Copilot Assessment Report

REPORT FOR:
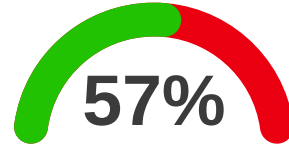
xxx

Email: info@businesssoftwarecentre.com
Website: www.businesssoftwarecentre.com

TBSC

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EXECUTIVE SUMMARY REPORT 2023
FOR XXX

3,524

Microsoft 365 subscribers

with an efficiency rating of

57%

target benchmark is 95%

ACTIVITY ON KEY M365 APPS

Legend: ■ Active ■ Inactive

App	Active	Inactive
Teams	836	2,688
Exchange	2,132	1,392
OneDrive	886	2,638
SharePoint	774	2,750

(x-axis: 0, 1000, 2000, 3000, 4000)

£236,028
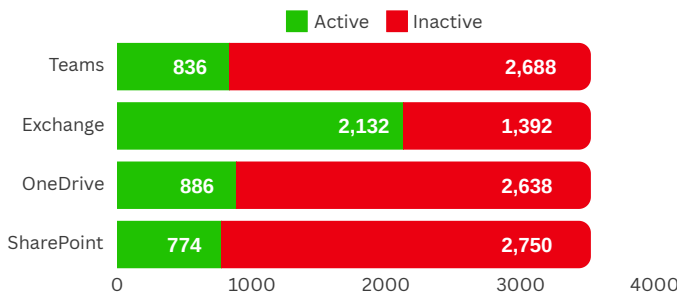
Potential annual cost savings

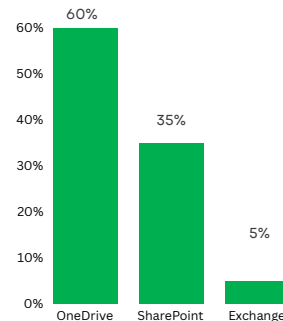## DATA IN THE TENANCY

16,000
SharePoint Sites

15,000,000
SharePoint Files

- **327 TB** of data in total in the tenancy
- **2,368 users** not using OneDrive

DATA STORAGE BY APPS

App	Percentage
OneDrive	60%
SharePoint	35%
Exchange	5%

MICROSOFT SECURE SCORE

56.55%

The **target benchmark** for secure score is set at **75%,** indicating a strong security posture. xxx falls below this desired percentage.
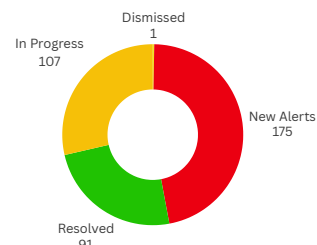
SECURE SCORE STATUS

- Risk Accepted: 1
- Completed: 64
- To Address: 165

SECURITY ALERTS

374

in the past 6 months

SECURITY ALERTS STATUS

- Dismissed: 1
- In Progress: 107
- New Alerts: 175
- Resolved: 91

COPILOT REPORT

Copilot Assessment Checklist

Assessment Criteria	Assessment Level	Details	Mitigation
Usage efficiency benchmarking	🟥	57% current, target 95%	Recycle unused subscriptions and increase usage of key apps
Cost saving opportunities	🟨	Opportunity for £236k savings	Recycle unused subscriptions.
Data storage quantified	🟩	327TB of data	Veeam backup in place
Security posture rating	🟨	57% current score	Improve to 75% - apply key security actions
Security alert tracking	🟥	43% current score	Improve to 73% close down whitelisted IP addresses
Data compliance report	🟥	43% current score	Improve to 70% with own actions
User storage in cloud	🟨	55% using One Drive cloud storage	Check all proposed Copilot users store data in cloud
Anti-phishing assessment	🟨	57 phish identified	Check and close down whitelisted sites and emails
Malware filtering assessment	🟥	23 malware identified	Clean and close down whitelisted access
Copilot readiness report	🟥	4 red areas identified	Resolve red criteria and improve yellows

Key Actions Summary:

- Run Orca cybersecurity report and close down open access points.
- Apply third party tools or MS Defender actions to Secure Score.
- Improve key actions for Data Compliance.
- Recycle unused subscriptions.
- Validate all proposed Copilot users use cloud storage and key apps.

COPILOT REPORT

EFFICIENCY RATING	57%
# OF USERS/SUBSCRIBERS	3'524 USERS
# LICENSE SUBSCRIPTIONS	3'524 SUBSCRIPTIONS

License list

LICENSES	# OF LICENSES
MICROSOFT 365 BUSINESS BASIC	0
MICROSOFT 365 BUSINESS PREMIUM	0
MICROSOFT 365 F3	774
OFFICE 365 ENTERPRISE E5	2'750
MICROSOFT TEAMS PHONE STANDARD	0
DYNAMICS 365 SALES ENTERPRISE EDITION	0
MICROSOFT POWER APPS PLAN 2 TRIAL	0
MICROSOFT 365 BUSINESS STANDARD	0

Compliance

119 USERS ARE AT RISK OF BEING UNCOMPLIANT (VALIDATE INSTALLS IN MORE THAN 5 WINDOW DEVICES)

Savings opportunities

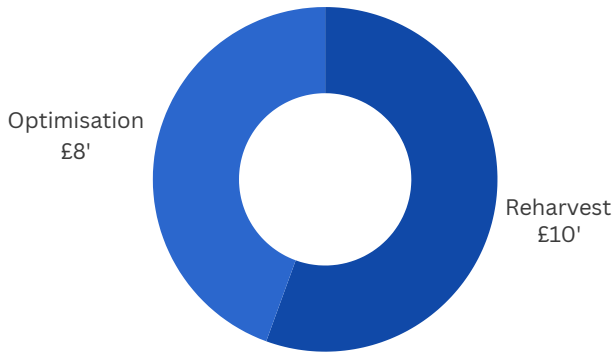| MONTHLY SAVINGS	£ 19'669	
TYPE	**LIST PRICE SAVINGS**	**COUNT**
REHARVEST	£ 10'674	1'368 USERS
OPTIMISATION	£ 8'995	679 USERS
SURPLUS	0	0 USERS

COPILOT REPORT

Usage optimisation summary

License Usage and Optimisation Opportunities with Potential Improvement by using Best Practices.

