to under 1 minute
- Boosted team collaboration and communication with real-time updates and summarized meeting notes
- Achieved a 20% increase in engagement and a 15% rise in project completion rates

Take the Next Step

Let's talk about how Rackspace Technology expertise helps you achieve your modern work goals.

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