

WM REPLY

M365 COPILOT IMPLEMENTATION & ADOPTION

PLENUM KI-REIHE // KI IN DER BUSINESS-WELT

VOM HYPE IN DIE PRAXIS

Questions To Ask Before You Start

Ask and answer f**ive simple questions** for a **successful** implementation and adoption

Why Copilot?

Review the economic and financial impact that implementing Copilot can have in your industry and roles.

Am I ready to do it?

Is my infrastructure ready and in place to adopt Copilot for Microsoft 365?

What do I have to do?

Step-by-step guide to adopt Copilot.

How do I empower the end users?

Show my employees how to unlock their full potential.
Help them be motivated to take full advantage of the technology.

How do I measure?

How do I keep tracking of the impact of the implementation process and get full advantages of this deployment.

Why Copilot?



Leverage your platform strategy by adding the power of LLMs

Summarize

Quick summarization of extensive documents saves significant time, enhancing overall productivity.

Generate

Automated generation of diverse content, from reports to innovative ideas, tailored to specific needs.

Research

Comprehensive insights and access to vast, up-to-date information from various sources for thorough research.

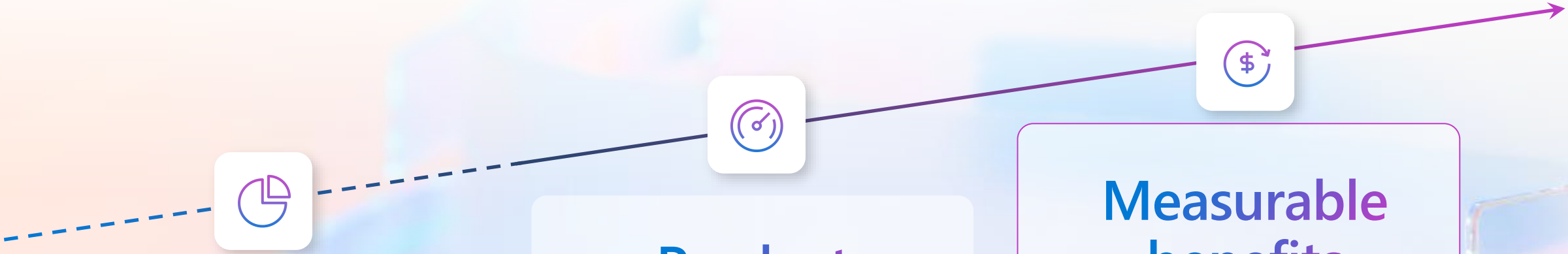
Assess

Improved content quality and risk assessment through automated evaluations and analyses.

Platform Strategy

Secure & strengthen your investments of your platform strategy by prioritizing its services.

Elevating from functional to financial value



Functional

Statements about the product, such as what it can do, and its price point, are often the basis of an information request, but they don't help us to link to the business problems being addressed.

Product advantages

These begin to identify and link how functional areas will impact a person or process, such as go faster, make things easier, etc.

Measurable benefits

These describe what a product can provide or deliver in measurable business terms—reducing cost, reducing risk or enabling growth. They are the essence of an effective value story.

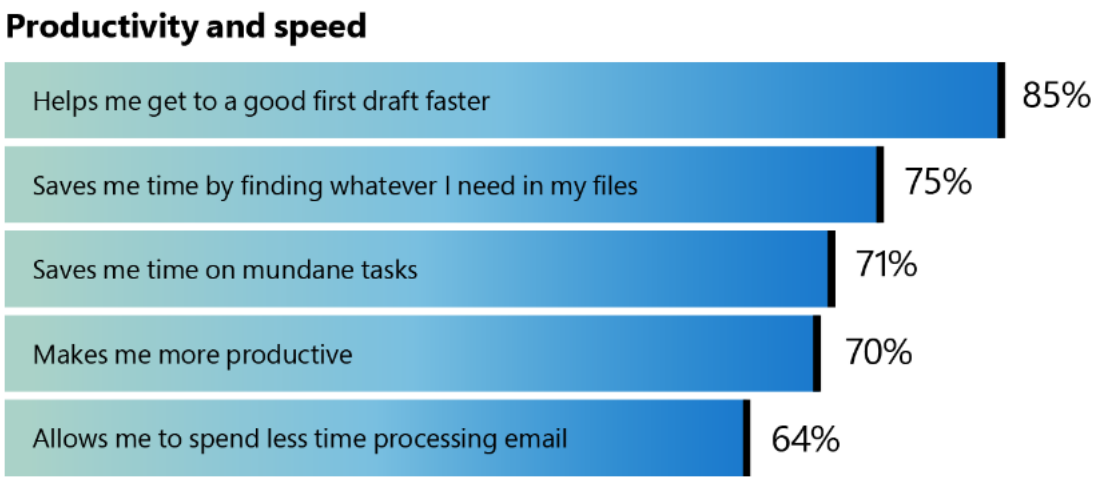
They need to link what is important to the individual, department or organization, to the project or functional scope, in meaningful terms.