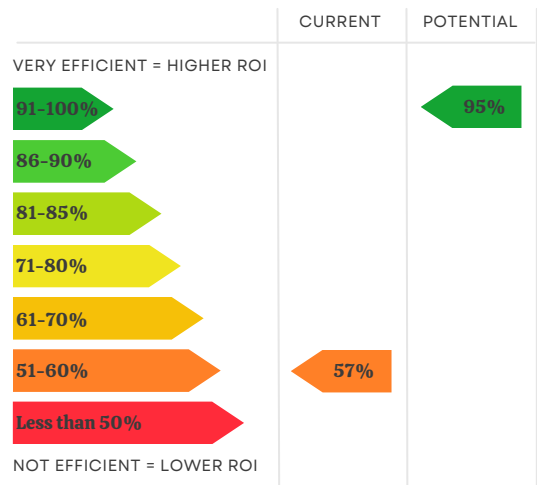Your organisation can benefit by taking actions in these main areas:

- Potential Cost Optimisation of **46%*** of monthly subscription list price
- Improve Teams Usage from **23.7% to 95%**
- Increase OneDrive and SharePoint usage to 95%
- Potential ROI from using Smarter SaaS 365 = **22x**

  *Note - monthly subscription list price/savings opportunities: (£19'669/£42'351)

Cost savings breakdown

Optimisation £8'

Reharvest £10'

Efficiency rating

	CURRENT	POTENTIAL
VERY EFFICIENT = HIGHER ROI		
91-100%		95%
86-90%		
81-85%		
71-80%		
61-70%		
51-60%	57%	
Less than 50%		
NOT EFFICIENT = LOWER ROI		

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Benchmarking

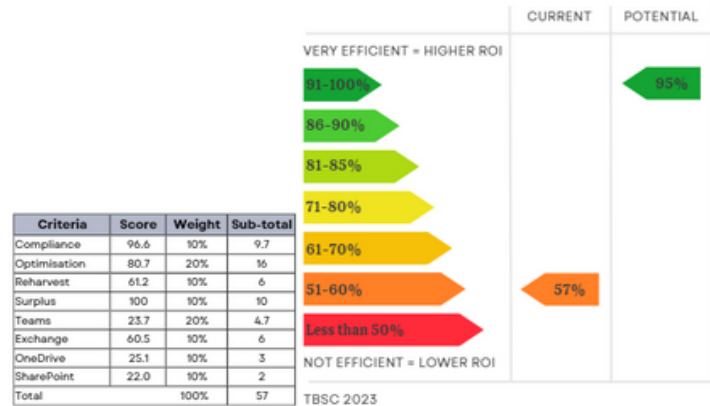| Criteria	Score	Weight	Sub-total
Compliance	96.6	10%	9.7
Optimisation	80.7	20%	16
Reharvest	61.2	10%	6
Surplus	100	10%	10
Teams	23.7	20%	4.7
Exchange	60.5	10%	6
OneDrive	25.1	10%	3
SharePoint	22.0	10%	2
Total		100%	57

COPILOT REPORT

Understanding the usage optimisation score

To maximize the return on investment of Microsoft 365 subscriptions it is essential to ensure that the key apps are being used by subscribers.

For example research by Forrester indicates that an ROI of over 200% can be achieved within 2 months if Teams is implemented efficiently.

The Smarter SaaS for Microsoft 365 analysis provide a usage efficiency rating and benchmarking against industry standards. Key criteria relating to usage efficiency reveals areas where improvements are required and best practices can be implemented.

Smarter SaaS for Microsoft 365 shows the variances against optimal performance and how to close the gaps. Smarter SaaS for Microsoft 365 measures efficiency levels on the following criteria and allocates a composite score out of 100 to benchmark efficiency and provide a comparison against a best practice position.

Criteria	Score	Weight	Sub-total
Compliance	96.6	10%	9.7
Optimisation	80.7	20%	16
Reharvest	61.2	10%	6
Surplus	100	10%	10
Teams	23.7	20%	4.7
Exchange	60.5	10%	6
OneDrive	25.1	10%	3
SharePoint	22.0	10%	2
Total		100%	57

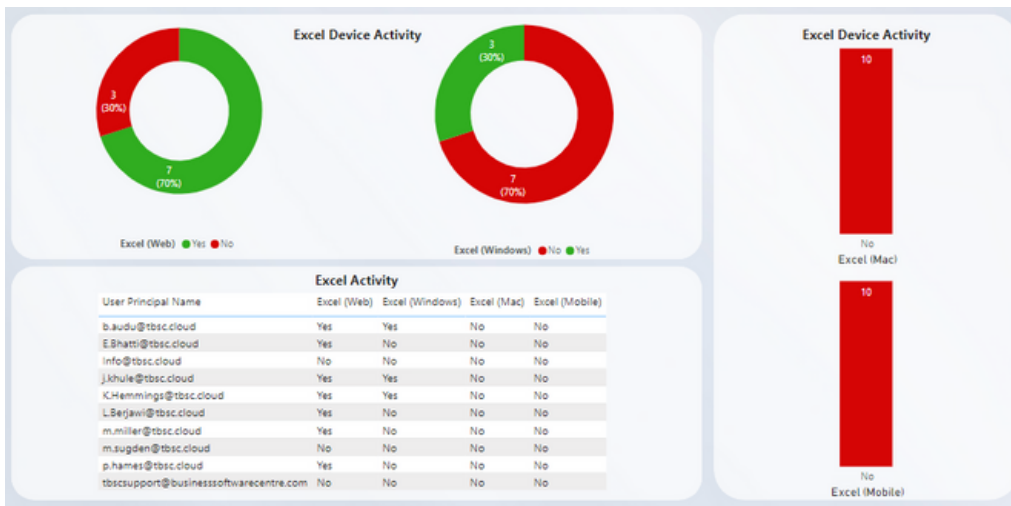|	CURRENT	POTENTIAL
VERY EFFICIENT = HIGHER ROI		
91-100%		95%
86-90%		
81-85%		
71-80%		
61-70%		
51-60%	57%	
Less than 50%		
NOT EFFICIENT = LOWER ROI		

TBSC 2023

CURRENT SCORE

57%

OPTIMISATION GOAL

95%

COPILOT REPORT

Microsoft 365 – Excel and PowerPoint Usage Report

Stuck with a spreadsheet? Copilot for Excel can help! It analyzes your data tables, suggesting formulas for new columns, creating insightful charts and PivotTables, and even pointing out important trends in your data. Displayed are a selection of users and their readiness to use Copilot for Excel.

