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Discover how to realise value from Microsoft 365 Copilot

Dan Coleby

Director of Client Technology Value

Steve Goodman

Field Chief Technology Officer | Microsoft MVP

Discover how to realise value from Microsoft 365 Copilot

- What does your organization need to do to prepare?
- Why adoption and change management is essential
- Real-life use-cases & quick-wins for AI & Copilots

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Dan Coleby

Content+Cloud is now Advania UK

Content +Cloud advania

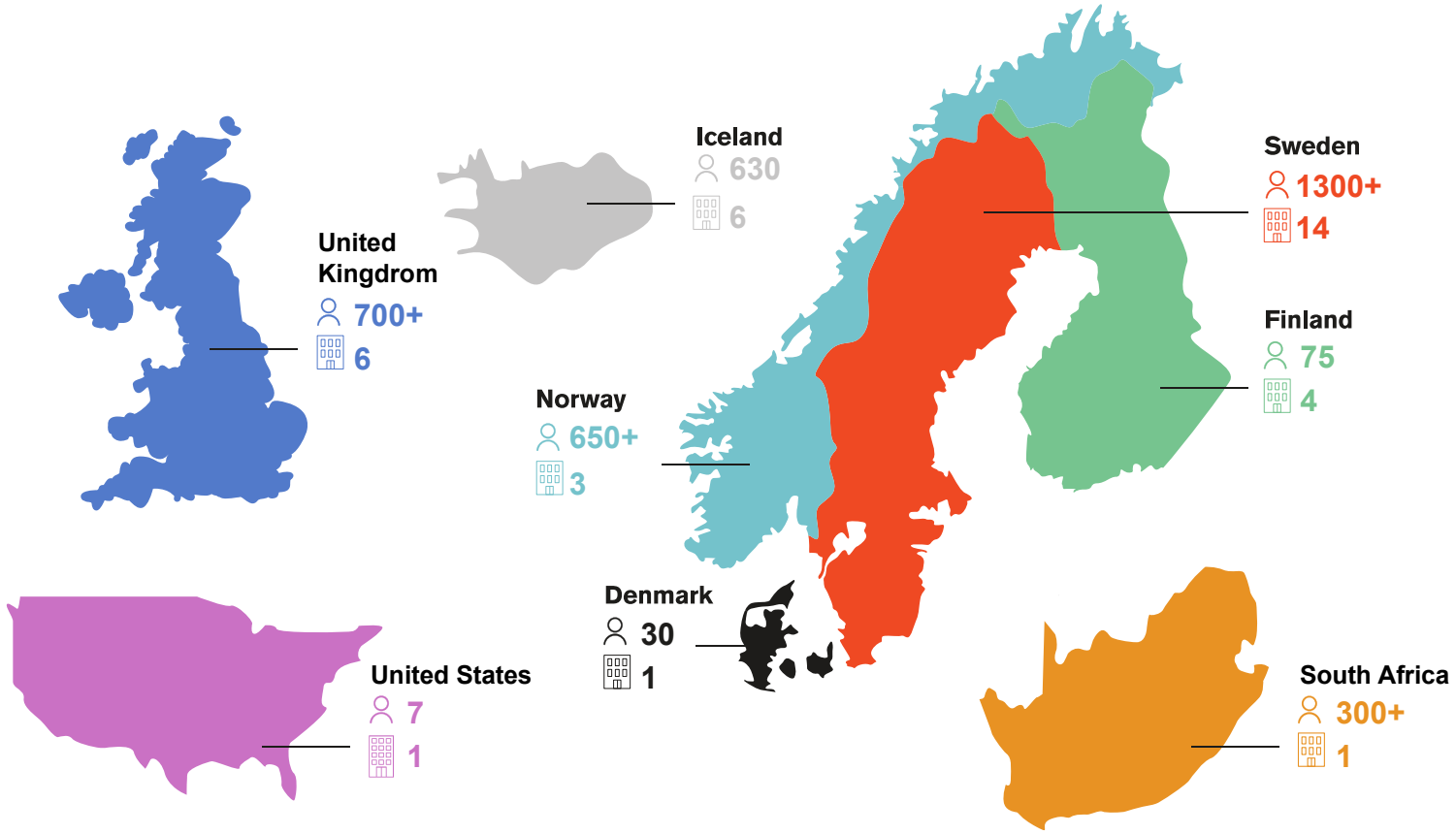
8 Countries

5,000+ Employees

Managed Services

Infrastructure and Integration

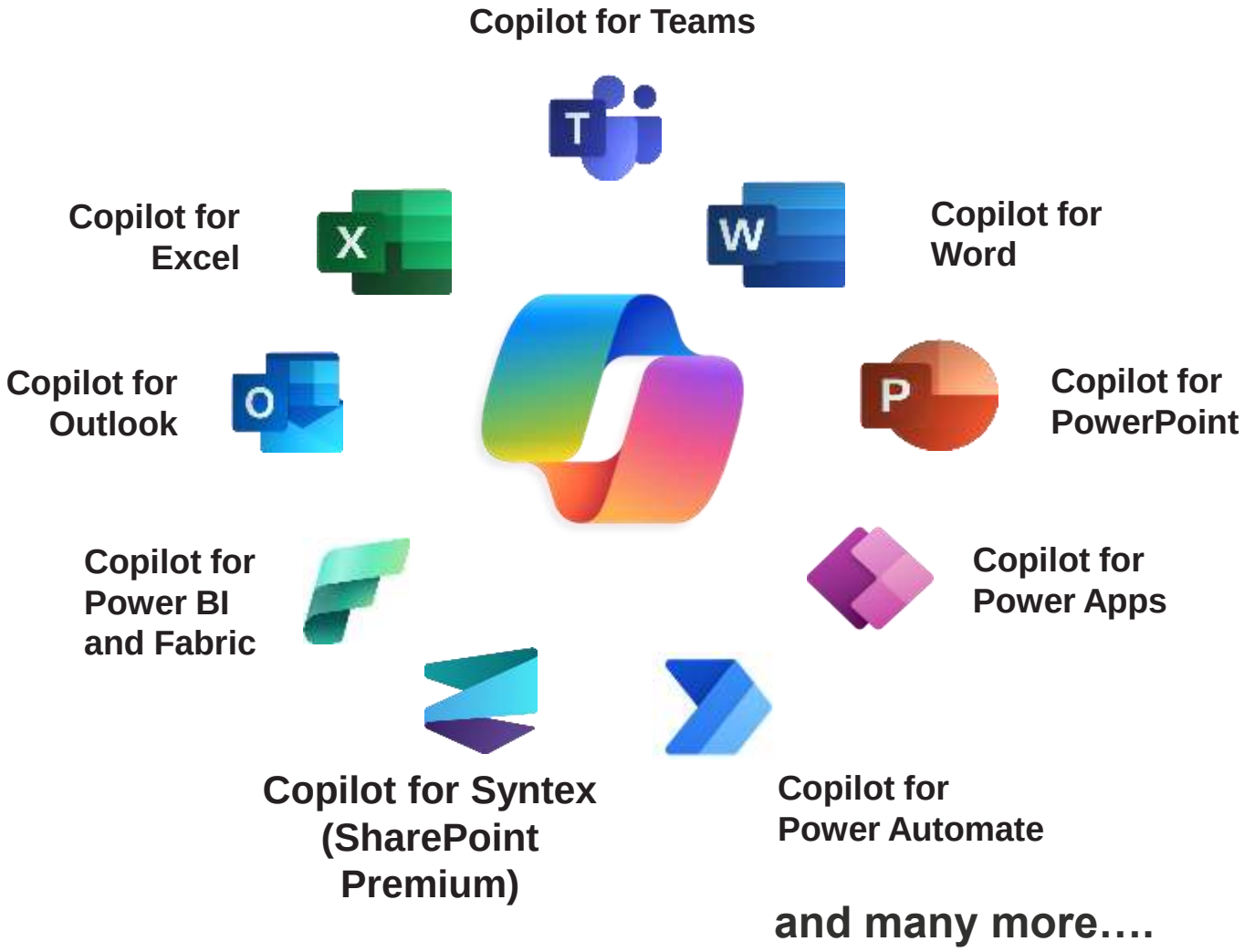
Professional Services



Focus areas within AI & Intelligent Automation

	Copilot for Microsoft 365	SharePoint Premium (Syntex)	Azure OpenAI and ChatGPT	Microsoft Power Platform
Focus	**Collaboration & productivity**	**Document and process automation**	**Any task with human language, connected to your data**	**Low-code apps and automation**
Examples	+ Draft documents and presentations + Summarise work, meetings, activities and projects + Analyse a spreadsheet + Accelerate solution building (e.g. code authoring)	+ Extract data from documents – invoices, reports, forms + Auto-create new documents + Automate processes	+ Customer support + AI enabled virtual agent + Creation and review of content (e.g. marketing) + Summarisation, extraction, explanation, rewording, brainstorming etc.	+ Data capture apps (e.g. client or field-facing) + Mobile apps + Client-facing portals

