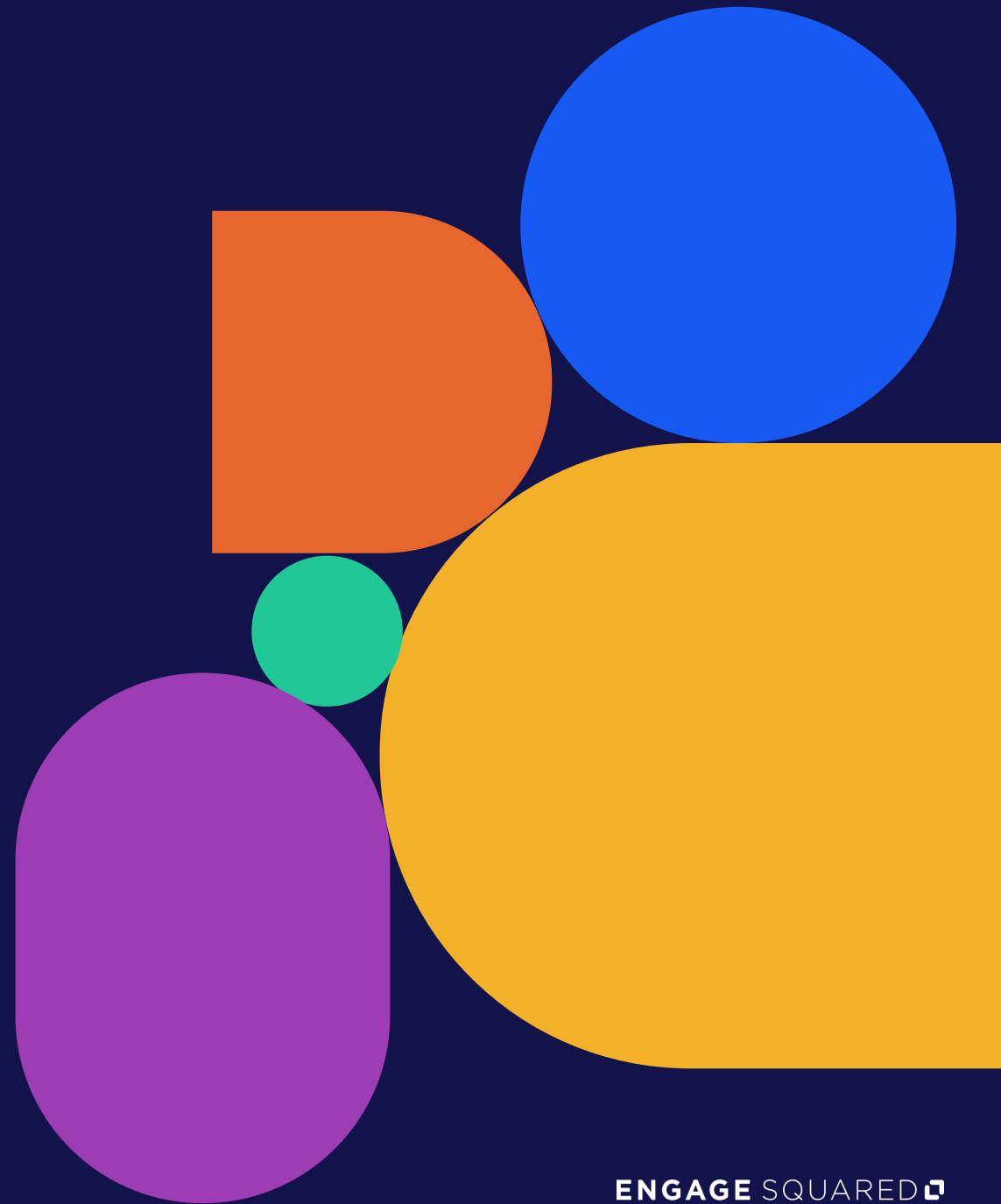


Services overview

Explore what's possible with **Microsoft 365 Copilot**



About us

We are Engage Squared.

Specialists in <people> friendly technology.

Our mission is to make work better. We empower employees to enjoy work more - using Microsoft tools to make work more productive, collaborative and connected.

We work with large organisations to:

- **enable teams and individuals** to adopt new ways of working through our organisational change and transformation campaigns;
- help leaders, communications, and HR teams to **uplift culture and engage staff** by building integrated digital workplaces that use the latest features in SharePoint Online and the Microsoft Viva suite;
- create a more **secure and compliant environment** to better manage, retain and protect their information landscape; and
- **boost productivity** with automation, digitization, and app modernisation (using all of the Microsoft 365 suite, including Teams, PowerApps and Power Automate on M365 and D365).