- The data shows that most of your subscribers are active on the **web** with **7** active and **3** inactive. Look into the inactive to users to promote productivity and more Copilot usage within your organization.
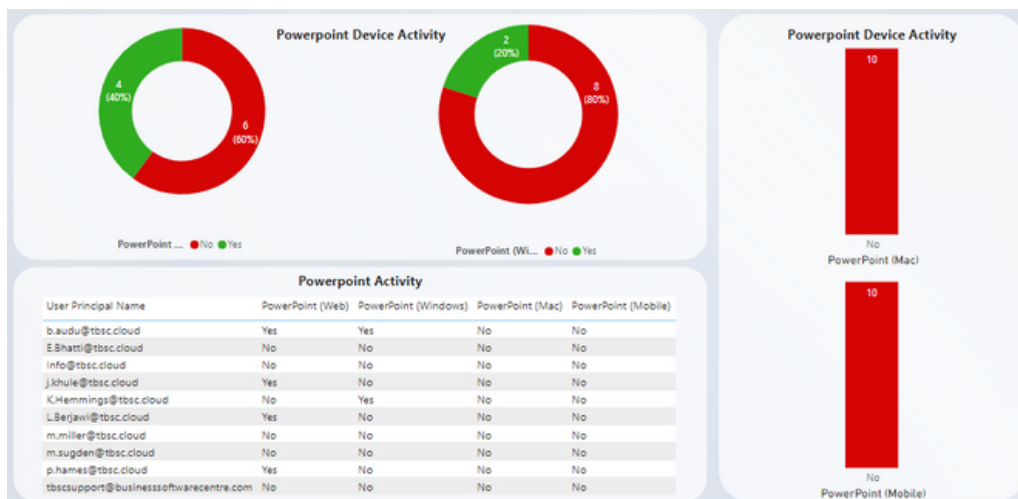

Short on presentation time? Copilot turns your ideas into slides. Just give it a quick prompt, and Copilot can build a polished presentation using content from any past documents you choose, even from weeks or years ago.

- The data shows that most of your subscribers are active on the **web** with **4** active and **6** inactive. Look into the inactive to users to promote productivity and more Copilot usage within your organization.

COPILOT REPORT

Microsoft 365 – Word and Outlook Usage Report
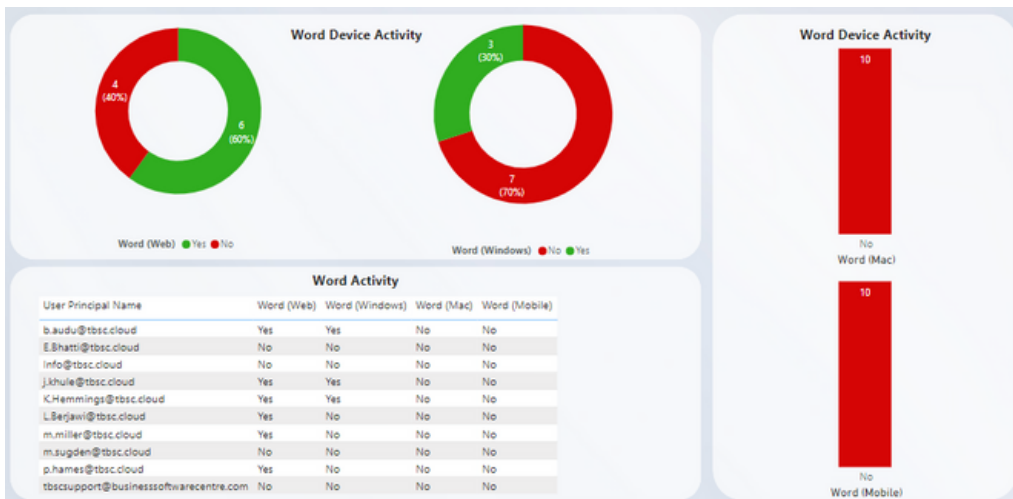
Copilot in Word helps you ditch the blank page. It generates a first draft for you, giving you a springboard for your ideas. This cuts down writing, research, and editing time, letting your creativity flow freely.

- The data shows that most of your subscribers are active on the **web** with **6** active and **4** inactive. Look into the inactive to users to promote productivity and more Copilot usage within your organization.
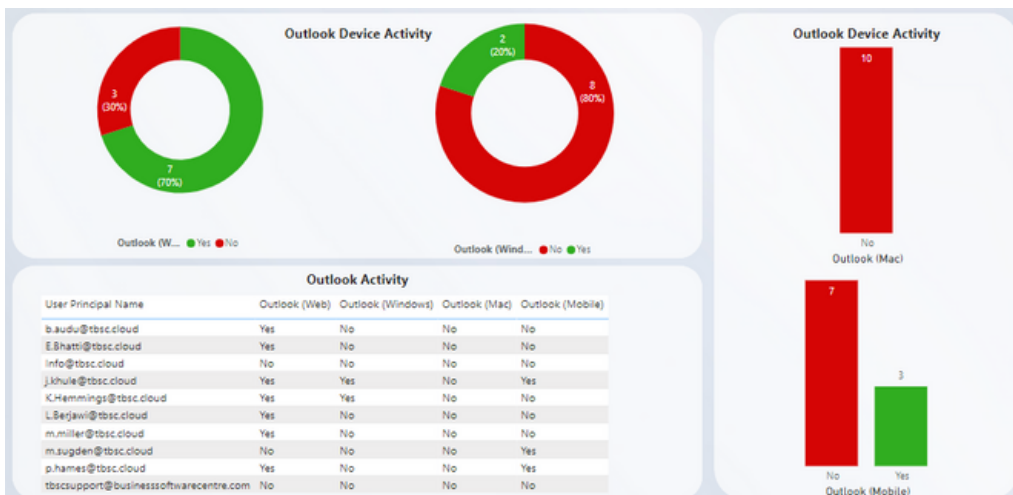
Copilot in Outlook can be your inbox lifesaver. It can condense lengthy email chains into quick summaries and even suggest draft replies. This cuts email management time from hours to minutes, letting you focus on what truly matters.

