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Introduction

Agentic Workplace is Rightpoint's strategic transformation offering that redefines how work gets done—empowering organizations to scale Al, reshape roles, and unlock new levels of human potential. This isn't about automating tasks at the edges. It's about reimagining the very structure of work: where Al agents take on the busy work, employees lead as orchestrators of outcomes, and innovation becomes a daily practice.

Built within the Microsoft Copilot ecosystem and connected to an expansive AI partner network, Agentic Workplace enables businesses to deploy autonomous AI agents across every workflow, amplifying productivity, accelerating decision-making, and creating sustainable business value through intelligent automation. Agentic Workplace moves beyond pilots to operationalize AI at enterprise scale—driving measurable impact across employee engagement, operational efficiency, revenue growth, and strategic agility.



The Evolution of Workplace Transformation

Rightpoint has been enabling and leading workplace technology transformations for nearly twenty years, with a consistent focus on engaging and empowering employees who have the content, communications, connections and tools to do their jobs effectively. Over those years, the workplace technology landscape has evolved through several distinct eras:



This evolution reflects increasing sophistication and complexity in how organizations leverage technology to enhance productivity and employee experience. Rightpoint's Agentic Workplace represents the cutting edge of this progression.

The Next Wave of Workplace Transformation

Modern executives face a dual mandate: boost productivity and innovation while controlling costs. Today, up to **80% of employees' time is spent on routine busywork**, leaving only 20% for the high-value work that drives the business forward. Generative Al has already changed the working equation impacting every generation of the workforce with "78% of Al users bringing their own Al tools to work (BYOAI)".

Agentic AI – AI with autonomy to reason, make decisions and take actions on behalf of users – is emerging as a game-changer. Unlike traditional AI that only follows pre-set rules, agentic AI can learn, adapt, and operate independently within defined parameters. It's like having a highly skilled digital assistant who can anticipate needs, execute tasks, and collaborate with people in real-time.



Agentic Transformation

Industry analysts predict this shift will be pervasive. According to Gartner, by 2028 33% of enterprise software will incorporate agentic Al capabilities. In other words, the autonomous agent model is quickly becoming a standard expectation for enterprise technology.

In their 2025 Work Index report, Microsoft introduced the concept of the Frontier Firm, an organization structured around on-demand intelligence and powered by "hybrid" teams of humans + agents.

These companies scale rapidly, operate with agility, and generate value faster. 81% of leaders surveyed say they expect agents to be moderately or extensively integrated into their company's Al strategy in the next 12–18 months.

This transformation to an Agentic Workplace is happening at varying levels to every organization today. Those able to harness the power of this change with intent, agility and know-how will be the leading companies of the future.

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Redefining Work and the Workforce in the Agentic Era

The rise of Al agents isn't just reshaping individual productivity—it's driving a more fundamental redesign of how organizations are structured and how careers evolve. Microsoft's latest Work Trend Index introduces the concept of a **Work Chart**: an adaptive, dynamic network where people lead not static job functions, but evolving teams of Al agents

and collaborative technologies. In this model, career paths shift from traditional role hierarchies to growth through skills, orchestration, and innovation leadership.

In the Agentic Workplace, employees aren't defined by rigid job descriptions; they are defined by their ability to lead outcomes through a combination of human judgment and Al delegation. Success is measured by the ability to manage intelligent agents, adapt to change, and drive continuous value creation.

As Microsoft's EVP Judson Althoff said,

"By bringing together Copilots and human ambition, paired with the autonomous capabilities of an agent, we can accelerate AI transformation and help realize successful business outcomes through pragmatic innovation."





Static Org Charts — Dynamic Work Charts

Structuring work around interconnected systems, flows of value and outcomes rather than rigid departmental hierarchies.

Adoption --> Empowerment

Building organizational muscle not just to adopt Al tools, but to unleash human potential amplified by Al.

Command & Control — Coordination & Collaboration

Management teams will focus on aligning goals across agents and human labor, while also pushing for adaptability and ethical decision-making

Rightpoint ensures your workforce is ready for this future

Agentic Workplace is not just a technological evolution, but a fundamental reimagining of how work happens, how careers grow, and how organizations lead. In this new era, success belongs to companies that can empower their people to collaborate with AI, orchestrate value across dynamic networks, and optimize the human-agent ratio to amplify impact without overwhelming complexity. With a foundation in human-centered design, change leadership, and business strategy, Rightpoint helps organizations move beyond adoption to true reinvention—building workplaces where AI scales human potential, unlocks new possibilities, and turns disruption into competitive advantage.

