

### The Future of Digital Workplace with Generative AI



Of enterprises will have used generative AI API models and/ or deployed GenAI-enabled applications in production environment, by 2026.1



Of high maturity digital workplaces will have leaders with a background in AI, data and analytics, versus infrastructure and operations.<sup>2</sup>



Of conversational AI offerings will be embedded with GenAI, by 2025.3

Microsoft's Copilot products impact not only digital workplace technologies but also multiple enterprise application areas. Digital workplace application leaders must be the focal point to evaluate, coordinate and prioritize all Copilot investments as part of a broader generative AI strategy.<sup>2</sup>

#### Source:

- 1. Gartner, Hype Cycle for Generative AI, Sep 2023
- Gartner, Assessing the impact of Microsoft's Generative AI Copilots on Enterprise Applications Strategy, Sep 2023
- 3. Gartner, Emerging Tech: Generative AI Adoption Trends and Future Opportunities, Aug 2023

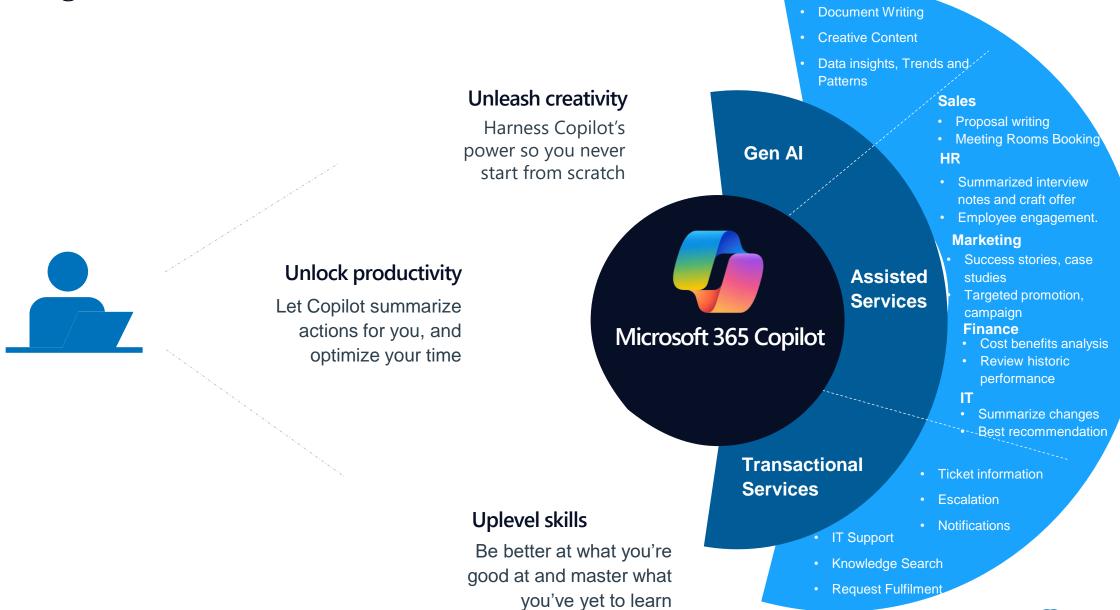


# Microsoft 365 Copilot – Enterprise Ready Digital Assistant

ф <b>+</b>	Grounded in your business data	Microsoft 365 Copilot has real-time access to both your content and context in Microsoft Graph.
<b>(</b>	Comprehensive security, compliance, and privacy	Copilot inherits your security, compliance, and privacy policies set up in Microsoft 365.
<b>□</b> +,	Architected to protect data	Your data never leaves its secure partition, and it is never used for training purposes.
<b>□</b>	Integrated into the apps you use every day	Word, Excel, PowerPoint, Outlook, Teams, and more.
0++	Individual user and admin always in control	User decides what to use, modify, or discard.
	Designed to learn new skills	As Copilot learns about processes, it can perform more sophisticated tasks and queries.