- The data shows that most of your subscribers are active on the **web** with **7** active and **3** inactive. Look into the inactive to users to promote productivity and more Copilot usage within your organization.
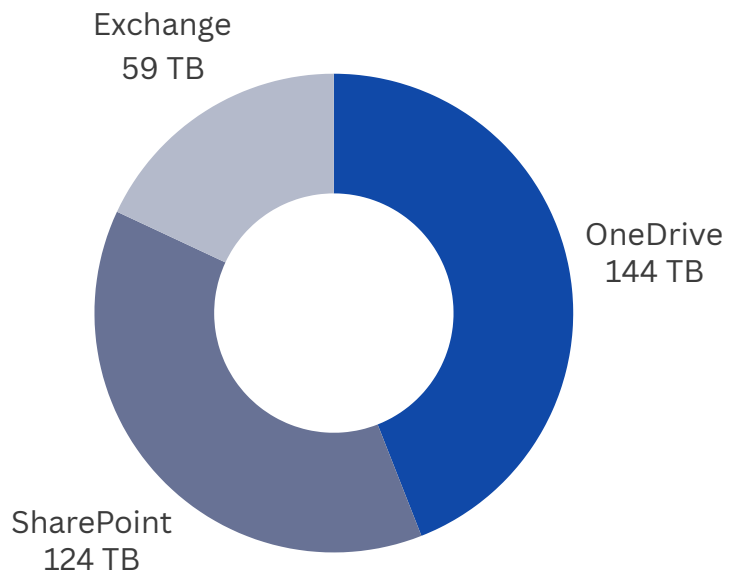
COPILOT REPORT

Microsoft 365 – Data Storage and SharePoint Assessment

Total Data in Tenancy:

327 TB

DATA STORAGE (TB) BY M365 APPS

- Exchange 59 TB
- OneDrive 144 TB
- SharePoint 124 TB

- **416** SharePoint sites activity in the last **30 days** with close to **27'000** total views and containing **104 TB** of SharePoint data.

  - **Recommendation**:
  - Safeguard these files through backup measures to mitigate the risk of data loss.

- **1'270** SharePoint sites inactive in the last **60 days**, containing up to **15 TB** of SharePoint data.

- **1'548** SharePoint sites inactive in the last **90 days**, containing close to **16 TB** of SharePoint data.

  - **Recommendation**:
  - Backup these files and remove then from SharePoint to minimize the volume of active data stored within SharePoint.

COPILOT REPORT

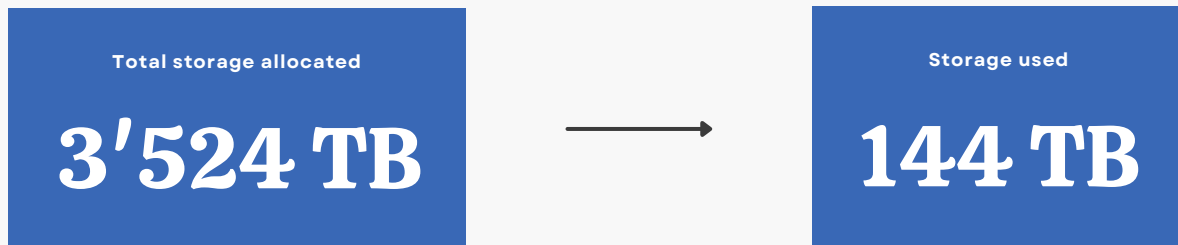## Microsoft 365 OneDrive Report Summary

The Microsoft 365 OneDrive Report provides crucial insights for enhanced productivity, highlighting total storage usage and identifying the number of individuals underutilizing allocated storage.

Benefits of a OneDrive Report:

- Identify and allocate storage efficiently
- Track individual storage usage
- Enhance productivity by identifying and resolving unused storage

Summary and recommendations:

- Review Teams **2638** Inactive Users
- Increase OneDrive Overall Usage

Total storage allocated	Storage used
3'524 TB	→ **144 TB**

ONEDRIVE USAGE

Active users
886

Inactive users
2638
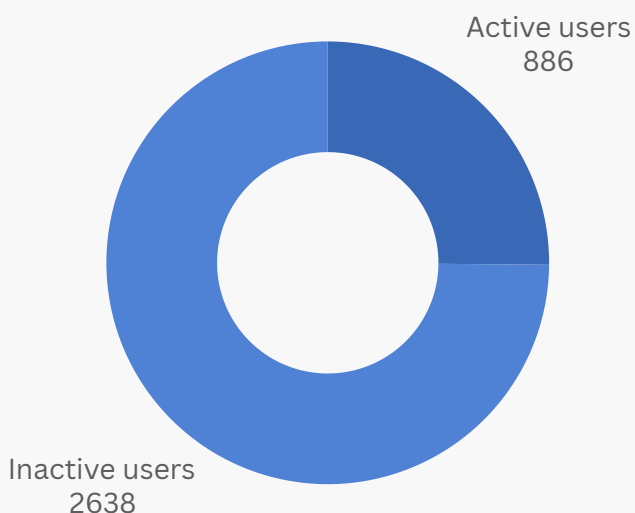
- **80%** of OneDrive users have used below **10 GB** of storage.

- **Top 10** users have used a total of **100 GB** of OneDrive storage.
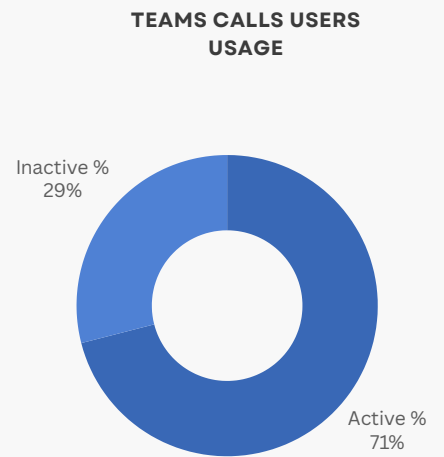
COPILOT REPORT