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Introducing Agentic Workplace - EX(AI)

Agentic Workplace is Rightpoint's answer to this transformational opportunity; a holistic workplace transformation offering that embeds Al agents into the flow of work - automating tasks, integrating systems, and proactively assisting employees in ways not previously possible.

At the core of Agentic Workplace is the powerful Microsoft 365 Copilot ecosystem, extended and customized for your organization's needs. Rightpoint helps enterprises go beyond out-of-the-box Copilot features to build tailored Al agents that understand your business domain, connect to your data, and carry out multi-step workflows across your tools.

By combining Microsoft's innovative AI ecosystem with Rightpoint's expertise in Employee Experience, Agentic Workplace helps companies reimagine work, engage and empower employees and maximize value.

Multi-Agent Ecosystem

Unlike single-purpose tools, Agentic Workplace deploys a network of specialized Al agents that collaborate to accomplish complex tasks. This approach mirrors advanced agentic systems where multiple entities with distinctive skills and decision-making abilities work together.

4.

Secure Enterprise Integration

Built on Microsoft Copilot's ability to function "within your organization's compliance boundaries", Agentic Workplace maintains robust security, content governance, while enabling seamless integration across enterprise systems and providing analytics and monitoring natively within the environment.

Context-Aware Intelligence

Agentic Workplace extends Microsoft Copilot's capabilities by incorporating contextual awareness about users, their roles, and their work patterns. This enables the system to provide highly personalized experiences, to understand individual preferences and behaviors, enabling highly tailored experiences.

5.

Extensibility

Designed with unique customer requirements in mind, Agentic Workplace provides extensibility through Azure Al Foundry and other technologies providing agility to support new technologies, ensuring needs are met with the right solution and integrating into existing ecosystems with limited friction.

Proactive Assistance

Agentic Workplace moves beyond reactive commands by enabling Al agents to anticipate user needs based on context, behavior, and history. Agents proactively surface insights, suggest next steps, and initiate workflows transforming AI from a passive tool into an active, intelligent productivity partner.



From Busywork to **Business Value**

What does an **Agentic Workplace** look like in practice? It means your organization will run on intelligent, automated workflows powered by Al agents - managed by employees. Here are a few scenarios that demonstrate the possibilities:

Intelligent Personal Assistant

Every knowledge worker gets their own Al assistant that can handle the grunt work. For example, in Microsoft Outlook and Teams, Copilot can triage emails, draft responses, summarize lengthy threads, schedule meetings, and extract action items from chats. Instead of spending hours sorting through correspondence, employees start each day with a clean inbox and a summary of what's important - prepared by their Al assistant. Employees remain in control, but the heavy lifting is done in minutes, not hours.

Deep Reasoning Agents for Complex Workflows

Deep Reasoning Agents use sophisticated orchestration models to handle complex, multistep workflows that require critical thinking. prioritization, and decision-making. These agents don't simply follow a checklist, they analyze conditions, evaluate options, and dynamically adapt their behavior. By using structured planning, reasoning chains, and live contextual inputs, these agents elevate Al from being a task executor to becoming a true business collaborator.

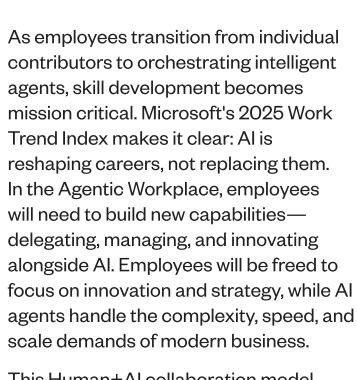
Automated Workflows & Agents

Beyond individual productivity, agentic AI can execute multi-step business processes autonomously. Consider a Finance use-case described by Microsoft, "standard finance operations like invoice processing... can greatly benefit from agent flows,." Copilot agent flows blend deterministic RPA-like steps with AI smarts. The result is a finance process that might have taken days of human effort now happen in minutes with minimal oversight, increasing speed and eliminating errors.