Copilots across your work



Ask Copilot:

+ Summarise my e-mails from last week
+ What happened with project X last week?
+ Collate all the info we have on topic Y and create a brief

Key Things You Must Do

- Identify the most valuable use-cases in your organization
- Build a solid business case for initial Microsoft 365 Copilot rollout
- Define a route to unlock unique value to the business through advanced usage
- Validate prerequisites required for Microsoft 365 Copilot including licensing, tenant configuration and application deployments
- Remove risks for over-sharing, inappropriate data re-use & missing data protection controls
- Promote good practices in place for Teams and SharePoint use and make it easy for people to do the right thing with their documents and data
- Encourage adoption: whilst it may be intuitive to use, if nobody uses it, no value will be delivered…

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What does your organization need to do to prepare?

In popular culture, AI usually is, or turns bad…

AI is a force for good in the right hands…

Getting Ready: Pre-reqs, Purpose & Data

Prerequisites

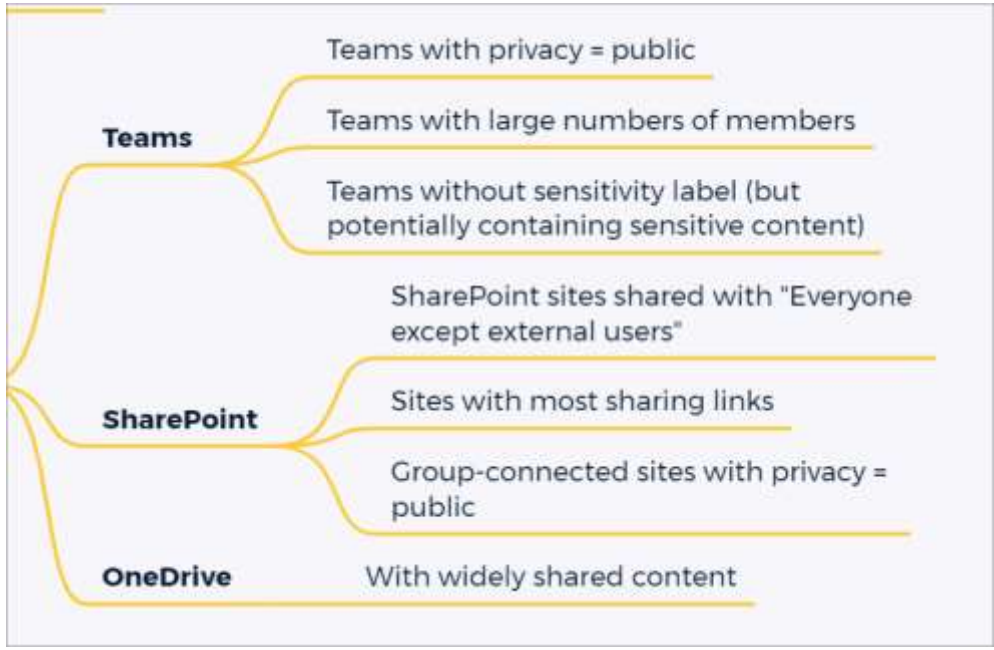
- Do you have the right licenses?
- Where is your documents and data?
- Do you have the right apps deployed?