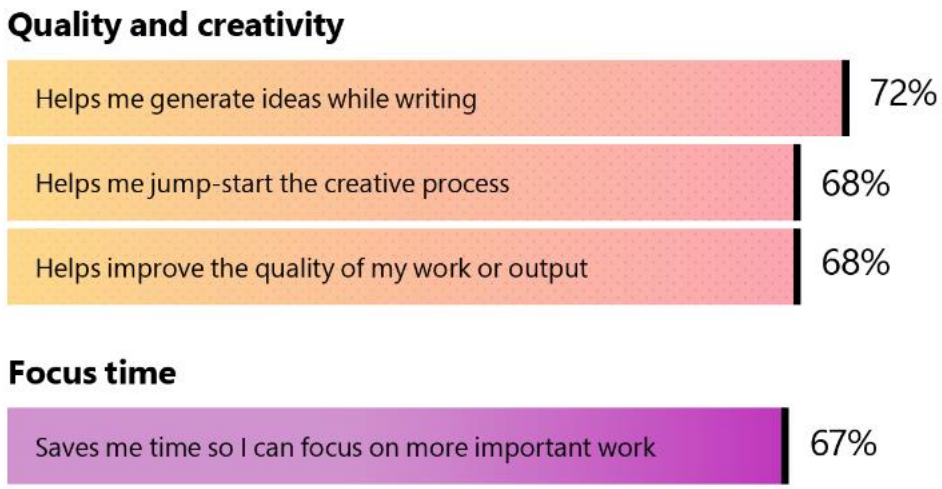
First look at the M365 Copilot impact on productivity, creativity, and time

14 mins daily
Productivity Gains on average

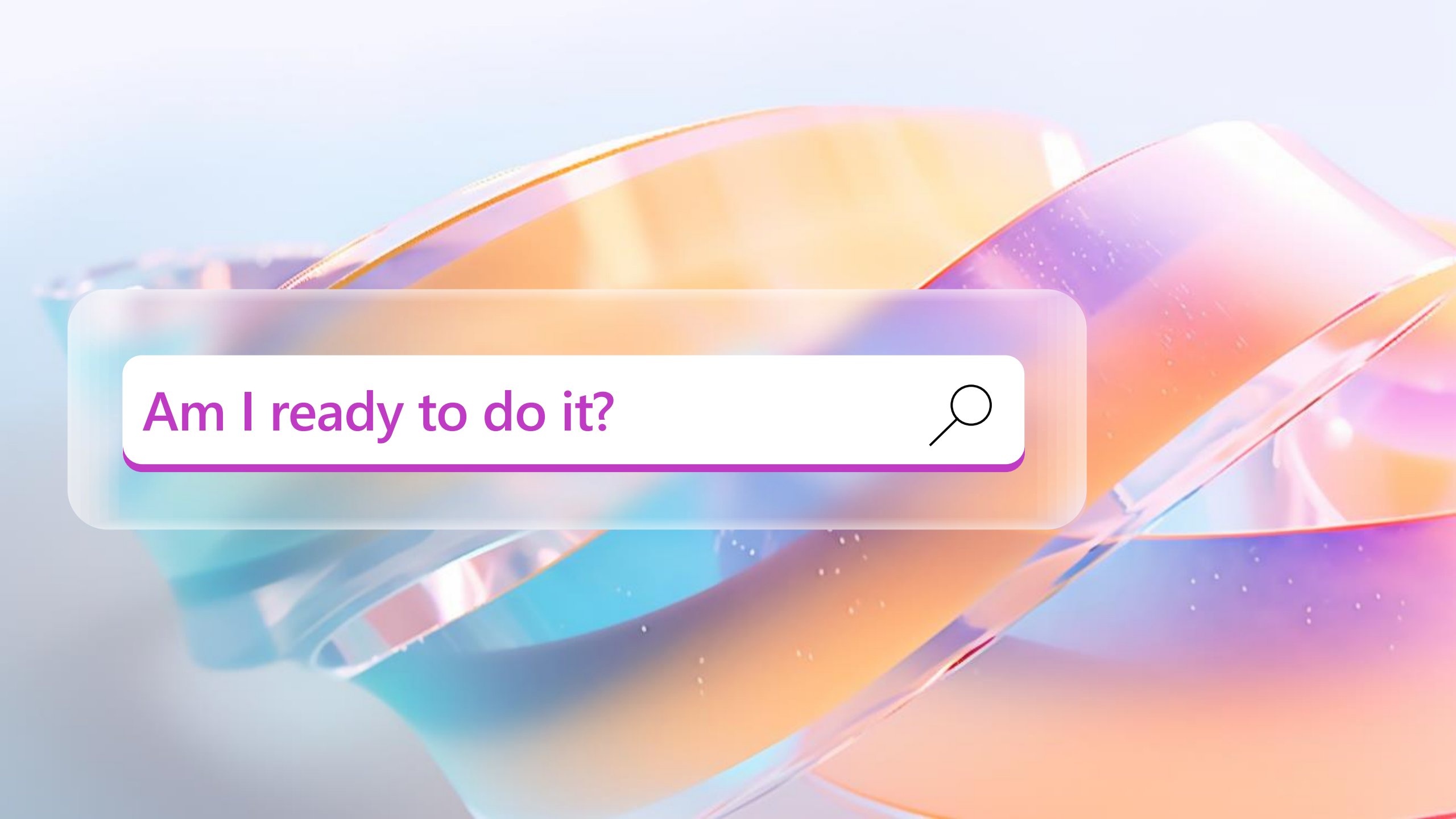
4x faster
On missed meeting catch up

68%
said Copilot helped them jump-start the creative process





Source: What Can Copilot's Earliest Users Teach Us About Generative AI at Work? (microsoft.com), 297 EAP users surveyed


Am I ready to do it?