From design, to technical build, our team of experts use their broad range of skills across project delivery, cloud strategy, user experience design, governance, agile development, change management, and security to help our clients get the most of technology.

We take partnerships seriously and were proud to be named Microsoft's Australian Partner of the Year, their Global Employee Experience Partner of the Year, a finalist for Global Modern Workplace for Frontline Workers Partner of the Year.



2022 Partner of the Year Winner
Employee Experience Award
2021 Partner of the Year Winner
Australia



Yammer
Adoption
Specialist



Microsoft Teams
Collaboration
Specialist



Introducing Microsoft 365 Copilot

Microsoft 365 Copilot combines the power of large language models (LLMs) with data in the Microsoft Graph (your calendar, emails, chats, documents, meetings, and more) and the Microsoft 365 apps to turn your words into the most powerful productivity tool on the planet. And it does so within the existing commitments to data security and privacy in the enterprise.

Microsoft 365 Copilot is integrated into the apps you **already** use every day, freeing you to focus on the most important work and less on the busy work.

Working alongside you, Microsoft 365 Copilot helps you to unleash creativity, unlock productivity, and uplevel skills.

Where can it help?



Teams & Outlook

- Generate replies, pulling information from M365 tools such as Excel
- Summarise emails missed, or long email threads
- Generate meeting notes, identifying key points such as unanswered questions and participant sentiment
- *Follow* meetings you are not able to attend, generating meeting recaps



Smart Assistance – Siri, Alexa, etc

- Make calls
- Viva Insights – schedule assistance
- Search functions
- Viva sales – connect to records in CRM from a conversation

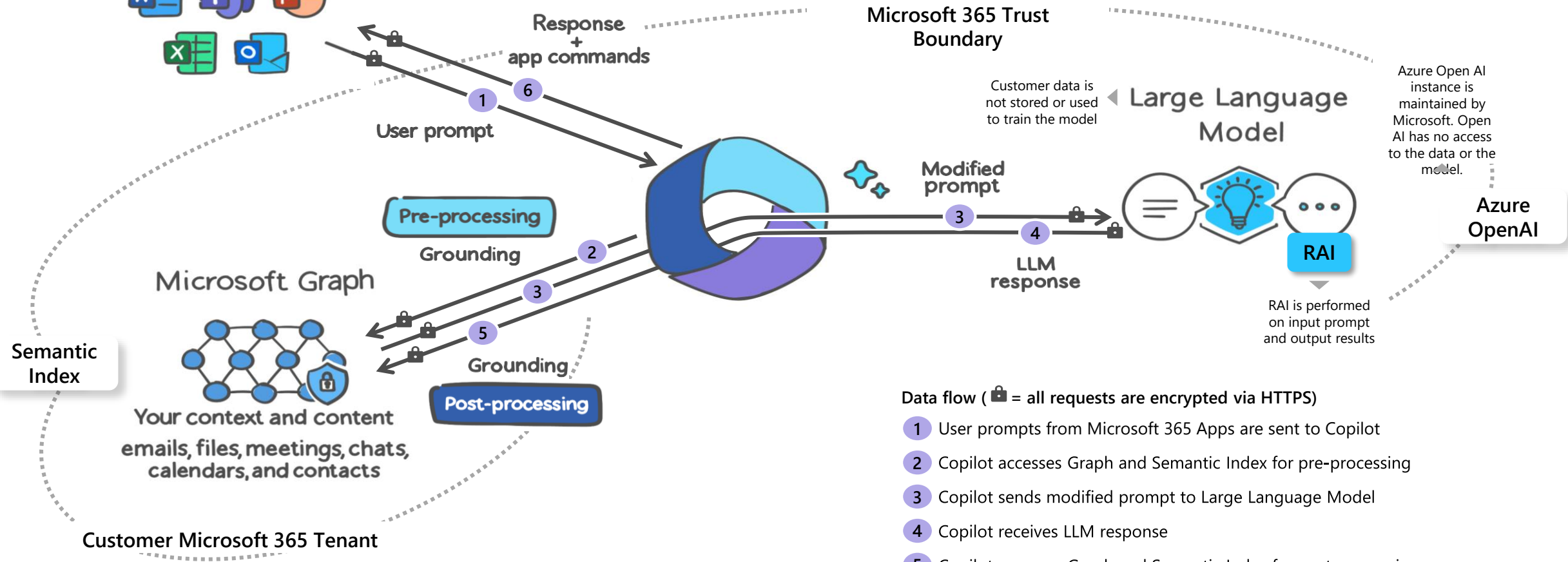


Marketing – Comms, Prospects

- Microsoft Editor – writing assistance, spelling and style
- Producing typed communication (e.g. – job offers)
- Collecting emails/sending emails to relevant prospect clients

