

# Microsoft 365 Copilot

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# The Microsoft Copilot Suite

## Dynamics 365 Copilot

Empower every line of business with AI-powered, interactive assistance

## Copilot in Power Platform

Build apps using natural language and no code

## Microsoft Sales Copilot

Spend more time selling and less time searching for customer data

## Microsoft 365 Copilot

Unleash creativity and unlock productivity for everyone

## Microsoft Security Copilot

Defend at machine speed with Microsoft Security Copilot

## Windows Copilot

The first centralized AI assistance on a platform

## GitHub Copilot

Write better code faster in dozens of languages



# The Microsoft Copilot Suite



## Microsoft 365 Copilot

Unleash creativity and unlock  
productivity for everyone

# The business gap



It could be argued that Copilot is more of a people change than a technical change.

**148%+**

Meeting times

Weekly meeting time has more than doubled for Teams users and is still rising

**40.6B**

Email

Increase in number of emails delivered in February 2021 vs. February 2020

**45%+**

Chats

Weekly Teams chats per-person are up 45% and still rising

**66%+**

Docs

Number of people working on Office documents is up 66% year over year

**64%**

Of people have struggled with finding time and energy to get their work done.

**3x**

Amount by which time spent in Microsoft Teams meetings and calls has increased per week since February 2020.

The Next Great Disruption Is Hybrid Work—Are We Ready? (microsoft.com)

**Sales**

Improve seller productivity by automating mundane task and assisting sellers in their customer journey.

**Marketing**

Help marketers generate audience segments and query customer data using natural language—no SQL knowledge required.

**Service**

Resolve customer issues faster by offering agents recommendations tailored for the customer and bots trained on trusted content.

**Supply chain**

Better predict and act on disruptions by to proactively flagging external issues for ops team, such as weather, financial, and geo-political news.

**Finance**

Increase collections rates, improve cash flow, and enable accounting and billing teams to send personalized letters using AI-tailored content.

**70%**

Share of people who would delegate as much as possible to AI to lessen their workloads.

