



GLOBAL DIGITAL  
TRANSFORMATION



# Copilot DXG Service Offer

FPT Software  
Digital Transformation Global



## Copilot for Microsoft 365 is transforming work

Generative AI can help to transform work inside your company

60%

of leaders say a lack of innovation or breakthrough ideas is a concern

64%

of people have struggled with finding time and energy to get their work done

70%

of people indicated they would delegate as much as possible to AI to lessen their workloads



68%

said Copilot improved the quality of their work

70%

said Copilot made them more productive

77%

said they didn't want to give Copilot up

[Work trend Index Annual Report: Will AI Fix Work?](#) Microsoft, 9 May 2023 | [Microsoft Work Trend Index: What can Copilot's Earliest Users Teach Us About Generative AI at Work?](#) Microsoft, 15 November 2023



## Generative AI Market Trends



By 2026 most businesses and work activities will get in one way disrupted by Generative AI applications



By 2026, **30% of work activities** involving the use of technology will be **conversationally enabled**.<sup>1</sup>

By 2026, **conversational artificial intelligence** deployments within contact centers will **reduce agent labor costs by \$80 billion**.<sup>2</sup>

By 2026, **up to 80% of organizations'** digital experiences will be delivered to consumers **via virtual people**.<sup>2</sup>

<sup>1</sup> 2022 Gartner® - Forecast Analysis: Hyperautomation Enablement Software, Worldwide

<sup>2</sup> 2022 Gartner - Forecast Analysis: Hyperautomation Enablement Software, Worldwide

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# Benefits of Generative AI

And why Copilot is a good solution for your industry?

<p><b>Government</b></p> <p>Simplify public information centers and reduce call volume</p> <ul style="list-style-type: none"> <li>Find COVID testing center</li> <li>Get childcare assistance</li> <li>Report road hazard</li> <li>Information and policies</li> <li>Public programs</li> <li>Service tickets</li> </ul> <p>🔗 📄 🏠 🗣️ +</p>	<p><b>Retail</b></p> <p>Optimize order systems for customers and storefronts</p> <ul style="list-style-type: none"> <li>Track my order</li> <li>I want to make an exchange</li> <li>Request inventory</li> <li>Shipping</li> <li>Manage orders</li> <li>Operations</li> </ul> <p>🔗 S 🔄 🛒 +</p>	<p><b>Financial Services</b></p> <p>Improve customer security and lower wait times</p> <ul style="list-style-type: none"> <li>Report lost card</li> <li>Check auto loan status</li> <li>Redeem points for miles</li> <li>Manage accounts</li> <li>Loans</li> <li>Rewards programs</li> </ul> <p>🔗 🏦 🎧 📄 +</p>	<p><b>Education</b></p> <p>Cut down on administrative costs with automation</p> <ul style="list-style-type: none"> <li>When will in-person classes resume?</li> <li>How to get financial aid</li> <li>I want to drop a class</li> <li>Information and policies</li> <li>Admissions</li> <li>Class schedules</li> </ul> <p>🔗 🎓 📄 🗣️ +</p>
<p><b>Travel and Transport</b></p> <p>Improve traveler experiences with a single point of contact</p> <ul style="list-style-type: none"> <li>How heavy can my bags be?</li> <li>Choose your seat</li> <li>Change my trip dates</li> <li>Trip information</li> <li>Upselling</li> <li>Manage bookings</li> </ul> <p>🔗 🌐 📄 🗣️ +</p>	<p><b>Professional Services</b></p> <p>Improve customer retention with straightforward service offerings</p> <ul style="list-style-type: none"> <li>Upload an image</li> <li>Meet with an advisor</li> <li>Get a quote</li> <li>Virtual field support</li> <li>Scheduling</li> <li>Lead generation</li> </ul> <p>🔗 📄 🗣️ 📄 +</p>	<p><b>Manufacturing</b></p> <p>Streamline operations by enabling independent troubleshooting</p> <ul style="list-style-type: none"> <li>I have an issue with my screen</li> <li>View all inspection logs</li> <li>What does my warranty cover?</li> <li>Technical support</li> <li>Safety and compliance</li> <li>Policies</li> </ul> <p>🔗 🏭 📄 now +</p>	<p><b>Healthcare</b></p> <p>Reduce patient-practitioner contact time and administrative overhead</p> <ul style="list-style-type: none"> <li>Tell us about your symptoms</li> <li>Submit health insurance claim</li> <li>See available times</li> <li>Tele-health screening</li> <li>Claims</li> <li>Scheduling</li> </ul> <p>🔗 🏥 📄 🗣️ +</p>