Mechanics of M365 Copilot

Microsoft 365 Apps



Microsoft 365 Trust Boundary

Customer data is not stored or used to train the model

Large Language Model

Azure Open AI instance is maintained by Microsoft. Open AI has no access to the data or the model.

Azure OpenAI

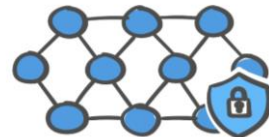
RAI is performed on input prompt and output results

Data flow (🔒 = all requests are encrypted via HTTPS)

- 1 User prompts from Microsoft 365 Apps are sent to Copilot
- 2 Copilot accesses Graph and Semantic Index for pre-processing
- 3 Copilot sends modified prompt to Large Language Model
- 4 Copilot receives LLM response
- 5 Copilot accesses Graph and Semantic Index for post-processing
- 6 Copilot sends the response, and app command back to Microsoft 365 Apps

Customer Microsoft 365 Tenant

Microsoft Graph



Your context and content emails, files, meetings, chats, calendars, and contacts

Semantic Index

Post-processing

Pre-processing

Grounding

Grounding

Response + app commands

User prompt

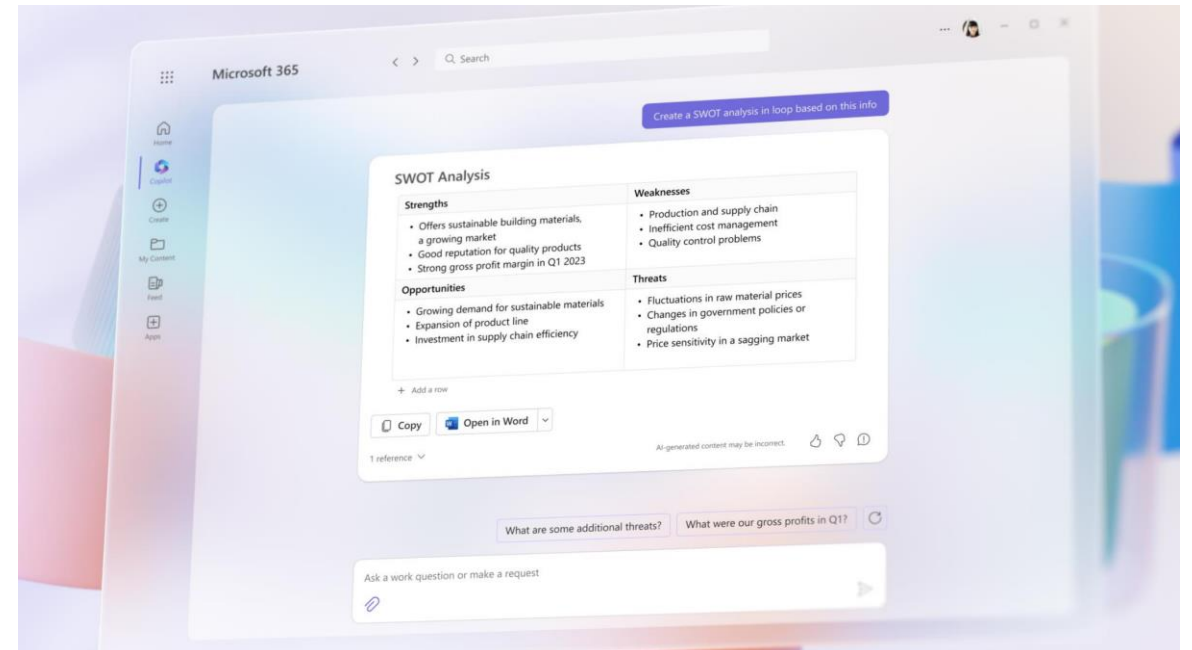
Challenges of AI in the workplace

Confidential company data

Everchanging AI landscape

Job loss anxiety

Oversharing of documents



AI in the modern workplace

How can artificial intelligence help in a workplace?

