

Steer clear of autopilot, embrace a strategic flight Digital Workplace Solutions



Microsoft 365 Copilot

Ф,	Grounded in your business data	Microsoft 365 Copilot has real-time access to both your content and context in Microsoft Graph.
C +	Comprehensive security, compliance, and privacy	Copilot inherits your security, compliance, and privacy policies set up in Microsoft 365.
	Architected to protect data	Your data never leaves its secure partition, and it is never used for training purposes.
□	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.



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 Al-tailored content. 70%

Share of people who would delegate as much as possible to Al 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



Unisys can help you navigate your Copilot journey

Unlock the full potential of Microsoft 365 Copilot with our end-to-end managed solution.

Explore

- Conduct a discovery session to understand your current situation, challenges, opportunities, and vision for Copilot.
- Identify the key stakeholders, use cases, data sources, and success criteria, and ROI goal for your Copilot project.
- Assess your readiness and maturity for AI adoption and identify any gaps or risks that need to be addressed.

Deploy

- Define the roles and responsibilities, governance, and security policies for your Copilot project.
- Plan the testing, deployment, and change management strategies.
- Implement your Copilot solution according to the design and plan.
- Configure and customize Copilot to meet your specific needs and preferences.
- Integrate Copilot with your data sources and applications.
- Train and test your Copilot solution and validate its performance and accuracy.
- Deploy your Copilot solution to your target users and environments.

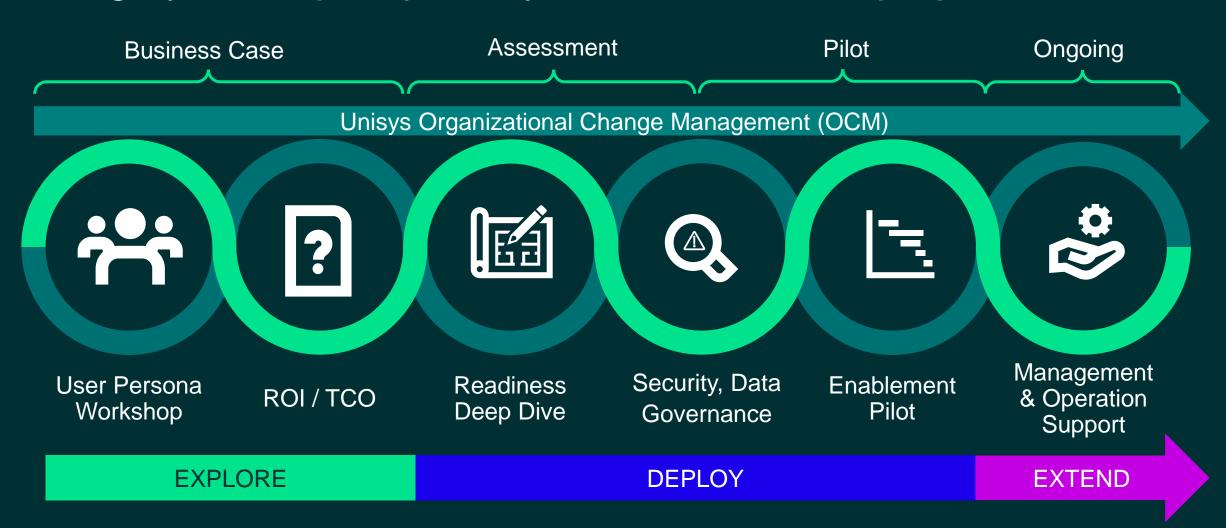
Extend

- Monitor and evaluate your Copilot solution and collect feedback from users and stakeholders.
- Measure the impact and value of your Copilot solution and compare it with the success criteria.
- Identify and implement any improvements or enhancements to your Copilot solution.
- Scale and sustain your Copilot solution and explore new opportunities and use cases for Copilot.





Design your Copilot journey with our workshop options





The Business Case for Copilot

Pre-workshop questionnaire

- •Understand:
- client operations
- •user roles and responsibilities
- •current Microsoft 365 deployment
- OCM capability
- Assess client's knowledge of Copilot

DeliverablesQuestionnaire

Unisys gains an understanding of the client with regards to Copilot

Outcomes

Workshop

- Identify key stakeholders
- Capture high-level business structure
- Understand Copilot costs vs. benefits (ROI framework)
- Identify Champions
- Identify up to five business workflows and associated personas

User story workshop

- Capture day in the life of identified personas
- Baseline workflow timelines

Commercial proposition

- Proposed ROI
- Gap analysis
- User productivity gains
- Proposed TCO

Deliverables

2 days of workshop activities

Outcomes

A greater understanding of the client, its business operations and scenarios

Deliverables

Up to five 30minute sessions

Outcomes

Deeper insight into each Copilot opportunity

Deliverables

Report and playback slides

Outcomes

Client understands the overall Copilot opportunity ROI and TCO

ORGANIZATIONAL CHANGE MANAGEMENT



Readiness Assessment

Readiness questionnaire

- Technical & license readiness
- Data readiness
- Security and Privacy readiness
- OCM readiness
- Baseline end user survey