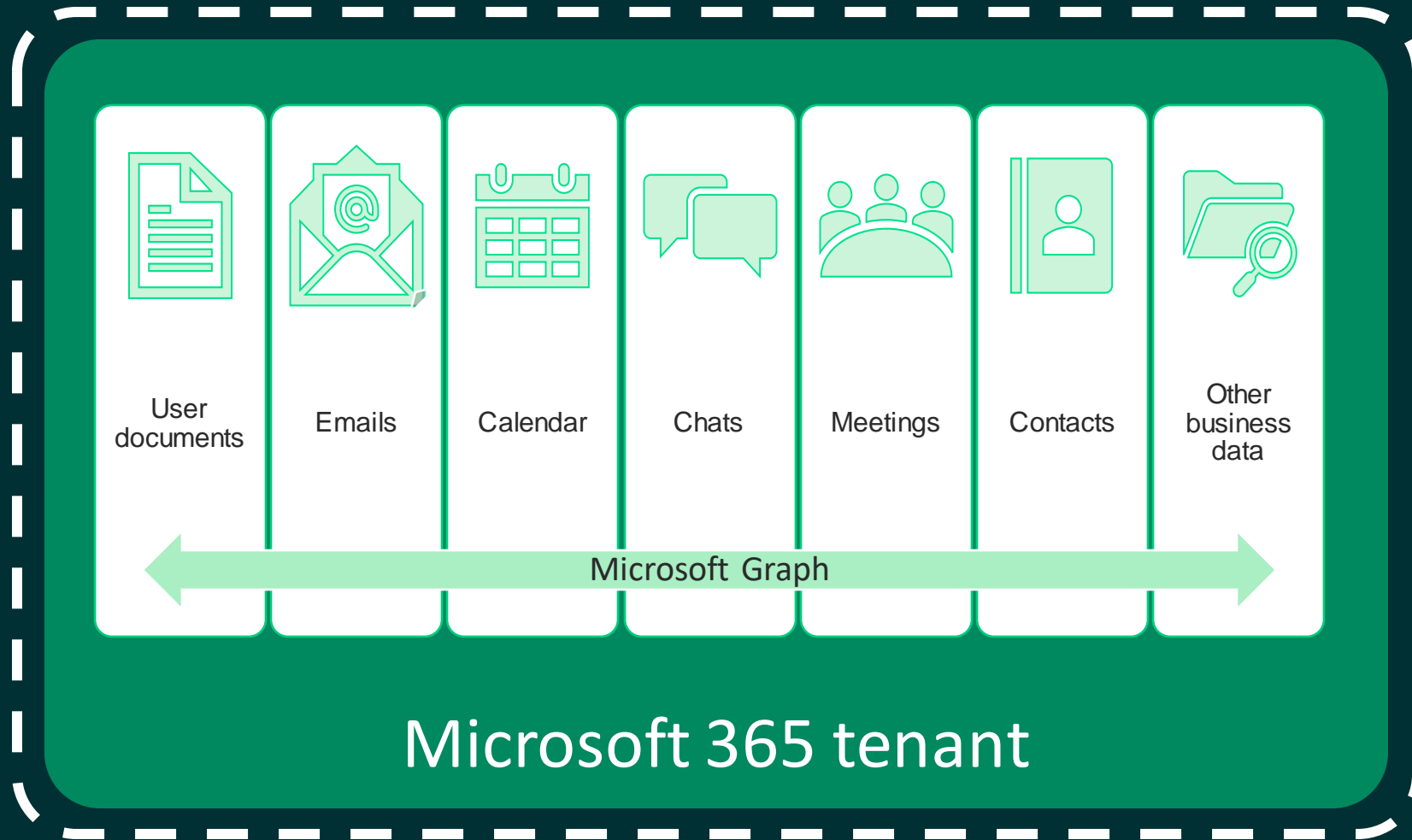
**2x**

Likelihood of a leader to say AI will provide value by boosting productivity vs. cutting headcount.

Microsoft Work Trend Index 2023



# What does Microsoft 365 Copilot have access to?



- Copilot doesn't search other tenants the user may have guest access to.
- It only accesses data the user has View access to.
- Just as with Microsoft 365 data, Copilot data does not leave the tenant.

# Data management



**Data Owners:** Responsible for the categorization, protection, usage, and quality of data sets.

**Data Custodians:** Manage the security and storage infrastructure of data sets according to an organization's data governance policies.

**Data Librarians:** Responsible for data content, context, and associated business rules.

# The Unisys Pilot Approach

**'Control 100'**

- Immediate access
- Limited access to training materials
- Post-pilot survey



**unisys**

**'Pilot 100'**

- Onboarding with OCM
- Post-pilot survey

**Milestone 1**

- 'Control 100' activations start

**Milestone 3**

- Remaining 300+ users activated in waves

**Milestone 2**

- All 'Control 100' and 'Pilot 100' users activated

**Milestone 4**

- Pilot concludes



# Control users: 'I wish I had more direction.'

✅ **Positive Experiences:** Users have found M365 Copilot to be a great tool that has improved their productivity.

💡 **Suggestions for Improvement:** Users suggest the addition of features like restricting response generation to specific SharePoint sites or document libraries.

👤 💻 **Technical Issues:** Users have encountered technical issues like network timeouts and inconsistencies in Excel and PowerPoint.

📖 **Access and Training:** Users express a desire for more training materials on the use of Copilot.