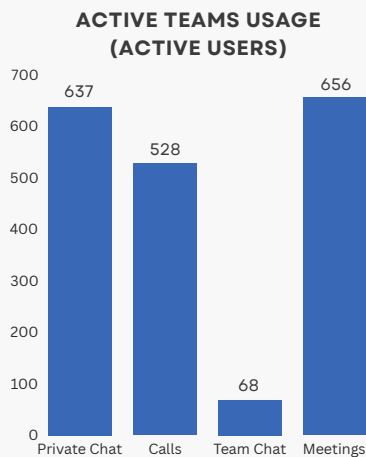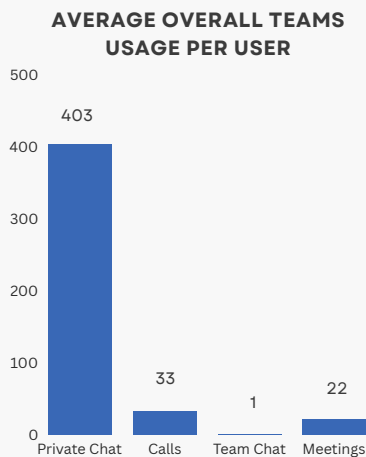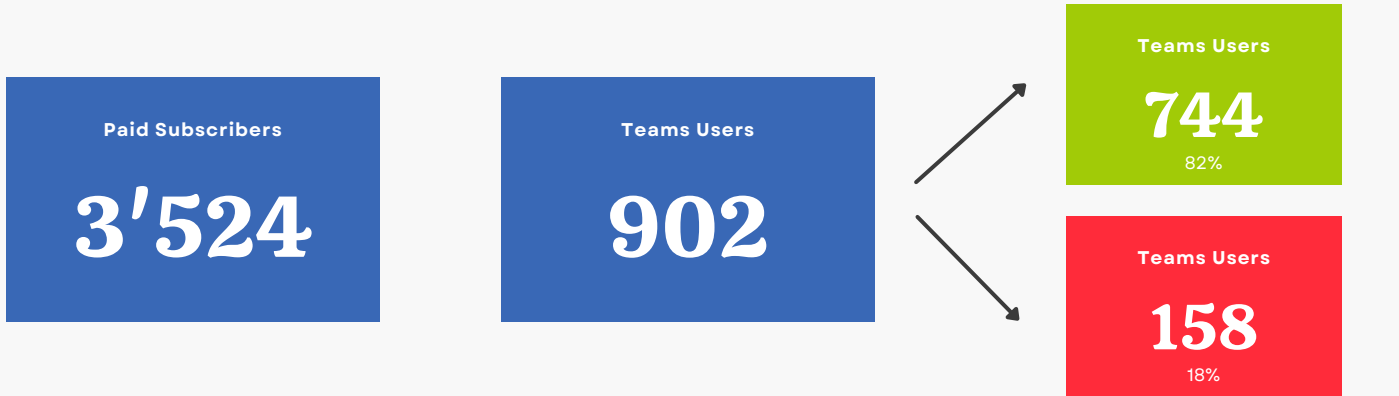## Microsoft 365 Teams Report Summary

The Microsoft 365 Teams Report focuses on analysing your existing Microsoft 365 Teams Usage and helps you answer key usage questions using Smarter SaaS.

Benefits of a Teams Usage Report:

- Optimise and fully use your Team subscription
- Increase ROI from your IT
- Ensure users are fully trained on Teams

Summary and recommentations:

- Review Teams **158** Inactive Users
- Increase Teams Calls Overall Usage
- Increase Teams Average Calls Percentage from **71% to 95%**

Paid Subscribers	Teams Users
3'524	**902**

Teams Users
744
82%

Teams Users
158
18%

AVERAGE OVERALL TEAMS USAGE PER USER

- Private Chat: 403
- Calls: 33
- Team Chat: 1
- Meetings: 22

ACTIVE TEAMS USAGE (ACTIVE USERS)

- Private Chat: 637
- Calls: 528
- Team Chat: 68
- Meetings: 656

TEAMS CALLS USERS USAGE

- Inactive % 29%
- Active % 71%

COPILOT REPORT

Microsoft 365 Secure Score Overview

Key Microsoft 365 Security Issues:

- Your Secure Score is **56.55%** compared to an average of 45% and a benchmark of 75%
- You have **136** security actions still to be addressed out 190 actions

Your security assessments broken down are as follows:

- **Data: 0%**
- **Apps: 43.35%**
- **Identity: 50.89%**
- **Device: 60%**

According to **Microsoft**:

- 80% of employees use non-approved apps for work (shadow IT), which may introduce security threats.
- It takes between 98 and 197 days for a business to detect a data breach.
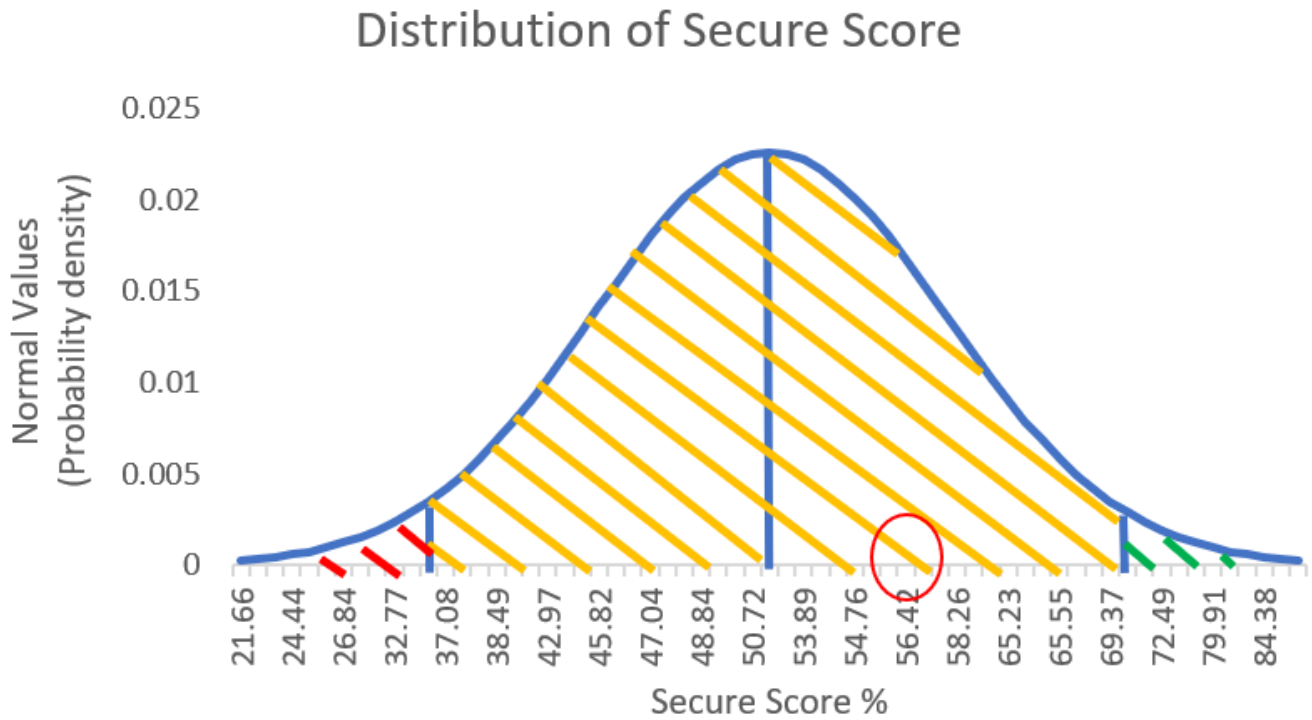- 81% of security incidents are caused by credential theft.

