

Accelerate your Copilot Adoption with Tech Mahindra

Your AI Companion and Assistant

TECHAMPION –
Your AI Champion & Assistant



TECHAMPION – Our Offerings

Copilot for M365 'Transformation with Microsoft 365' – Why choose our offering?



Amplify human ingenuity, creativity and Productivity with a copilot for everyone



Deliver transformational experiences by building your own intelligent apps



Safeguard your business and data with the most trusted AI platform

Our Portfolio:

- AI Advisory / Consulting / Strategy
- Assessment / Readiness & Deployment
- Value assessment
- Adoption & OCM
- Copilot Customization & Extensibility
- Run AI & Copilot

Microsoft 365 Copilot Ecosystem

Microsoft 365 Copilot

Natural Language



Large Language Models

+



Microsoft Graph - Your Data -

+



The Internet

+



Microsoft 365 Apps

+

Microsoft 365 Copilot

In-app experience



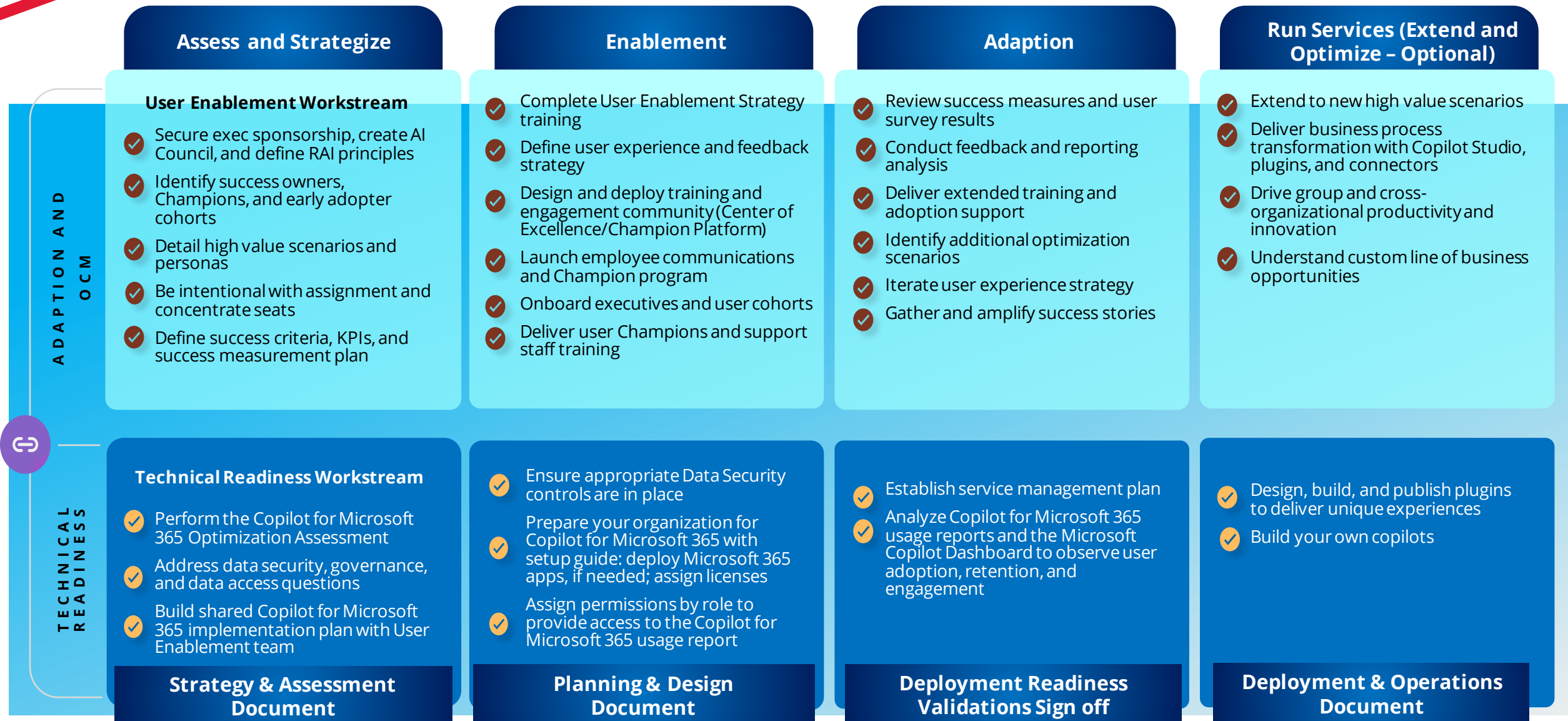


TECHAMPION - Microsoft Copilot Solution Services

	Advisory	Deployment and readiness	Adoption and change management	Microsoft 365 Copilot extensibility	RUN Services
Target audience	C-suite (CXOs, CXO-1)	BDM and End Users, ITDM	BDM and End Users	BDM and End Users, ITDM	ITDM
Value proposition	<ul style="list-style-type: none"> Help customers build AI transformation strategies Identify top personas and processes that would deliver value if reimaged with AI 	<ul style="list-style-type: none"> Assess customer licensing, data protection and governance posture and address gaps Showcase value of M365 Copilot and identify high-value scenarios POC/Pilot readiness for subset of users Production environment rollout 	<ul style="list-style-type: none"> Deliver end-user readiness to enable proficient use of Copilot Drive change management programs to transition processes and adapt behaviors Business value assessment POC/Pilot readiness for subset of users Production environment rollout 	<ul style="list-style-type: none"> Leverage Copilot plugins and connectors Connect data to Microsoft Graph and Dataverse Identify custom copilot - Power apps virtual agents 	<ul style="list-style-type: none"> Prompt Engineering Support AI + Copilot Expert Community (Setup CHAMPION program for customers)
Key outcomes	<ul style="list-style-type: none"> Identify key business scenarios Create a benefits realization plan and KPIs to track Recommend next steps to prepare the organization for Microsoft 365 Copilot, including migration approaches for non-cloud data 	<ul style="list-style-type: none"> Evaluate and support Microsoft 365 Copilot technical readiness Identify key personas, high-value use cases, and impact estimates Build a business case Evaluate Microsoft 365 tenant usage and configure security and compliance 	<ul style="list-style-type: none"> Deploy a Microsoft 365 Copilot CoE Develop champion programs Facilitate end-user communications