Feedback analysis provided by





# The Organisational Change Management (OCM) story

Resource Centre


Viva Engage Community


Email campaigns


Pulse surveys




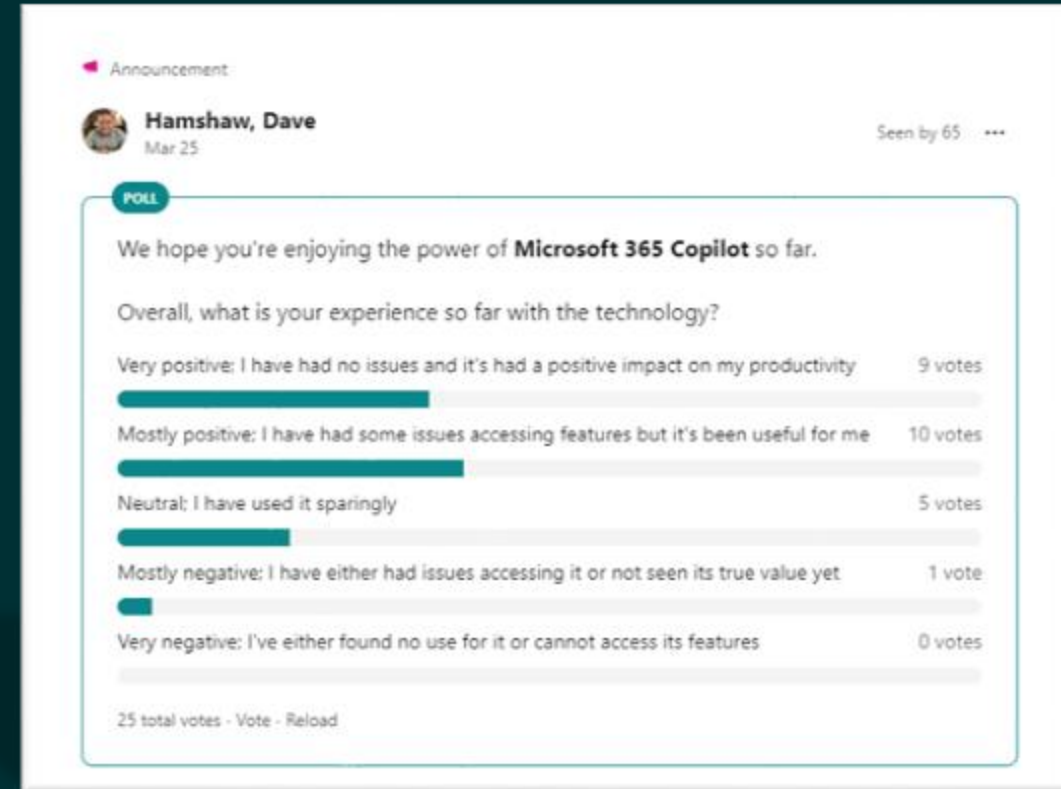
# Pilot users: 'Keep pushing us to try new things!!!'

 **Time and Usage:** Users need time to try different use cases and build the habit of using Copilot. They believe the benefits will grow over time.

 **Sharing and Collaboration:** Users find value in sharing useful prompts with each other and would like to see more of this behaviour encouraged.

 **Customization:** Some users expressed a desire to create their own copilots

 **Guidance and Resources:** Users would like more guidance on useful prompts, use cases, and guidelines for using Copilot in Excel/PowerPoint.