Standardize onto Microsoft 365

An AI-ready, cloud ecosystem, provides scalable infrastructure, that can easily be provisioned and de-provisioned as required.

Enrich your Microsoft 365 Copilot experience, by getting your data into the Microsoft 365 Cloud.

- Migrate on-premises servers and files to the cloud.
- Stay current in Microsoft 365, with always-up-to-date versions, of the desktop and web apps, that SMBs rely on, every day—plus cloud storage with OneDrive and SharePoint, which allows users to access and share files.
- Control which devices and users can access your work data, with options to block users from logging in from home computers, un-approved apps, or out of work hours.

What does it take to be ready for Microsoft 365 Copilot?

Enterprise customers: Microsoft 365 E3 or E5 SMB: Microsoft 365 Business Premium or Business Standard.

Some features (file restore, management, etc.), require a OneDrive account.

Word, Excel, and PowerPoint: first available in web versions and later in Desktop (current channel).

Teams: users need to be using Teams desktop client or the web app. Both the current and new versions of Teams are supported. Meeting Transcriptions enabled.

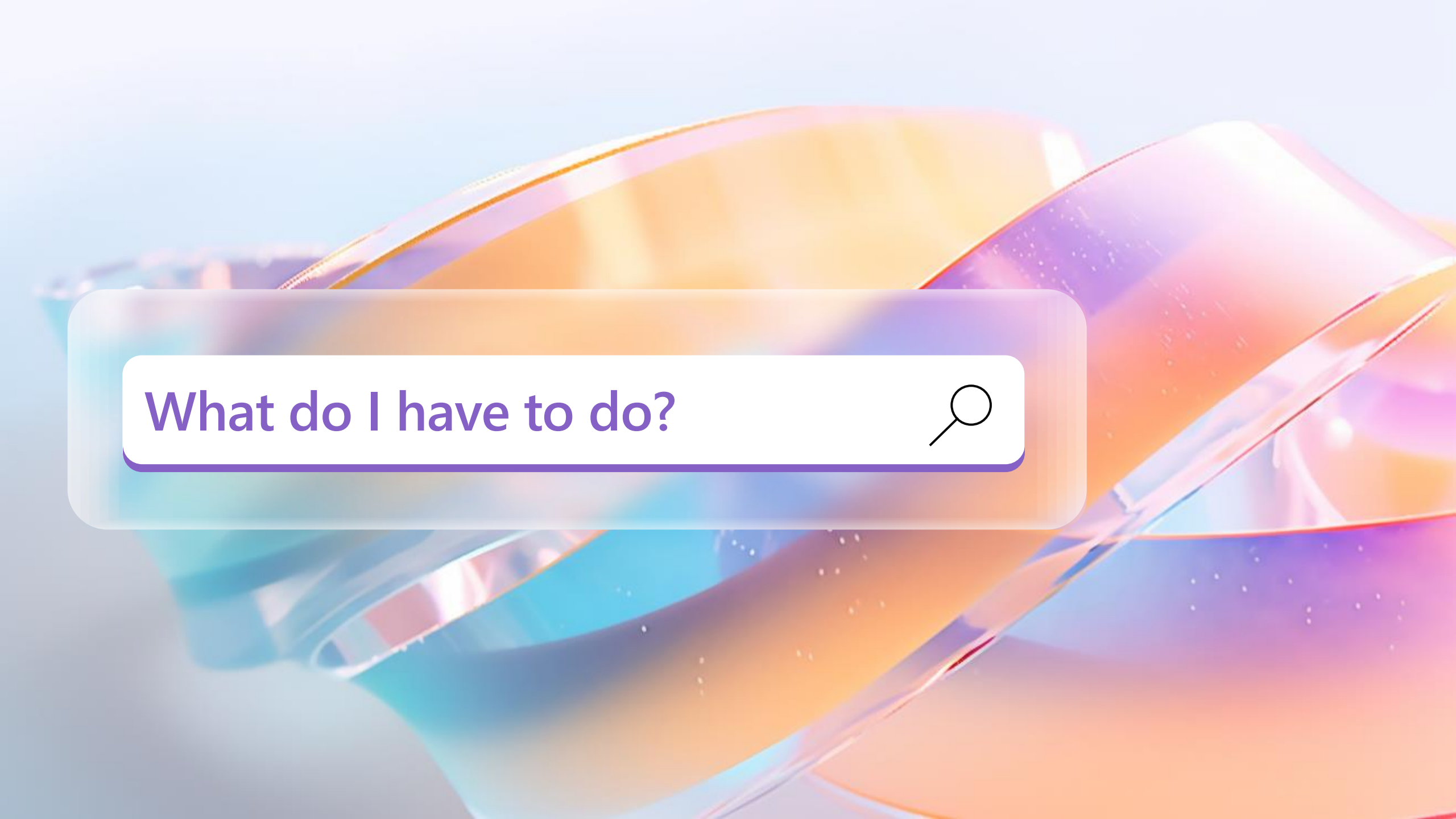
Cross-app experience depends on indexed data. Tenants with the richest data get the best results.

Microsoft Entra ID.