Decision Support and Analytics

Agents are not just transactional; they can be analytical as well. For instance, a Sales Strategy Copilot could tap into your CRM and BI systems to generate a weekly business report - collating pipeline stats, identifying stalled deals, analyzing win/loss reasons, and suggesting next best actions for the sales team. This kind of analysis, which might take an operations analyst several days each month, can be done by an Al agent in seconds repeatedly.

This Human+Al collaboration model isn't just the next step in workplace evolution, it's the catalyst for unlocking unprecedented levels of efficiency, agility, and growth.



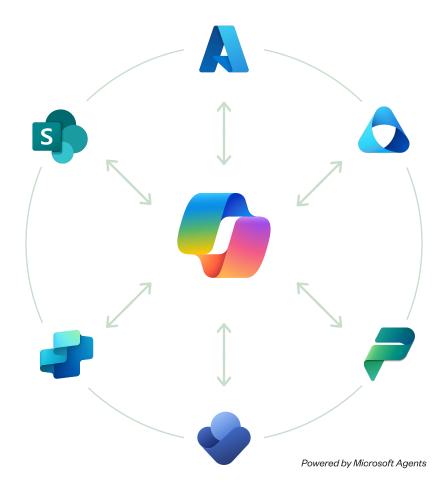


The Future is Employee as Agent Boss

In the Agentic Workplace, employees aren't just using Al—they're managing it. Microsoft's latest research shows the future of work positions every employee as a "boss" of Al agents, delegating tasks and orchestrating workflows. By directing intelligent agents, employees become force multipliers, amplifying their impact, accelerating outcomes, and shifting focus to higher-value, human-centered work.

Built on Microsoft's Copilot and Al Ecosystem

Agentic Workplace leverages the full capability of Microsoft's Al stack, ensuring your investment in Microsoft technology pays off exponentially.



Together, these Microsoft technologies form the backbone of the Agentic Workplace—combining cutting-edge AI capabilities, enterprise-grade security, and deep extensibility into a single, unified experience. By leveraging Microsoft's technology innovations in Copilot, M365 and Azure, Rightpoint empowers organizations to not only deploy AI at scale, but to do so responsibly, measurably, and securely. The result is a transformative, future-ready workplace powered by human ingenuity and AI Agent scale.



Microsoft 365 Copilot

Combines the power of GPT-4o grounded in your work data; Copilot in the Microsoft 365 apps that millions rely on every day—Microsoft Teams, Outlook, Word, Excel, and PowerPoint; and usage and access to agents.



Microsoft 365 Copilot Chat

Combines secure GPT-4o-powered AI chat with agents, empowering teams to streamline tasks, automate workflows, and collaborate effectively while ensuring enterprise-grade data protection and IT control.



Microsoft Copilot Studio

Copilot Studio allows organizations to build custom Al agents and automate workflows using low-code tools, integrating enterprise data, logic, and actions across systems.



Microsoft Viva

Viva supports Copilot adoption by building employee readiness. Learning develops AI skills, Engage and Amplify drive awareness, Connections centralizes access, and Pulse gathers feedback.



Power Platform

Power Platform connects Copilot to enterprise systems through low-code automation. Agent flows and apps automate business processes, enabling autonomous Agents to act across platforms.



Azure Al Services

Azure AI powers intelligent Copilot experiences using services like OpenAI, Machine Learning, and Cognitive Services—all within a secure, scalable enterprise framework.



Copilot Dashboard and Viva Insight

These tools track Copilot usage, productivity gains, and employee sentiment—helping leaders measure impact and drive continuous improvement across the organization.



Microsoft Purview

Purview ensures data protection, compliance, and policy enforcement across Al-generated content—supporting secure, governed use of Copilot and Al agents.



SharePoint Advanced Management (SAM)

SAM provides control over content lifecycle, permissions, and sharing—ensuring the right knowledge is accessible to Copilot while maintaining enterprise governance.



What Exactly is a Copilot Agent?

A **Copilot Agent** is an intelligent assistant built on Microsoft Copilot Studio that can reason, act, and automate tasks across enterprise systems—using both Microsoft and third-party data. It combines the conversational power of a large language model (LLM) with structured instructions, business logic, and integrated system actions to **complete tasks on your behalf or with your guidance**.



A Copilot Agent is more than just a chatbot. It is:

---- Context Aware

It understands the full conversation and task context through an LLM + extended memory (context window).