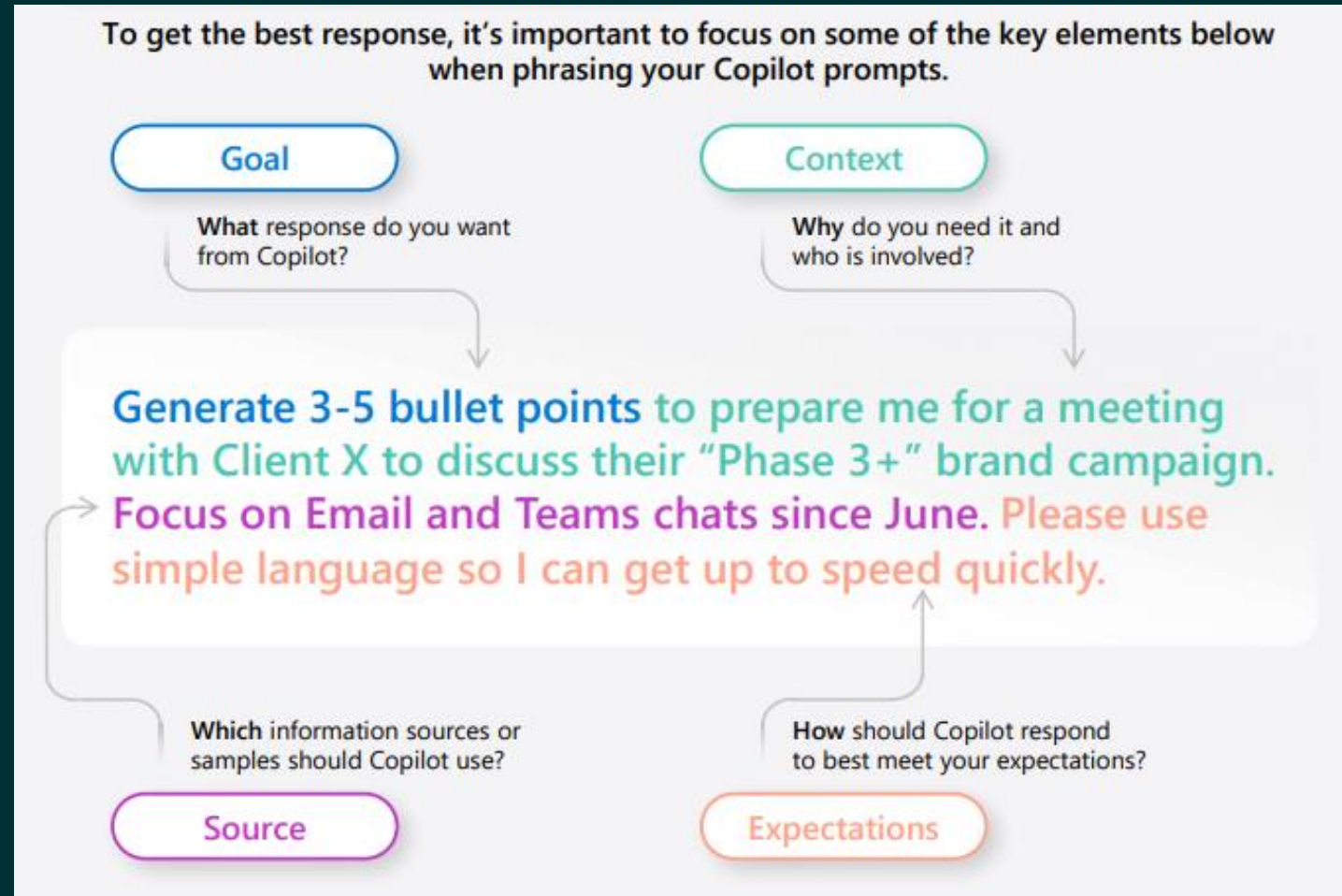


Feedback analysis provided by



# Prompt Engineering

Asking the RIGHT question provides the most VALUABLE answer




# M365 Copilot vs. Teams Premium

Could a Teams Premium license deliver positive productivity gains rather than the full M365 Copilot license?