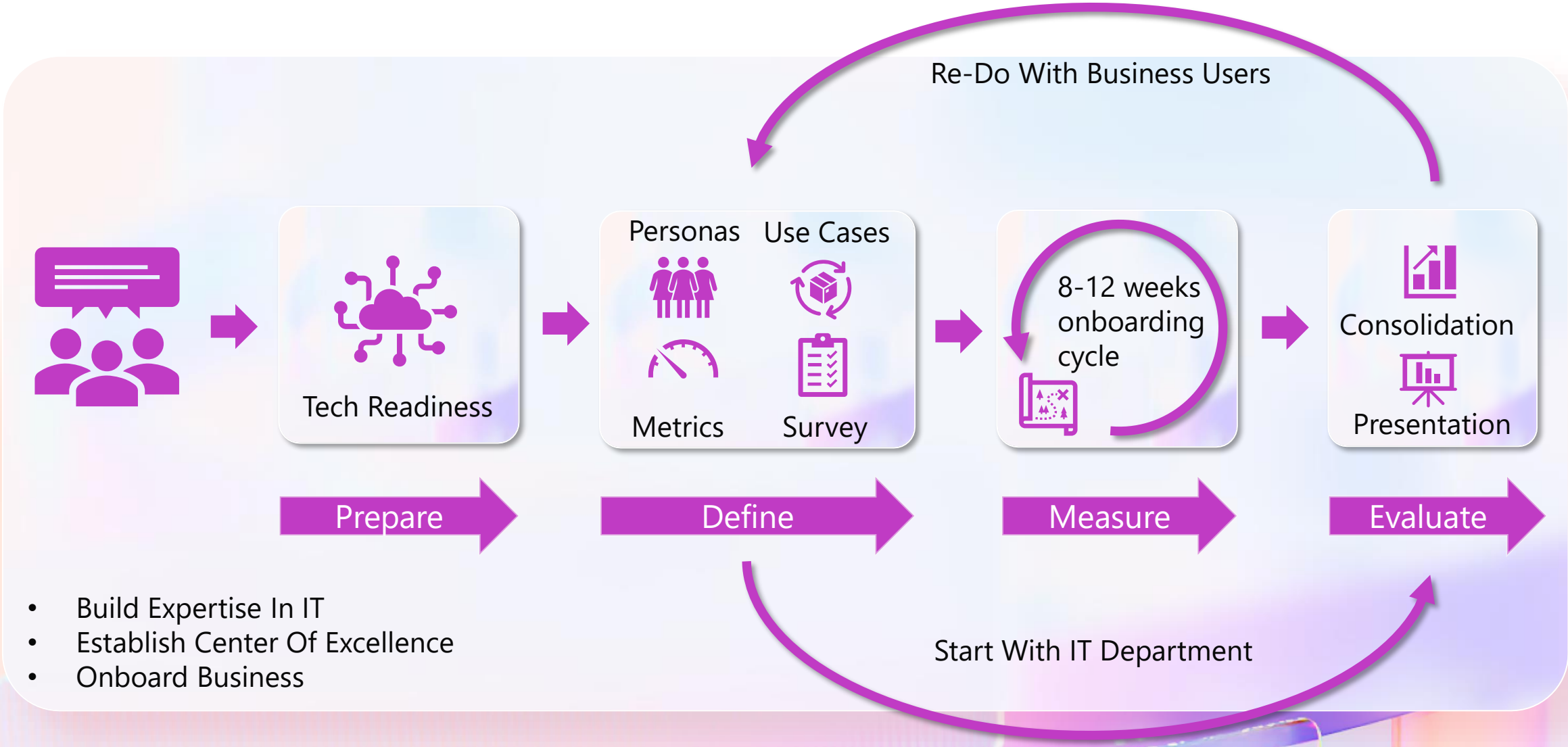
WebSockets allowed from user endpoints, to the endpoints in ID #46, in the section for Microsoft 365 Common and Office Online.

Outlook: users need to be using the new Outlook for Windows or MacOS.