### Turning Your Words into Actions





### Microsoft 365 Copilot Transformation with NTT DATA

### **Advisory Services**

- Help customer build Al transformation Services
- Identify key business scenarios and industry alignment
- Design and create KPI to track business value realization of Copilot
- Help customer in developing business cases on Microsoft Copilot

## Readiness, assessment and Deployment

- Access customer licensing and technical readiness and address gaps
- Assess customer data protection and governance posture and address gaps
- Build a plan to pilot Microsoft 365 Copilot
- Build a production rollout plan of Microsoft 365 Copilot
- Deploy Microsoft 365
   Copilot center of excellence (COE)

## Adoption and Change Management

- Deliver end-user readiness to enable proficient use of Copilot
- Drive change management programs to transition processes and adapt behaviors
- Develop a Champion program
- Facilitate end-use communication
- Measure business impact

### **Copilot Extensibility**

- Leverage Copilot plugins and connectors to develop custom solutions
- Integrate Microsoft Copilot with other LOBs(line of business applications) to deliver specific business outcome
- Connect Data to Microsoft graph and Dataverse if required
- Industry & persona specialization

Prog. Mgmt., Accelerators, Documentation, Training and Communication



### Get Started with Microsoft 365 Copilot: Roadmap

#### **Verify Information source**

- · Where is your data ( must be on cloud), If not on cloud - Access your readiness for cloud migration, use our advisory & transformation services
  - SharePoint Migration
  - · OneDrive Migration
  - Office 365 Migration

#### **Licenses readiness**

- · Review existing license
- Usage analytics and readiness

#### Verify network connectivity

- Verify network connectivity with required endpoint for Copilot
- · Whitelisting of URL's etc.

Verify Technical Prerequisite

#### **Productivity and collaboration** Readiness

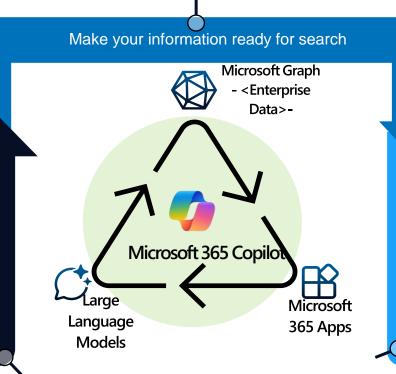
- · Microsoft 365 Apps for enterprise readiness
- · Data lake readiness

#### **Verify Information Classification**

- · Verify information is classified as per enterprise governance policies
- Verify data classifier policies
- · Apply sensitivity label
- · Edit, modify and create new data classification polices if required

#### **Verify Information Access**

- · Verify information access and governance policies
- · Make sure information is not overshared
- Edit, modify and create new access polices to get enterprise ready for Copilot



#### Team

- Identify Sponsor Executive
- · M365 Security, Collaboration Architect
- Project Manger
- · Change Manager
- · Copilot COE Champion
- · Pilot participant from different Persona / BU / Roles

### Rollout of Copilot

#### **Business Outcome**

- Improved Productivity **Enhanced Collaboration**
- · Better user Experience
- Enhanced Security

#### **Project Plan**

- Define scope, KPI, and milestone-based schedules
- · Communication Plan for end user
- · Adoption, Training, and Rollout Phased approach
- · RAID (Risk, Assumption, Issues and Dependencies) Register
- Issue Tracker and Support COE for pilot users
- · Closure /sign off and Lesson Learned
- Production Rollout Plan



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### Why NTT DATA

2023 Gartner® Magic Quadrant for Outsourced Digital Workplace Services, Worldwide

ISG's Provider Lens™ Evaluation for Future of Work, Managed Workplace Services –

Recognized End-user Technology, 2023

Everest Group's Digital Workplace Services PEAK Matrix® Assessment, 2022

2023 Gartner® Magic Quadrant for Network Services, Global

NelsonHall NEAT for Advanced Digital Workplace Services, 2021

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Microsoft Global System Integrator Partner

#1

Microsoft Operator
Connect Partner &
Top Performer for Teams
Telephony

1M+

as a Leader

Cloud Voice & Managed Services users with MS Teams & Cisco

Top-tier global cloud communications provider

3.8M+

Users supported

30M+

Meetings hosted Minutes of cloud voice

10B+

65%

Contacts resolved with automation & bots





29 ISO-Certified Delivery Locations

Tier 1

Global Cisco partner delivering first-class service for more than 10 years

One of the largest service desk support user base

23M+

Annual service desk contacts

6.2M+

Managed users

2.5K+

Service desk agents