---- Knowledge-Rich

It pulls information from Microsoft Graph, SharePoint, external CRMs, ERP systems (like SAP or Workday), and custom APIs using **Power Platform connectors** or **Graph Connectors**.

→ Instruction-Driven

It follows structured instructions or complex logic using **Agent Flows** or **Deep Reasoning** to solve problems.

It doesn't just suggest answers—it can act through Power Automate, REST APIs, Azure Bot Skills, and emerging standards such as Model Context Protocol (MCP).

→ Event-Triggered

With the latest preview features, agents can be triggered by specific events (like incoming messages, document updates, or CRM status changes) and respond autonomously.

Copilot Agents operate using **two** modes of orchestration:

AI-Based (Nondeterministic)

When handling open-ended requests, the agent uses the LLM to make decisions and suggest "topics and actions." This mode is more autonomous and can adapt on the fly.

Agent Flows (Deterministic)

When the task follows a known, repeatable path (like onboarding an employee), Agent Flows use logic trees and instructions to ensure accuracy and compliance.

Autonomy by Design

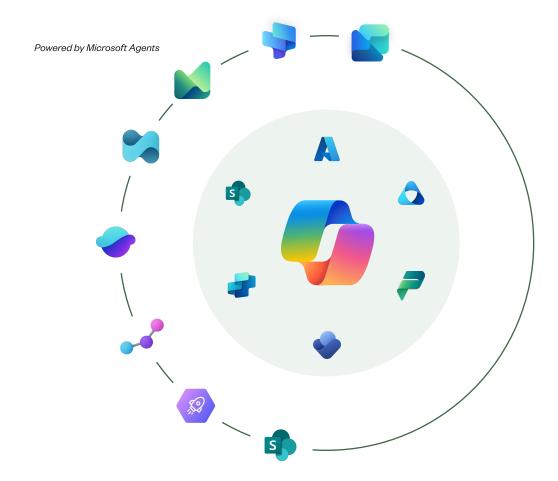
A Copilot Agent is autonomous with guardrails. It can carry out tasks, adapt to new inputs, and interact with multiple systems—all with human oversight as needed. With each update (e.g., MCP, Deep Reasoning), these agents are becoming smarter, more proactive, and deeply integrated into how work gets done.



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Powering the Agentic Workplace with Microsoft Agents

Microsoft's first-party Copilot Agents represent the next evolution in intelligent work—Al assistants built natively into Microsoft 365 to help employees do more, faster, and with less friction. These role-based agents work 24/7, connecting across Microsoft and third-party platforms (like Salesforce, ServiceNow, SAP, and Workday) to automate tasks, accelerate insights, and enhance productivity. Rightpoint's Agentic Workplace brings these agents to life in your organization.



Together, these Microsoft Agents form the foundation of the Agentic Workplace—where every employee is supported by intelligent, always-on Al Agents.

Rightpoint helps you unlock their full value by connecting them to your systems, refining them to your workflows, and driving enterprise-wide adoption with measurable business outcomes.

As Microsoft continues to expand its agent capabilities and partner ecosystem, the Agentic Workplace will only grow smarter, unlocking new opportunities for AI to amplify human potential, drive operational excellence, and transform the future of work.



Sales Agent - AI-Powered Selling

Power your sales team with an agent that can qualify leads, draft personalized emails in your brand's tone, and uncover pipeline opportunities around the clock. Fully integrated with Dynamics 365 and Salesforce, the Sales Agent acts as a digital SDR that helps sellers stay focused on relationships, not admin.



Service Agent - Always-On Support

Customer service teams scale IT and customer support tasks with AI that work across ServiceNow and Dynamics. Draft responses, suggest knowledge articles, or escalate tickets—automatically. The Service Agent delivers consistent service experience while reducing the load on support teams.



Finance Agent - Intelligent Finance

From invoice reminders to reconciliation reports, the Finance Agent links Outlook, Excel, and platforms like SAP or Dynamics to automate routine financial processes and surface insights. Designed to reduce cycle time, improve accuracy, and elevate strategic finance.



Employee Self-Service Agent

Enable employees with self-service that works, whether it's HR, IT, or payroll questions, this agent integrates with Workday, ServiceNow, and internal knowledge bases to deliver instant, conversational support for employees. It's your frontline helpdesk, always on, without ticket queues.