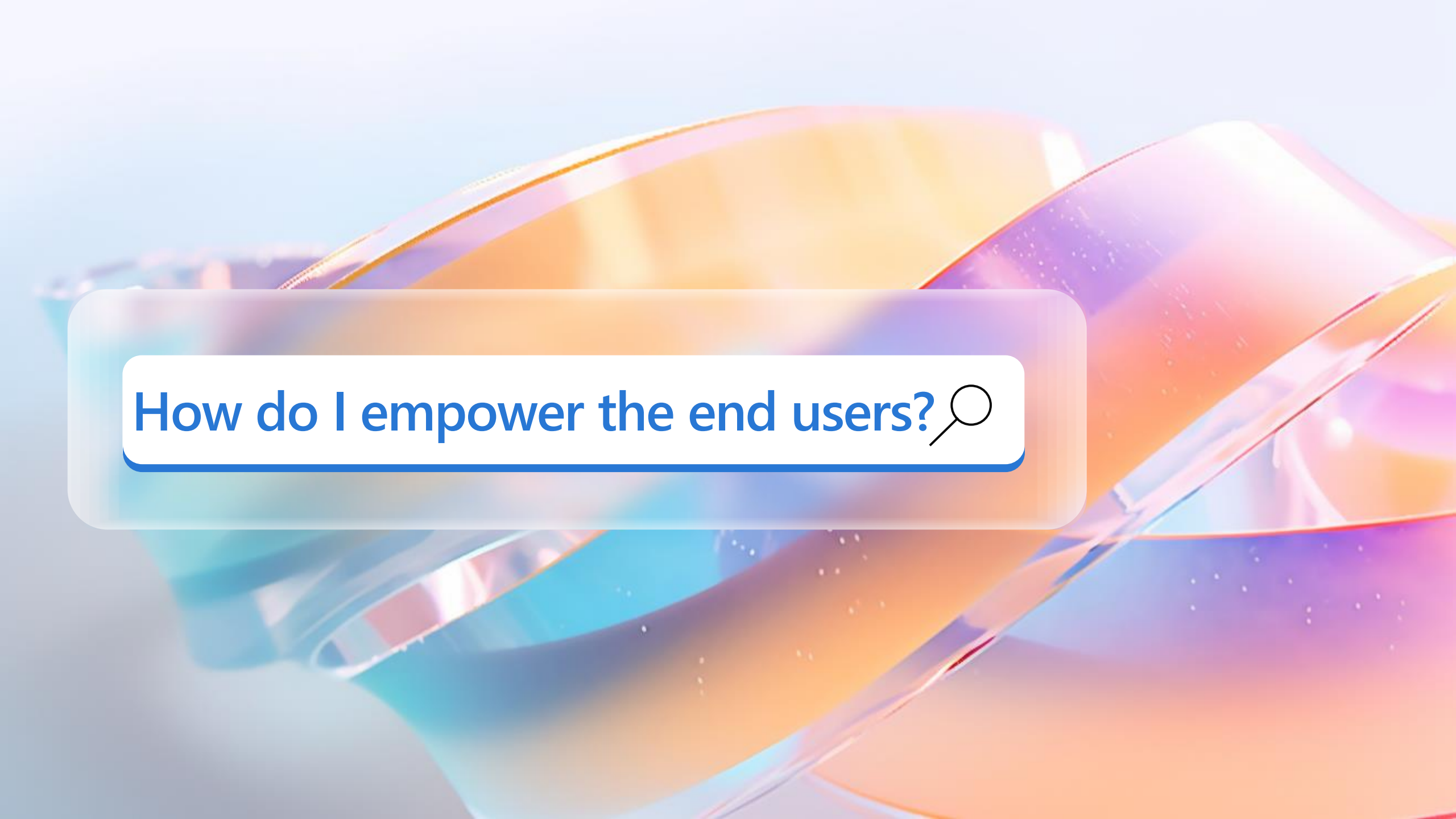
Loop: tenants must have Loop enabled Learn more how to enable Loop *(only required if customer wants to use Copilot in Loop)*.


What do I have to do?

Project Approach Example



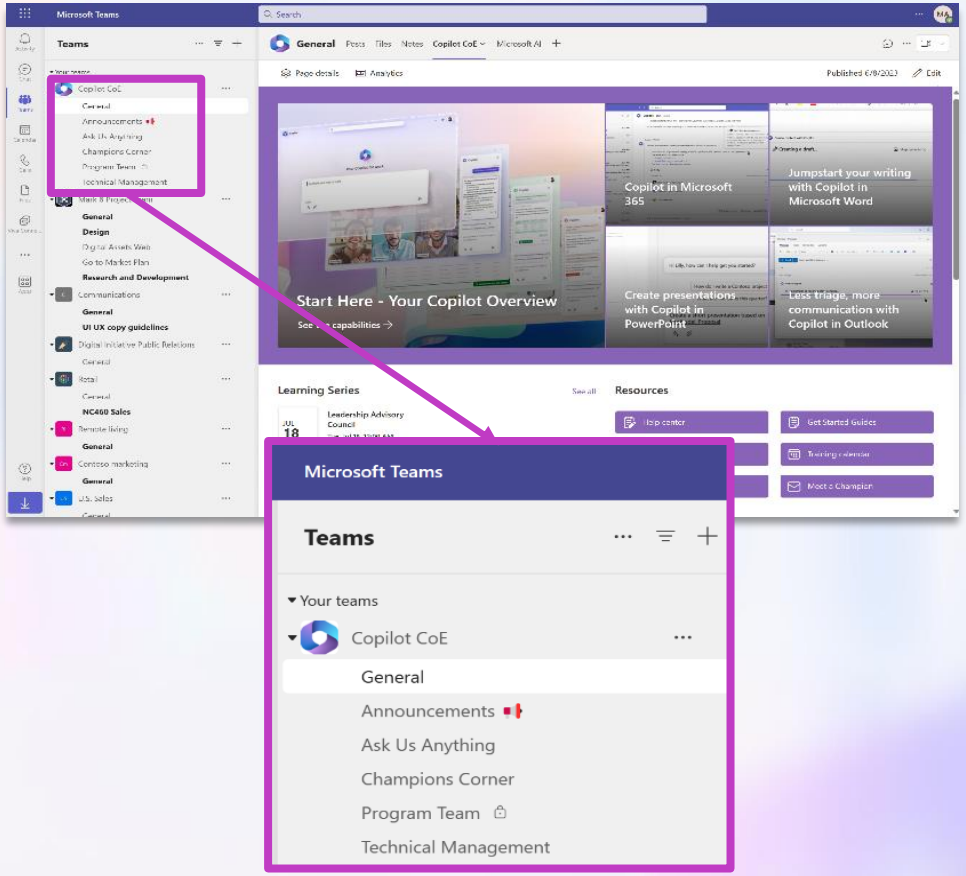
- Build Expertise In IT
- Establish Center Of Excellence
- Onboard Business


How do I empower the end users?

