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Make AI your partner

Express yourself within your business co

Activating Copilot...

Navigating the future of work with Microsoft 365 Copilot

How to onboard your new AI-powered work assistant

Imagine what you will do with Microsoft 365 Copilot

Have you ever wished you had an assistant who could help with everyday tasks like creating first drafts of documents, summarizing data or designing presentations? An assistant who could help find relevant files and draft emails in natural language? An assistant who could help you stay on top of tasks and free you to focus on the innovative side of your work?

With generative AI tools like Microsoft 365 Copilot, employing that digital assistant is now possible. But just as people need to adapt to an AI-first world with new ways of working, Copilot requires a new kind of adoption for enterprises to reap its full potential.

95% of workers are excited to increase the use of generative AI in their role.[1]

94% of organizations are increasing their digital investments to accelerate their AI journey.[1]

70% of people would delegate as much work as possible to AI to lessen their workloads.[2]

What is Microsoft 365 Copilot?

Microsoft 365 Copilot (Copilot) is an advanced generative AI tool built to enhance your experience with Microsoft 365 applications, including Word, Excel, PowerPoint, Outlook and Teams. Copilot uses large language models (LLMs) and data from Microsoft Graph, emails, meetings, chats and documents to help you manage your content and data across Microsoft 365 tools in real time. By seamlessly integrating AI features into your core workplace platforms, Copilot can streamline your workflow and help you hit your performance goals faster. Plus, it prioritizes enterprise-level security, privacy, compliance and responsible AI practices, ensuring all data processing stays within your Microsoft 365 environment.

A partner, not a tool

Copilot is designed to augment human capabilities, not replace them. Avanade research shows 79% of business and IT leaders anticipate generative AI tools like Microsoft 365 Copilot will impact up to 20 hours of work a week, freeing up more time for creativity and innovation. In fact, nearly a third (29%) of respondents said they are most excited about using generative AI in their role to inspire creative ideas and inspiration, followed by using the technology to limit errors and friction in repetitive tasks and data insights (19%) and taking more intelligent actions (17%). But like any assistant, your work output still requires professional judgement. That means you get an assistant that works with you, not for you.

A look at how Microsoft 365 Copilot can transform your work

Productive content
Create content from initial ideas, build presentations from documents, compare documents for changes, analyze data for talking points and generate notes for presentations.

Time management
Recap meetings, highlight scheduling conflicts and prioritize tasks and messages.

Effective meetings
Create meeting agendas, take accurate meeting notes, extract action items and share meeting summaries, allowing for more focused and engaged interactions.

Automated workflows
Perform complex or repetitive tasks with simple commands, integrate different applications and services and customize your own workflows.

Leveling the playing field
Learn new tips and tricks to work smarter and faster, overcoming challenges related to language, communication, neurodiversity and digital skills.

Mastering the new paradigm of technology adoption

Copilot isn't just a technological advancement – it's a whole new way of working. Embracing this tool means adopting a mindset of continual improvement, paving the way for the future of work and enabling users to unleash their full potential.

It's not enough to turn on Copilot; you must also truly understand the process of integrating generative AI advancements into your business operations. Your organization will need specific strategies, skills and techniques to unlock the full value of Copilot.

Ready your people and processes with skills like:

Data literacy
Employees will need to understand the sources, quality and limitations of the data Copilot uses to generate insights and recommendations. They will also need to know how to interpret and evaluate the results that Copilot produces and how to apply them to their specific context and goals.

Prompt engineering
Copilot's outputs are designed to be a starting point for generating new ideas and solutions, rather than a final deliverable. Employees will need to work with Copilot as a partner or assistant rather than a competitor or replacement. That requires clear and constructive communication to formulate meaningful and relevant questions or hypotheses.

Critical thinking
Employees will need to develop a critical mindset when assessing Copilot's outputs, and to challenge or validate them with their own experience. They will also need to look out for any potential biases, errors or gaps in Copilot's outputs and seek feedback and verification from other sources when necessary.