Readiness workshop

- •Held with key business stakeholders
- Present overview of Microsoft 365 Copilot
- Readiness areas (deep-dive)
- Validate user groups and processes
- Discuss and agree high-level enablement plan

Readiness Report

- ·Highlight gaps:
- Technical & license
- Permissions and content management
- Security, privacy and data residency
- •OCM
- •High-level enablement plan
- Recommendations for early adopter enablement

Deliverables Readiness questionnaire

Outcomes Unisys gains an understanding of the client

Deliverables

1 day workshop

Outcomes

Client understand Pre-requisites for copilot and agrees a high-level enablement plan

Deliverables Readiness report

Outcomes Client understands next steps to be Copilot ready

ORGANIZATIONAL CHANGE MANAGEMENT



Early Adopter Enablement

Readiness review

- Validate client Copilot readiness
- Address any outstanding blockers
- Identify end user cohort
- Enablement plan

Baseline capture

- Identify and validate five potential workflows
- Map 'pre-Copilot' workflow timelines

Enablement

- OCM plan and training initiated
- Enable early adopters
- Run workflow scenarios
- Capture Copilot-enabled workflow timelines

Early Adopter report

- Report on the productivity gains
- Demonstrate the value of Copilot
- Gather user feedback
- Discuss expansion to a wider user base

DeliverablesCompleted

readiness checklist Enablement plan

Outcomes

Client is prepared to roll out Copilot pilot

DeliverablesWorkflow

Workflow Understanding capture report of pre-Copilot workflow timelines

Outcomes

DeliverablesWorkflow

capture report

Outcomes

Client users enabled with Copilot

Deliverables

Copilot productivity report

Outcomes

Client sees tangible productivity gains

ORGANIZATIONAL CHANGE MANAGEMENT



Beyond Copilot

- Business Case
- Readiness Assessment
- Early Adopter Enablement

Enable Copilot

Extend Copilot

- Business apps & workflow integration
- Teams message extensions
- Power Platform connectors
- Azure Al plugins

- Microsoft 365 & Copilot
- DevOps: Apps, Connectors, Workflows

Manage Copilot



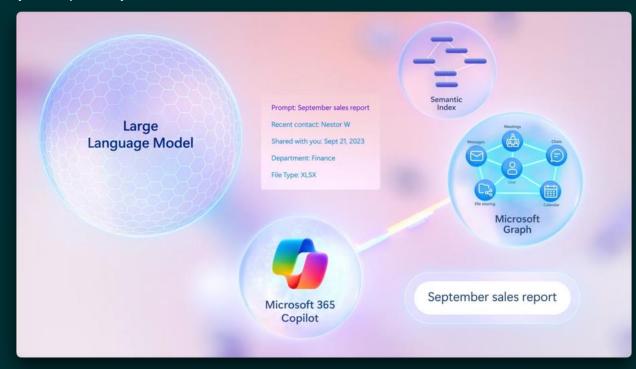
Extending Microsoft 365 Copilot to External Data Sources

Bring external data into your Microsoft 365 Copilot experience to ground generative AI results using connectors and plugins.

Use Microsoft Graph connectors to integrate the data sources you want with Semantic Index for Copilot. This option pre-indexes defined read-only information used for retrieval with your prompts to drive the most relevant Al-generated responses.

Use managed and trusted plugins, such as OpenAl plugins, Microsoft Teams message extensions, and Power Platform connectors. Instead of pre-indexing information, plugins optimize for real-time API based data retrieval, and they can optionally write-back data.

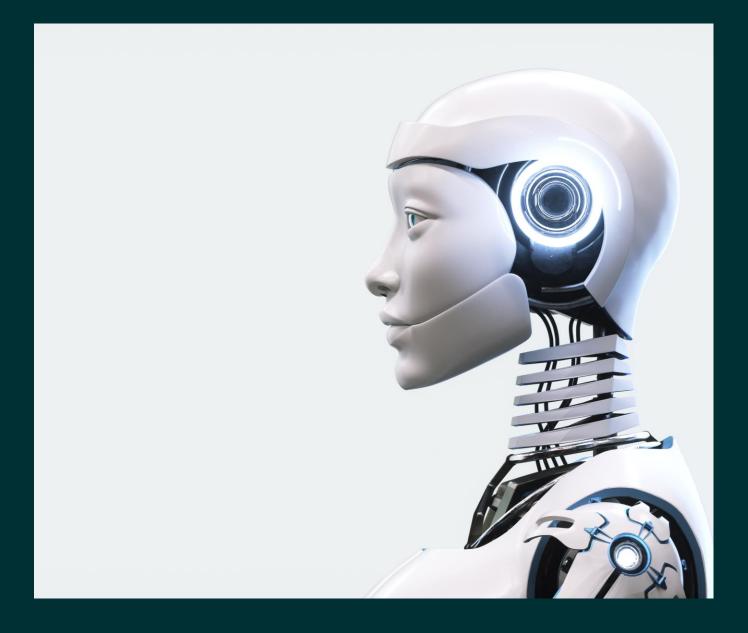
- Transformation: Move legacy customers to M365
- Business apps & workflow integration
- Teams message extensions
- Power Platform connectors
- Entra / Azure AI plugins





Beyond ...

Unisys is your trusted advisor for the future of Copilot





Thank You



