



## Maximizing the Microsoft 365 Copilot Advantage

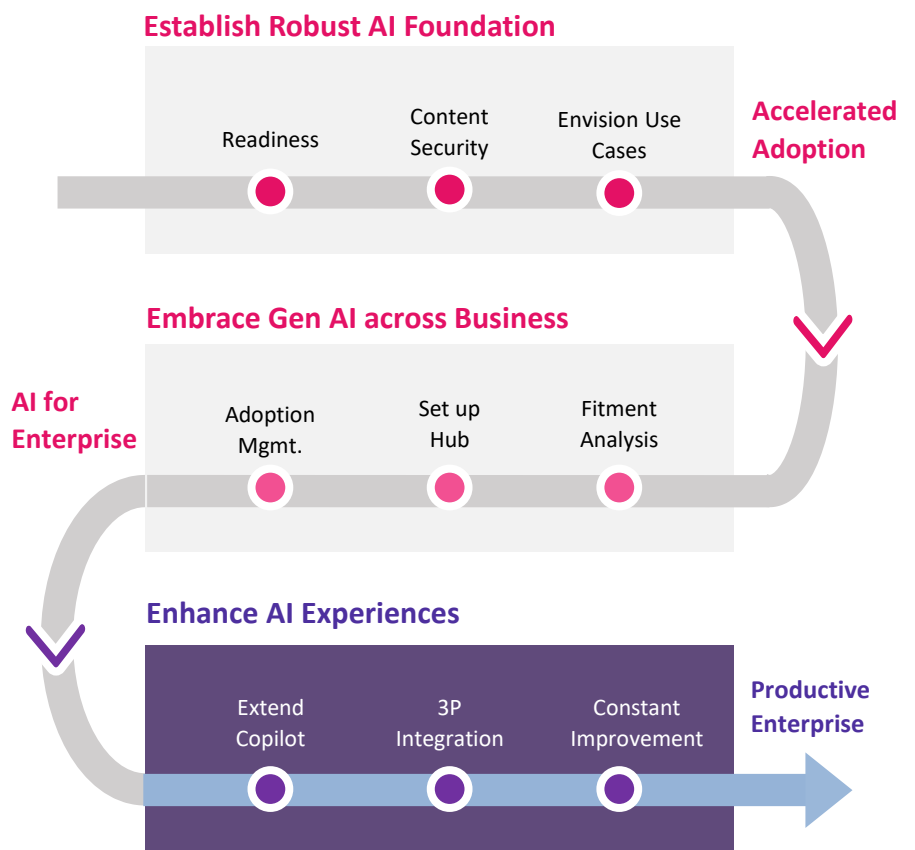
### Integrating third-party systems using TCS plugins and add-ons

Adapting Microsoft 365 Copilot to your evolving business needs, encouraging customized solutions, fostering continuous innovation, enhancing productivity gains, and improving your competitive advantage multifold.

### TCS' Adoption Approach for Microsoft 365 Copilot

Microsoft 365 Copilot has opened the doors to truly transformative technology. It has the power to automate the mundane, streamline the complex, nurture innovation, reimagine the workplace, and revolutionize productivity. According to Forrester, 6.9 million US knowledge workers will be using Microsoft 365 Copilot in 2024.

In a rapidly evolving business landscape, speed of adoption of Microsoft 365 Copilot promises to be a crucial game changer. TCS advocates that enterprises adopt a streamlined and accelerated approach to harness the tool's full potential. It recommends establishing a robust AI foundation, setting up responsible AI for specific use cases, assessing efficiency of work powered by Microsoft 365 Copilot, and thereafter, enhancing experiences and business outcomes through plug-ins and add-ons.



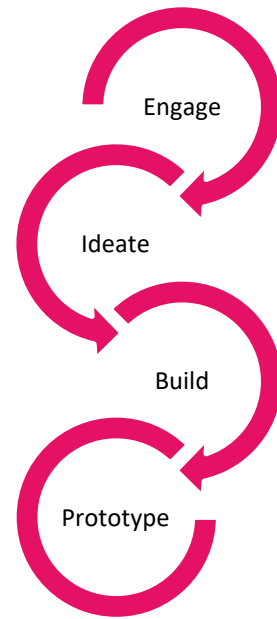
TCS Microsoft 365 Copilot Adoption Approach

**Building on belief**

# TCS Microsoft 365 Copilot Extension Approach

Microsoft 365 Copilot provides extensibility frameworks to enable external data and actions within native experiences. This helps enterprises in executing advanced Generative AI scenarios in rapid timelines. TCS recommends the following 4-step approach for adopting third-party plug-ins and add-ons to build contextual experiences at a faster pace:

- 1 Engage:** Involve IT and business stakeholders to envisage extension frameworks and plug-ins that enhance the overall experience and features of Microsoft 365 Copilot.
- 2 Ideate:** Conduct ideation workshops for advanced use cases considering business imperatives, goals, and opportunities.
- 3 Build:** Identify common Line of Business (LOB) systems that can leverage Copilot and build integration connectors to enable Copilot to use enterprise data, thereby enhancing your AI experience to the fullest.
- 4 Prototype:** MVP with rapid prototyping to realize the extended experience and design feasibility in line with established architecture principles.



## TCS Plug-ins for Microsoft 365 Copilot

Modern day workplaces are dependent on diverse systems and solutions for work management and collaboration. While Microsoft 365 Copilot helps you work better and faster through its access to and analysis of data in the Microsoft 365 ecosystem, it is important to extend and enhance its capabilities to include data and information from other work-specific systems and tools.

TCS has a range of plug-ins that can help broaden Copilot's capabilities. Spanning from providing contextual enterprise search experiences and integrating diverse systems and services, to finally initiating data-driven actions, our plug-ins and add-ons will help bridge the last-mile gap between Copilot and other third-party tools and services, thereby unlocking the true potential of Copilot.

The following table presents a summarized feature list of our ready-to-use plug-ins that can be further customized to meet your specific business needs:



### Smart Agent for Copilot

- NLP powered extension.
- Retrieves information from the collective knowledge base residing in different LOB systems.
- Facilitates user action from the interface integrating the LOB systems.

#### Sample Use Cases

- Search enhancement solution for Support Engineers
- Action-based system for end users
- Workflow initiation systems



### Smart Integrator for Copilot

- Artfully connects with multiple LOB systems to gather and collate information.
- Provides users integrated information from diverse LOB systems.
- Promotes quick, data-driven actions without context switching.

#### Sample Use Cases

- Information collation for Weekly Status Report
- Report Generation for Talent Acquisition team
- Expense Report generation



### Knowledge Master for Copilot

- NLP powered extension that makes multilingual contextual search experiences possible.
- Retrieves contextual search results from multiple sources.
- Enables quick enterprise search results by quickly identifying the information source, collating the information, and providing it to the user.

#### Sample Use Cases

- Refine existing organization policies referring to multiple sources
- Prepopulate Weekly Status Report from multiple systems
- Financial Report generation from existing reports

Your engagement with TCS will enable you to leverage its collaboration with Microsoft and its work with clients on many industry-specific use cases, proofs of concepts, and Pilots using Microsoft 365 Copilot.

TCS also helps clients accelerate their workplace innovations by leveraging its ecosystem of partners from academia, startups, and technology providers. It works closely with customers at TCS Pace Port™, its network of co-innovation hubs spread across New York, Pittsburgh, Toronto, Amsterdam, and Tokyo, to rapidly prototype and build the most promising innovation ideas. The Innovation Showcase at these hubs offer a premiere immersive experience to visiting customer executives to explore TCS' digital workplace solutions in their organizational context.

## Why TCS



Leverage TCS' Microsoft Cloud and its over 5,000 AI-trained digital workplace associates to embark on your Microsoft 365 Copilot journey.



Founding Member of the Future of Work Research Consortium.



Member of the Jumpstart, Early Access Program and Sandbox environment with required access to the Microsoft Partner ecosystem.



Continuous investments in TCS RAPID framework for enterprise workplace adoption and PromptScore for evaluating Copilot.

### About Tata Consultancy Services Ltd (TCS)

Tata Consultancy Services is an IT services, consulting and business solutions organization that has been partnering with many of the world's largest businesses in their transformation journeys for over 55 years. Its consulting-led, cognitive powered, portfolio of business, technology and engineering services and solutions is delivered through its unique Location Independent Agile™ delivery model, recognized as a benchmark of excellence in software development.

A part of the Tata group, India's largest multinational business group, TCS has over 608,000 of the world's best-trained consultants in 55 countries. The company generated consolidated revenues of US \$27.9 billion in the fiscal year ended March 31, 2023, and is listed on the BSE and the NSE in India. TCS' proactive stance on climate change and award-winning work with communities across the world have earned it a place in leading sustainability indices such as the MSCI Global Sustainability Index and the FTSE4Good Emerging Index. For more information, visit [www.tcs.com](http://www.tcs.com).

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