Business case & Purpose

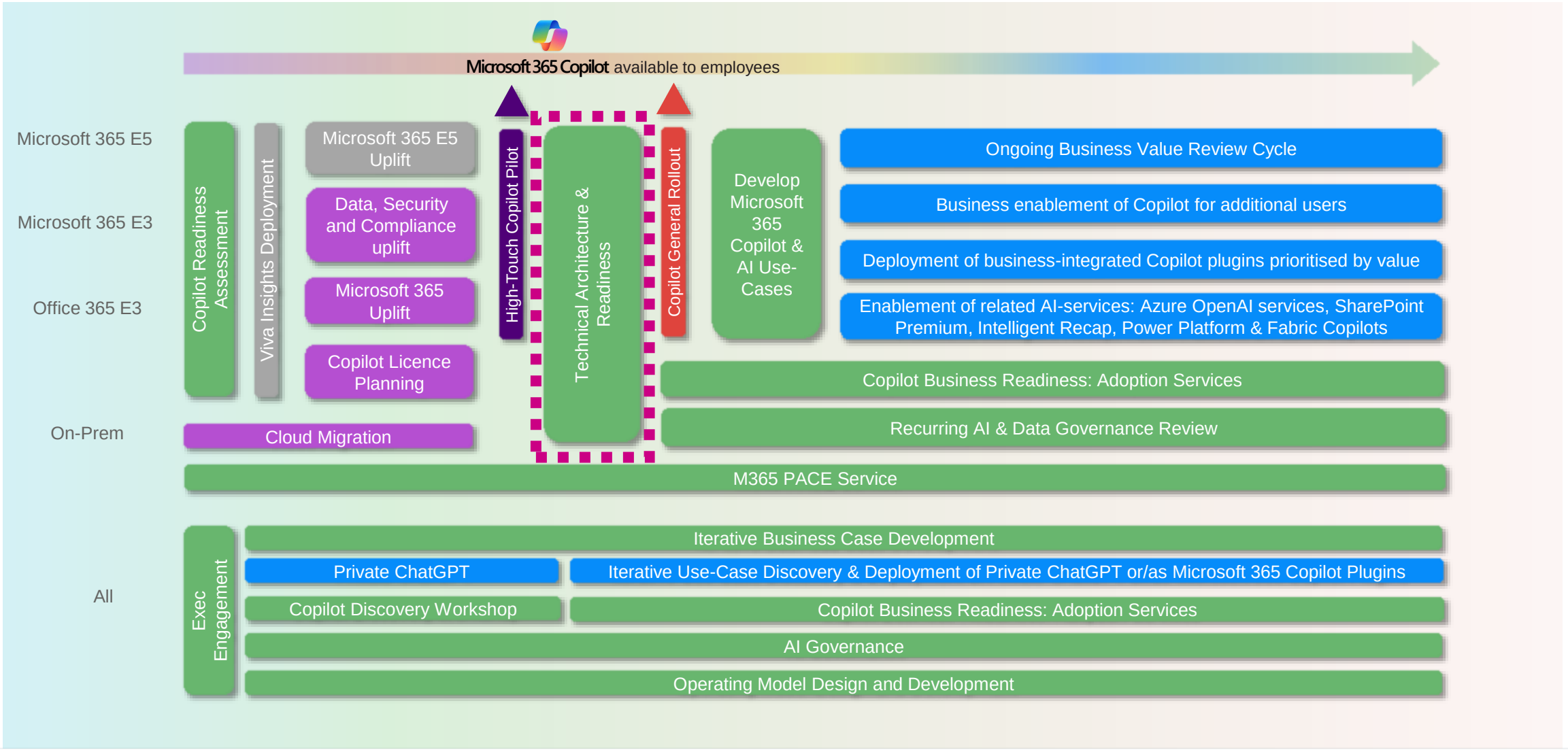
- What do you make the case on?
- How many users should you licence?

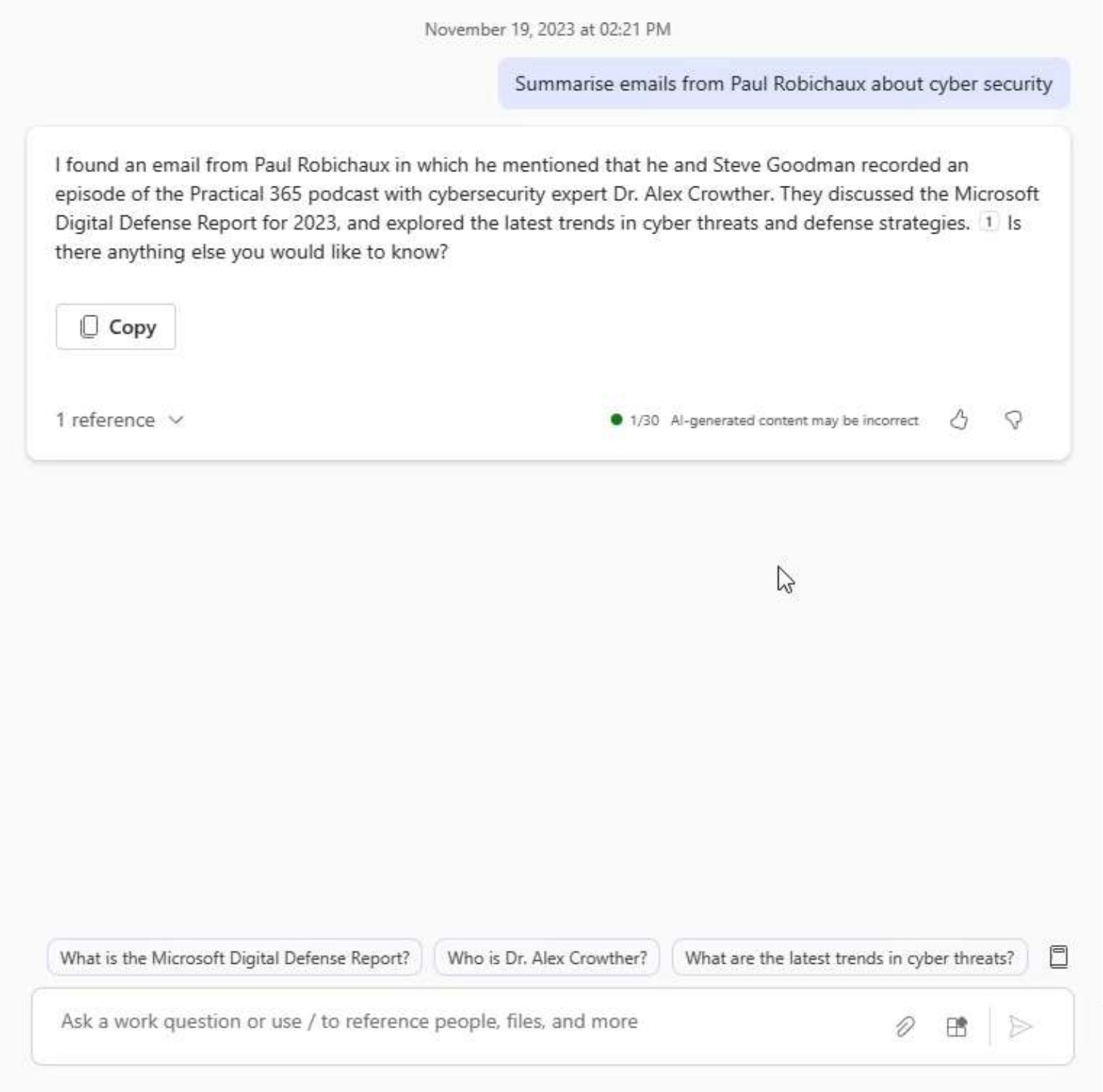
Data, Compliance and Information Security