Research Agent

Powered by deep search and multi-source reasoning, the Researcher Agent scours both internal and external data to build curated, citation-backed reports. Think of it as your personal research analyst—producing digestible, evidence-based insights at speed



Analyst Agent - Advanced Analysis

This data-savvy agent interprets complex business questions, analyzes messy datasets, and builds models or charts in seconds. It even explains its logic. Built for FP&A, ops, and strategy teams who need fast, trustworthy insights without waiting on a data scientist.



Project Manager Agent

Built into Microsoft Planner, this agent creates project plans from simple prompts, assigns tasks, monitors timelines, and adjusts in real time. A digital project manager that keeps everything (and everyone) on track—without chasing updates.



Agents in SharePoint

Integrated directly in SharePoint, these agents bring intelligent search, automation, and personalization directly into enterprise content experiences. Agents in SharePoint transform static intranets into dynamic, Al-driven work hubs.



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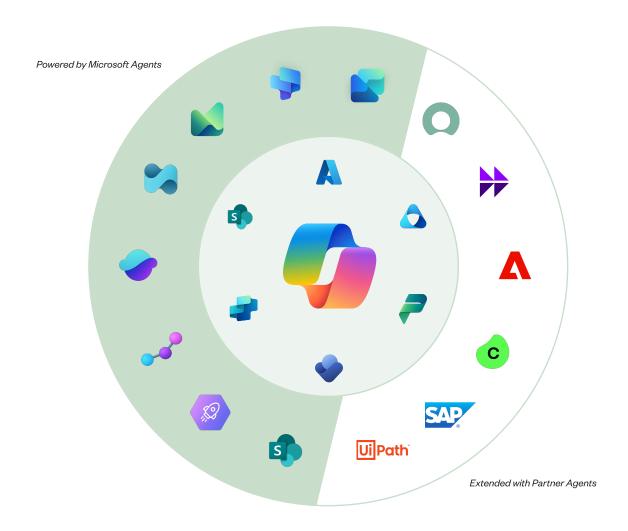
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Agentic Al that Works Across Enterprise

Unlocking the full value of Microsoft Copilot through a powerful ecosystem of Al agents and enterprise integrations.

One of Copilot's greatest strengths is its extensibility—a growing ecosystem of over 1,100 connectors and 70+ strategic partners that embed domain-specific intelligence and automation directly into Microsoft 365. With partners like Adobe, ServiceNow, SAP, UiPath, Moveworks, and Celonis, Copilot isn't just helping you write documents, it's transforming how your entire organization works. Rightpoint's Agentic Workplace taps into this rich network to deliver Al that works not just for you—but across your business.



Agentic Workplace harnesses Microsoft's most advanced Al capabilities – and those of its partners – under a unified strategy. Copilot's open ecosystem ensures your Al agents aren't limited to Microsoft apps; they span your entire enterprise. Rightpoint's Agentic Workplace connects these capabilities into one

intelligent layer, reducing user confusion and empowering employees with cross-system Al support, automation, and insights where work happens. The result? Faster decisions, lower costs, and a workplace that runs smarter—at scale.

ServiceNow - IT Support, Simplified

Copilot meets Now Assist. Employees can troubleshoot issues, request equipment, or open support tickets—right from a Copilot chat. No portals, no friction, just fast resolutions and smart automation.

Moveworks - Conversational Automation for IT & HR

Let employees ask Copilot for help—Moveworks takes it from there. From resetting passwords to updating HR info, tasks get completed instantly across systems without ever leaving Microsoft Teams or Outlook.

Adobe - Marketing Intelligence & Content at Scale

From customer journey insights to on-brand creative generation, Adobe's Copilot plugins bring Experience Cloud and Adobe Express directly into the M365 experience—accelerating campaign creation and marketing operations.

SAP Joule - Enterprise Data Meets Everyday Workflows

SAP and Microsoft join forces to bring HR, finance, and supply chain intelligence into Copilot. Ask about budgets, approve purchases, or check inventory via natural language, powered by SAP Joule.

Celonis - Al Agents Powered by Process Intelligence

Celonis lets Copilot see how your business runs—then helps it run better. Identify inefficiencies, automate complex workflows, and make smarter decisions with Al agents grounded in real-time operational data.

UI Path - Automation That Spans Every System

Copilot becomes your universal command center, with UiPath bots executing across legacy platforms and fragmented apps. A single prompt can launch multi-step workflows with secure, enterprise-grade automation.