Build Your Center Of Excellence

A Center of Excellence (CoE) is an integrated community to communicate with your Copilot users and is an essential step in driving healthy usage of and excitement for Copilot for Microsoft 365.

A CoE brings together the right people, clarifies the mission, executes high-impact projects, and measures progress.



The end user is the star of Copilot for Microsoft 365

Motivate



Be relevant, by showcasing how Copilot is used in different roles.

Provide concrete examples, to help users take the first step.

Highlight individual personas, and illustrate their impact, using Copilot.

Motivate the user to make a difference.

Be empathetic, by demonstrating how everyday work life can be improved, by using Copilot.

Learn how to prompt Copilot

Teach

If you are writing a prompt, it's important to focus on some of the key elements to get the best response.

Goal — **What** response do you want from Copilot?

Context — **Why** do you need it and who is involved?

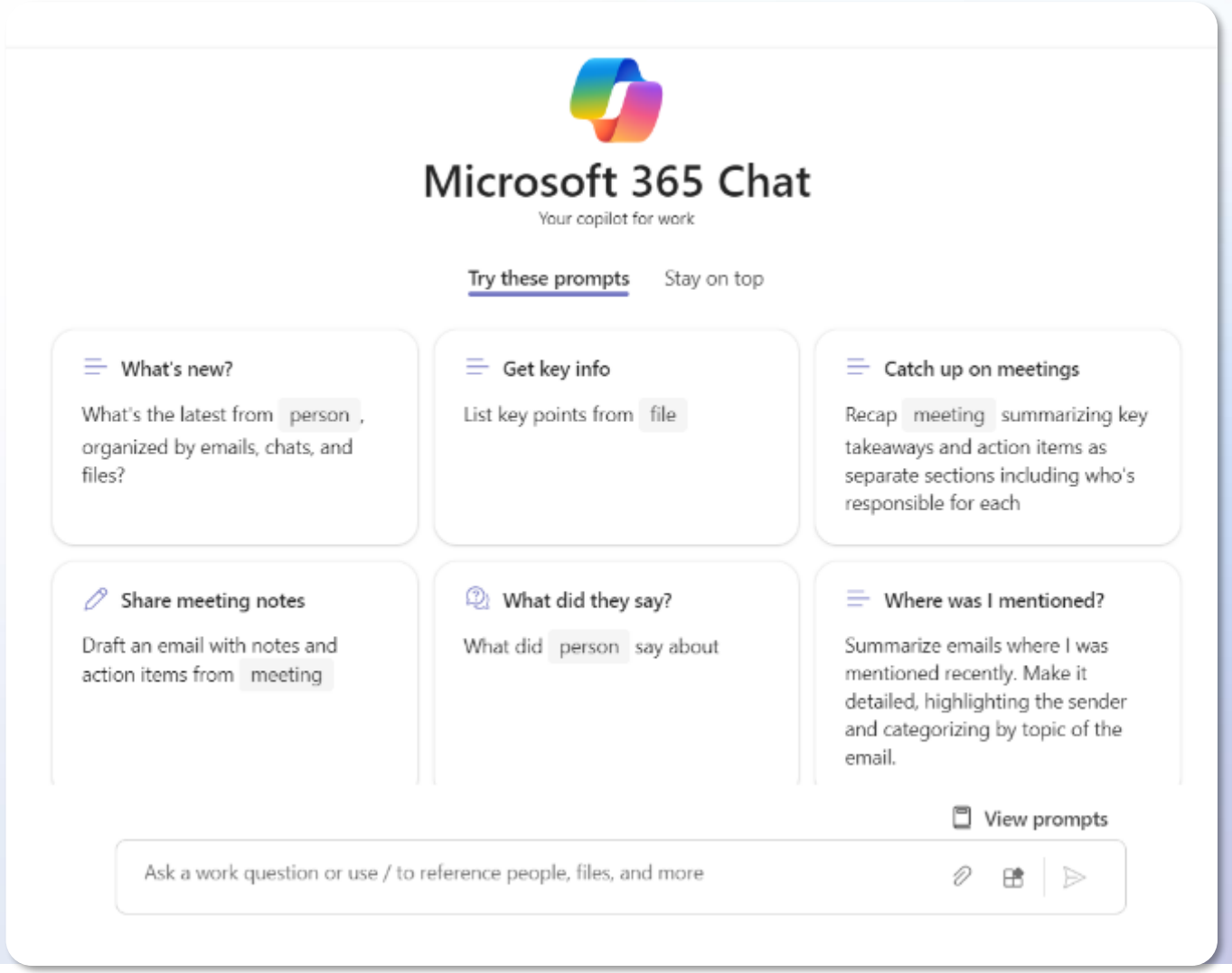
Generate 3-5 bullet points to prepare me for a meeting with Client X to discuss their "Phase 3+" brand campaign. Focus on Email and Teams chats since June. Please use simple language so I can get up to speed quickly.

Source — **Which** information sources or samples should Copilot use?

Expectations — **How** should Copilot respond to best meet your expectations?