- Where is your sensitive data?
- How is it managed and organized?
- What content do you have which is overshared?



Copilot Success Framework: Preparation, Adoption and Use



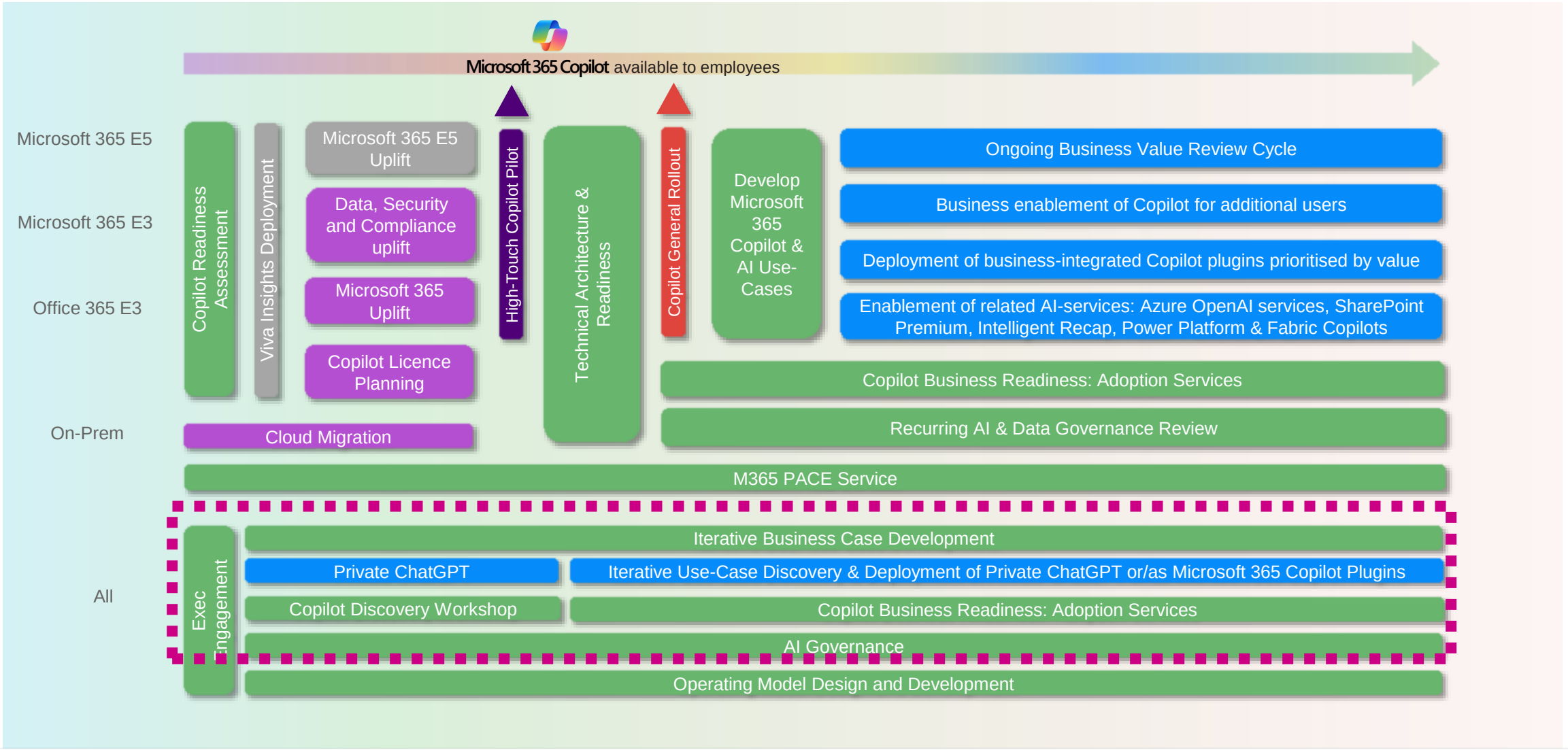


Real Life Example: Data Matters

- Information can be included in answers, and even used to prompt next questions.
- How relevant is older data?
- How will employees know the difference?
- Does your organization know its data?