Smarter Secure - Secure Score Supporting Your Business:

✓ Issue resolution
✓ Relevance assessment
✓ Third-party security
✓ License compliance

COPILOT REPORT

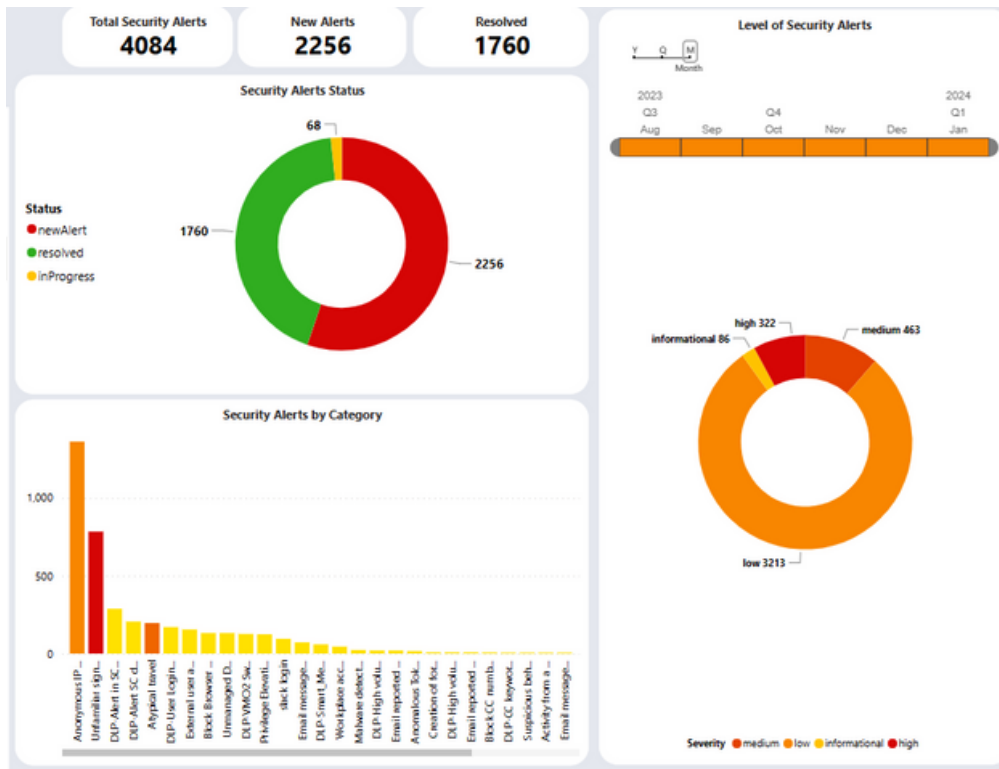## Microsoft 365 Secure Score Benchmark

Distribution of Secure Score

Secure Score Benchmark Recommendations:

- You are above the average, however you fall below the benchmark. Top organizations fall within the green area, hence more work needs to be done to boost you secure score.

![TBSC logo]

COPILOT REPORT

Microsoft 365 Security Alerts Overview

Key Microsoft 365 Security Issues:

- Your security alerts score is
- Over the past 6 months, you have had a total of 4'084 security alerts, of which 322 are high level ones.
- You have **2'256** security alerts still to be addressed out of **4'084** alerts.

Your top three alerts are as follows:

- **Anonymous IP Address**
- **Unfamiliar sign-in properties**
- **DLP-Alert in SC rule**

Smarter Secure - Security Alerts Supporting Your Business:

✓ Early Detection
✓ Risk Mitigation
✓ Trends Identification
✓ Continuous Monitoring

COPILOT REPORT

Microsoft 365 Security Alerts Benchmark

Distribution of Security Alerts
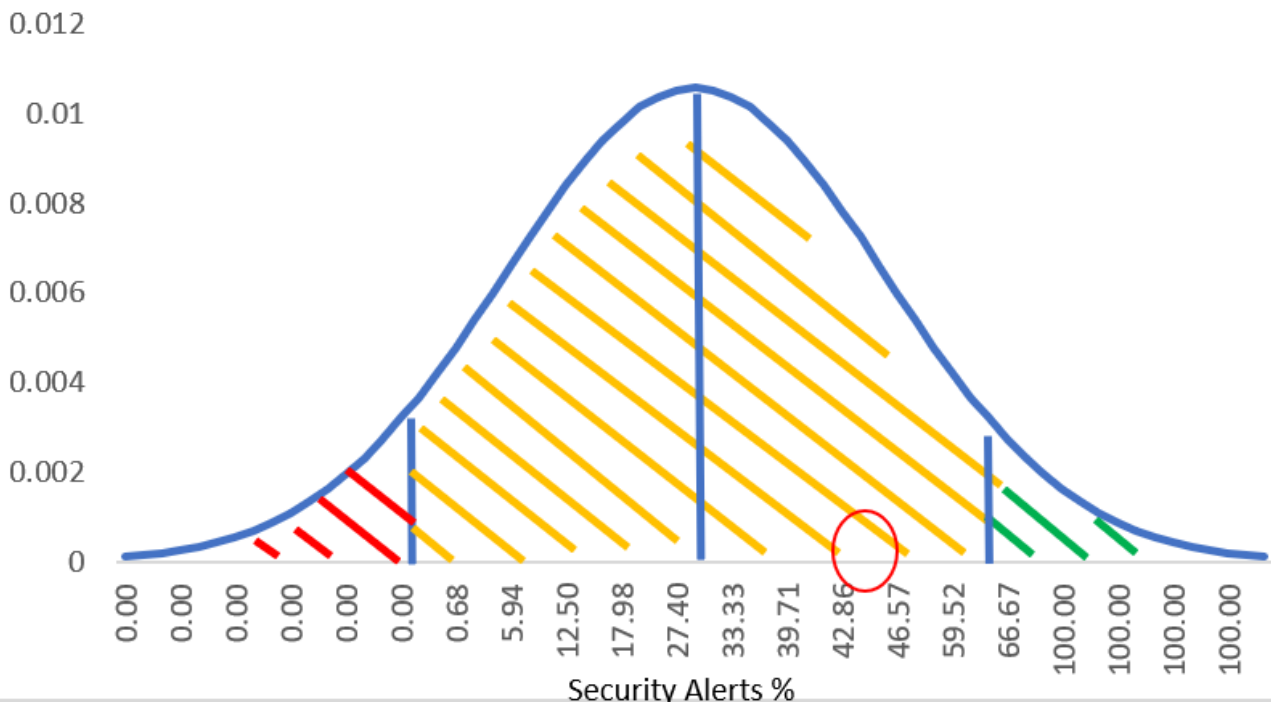
Security Alerts Benchmark Recommendations:

- You are above the average, however you fall below the benchmark. Top organizations fall within the green area, hence more work needs to be done to boost you secure score.