Copilot Lab—your guide to building Copilot skills

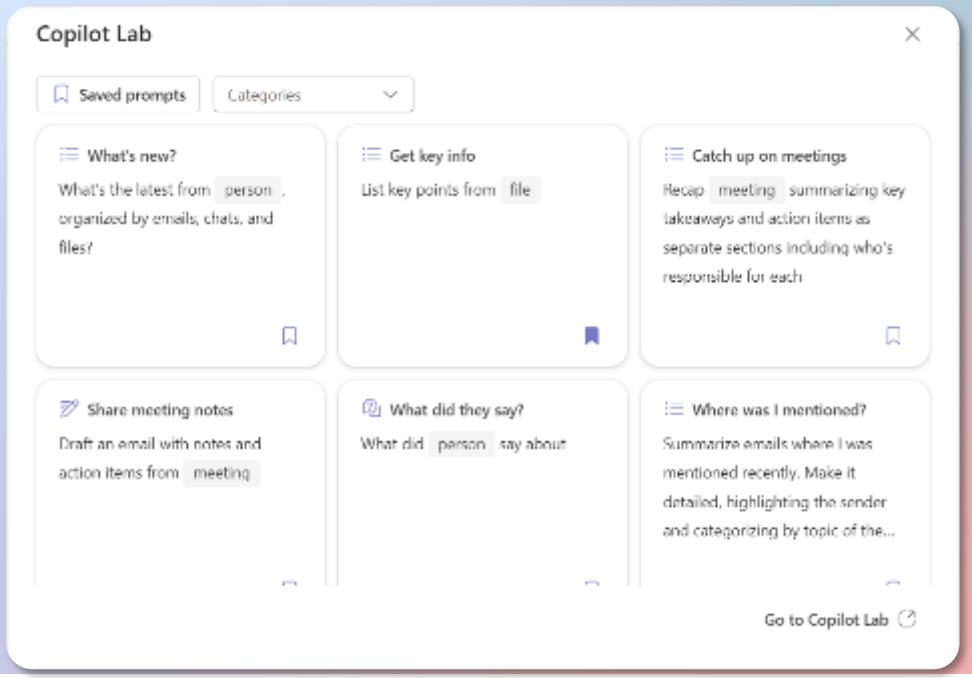
Teach



Provides prompt suggestions directly in product.

Stay on top—personalized recommendations for Copilot prompts.

View prompts—catalog of other prompts by category.



How and what do I measure?



How do I measure?



Why measuring is important

- Identify areas where Copilot is being used effectively and where it is not.
- Understand how it is impacting productivity in your organization, identify best practices and success stories.
- Ensure that it is being used in a secure and compliant manner.



How to measure

- Define metrics & align these with your organization's end user goals and business objectives.
- Use surveys and the Copilot for Microsoft 365 report.

Useful dimensions for benefit and impact analysis

Productivity & Speed

- Helps me to get a good draft faster
- Saves me time by finding whatever I need in files
- Saves me time on mundane tasks
- Makes me more productive
- Allows me to spend less time processing e-mails

Quality & Creativity

- Helps me generate ideas while writing
- Helps me jump-start the creative process
- Helps improve the quality of my work or output

Focus Time

- Saves me time so I can focus on more important work

Add Specific Company Metrics

1. Summarize
2. Research
3. Generate
4. Assess

Useful and simple testing metrics

TIME TAKEN

- How long does it take you to complete the task without Copilot versus with Copilot?

COGNITIVE EFFORT

- How much mental effort is required to complete the tasks both without Copilot and with Copilot?