Avoiding pitfalls with success & adoption

Copilot Success Framework: Preparation, Adoption and Use

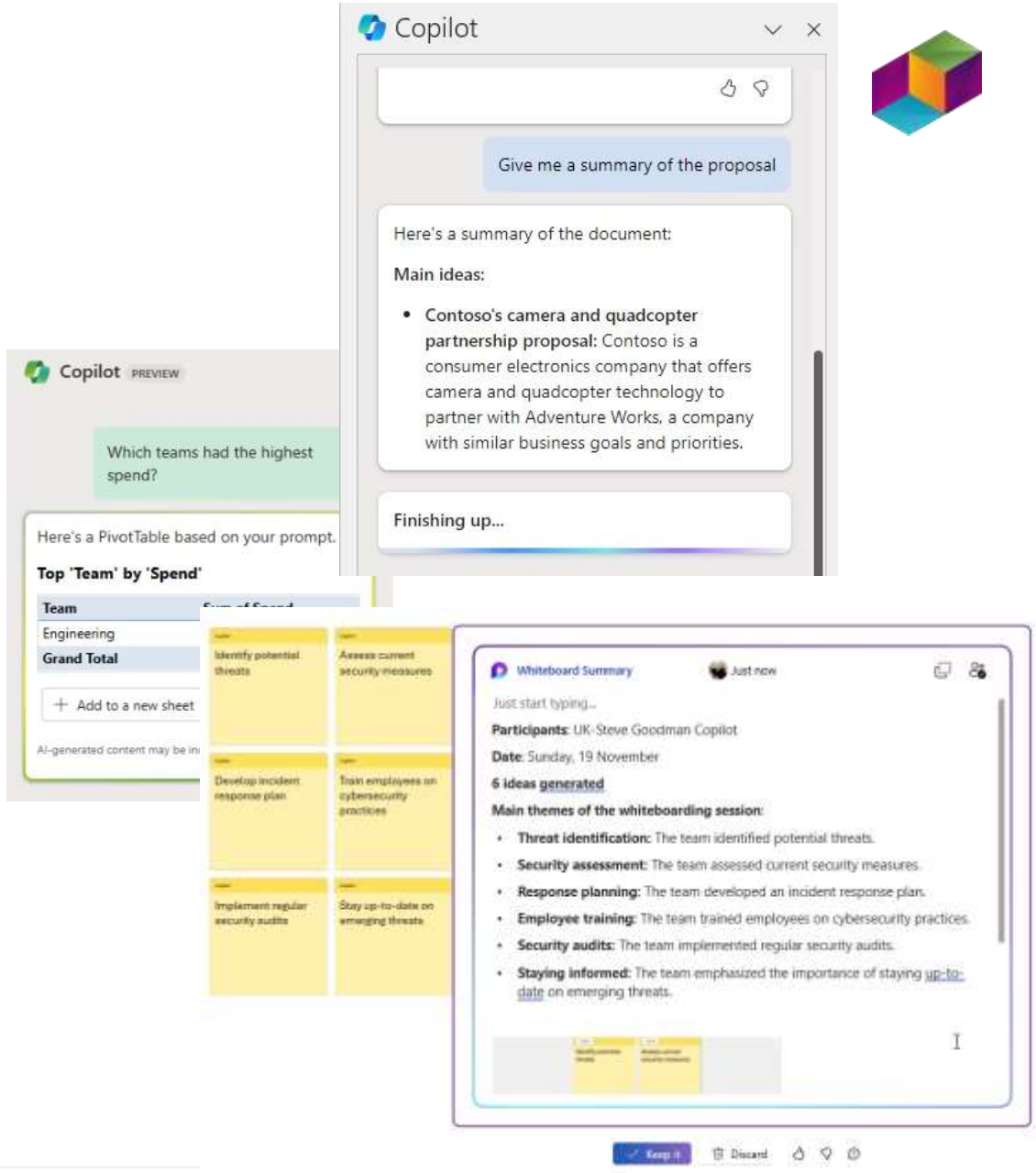


Copilot & AI adoption upends business change

- Execs have high hopes for AI
  - Technology-led, but business driven
- Common expectations:
  - Reducing in staff turnover or measured productivity improvements?
  - Limiting additional overheads as the business grows?
  - Solving *specific* challenges that have been out of reach prior?
- Enable the business
  - Understand current capabilities
  - Measure outcomes
- Apply selectively to problems