Management
With Copilot, every employee becomes a manager. Initially designed to automate routine tasks, the technology truly shines when entrusted with more complex responsibilities – ranging from research and analysis to creative tasks. Traits of a successful manager like effective delegation, clear communication and thoughtful analysis are the secrets to maximizing Copilot's capabilities. Senior leaders are already well-versed in these skills, but organizations will need to invest in cultivating these talents throughout the workforce to effectively adapt to the evolving AI landscape.

Copilot is designed to be a two-way dialogue, providing your people with the resources and support they need to achieve their goals. By enhancing their skills and capabilities, users can make smarter decisions and solve problems more confidently and effectively.

63% of leaders said that employees will need some new skills or a completely new set of skills.[1]

98% of leaders agree that support will be required to onboard/ train employees to use generative AI tools like Microsoft Copilot.[1]

50% of leaders agree the training effort will demand significant support.[1]

Begin your Copilot journey with confidence

Here are key considerations to set your organization up for success:

1. Platform integration

For organizations to exploit the benefits of Copilot in workplace technology, they need the right foundations in place: the right platforms, business processes, skillsets, people readiness and operating and governance model to support the effective use of generative AI. It's important to understand where you are on your Microsoft 365, Windows and Power Platform maturity journey and what steps are needed to safely harness the value of these next-generation AI capabilities.

2. Process optimization

Understanding what will drive value from your Copilot investment is key to understanding if this technology is right for your organization. A customized value framework can help you identify the best use cases, personas, extensibility options and value propositions for Copilot. Aligning this framework to your strategic goals will help you clearly articulate the value of Copilot for your organization.

3. Security readiness

Ensuring the safe and compliant use of Copilot isn't just about following rules – it's about establishing concrete measures to protect data access, user privacy and business confidentiality. Go beyond awareness and get security-ready by understanding the potential risks and threats that Copilot may pose and have a contingency plan to mitigate them.

4. People empowerment

Adoption and trust are critical for ensuring your organization fosters a mindset that AI-first is people-first. By establishing change interventions, change management and responsible AI trainings, you can help your people make the most from Copilot and start driving business value faster.

Unlock your true potential with a trusted partner

As an early adopter of Copilot, Avanade has been at the forefront of exploring the power of generative AI to enhance productivity, creativity and innovation for our clients and ourselves. We've learned the importance of being people-first to derive business value from generative AI technologies. That means understanding how to work effectively with Copilot, educating employees on new ways of working and fostering continuous learning.

With deep expertise in Microsoft technologies, workplace strategy, security, compliance and user adoption, we offer a comprehensive suite of services tailored for organizations seeking to harness the full potential of Copilot. This includes optimizing your Microsoft 365 environment for Copilot, ensuring security, compliance and performance requirements are met. We also help drive user adoption and engagement through robust change management, training and support services. And we help organizations extend Copilot's capabilities by integrating the platform with third-party systems and applications, thereby enhancing functionality and user experience.

In the rapidly evolving landscape of work, Microsoft 365 Copilot emerges as a transformative force, revolutionizing workplace dynamics. Avanade, with our extensive experience, expertise and innovative tools, is the trusted partner organizations need. By swiftly adopting Copilot and leveraging our services, businesses can stay competitive in both the job market and their respective industries. Our holistic approach ensures not only optimal business performance and security but also an enhanced employee experience and unlocked innovation potential, making the future of work brighter and more efficient for all.

1 Avanade. 2023. AI Readiness Report. Avanade surveyed 3,000+ business and IT professionals globally
2 Microsoft. 2023. Work Trend Index

Our suite of services

Workplace Readiness Assessment
Evaluating organizational readiness and delivering a governance framework for Copilot implementation

Value Framework
Identifying key business drivers for defining a value-driven business case

Information Management
Ensuring data security, privacy and compliance to enhance Copilot's functionality

Change Enablement
Helping people adopt generative AI in the workplace

Extensibility
Building and deploying custom extensions for Copilot

We also offer an **end-to-end transformation** service to lead businesses through the complete Copilot integration process.

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Do what matters

Imagine what you will do with AI

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