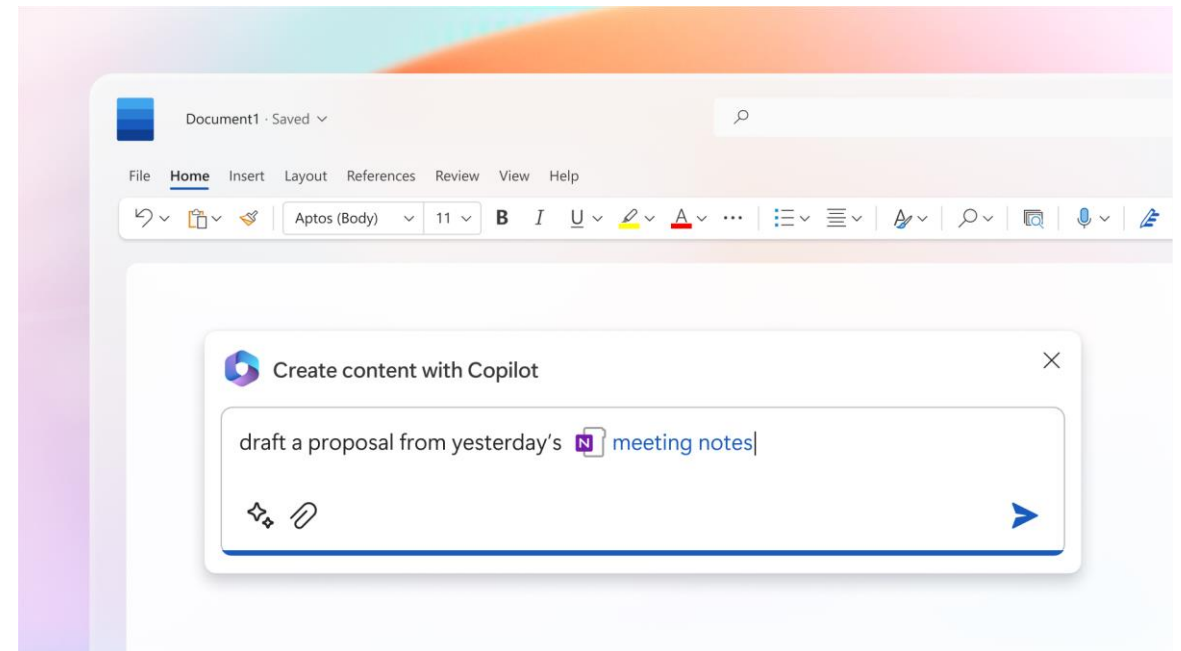
- Artificial intelligence can increase productivity and reduce the amount of shallow work
- It will help understand complex data and increase cost savings
- AI-powered data analytics can provide valuable insights to support better decision making

How does artificial intelligence affect employment?

- AI will not remove people from the workplace, but it will automate manual and repetitive tasks and free up time to do more complex operations
- AI will enhance the effectiveness of employees in the workplace
- It will help enrich existing jobs with new skills and create new jobs related to AI management and operation

"With our new Copilot for work, we're giving people more agency and making technology more accessible through the most universal interface – natural language."

– **Satya Nadella, Chairman and CEO Microsoft.**



Launch Copilot with help from Engage Squared



No matter where you are in your journey with generative AI, our modern workplace and technology experts can help you plan for and implement Microsoft 365 Copilot.

Step 1a*

Design the business case

Copilot 3-part workshop

Discover how Microsoft 365 Copilot can harness your organisational data and intelligence and augment the skills of your employees to enhance business operations.

In this 3-part workshop we'll introduce you to the key features and capability of Microsoft 365 Copilot. This includes:

- A readiness assessment to understand your organisational profile, productivity readiness, and data security readiness
- Identifying and prioritising initial use cases and personas
- Educating key decision makers and stakeholders on M365 Copilot through an art of the possible showcase
- **Developing a roadmap** and key next steps to help you on your journey to becoming an AI-powered organisation

Step 1b*

Optimise your environment

If required, our team can help prepare your M365 tenant before your Copilot launch. Choose from one or more modules:

1. **Security uplift:** review your information security settings and sensitive data controls
2. **Content governance:** we'll review existing content & governance controls (including archive and backup)
3. **Plan your migration of data to the cloud:** Copilot will only work with data that is in the cloud, our migration experts can help prepare you
4. **3rd party integration:** explore making data in 3rd party systems (e.g., ServiceNow, Confluence etc.) visible to Copilot by integrating using M365 Graph Connectors

Step 2

Test capability

Pilot and roadmap

Copilot can bring significant productivity benefits, if you identify the right business scenarios. Engage Squared can help you identify how, when and where to launch Copilot to maximise productivity through an in-depth and structured pilot program.