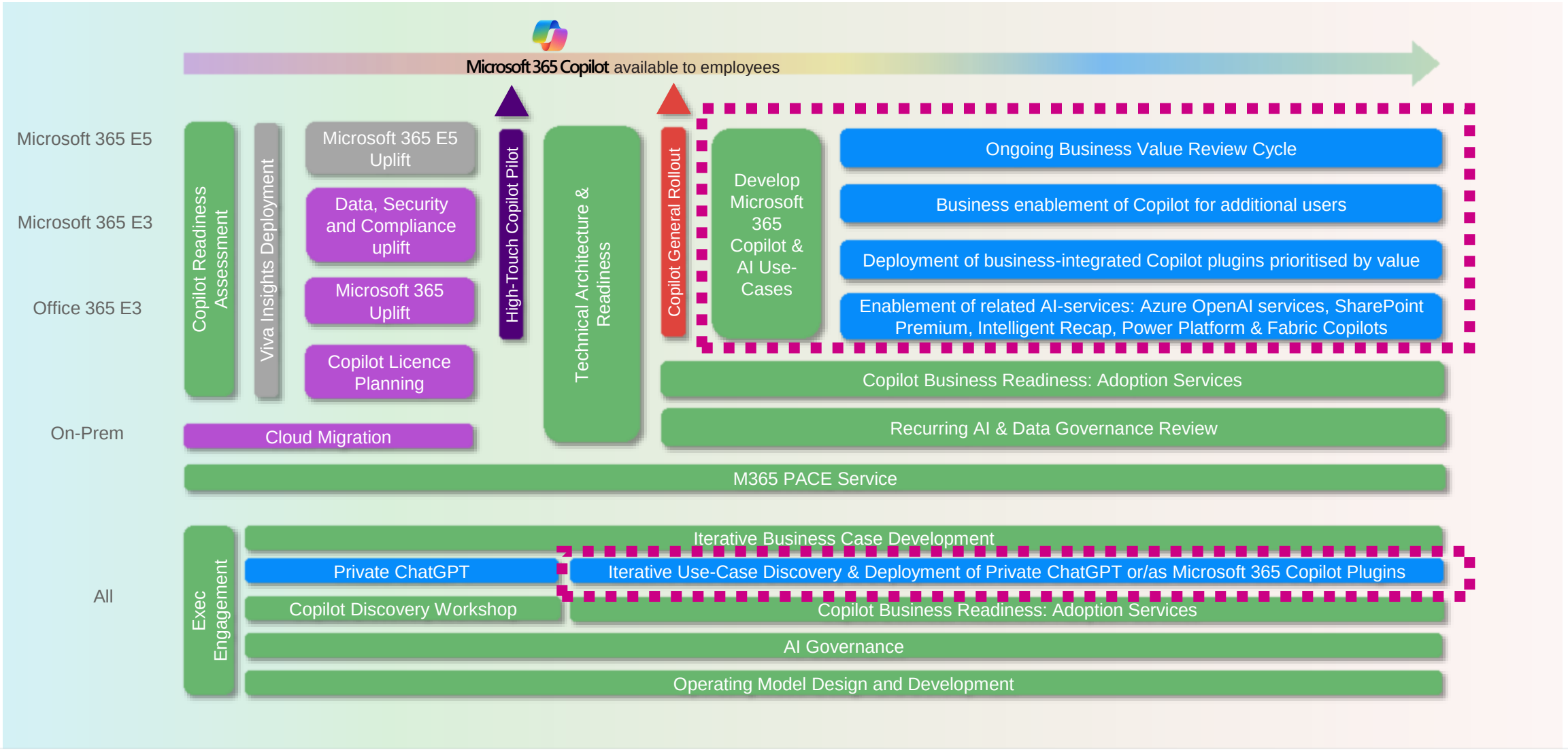
Pilot with your champions

- **Pick quick-wins**: Big problems won't be solved overnight with Copilot
- Key pilot users **understand their job well**
- **ROI is subjective**
  - Improving customer experience and quality
  - Support growth in work when market skills are scarce
- Set expectations: It's not magic, and it's not perfect
- Outside assistance is available – just released doesn't mean no experience

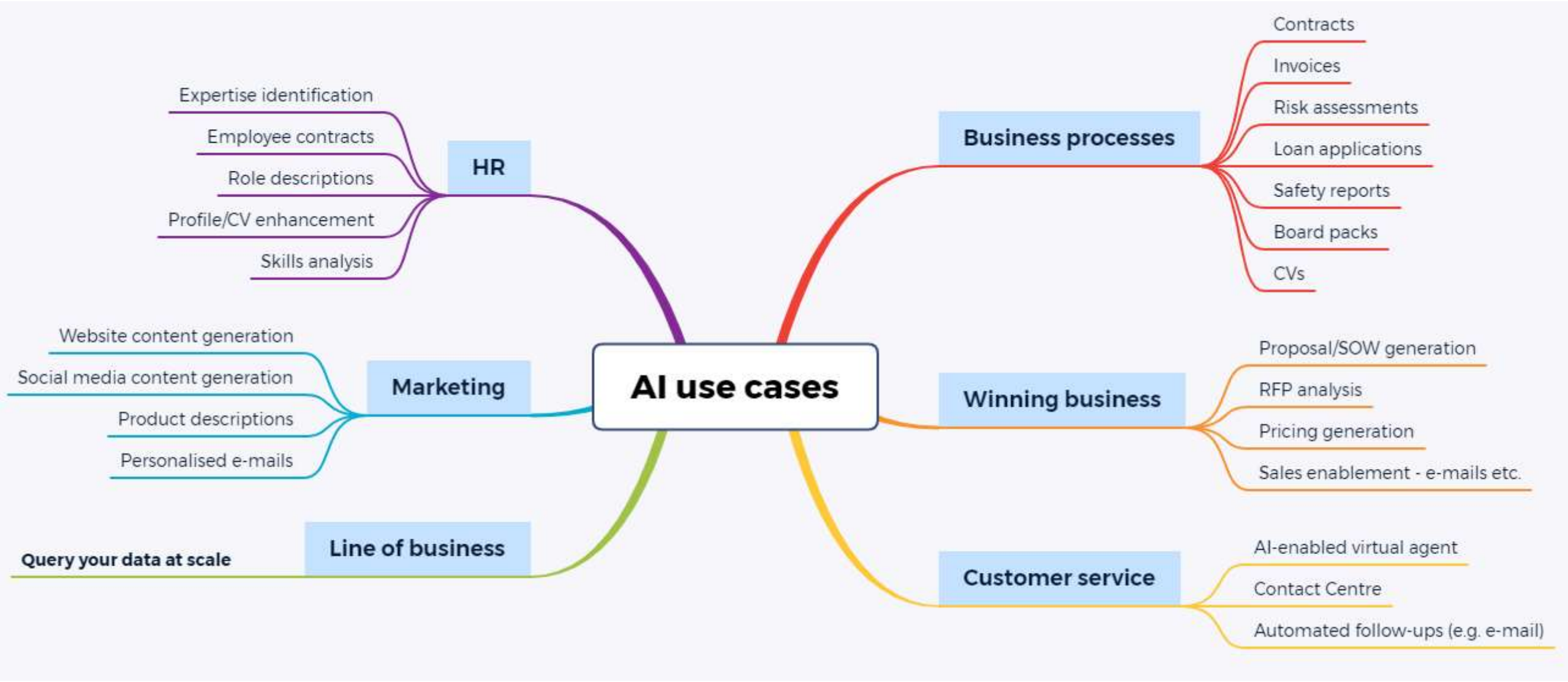


Real-life use-cases & quick-wins for AI & Copilots

Copilot Success Framework: Preparation, Adoption and Use



Quick Wins: Use Cases for AI & Copilots



Advanced Copilot Use Cases: Where the value is

Example:

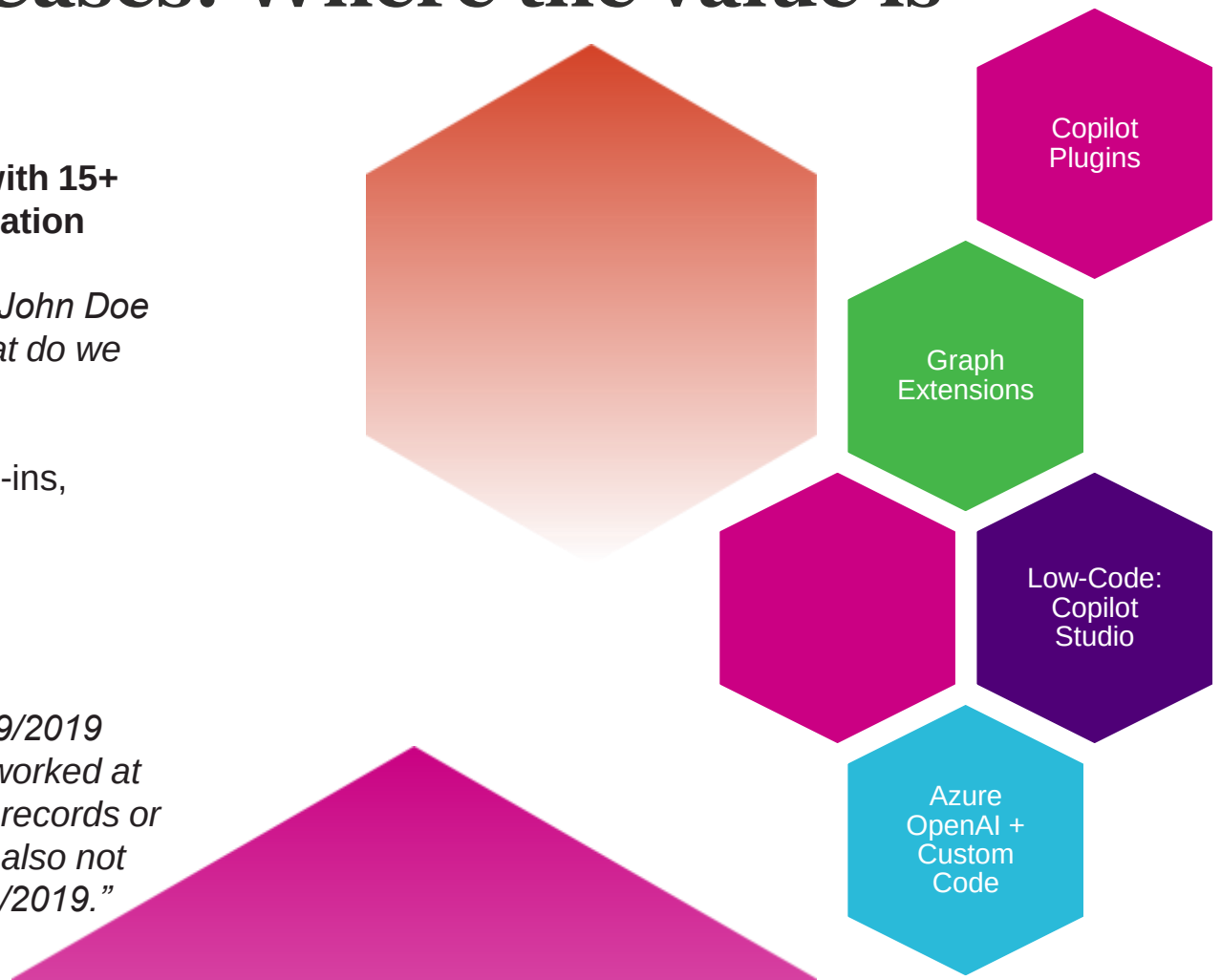
Copilot Plugin using Azure OpenAI & Search with 15+ data sources to simplify incident case investigation

Query - *"Is this claim for asbestos exposure from John Doe for period 02/2018-06/2019 likely to be valid? What do we know?"*

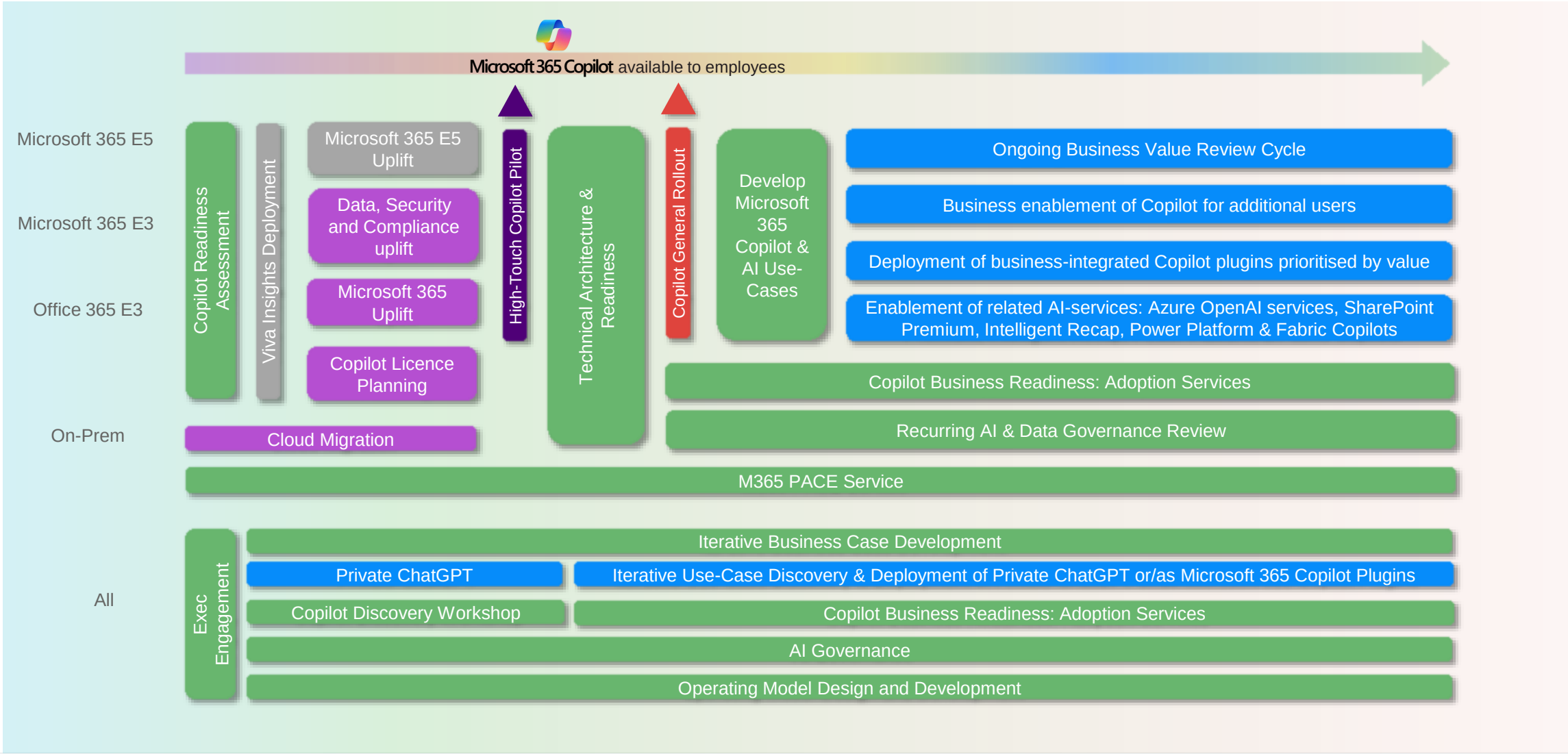
System – queries HR records, access card check-ins, incident records, site compaction reports etc.