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Engaged Employees, Measurable Results

Agentic Workplace is built around a dual commitment: elevating employee experience and delivering measurable business outcomes—at enterprise scale and speed

In today's Al-driven world, pilots are not just insufficient—they are a liability. Organizations that stall in small-scale experiments risk falling behind competitors who are scaling Al to transform how work gets done.

Here's how Agentic Workplace delivers:

Engagement

Elevated Employee Experience



Early Copilot deployments show **employees overwhelmingly welcome Al assistance**, especially for mundane tasks—leading to higher job satisfaction, stronger performance, and skill growth.

Time Savings

Productivity Gains at Scale

121

16%^

minutes saved per week using Copilot* improved output quality*

*According to Microsoft Data

Operational Cost Reduction

Automation & acceleration directly lower expenses vs. manual effort, extra staffing, & overtime

0.7%

reduction in operating costs for Microsoftcommissioned <u>Forrester research</u> projects through Copilot-driven efficiencies alone

Revenue and Growth Aceleration

Forrester's analysis estimates up to...

4% ^

revenue increase Fueled by faster innovation, better engagement, and smarter decision-making

ROI

Return on Investment

112% - 457%

Forrester's projected ROI for Copilot adoption

Agentic Workplace focsuses on deploying high value use cases quickly, proving impact early, and building momentum across functions.

We help acheive outcomes by aligning Al initiatives to business priorities, measurable KPIs, and scalable architectures from the start.

With Agentic Workplace, success isn't about experimenting, it's about scaling value, reshaping work, and accelerating enterprise performance with Al as a force multiplier. Rightpoint ensures you don't just test the future—you lead it.

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Rightpoint's Advantage: Experience Meets Innovation

Implementing an Agentic AI-enabled workplace is as much about change management and experience design as it is about technology. This is where Rightpoint stands out from the pack. We bring a unique blend of technical expertise and human-centric implementation that ensures Agentic Workplace is not just the hottest new technology, but a lasting transformation in how your people work.

Rightpoint is a trusted Microsoft Solutions
Partner with a long track record of success in
Modern Work and Al-driven solutions; multiple
times recognized as Microsoft's US Partner of
the Year for Employee Experience. We're also a
trusted collaborator with Microsoft on Copilot
advancements, participating in early adoption
programs and building deep expertise with
Copilot, Azure Al, and Copilot Studio
capabilities. Our team knows how to navigate
the Microsoft ecosystem to unlock its full
potential for clients.

Moreover, as a Genpact company, we have the backing of global-scale process and domain expertise. This means we not only consider the front-end experience of employees, but also the **end-to-end business process optimization**. We understand industry-specific contexts and can tailor agentic solutions to those nuances. Our approach is rooted in **Total Experience** – aligning customer experience, employee experience, and operational excellence.

At Rightpoint, we don't just implement AI—we architect the future of work.

Our advantage is clear: unmatched agility, deep technical expertise, and an industry-leading focus on employee experience. As HFS's #1 Voice of the Customer for employee experiences and a multitime Microsoft Partner of the Year, we know that real transformation happens when AI solutions are embraced by people.

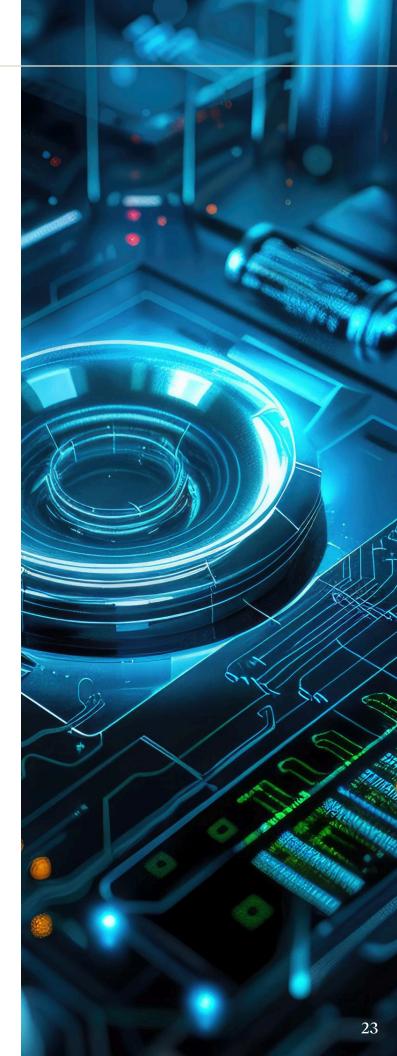
In an Agentic Workplace, AI must feel intuitive, personal, and indispensable—and that's exactly where we lead. With Rightpoint, you're not just adopting AI; you're empowering your workforce, reimagining productivity, and unlocking business value that lasts.