Starting with a rapid pilot program, we will work with you to identify high-impact business scenarios, identify any organisational risks or impacts, and plan next steps for org-wide enablement of Copilot.

We will support key decision makers and a small number of employees to take full advantage of Copilot through a structured change management approach which includes product training and 'ways of working' coaching on how to leverage AI to optimise processes and increase productivity.

Step 3

Org-wide launch

Accelerate the benefits by turning on Copilot (from 1 November) with technical and change support from Engage Squared.

Outcomes:

- ✓ Raise awareness and create excitement through inspired change communication and training materials
- ✓ Coach staff in your priority business units to work smarter (inc. training assets development, training delivery and self-guided learning for pilot)
- ✓ Define systems and processes to deal with exceptions (including clear, automated reporting processes for data that has been overshared) – highly recommended if you haven't optimised your environment before launch

*Steps 1a and 1b can be completed in parallel or as stand-alone engagements.

Note: our services can be customised to suit your needs. Pricing is dependent on scope.

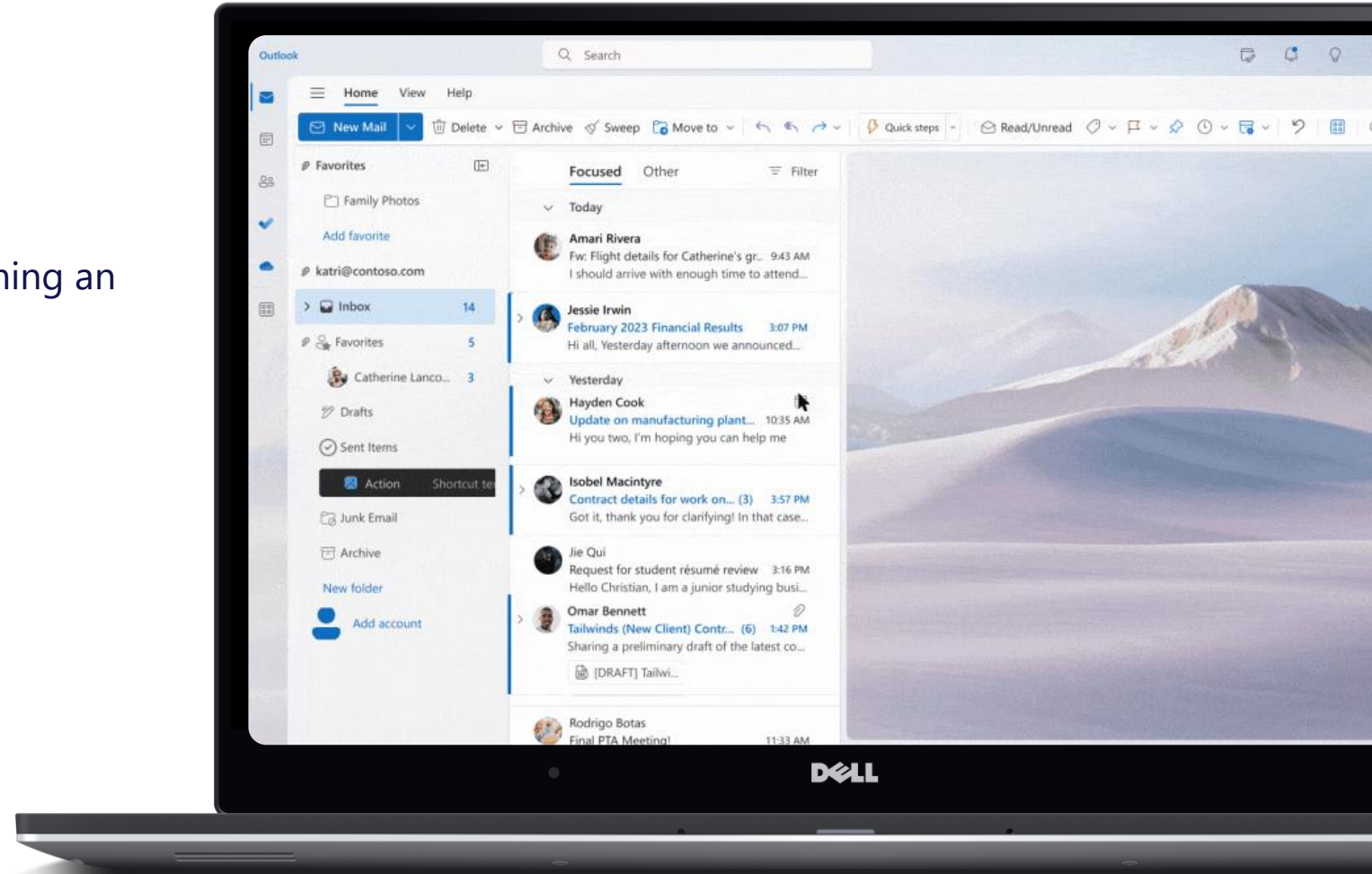
Get in touch

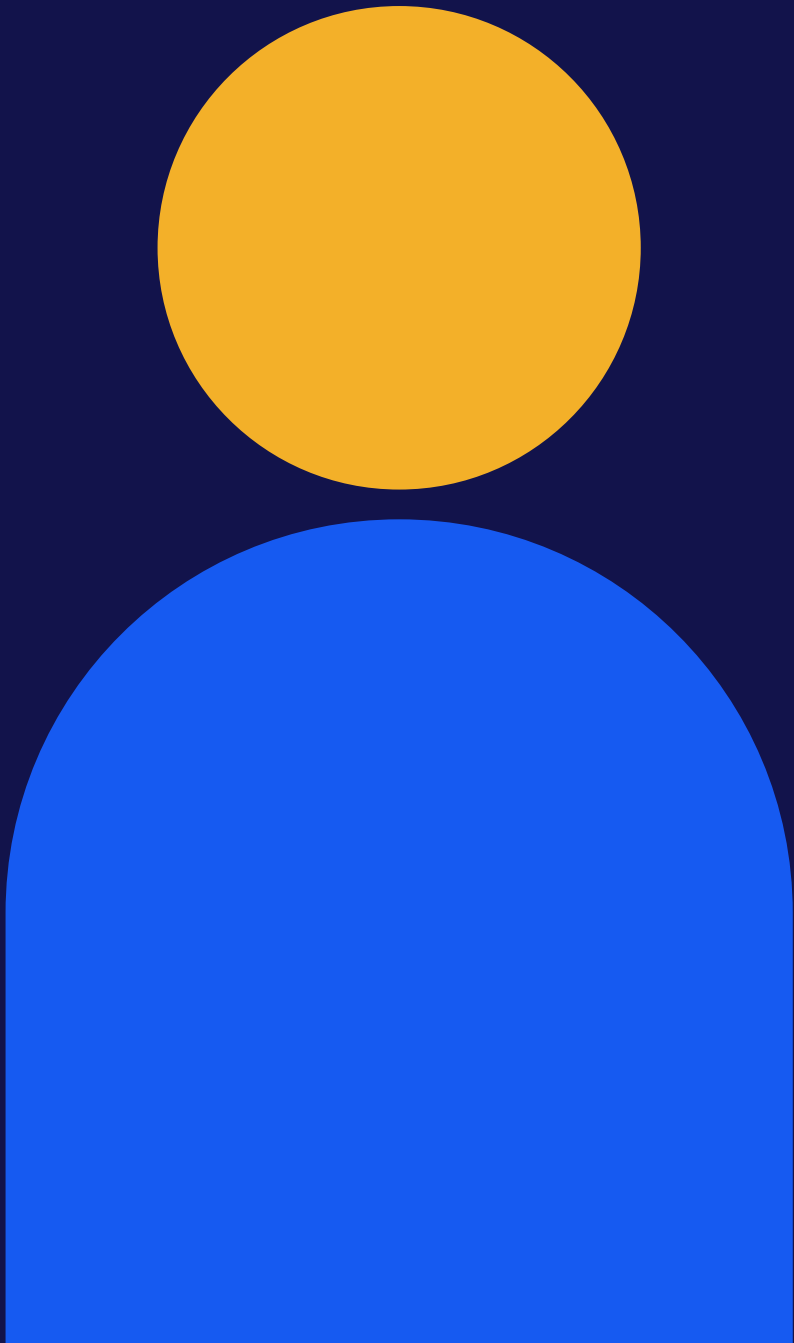
Start preparing your business today.

Contact us to kick-start your journey to becoming an AI-powered organisation.

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engagesq.com/copilot





<people>
friendly
technology

ENGAGE SQUARED 