Measure business impact Conduct trainings Business Case for pilot users and wider user base Stay up to date with the Microsoft 365 Copilot community 	<ul style="list-style-type: none"> Identify key personas, high-value use cases for Copilot extensibility Conduct line of business application assessments Deliver integration, customization, and configuration services Identify custom copilot and deployment 	<ul style="list-style-type: none"> Enable and empower the end user to use Copilot more effectively and responsibly Improved Productivity, Better employee experience Improved Revenues, Sales and Profits for the business functions Improved customer engagement
Differentiators	<ul style="list-style-type: none"> Thought leadership Industry and persona specialization Cost management Participation in Microsoft programs Local and/or virtual delivery 	<ul style="list-style-type: none"> Industry and persona specialization Security, data governance, and information protection expertise Participation in Microsoft programs Local and/or virtual delivery 	<ul style="list-style-type: none"> User training, adoption, and change management specialization Specialization in industry or solution Local and/or virtual delivery 	<ul style="list-style-type: none"> Industry and persona specialization Innovative solutions Certifications and expertise Participation in Microsoft Programs Local and/or virtual delivery Sustainability initiatives 	



TECHAMPION - M365 Copilot Adoption / Enablement Approach



TECHAMPION - Microsoft 365 Copilot

Indicative plan for 1k users



Phases & Time line	Activity	Description
Vision & Value Week 1 & 2	Context Setting: Adoption Change & Service Management	Targetted Communication, Training, AI Resistance and Perception Management, Identifying AI Champions, Measuring Business Impact, Manager Empowerment, Reward employees who embrace the change
Prepare & Pilot Week 3 & 4	User Identification	Identification of candidates for Copilot through telemetry data of M365 usage
	License Enablement	Deploying licenses to identified users
	Information Security	Provide guidelines & best practices to secure the environment & prevent leakages by putting guardrails & controls to ensure ethical AI & data security
	Bandwidth & Network Assessment	Do network assessment & provide recommendations on how to optimize the network for Copilot adoption
	Backend Capacity Check	Consult with engineering to prevent performance blockers
	Technical Support	Provide support through Unified to remove technical blockers throughout the engagement
Adopt & Operate Week 4 - 14	Personal Mapping	Identification of user groups, Common Usecase scenarios, enable effective usage
	Usecase discovery beyond 5 personas	Persona mapping beyond 5 personas
	Technology skilling	Channels of support for copilot users – self service, webinars, clinics, champions, white gloves, ESI