The Future of Work is Now

With Agentic Workplace, Rightpoint invites you to reimagine what your organization can achieve when every employee is **superpowered** with agents and every process is **turbocharged** with intelligent automation. This is not a future state, it's happening now. Work is being redefined: technology amplifies human ambition, employees become orchestrators of impact, operations move at the speed of Al, and businesses gain the resilience to **thrive in an unpredictable world**.

Agentic Workplace is not a project—it's a strategic shift. It's how organizations scale AI responsibly, accelerate transformation, and unlock sustainable business value. Rightpoint brings a multidisciplinary team—combining research, change leadership, user experience, data science, AI engineering, and business strategy—to drive this reinvention.



Here's how we partner with you to create your Agentic Workplace:

1. Envision & Strategize

We collaborate with your leadership to align AI agent strategy to your most critical business goals—whether scaling without additional headcount, boosting customer lifetime value, or accelerating innovation. Cultural readiness, governance, and change management planning are embedded from day one to set the foundation for scale.

2. Activate & Accelerate

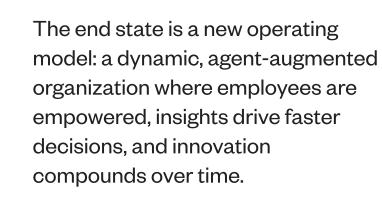
Instead of isolated pilots, we rapidly stand up high-impact Al use cases that demonstrate immediate value while building a scalable model for expansion. Whether augmenting workflows with Copilot or deploying custom agents through Copilot Studio, we create momentum by activating business-ready solutions that deliver measurable outcomes.

3. Scale Enterprise-Wise

We integrate Al agents across systems, roles, and functions—leveraging Microsoft's extensibility and our experience-led approach to ensure adoption, upskilling, and value realization. Every employee becomes an orchestrator of Al, with intelligent support woven seamlessly into their workflows.

4. Sustain & Innovate

Agentic Workplace is designed for continuous evolution. We help you stand up an Al Center of Excellence, embed Al governance, and supplement internal capabilities to foster ongoing innovation, agent development, and enterprise learning. This ensures Al adoption doesn't just start strong—it accelerates over time.



Microsoft's 2025 Work Trend Index notes, 81% of business leaders expect AI agents to be deeply integrated into their strategy within the next 12–18 months. Companies who move now won't just lead—they will redefine the market. Those who hesitate will be left behind.

We've heard our customers loud and clear – "help us realize value from Copilot and agents" – that's the promise of Agentic Workplace.



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Closing

The future of work isn't coming — *it's already here.*

Rightpoint's **Agentic Workplace** gives you the strategy, technology, and expert partnership needed to fully unlock the power of AI in your organization. It's about delivering a step-change in productivity, empowering employees with modern, intuitive tools, and ultimately driving measurable business outcomes—from higher revenue and faster innovation to lower costs and greater agility. And it all builds on the investments you've already made in the Microsoft ecosystem, supercharged with the most advanced AI capabilities available today.

If you're a CIO or CTO ready to responsibly scale Al across the enterprise, a CFO seeking tangible ROI from digital transformation, a CHRO aiming to elevate the employee experience and drive engagement, or a CEO looking to fuel innovation and future-proof your business, **Agentic Workplace provides a clear, pragmatic roadmap—not hype, but real, enterprise-ready Al adoption.** Powered by Microsoft Copilot, Copilot Studio, Azure Al, and an expansive partner ecosystem, Rightpoint ensures your organization moves faster, smarter, and more resiliently into the next era of work.

Reimagine what your teams can do when every employee is superpowered with Al agents.

The Agentic Workplace isn't just an evolution—it's your new competitive edge. Partner with Rightpoint to seize this moment, transform how work gets done, and lead your organization into 2025 and beyond.