



Microsoft 365 Copilot

8 Week Readiness
Assessment & Deployment



Why Microsoft 365 Copilot

Using Microsoft 365 Copilot bring huge opportunities for organisations to improve how they work and boost productivity.

Key customer challenges that Microsoft 365 Copilot can address:

62% of people spend too much time searching for information in their workday.

70%

Share of people who would delegate as much as possible to AI to lessen their workloads.

2x

Likelihood of a leader to say AI will provide value by boosting productivity vs. cutting headcount.

64%

of people have struggled with finding time and energy to get their work done.

3x

Amount by which time spent in Microsoft Teams meetings and calls has increased per week since February 2020.





Microsoft 365 Copilot

Readiness Assessment & Deployment Summary

Our comprehensive service is designed to ensure your organisation does more than just “turn on” Copilot and see what happens. It’s fundamentally driven by your people to ensure optimisation that will show the value sooner. From initial assessments to ongoing support, we provide tailored solutions that drive user adoption, streamline processes, and enhance overall efficiency.

8 Week Assessment & Deployment

1. **Art of the Possible (1 day workshop)** : The opportunity for impact for your business
2. **Discovery (2 weeks)**: What specific challenges are you trying to overcome and for which groups in the organisation?
3. **Delivery (4 weeks)**: Copilot deployment to business groups with training and support for departments to maximise value fast
4. **Adoption and Value (2 weeks)**: Continue to understand your employees’ engagement and feedback while showcasing the value of Copilot for further rollout and adoption use cases



3 Essentials for Copilot Success



Leadership

Develop leadership capabilities to leverage AI for business outcomes

- Executive sponsorship
- Align AI to business strategy
- Providing clarity and prioritisation
- **Best practice:** AI Council



Human Change

Manage the human transformation with robust user enablement programs

- User enablement program
- Communications and community
- Skilling and training
- **Best practice:** Measure the impact through feedback and analytics



Technical Readiness

Build and iterate technical skills to deliver on business results

- Secure your data infrastructure
- Risk management
- Technical skilling
- **Best practice:** Center of Excellence



8 Week Assessment & Deployment

How Does it Work

Our framework will help you assess your readiness and ensure you're setup to get the most out of Microsoft 365 Copilot.

Art of the Possible (1 day)

Align the leadership on AI capabilities to leverage AI for valuable business outcomes.

- Share use case and best practices
- Showcase Microsoft 365 & Viva integrations

Discovery (2 weeks)

Preparing your organisation and securing its data. Build and iterate technical readiness to deliver on business results.

- Technical readiness review
- Leadership and employee readiness review
- User persona and experience gathering
- Set success metrics and milestones



8 Week Assessment & Deployment

How Does it Work

Delivery (4 weeks)

Enable licenses for the identified groups of users and kick start the communication, adoption and value realisation for using Microsoft 365 Copilot.

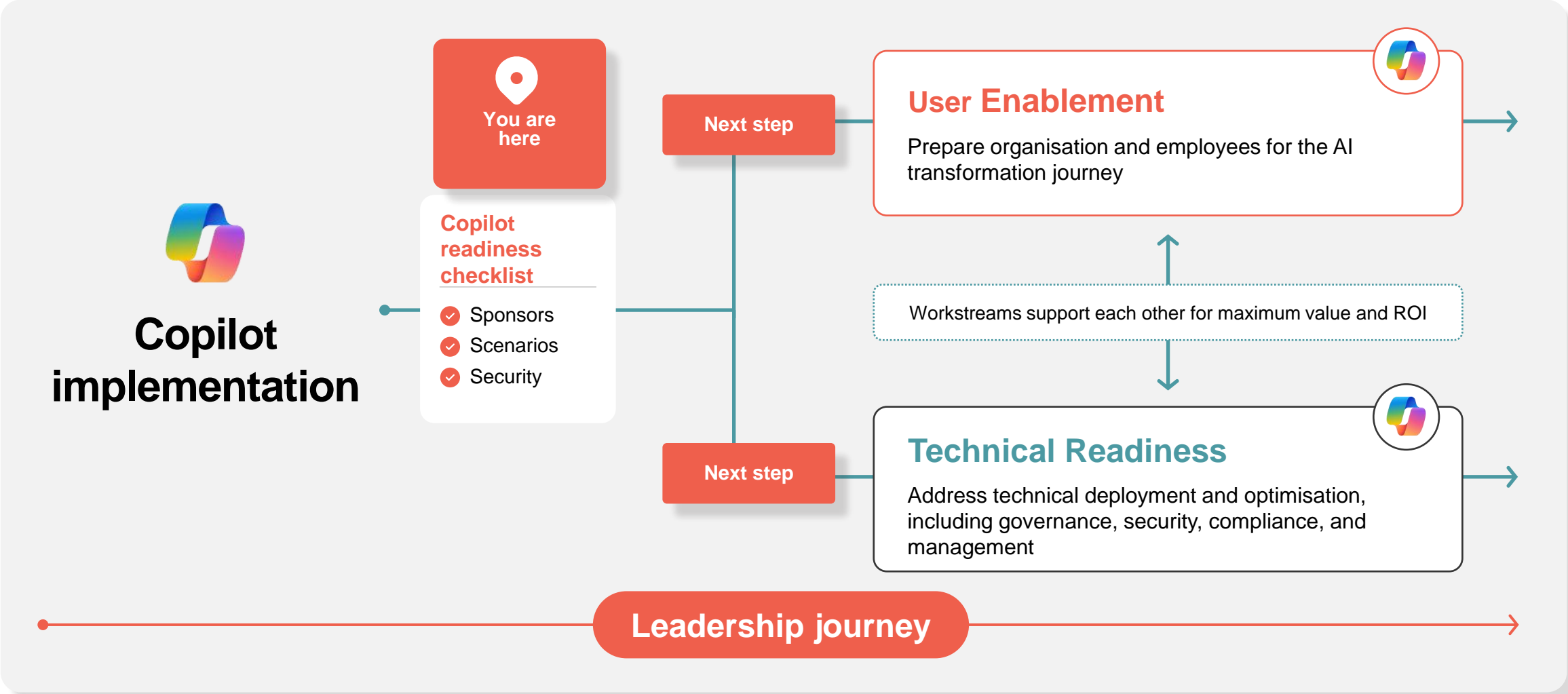
- Establish communication plan
- Prioritise Microsoft 365 Copilot license allocation and training
- Create a Microsoft 365 Copilot Centre of Excellence and communities with Viva Engage
- Design continuous improvement loops using Viva Pulse for employee feedback