Example response:

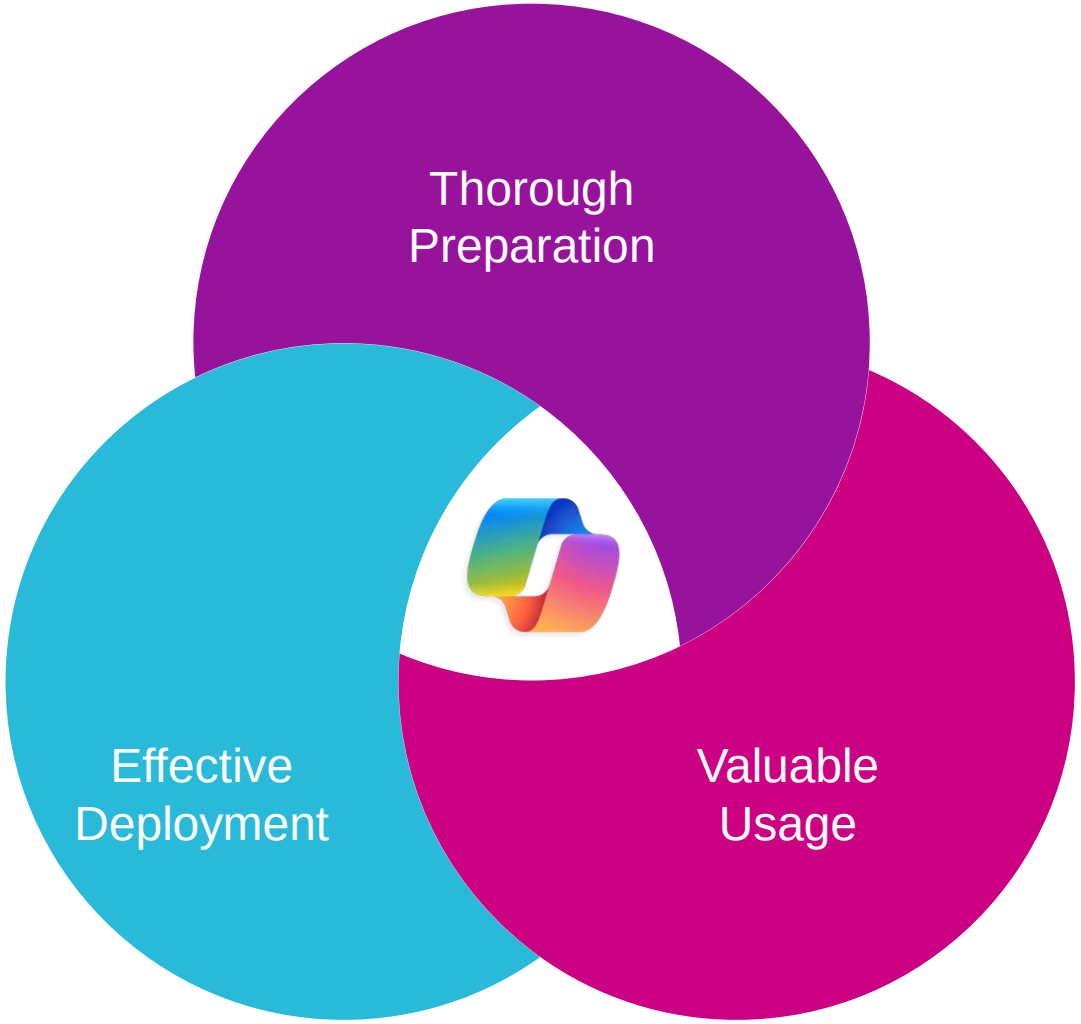
"John Doe contracted to us between 01/2017 to 09/2019 through Company X, but there is no evidence he worked at any of our sites with known asbestos. No incident records or medical treatment evidence was found. John was also not qualified to work with hazardous materials until 08/2019."



Copilot Success Framework: Preparation, Adoption and Use



Optimising Return on Investment



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Questions?

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- info.contentandcloud.com/m365-copilot-briefing

Steve Goodman

Dan Coleby

e hello@advania.co.uk **w** advania.co.uk **t** 0333 241 7689

Advania, One Old Jewry, London EC2R 8DN