## Better Together: Copilot for Microsoft 365 and Microsoft Teams Premium

		 <b>Microsoft Teams Premium</b> \$7/User/Month	 <b>Copilot for Microsoft 365</b> \$30/User/Month
<b>Advanced collaboration capabilities in Microsoft Teams</b>	Advanced meeting protection like custom watermarks, end-to-end encryption, and auto-background blur	✓	
	Advanced Collaboration Tools with priority account chat controls and advanced collaboration analytics	✓	
	Meetings that are branded to you and your organization's style	✓	
	Meeting templates, pre-configured by IT	✓	
	Advanced Virtual Appointment capabilities with SMS reminders, web join, scheduling	✓	
	Advanced webinars with registration, custom communication, and Green room	✓	
	Real-time translation of meeting captions and transcripts	✓	
	Intelligent recap to quickly catch-up on the most relevant information from meetings	✓	✓
	Copilot in Teams to ask questions to resolve topics, catch up during meetings, organize points		✓
	<b>Advanced AI in Microsoft 365 apps (beyond Teams)</b>	Microsoft Copilot UX	
AI-powered web grounding			✓
Microsoft 365 Graph grounding (content and context)			✓
Microsoft Copilot – Solve complex work tasks in one place..			✓
Copilot Studio - Customized Copilot workflows experience using your business's data, logic, and actions			✓
Copilot in the core Microsoft apps			✓
Copilot in Word – Transform writing with efficiency and creativity			✓
Copilot in PowerPoint – Turn your inspiration into stunning presentations			✓
Copilot in Excel – Analyze, comprehend and visualize your data with ease			✓
Copilot in Outlook – Stay on top of your inbox, manage meeting follow-up, and create impactful communication			✓
Copilot in Loop – Unlock the power of shared thinking.		✓	
Copilot in OneNote – Revolutionize the way you plan, and organize		✓	

 = AI features

All licenses include Commercial Data Protection and Microsoft 365 Security, Privacy, and Compliance.



# Lessons learned



## Data

- A restrictive retention policy can potentially restrict Copilot effectiveness
- Data management is work in progress



## Technology

- Ensure all users are on the Monthly update channel
- Feature parity between Windows and MacOS



## People

- Provide multiple training methods, people learn in different ways
- Drive qualitative feedback through senior stakeholders



# Pilot outcomes

- Case study
- Share experiences
- Support and guide our clients



12 MIN READ

## 5 data-driven strategies for OCM: A Microsoft Teams migration success story

August 17, 2023 / Kristine Krueger | Weston Morris | Dave Hamshaw

Unisys / Blog Post / 5 data-driven strategies for OCM: A...

### Short on time? Read the key takeaways:

- Microsoft is at the forefront of AI integration in the workplace with Microsoft 365 Copilot. This innovation excels in secure, data-driven interactions and accelerates AI-infused productivity within Microsoft's suite of apps.
- With a stringent focus on data privacy, unlike other AI chat solutions, Copilot ensures no retention of chat data, thereby adding an extra layer of trust for businesses concerned with data leaks.
- Microsoft 365 Copilot isn't just another digital assistant. It elevates the user experience by effortlessly blending into Microsoft's existing software landscape. It not only performs tasks but also helps users acquire new skills, serving as a catalyst for both individual and organizational efficiency.

The blog post provides a blueprint for businesses considering AI adoption. It outlines key questions on utility, data security, user access and other critical considerations to guide decision-makers in choosing the right service.