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TECHAMPION - Microsoft 365 Copilot

Indicative plan for 1k users



Phases & Timeline	Activity	Description
Enable & Expand Week 4 - 14	License Enablement	Deploying licenses to identified users
	Extensibility	Identification of extensibility opportunities
	Engineering Engagement	Involving Corp Engineering to identify Voice of Tech M
	Technical Support	Provide support through Unified to remove technical blockers throughout the engagement
Project Governance Week 1 - 16	Establish Cadences	Daily & Weekly Cadences to track progress Biweekly Executive Cadence to update status & seek inputs/guidance

Initiate Lead - Customer/Tech M Lead

Delivery Owner - Customer Delivery Mgr/Tech M Delivery Mgr

Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Week 7	Week 8	Week 9	Week 10	Week 11	Week 12	Week 13	Week 14	Week 15	Week 16
Vision & Value															
		Prepare & Pilot													
			Enable & Expand												
			Adopt & Operate												
														Close-out/ Hand-over	

TECHAMPION – Use Cases



Use Case <small>(Initial Estimated gains)</small>	Description
Data Analysis & Reporting (40% gain):	Co-pilot can analyze data from various sources like Excel sheets, emails, and reports. It can then generate charts, graphs, and insights, highlighting trends and patterns. This frees up analysts from manual data manipulation and allows for quicker, data-driven decision making.
Compliance & Risk Management (15% gain):	Train Co-pilot on your organization's compliance policies and regulations. It can then identify potential risks in emails, documents, and other communication channels. This helps organizations mitigate risks and ensure adherence to compliance standards.
Customer Service (25% gain):	Integrate Co-pilot with customer service tools to power intelligent chatbots. These chatbots can answer basic queries, personalize interactions, and route complex issues to human agents. This reduces wait times and improves overall customer satisfaction.
Sales & Marketing (35% gain)	Co-pilot can analyze customer data and market trends to forecast sales and personalize marketing campaigns. It can also automate tasks like generating reports and creating presentations. This empowers sales and marketing teams to focus on strategic initiatives and close more deals.
Document Creation & Editing (30% gain):	Leverage Co-pilot for tasks like generating outlines, suggesting content based on context, and summarizing existing documents. It can also translate documents between languages within Word or convert Word documents to PowerPoint presentations. This streamlines the writing process and reduces time spent on formatting and information gathering.
Email Management (20% gain):	Co-pilot can automatically summarize email threads, identify key points and action items, suggest drafts for replies, and even schedule follow-up meetings. This frees up time spent sifting through emails and allows for quicker, more focused responses.
Recruitment & Onboarding (20% gain):	Co-pilot can streamline the recruitment process by automating resume screening and suggesting interview questions. It can also assist with onboarding new hires by creating personalized training materials and scheduling meetings. This reduces time spent on administrative tasks and improves the overall employee experience.
Project Management (20% gain):	Co-pilot can analyze project documents, identify deadlines and dependencies, and suggest action items for team members. It can also integrate with project management tools to track progress and automate reporting. This improves communication and collaboration within project teams and ensures projects stay on track.
Other Function Use cases(HR, Finance, Payroll etc.)	Co-pilot can optimize and enhance the productivity for other business functions in their respective day to day tasks. It can also automate/ augment tasks like generating reports and creating presentations. These functions teams to focus on strategic initiatives and close more deals.

* Gains are based on internet data, and which may vary from customer to customer

TECHAMPION

Get in touch with us



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Learn more:
[Microsoft partnership \(techmahindra.Com\)](https://microsoftpartnership.techmahindra.Com)





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