COPILOT REPORT

Microsoft 365 Compliance Score Overview
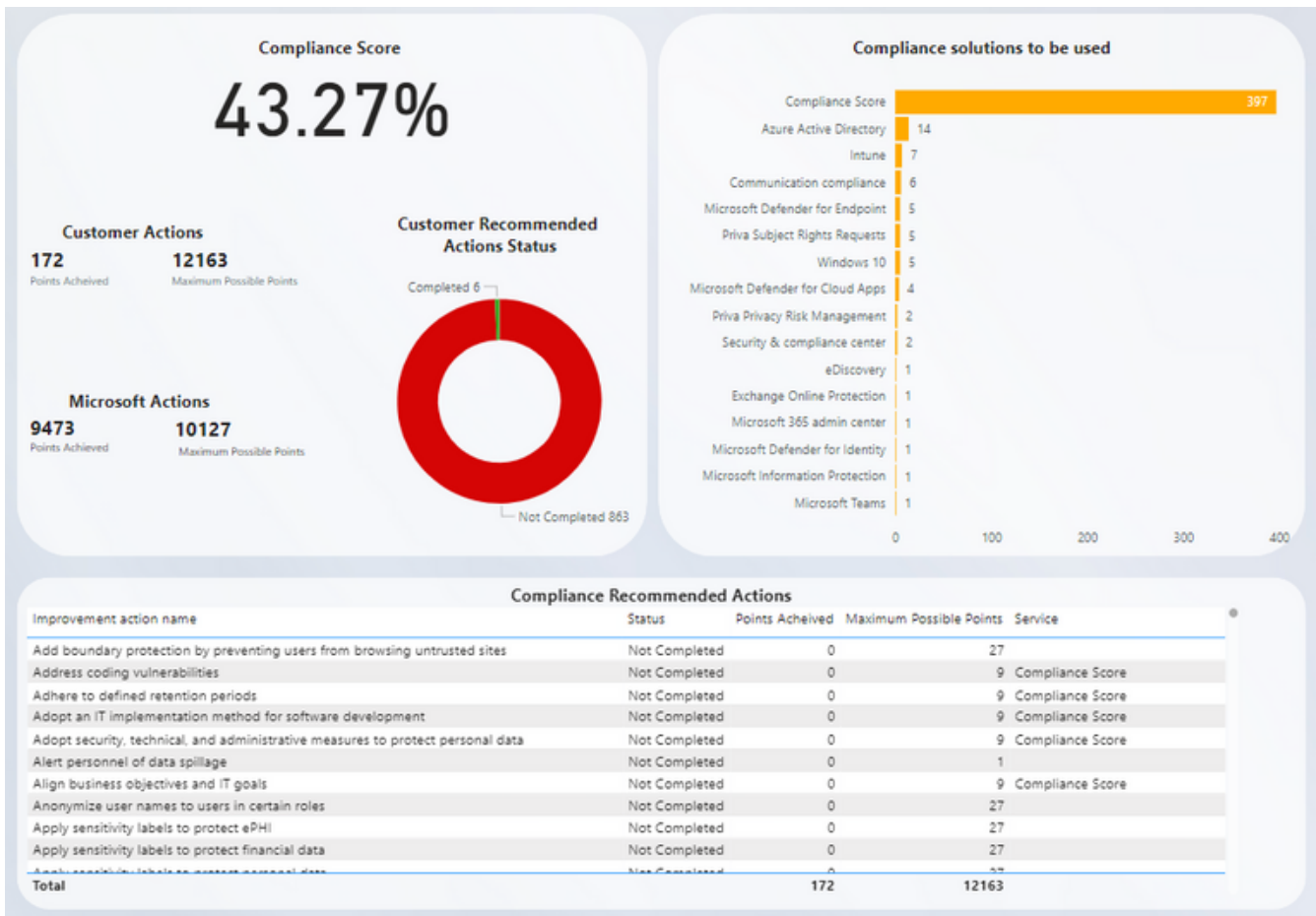
Compliance Score Summary:

- Your Compliance Score is **43.27%.** Your compliance score is a combination of your completed recommended actions and the actions completed by Microsoft.

- You have completed **6** actions of which you have achieved **172** out of **12163 for actions that are your own responsibility**

APPENDIX A

Smarter SaaS Copilot Quality Check

The Smarter SaaS for Microsoft 365 Copilot Healthcheck includes a Data Quality Check for Copilot readiness. This Quality Check reviews the data pulled from the customers tenancy and offers quality control of client reports.

AREAS VALIDATED	COMPLETED
REHARVEST	✓
OPTIMISATION	✓
SURPLUS	✓
TEAMS	✓
EXCHANGE	✓
ONEDRIVE	✓
SHAREPOINT	✓
COMPLIANCE	✓
WORDS	✓
POWERPOINT	✓
EXCEL	✓
OUTLOOK	✓
SECURE SCORE	✓
SECURITY ALERTS	✓
PAID SUBSCRIBER LIST	✓

We confirm the above listed areas were checked and validated by our team at TBSC.