### Suggested content



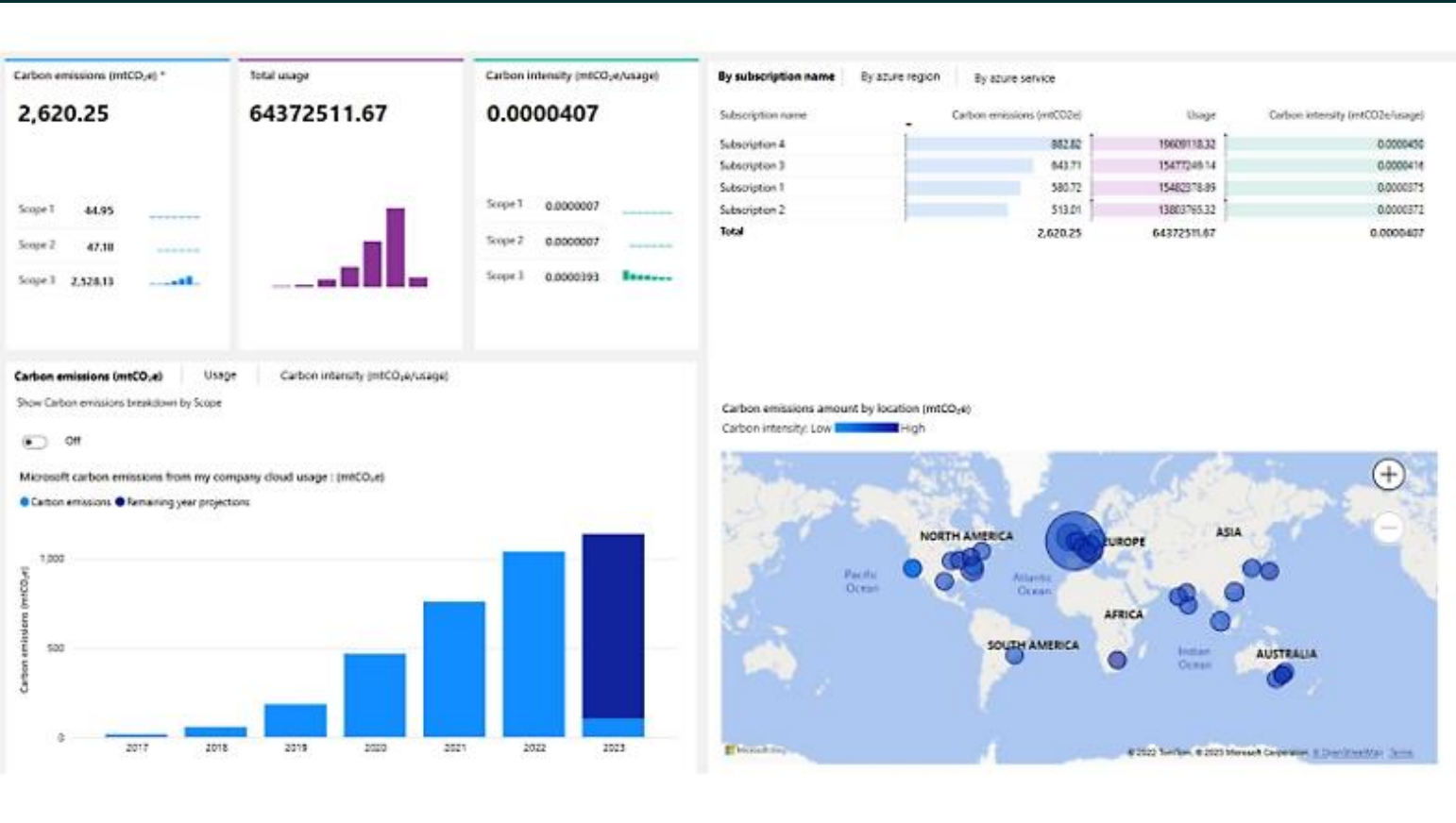
Microsoft Teams vs. Cisco Webex Teams

Read more →



# Emissions Impact Dashboard for Microsoft 365

What impact is your data having on the environment?



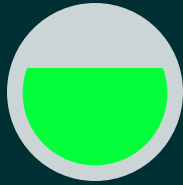
# Harnessing Business Benefits for Optimal Outcomes



## Business Case

Is M365 Copilot right for our company?

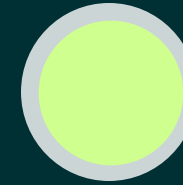
- Understand roles
- Understand costs
- Capture potential use cases
- Evaluate TCO



## Readiness

Is our company ready for M365 Copilot?

- Data
- People
- Enablement plan
- Readiness report



## Enablement

Enable users and start with M365 Copilot

- Validate readiness
- Train users
- Assign licenses
- Report on productivity gains



# Thank you



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