Slalom's Microsoft 365 Copilot Customer ROI Approach

While both phases are recommended, Slalom has developed a 2-phase approach to offer optionality for levels of fidelity for ROI estimation

PHASE ONE ¹				
ESTABLISH SCOPE	DEFINE IMPACT	DETERMINE VALUE KPIS	PROJECT VALUE	PHASE ONE RESULT:
	4	X	\$	Initial projected customer business value potential with
Confirm organizational roles in consideration for a Microsoft 365 Copilot license	Define main expected impacts to a role's capacity and/or role effectiveness from receiving a Copilot license	Determine the KPIs that can measure the expected business impact for each role group	Estimate impact on KPI based on active Copilot license utilization by the role group	Return on Investment (ROI) estimate on roles evaluated



PHASE TWO¹				
EVALUATE READINESS	PLOT VALUE & READINESS	BUILD ROLL-OUT PLAN	REFINE ROI	PHASE TWO RESULT:
				Refined customer ROI estimate with roll-out roadmap considering role readiness and
Evaluate the readiness of each role group in consideration for Copilot licenses	Plot the readiness compared to the expected business value of each role group	Determined roll-out plan for role groups based on readiness and expected business value	Refine organizational ROI estimate based on roll-out plan of role groups	expected business value

¹Timing for each phase is dependent upon several factors, including how many customer role groups are in scope for evaluation and availability of stakeholders, and customer data



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