DATE OF QUALITY CHECK: 23rd of June 2023

APPENDIX B

Cybersecurity Check

Area	Name	Result
Anti-Spam Policies	Bulk Complaint Level	Fail
Anti-Spam Policies	Mark Bulk as Spam	Pass
Anti-Spam Policies	Advanced Spam Filter (ASF)	Pass
Anti-Spam Policies	Outbound spam filter policy settings	Fail
Anti-Spam Policies	High Confidence Phish Action	Pass
Microsoft Defender for Office 365 Policies	Safe Links Synchronous URL detonation	Pass
Anti-Spam Policies	Quarantine retention period	Fail
Quarantine Policies	End-user Spam notifications	Informational
DKIM	Signing Configuration	Fail
DKIM	DNS Records	Pass
Anti-Spam Policies	Allowed Senders	Pass
Malware Filter Policy	Internal Sender Notifications	Pass
Microsoft Defender for Office 365 Policies	Unauthenticated Sender (tagging)	Pass
Microsoft Defender for Office 365 Policies	Anti-spoofing protection action	Pass
Microsoft Defender for Office 365 Policies	Do not let users click through safe links	Pass
Anti-Spam Policies	IP Allow Lists	Pass
Microsoft Defender for Office 365 Policies	Mailbox Intelligence Protection	Pass
Microsoft Defender for Office 365 Policies	Mailbox Intelligence Protection Action	Pass
Anti-Spam Policies	Domain Allowlisting	Pass
Transport Rules	Domain Allow Listing	Pass
Anti-Spam Policies	Domain Allowlist	Pass
Transport Rules	Domain Allow Listing	Pass
Microsoft Defender for Office 365 Policies	Similar Domains Safety Tips	Pass
Zero Hour Autopurge	Zero Hour Autopurge Enabled for Malware	Pass
Zero Hour Autopurge	Zero Hour Autopurge Enabled for Phish	Pass
Zero Hour Autopurge	Zero Hour Autopurge Enabled for Spam	Pass
Zero Hour Autopurge	Supported filter policy action	Pass
Tenant Settings	Unified Audit Log	Fail
Microsoft Defender for Office 365 Policies	Unusual Characters Safety Tips	Pass

APPENDIX C

Cybersecurity Check

Microsoft Defender for Office 365 Policies	Safe attachments unknown malware response	Pass
Anti-Spam Policies	Spam Action	Pass
Anti-Spam Policies	High Confidence Spam Action	Fail
Anti-Spam Policies	Bulk Action	Pass
Anti-Spam Policies	Phish Action	Fail
Anti-Spam Policies	Safety Tips	Pass
Microsoft Defender for Office 365 Policies	Safe Links Tracking	Pass
Microsoft Defender for Office 365 Policies	Safe Attachments SharePoint and Teams	Pass
Microsoft Defender for Office 365 Policies	Intra-organization Safe Links	Pass
Microsoft Defender for Office 365 Policies	Anti-spoofing protection	Pass
Microsoft Defender for Office 365 Policies	Safe Attachments Allow listing	Pass
Microsoft Defender for Office 365 Policies	Safe Links Allow Listing	Pass
Malware Filter Policy	Common Attachment Type Filter	Pass
Microsoft Defender for Office 365 Policies	Advanced Phishing Threshold Level	Pass
Microsoft Defender for Office 365 Policies	Mailbox Intelligence Enabled	Pass
Microsoft Defender for Office 365 Policies	Domain Impersonation Action	Pass
Microsoft Defender for Office 365 Policies	User Impersonation Action	Pass
Microsoft Defender for Office 365 Policies	Similar Users Safety Tips	Pass
Microsoft Defender for Office 365 Policies	Safe Documents for Office clients	Pass
Microsoft Defender for Office 365 Policies	Safe Links Policy Rules	Pass
Microsoft Defender for Office 365 Policies	Safe Attachments Policy Rules	Pass
Microsoft Defender for Office 365 Policies	Anti-phishing trusted senders	Pass
Microsoft Defender for Office 365 Policies	Anti-phishing trusted domains	Pass
Microsoft Defender for Office 365 Policies	Anti-phishing Rules	Pass
Anti-Spam Policies	Anti-Spam Policy Rules	Pass
Malware Filter Policy	Malware Filter Policy Policy Rules	Pass
Connectors	Domains	Pass
Connectors	Enhanced Filtering Configuration	Pass
Microsoft Defender for Office 365 Policies	Do not let users click through Safe Documents for Office clients	Pass
SPF	SPF Records	Pass
Microsoft Defender for Office 365 Policies	Safe Links protections for links in email	Pass
Microsoft Defender for Office 365 Policies	Safe Links protections for links in teams messages	Pass
Microsoft Defender for Office 365 Policies	Safe Links protections for links in office documents	Pass
Microsoft Defender for Office 365 Policies	Built-in Protection	Pass
Outlook	External Tags	Fail
Microsoft Defender for Office 365 Policies	First Contact Safety Tip	Pass
Microsoft Defender for Office 365 Alerts	Protection Alerts	Pass

APPENDIX D

Glossary

Cost Savings: The potential amount that can be saved by implementing strategies to optimize the usage of Microsoft licenses. It refers to reducing unnecessary costs associated with license allocation and ensuring efficient utilization.

Current Score: It represents the current assessment score of your organization's usage, optimization, and utilization of Microsoft 365 licenses as a whole. The score indicates how well your organization is leveraging the licenses and identifies areas for improvement.

Data Storage Assessment: This assessment evaluates how data is stored, shared, and accessed within your organization's SharePoint, OneDrive, and Teams. It provides insights into activity levels and helps identify opportunities for optimizing data storage and collaboration practices.

Optimization: In the context of Microsoft Teams and licensing, optimization refers to maximizing the usage of licenses and ensuring that each user is assigned the most appropriate license type. By optimizing licenses, organizations can reduce costs, improve efficiency, and enhance user experience.

Optimization Goal: Microsoft recommends achieving a score of 95% as an optimization goal. This goal is used as a benchmark to compare your organization's current score with the desired level of optimization. It indicates the level of efficiency and utilization expected from your Microsoft 365 licenses.

Reharvesting: Reharvesting refers to the process of reclaiming and reallocating Microsoft licenses within your organization. It involves identifying unused or underutilized licenses and redistributing them to users who need them, thereby optimizing license allocation and minimizing waste.

Storage Terabyte: A terabyte (TB) is a unit of digital storage capacity. It is equal to approximately one trillion bytes or 1,000 gigabytes (GB). In the context of Microsoft Teams, a terabyte is used to measure the amount of storage space available for storing files, documents, and other data within the platform.

Surplus: Having a surplus of Microsoft licenses means that your organization possesses more licenses than are currently being utilized by users. It implies that there is excess capacity or unused licenses available, which can be optimized and reallocated to maximize efficiency and cost-effectiveness.