Adoption and Value (2 weeks)

Listen to your employees feedback and guide for further training and support information or sessions. Use analytics to monitor usage and identify the next group for further adoption of Microsoft 365 Copilot.

- Review and monitor analytics and feedback
- Communication updates
- Training programs
- Evaluating integrations with line of business apps
- Benchmark success metrics and plan roadmap for sustainability

Starting your Microsoft 365 Copilot implementation journey



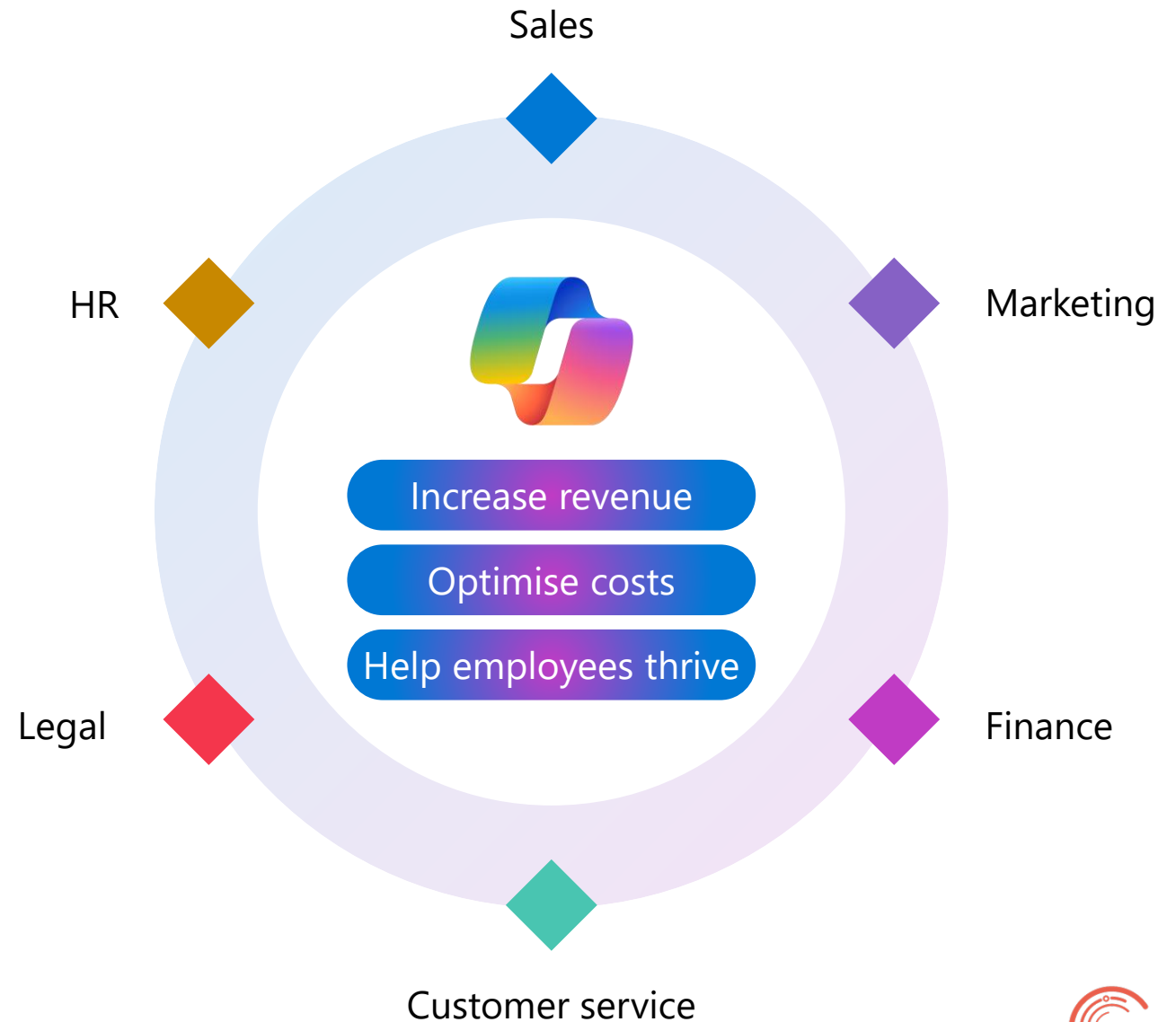


Where to Start

Identify business problems within departments in order to apply the right type of AI that will enhance your employees' productivity and performance.

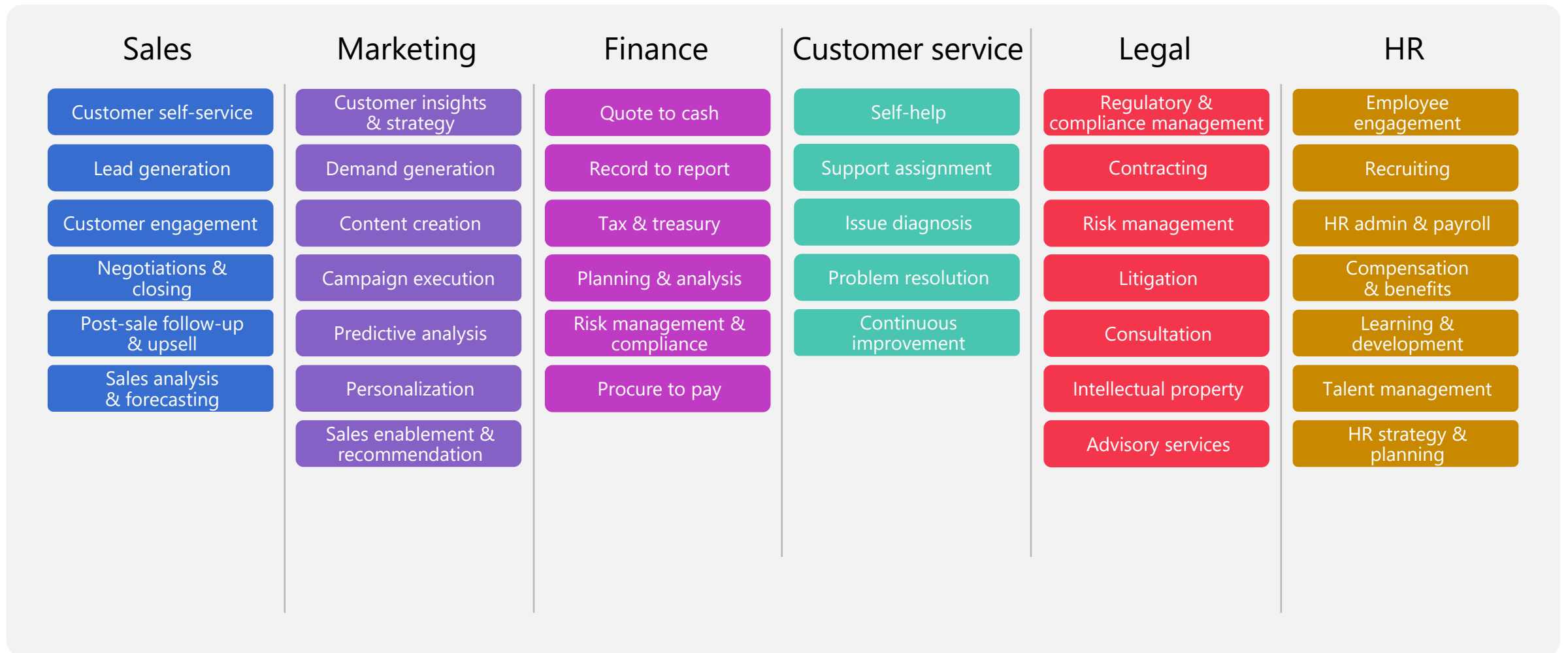
Take a **top down and bottom-up** approach.

Prioritise training, adoption and change management.





Key Processes by Function



How Microsoft's Customers are Improving Productivity



"I find it really **useful for removing writer's block** by giving me 60 per cent of the content, and then I can take it the last mile to refine and apply human judgement."



Bastian Uber
Chief Digital and
Information Officer,
John Holland

"You need the help of very powerful technology that can dig into multiple layers of data and then unearth the gems that we can act upon to improve operational performance and customer service. AI helps airlines **make sense of the massive amount of data** coming our way."



Satya Ramaswamy
Chief Digital and
Technology Officer,
Air India

"Last week I received an email with five documents attached. Each one had approximately 20 to 50 pages each. I asked Microsoft Copilot to give me a summary which **saved me about 45 minutes** of reading time."



Christoph Sieger
Vice President of Global
Digital Workplace,
Bayer





Let's get your business ready for Microsoft 365 Copilot