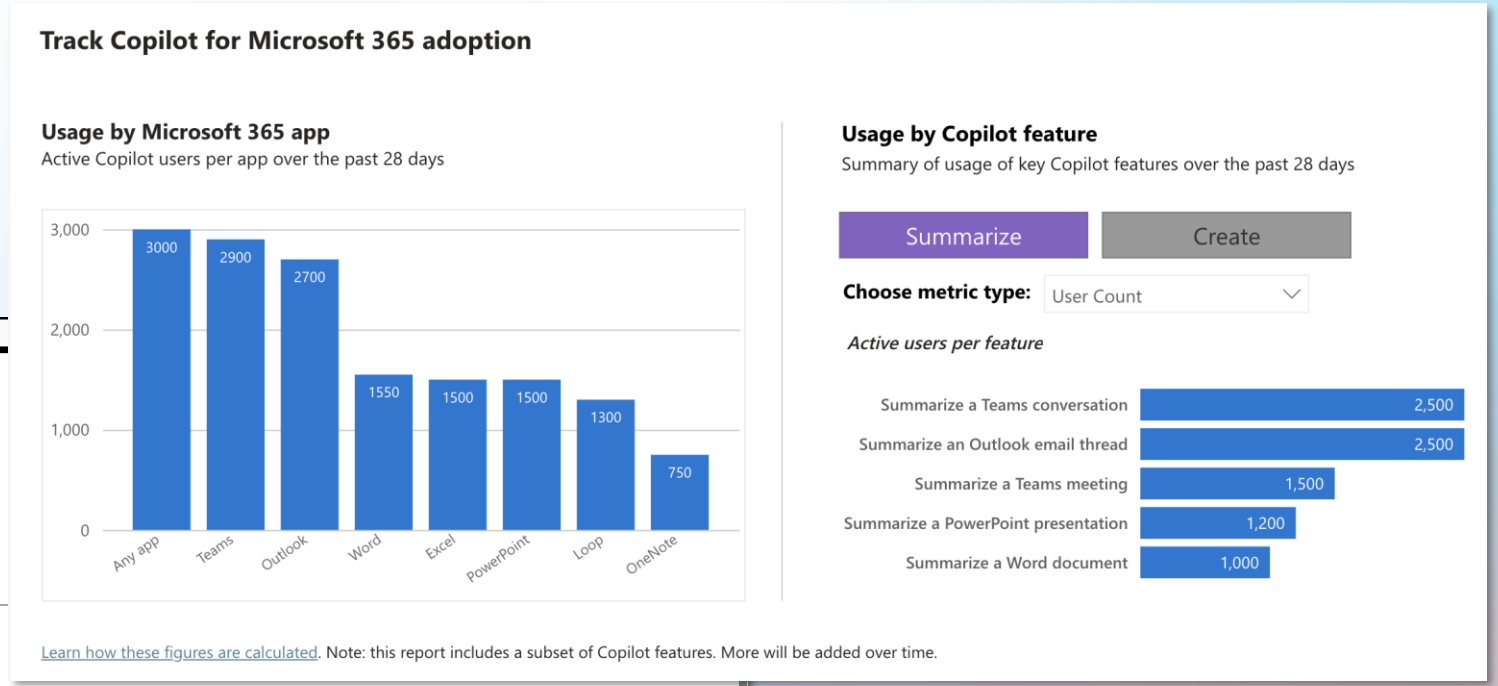
QUALITY OF OUTPUT

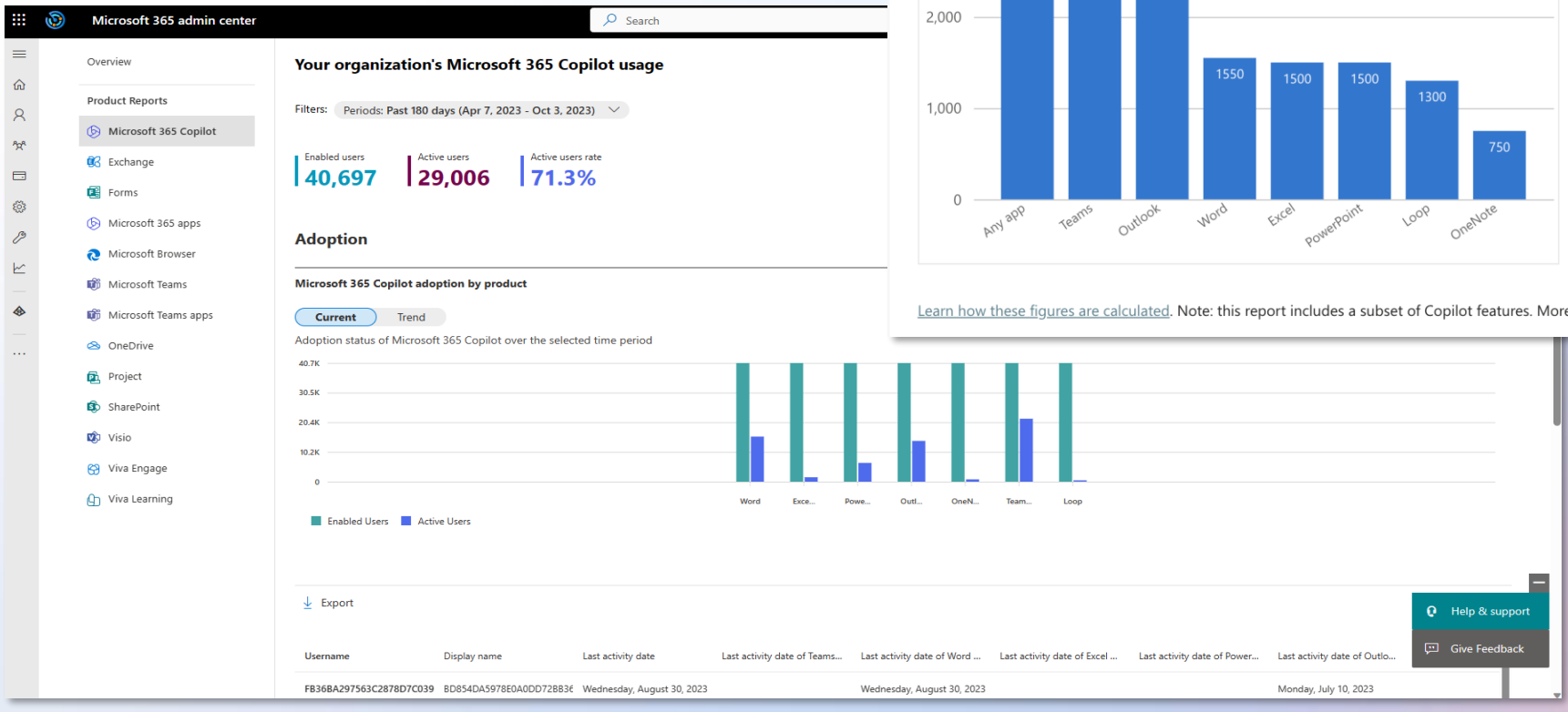
- How satisfied are you with the quality of the output both without Copilot and with Copilot?
- Where further human effort is required to achieve the same quality, is there still a time and/or effort saving?

INTERACTIONS

- How often do you use this app/complete this task?

Where do I get insights?







REPLY WM

THANK YOU

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