

# Transforming Work with Copilot for Microsoft 365

Microsoft Copilot represents a transformative opportunity for businesses ready to embrace AI-driven workflows. The strategic adoption and customization of Copilot can unlock unprecedented efficiency and innovation. By focusing on user experience, leveraging AI-ready content, and extending functionality through custom plugins, organizations can harness the full power of Copilot to redefine their operational landscape.





## Microsoft Copilot – Use Case Prioritization Challenges

- **Foundational Learning:** Employees may not understand the full capabilities and constraints of Microsoft Copilot.
- **Lack of Alignment:** Organizations lack alignment on the highest value use cases to drive initial transformation wins
- **Valuation of Change:** Valuing impact requires an initial assessment of business value vs. technical feasibility

## Benefits

- **Prioritized Use Cases:** Identify the highest value opportunities to leverage Microsoft Copilot
- **Roadmap:** Align business value and technical feasibility over time
- **Pilots:** and identify initial candidate pilot use cases

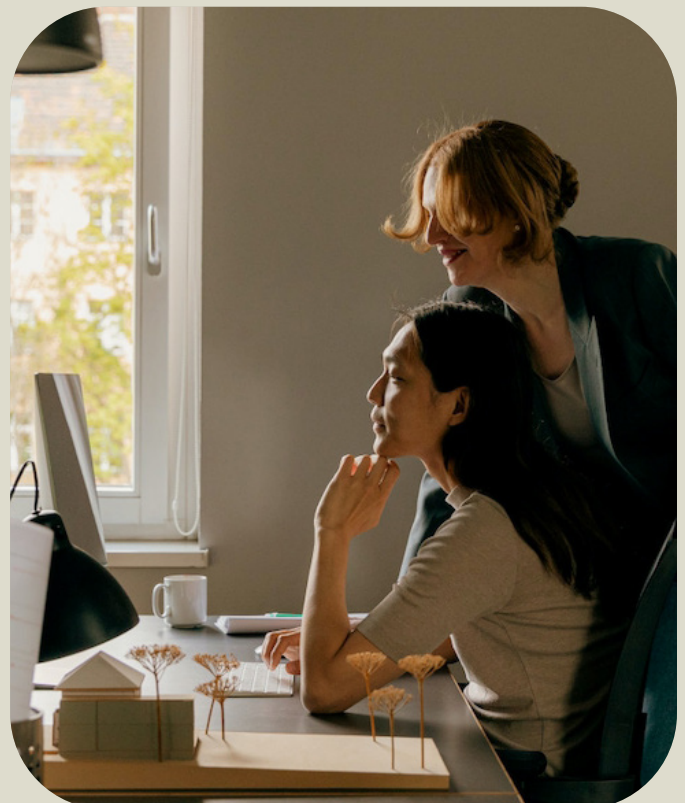
## Experience Led Enablement and Adoption

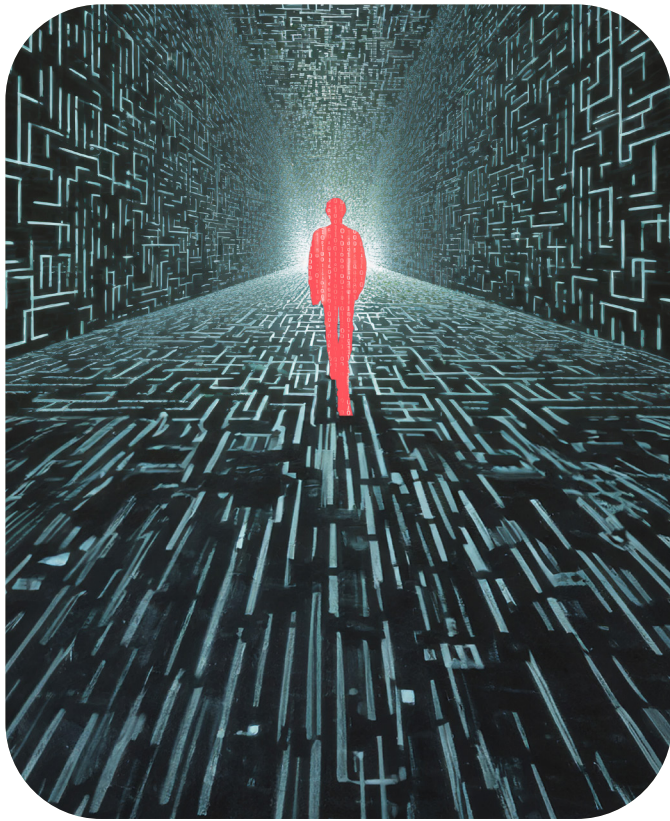
### Challenges

- **User Resistance:** Employees may resist adopting a new tool due to comfort with existing processes or fear of redundancy.
- **Measuring Impact:** Valuing impact requires both qualitative (employee feedback) and quantitative measurement (Viva Insights) to get a holistic understanding.
- **Change Management:** Integrating Copilot into daily operations requires careful planning and support to manage the transition effectively.

### Benefits

- **Enhanced Productivity:** Copilot streamlines tasks freeing up valuable time for strategic work
- **Innovation Acceleration:** Copilot fosters an environment of innovation by enabling more efficient workflows
- **Improved User Experience:** Copilot simplifies interaction with Microsoft 365, enhancing user satisfaction and adoption rates.





## Copilot and Knowledge AI Ready Content

### Challenges

- **Content Silos:** Enterprises often struggle with disparate content repositories, making it difficult to harness collective knowledge.
- **Quality and Relevance:** Ensuring content quality and relevance for AI utilization requires consistent management and curation.
- **Integration of Third-Party Data:** Seamlessly incorporating external data sources into the Microsoft 365 ecosystem presents technical and compliance hurdles.

### Benefits

- **Utilizing SharePoint Premium:** Enhances content management with advanced AI capabilities, facilitating efficient organization and retrieval of information.
- **Graph Connectors:** Allow the integration of third-party data into Microsoft 365, expanding the scope and utility of AI-ready content for Copilot applications.

## Copilot Extensibility

### Challenges

- **Vendor competition:** Competing product and capabilities within multiple enterprise solutions creates user confusion and technical debt.
- **Resource investment:** Significant time and resources are needed to design, develop, and maintain custom solutions across multiple technologies.
- **Context Switching:** Employees struggle with too many systems needed to do their jobs, doubling since 2019.

### Benefits

- **Tailored Solutions:** Custom plugins enable solutions that are precisely aligned with specific business needs, enhancing operational efficiency.
- **Competitive Advantage:** By extending Copilot's capabilities, organizations can simplify the user experience through optimized workflows.
- **Simplified Development:** By leveraging Microsoft Copilot Studio including robust integrations and guidance on best practices.





## About Rightpoint

Rightpoint, a Genpact company, is a global experience leader. Over 700 employees across 12 offices work with clients to drive growth by delivering experiences that transform how people, technology and businesses interact. We call this Total Experience. Our diverse teams lead with empathy, data and creativity—always in service of experience. From whiteboard to roll-out, we help our clients embed experience across their operations from front to back office to accelerate digital transformation through a human-centric lens.

Learn More

**Tom Keuten**

SVP, Microsoft Alliance  
[tkeuten@microsoft.com](mailto:tkeuten@microsoft.com)

**Christopher Wagner**

Alliance Director  
[christopherwagner@rightpoint.com](mailto:christopherwagner@rightpoint.com)

[www.rightpoint.com](http://www.rightpoint.com)

