

# Unleashing the power of generative AI in the workplace

KPMG firms can assist your organization in realizing the value of Microsoft 365 Copilot.



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In the dynamic landscape of modern business, organizations seek the means to enhance productivity, foster creativity and navigate the evolving terrain of work. With Microsoft 365 Copilot, this enterprise-grade workplace tool is available to integrate into an existing modern workplace platform. It connects Large Language Models (LLMs) with your enterprise's data, harmoniously converging artificial intelligence (AI) and daily workflows.

## Are you looking to leverage the full potential of Microsoft Copilot?

Implementing Copilot requires more than simply pushing a button. Building on the longstanding alliance with Microsoft, KPMG firms assist clients in implementing Copilot, carefully considering various aspects to enhance its potential. The Microsoft Copilot implementation framework acts as a guide to support the workforce in adopting generative AI.

## Business value and realization

KPMG professionals can assist in constructing a compelling business case for Copilot by evaluating the Return on Investment (ROI) based on KPMG models that leverage M365 Copilot and can suggest a corresponding implementation roadmap. To achieve your organization's ROI targets, KPMG professionals also help in establishing key performance indicators (KPIs) to measure success along the way, including:

- Defining personas and use cases for your organization.
- Assessing the strategic value of Microsoft 365 for your business goals and challenges.
- Evaluating the return on investment (ROI) leveraging proven models.
- Building a strategic roadmap to align Microsoft 365 Copilot deployment with your business priorities.
- Establishing a value realization roadmap and program to track and measure the implementation success.
- Kicking off a pilot program to test and validate the value of Microsoft 365 Copilot.

This can lead to a clarified vision of how Microsoft 365 Copilot can support your business strategy and the potential roadmap to achieve it.

## Readiness and rollout

KPMG professionals can gauge and calibrate necessary licensing levels and network requisites as well as assess data governance and security aspects to facilitate the M365 Copilot integration. Steps involve:

- Assessing the required licensing and subscription for Microsoft 365 Copilot.
- Assessing the current state of data governance and identifying the gaps and risks.
- Conducting a privacy and security assessment to ensure compliance and protection.
- Configuring and activating M365 Copilot for users according to the roadmap.

This can provide a ready and secure environment for Microsoft 365 Copilot deployment and practices monitoring and managing it.

## Data and governance

Data governance is a key factor for the successful use of generative AI in the workplace. Implementing leading practices helps ensure sound content management and permissions adherence, safeguarding data integrity and regulatory compliance. Additional factors to consider include:

- Assessing data security and current governance processes leveraged within the organization.
- Preparing data to be utilized by M365 Copilot and identifying oversharing.
- Optimizing search functionalities (e.g. semantic index).
- Updating data governance processes for continuous data improvement.

This can create a robust and efficient data governance framework to enhance the use of Microsoft 365 Copilot.

## Extend data and functionality

Once successfully onboarded, a thorough assessment needs to be done related to data sets not connected to Copilot out of the box. This requires an assessment of data repositories and a detailed data integration strategy leveraging connectors and plugins. Additional functionality can be provided through Microsoft Copilot Studio to create net new Copilots for dedicated use cases by:

- Assessing the use cases and scenarios for extending the data.
- Building a data integration roadmap to help prioritize and plan the integration projects.
- Defining the integration methods and tools, such as plugins, graph connectors, etc.
- Enhancing the user experience once additional data and functionalities are introduced.

This phase can lead to a more detailed and customized M365 Copilot integration that can address specific needs and challenges, thereby helping realize the full value of M365 Copilot.

## Organizational transition

Change management is a key differentiator of successful M365 Copilot implementation projects. KPMG professionals use behavioral science to create a tailored strategy to make sure Copilot users are equipped and empowered to gain value from Copilot – both for themselves and for their organization. This can be realized through:

- Providing user training and support for Copilot prompt engineering.
- Raising user awareness related to responsible artificial intelligence, a principle that aims to ensure the ethical use of AI.
- Empowering the individual to manage and control the data quality and security.
- Establishing a Copilot Center of Excellence (CoE) to foster continuous improvement and innovation.

This phase can lead to a well-informed and engaged workforce that has the opportunity to take full advantage of Microsoft 365 Copilot.

## Embrace the future of work with M365 Copilot

Intrigued by the confluence of art and science that AI brings to work? Eager to explore how AI is poised to revolutionize work paradigms? Learn more about the "how," "why," and "where" of work, unveiling ways leaders can navigate the evolving workplace landscape.

Unlock the full potential of Microsoft 365 Copilot—a gateway to a more intelligent, efficient and innovative future.