Data courtesy Microsoft

## Virtual solutions, real impact

🔗 Data connectors

- An **overall ROI** of **261%**
- An **NPV** of **\$1.57 million**
- A **payback period** of less than **6 months**
- **Ability to meet increased demands** without increasing employee headcount, **saving over \$1 million**

*Results are for a composite organization based on customers interviewed for The Total Economic Impact™ Of Microsoft Power Virtual Agents, a commissioned study conducted by Forrester Consulting, September 2021.*





## FPT & Microsoft

Setting up FPT Center of Excellence for Copilot Technology to tackle the Enterprise AI challenge



# For Enterprise AI



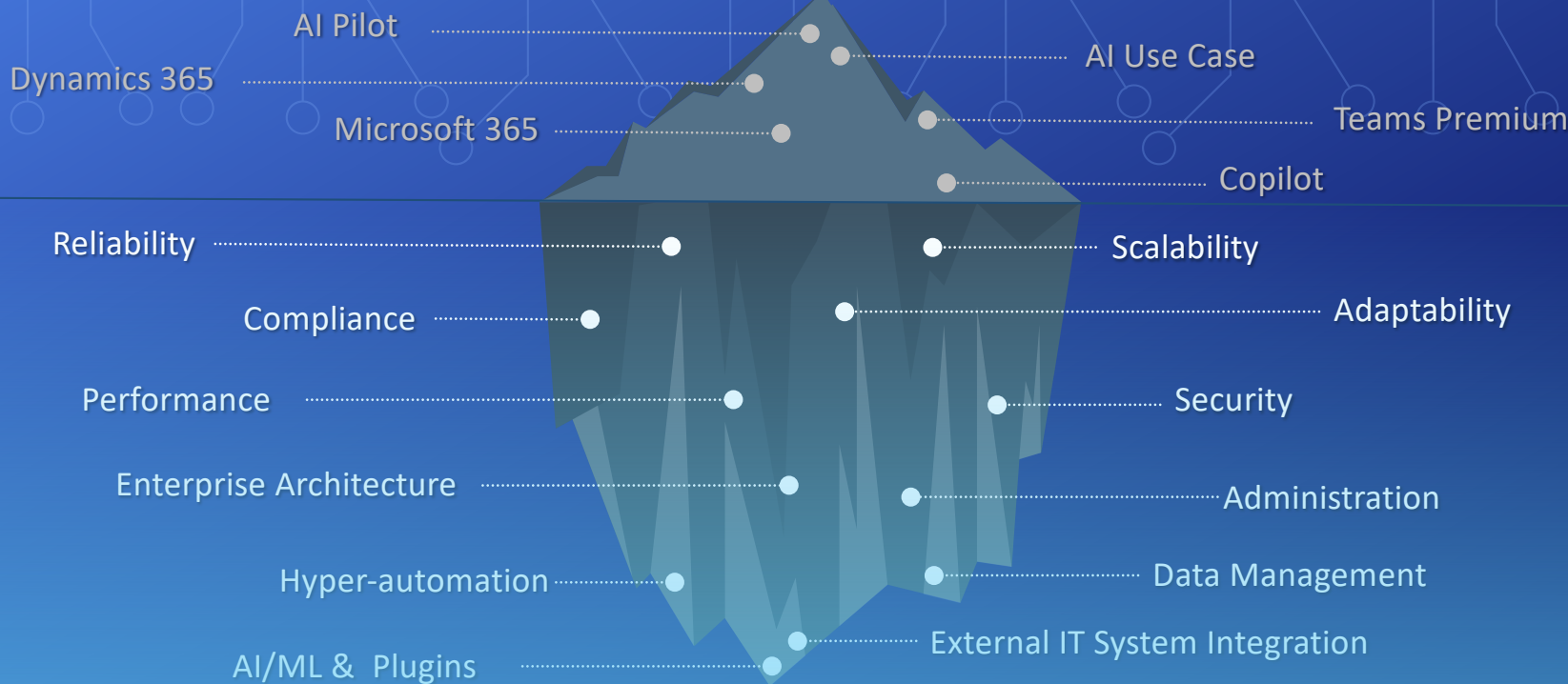
# Enterprise AI Solutions

Beyond Piloting AI: Weaving Intelligence into the Fabric of Your Business and Products

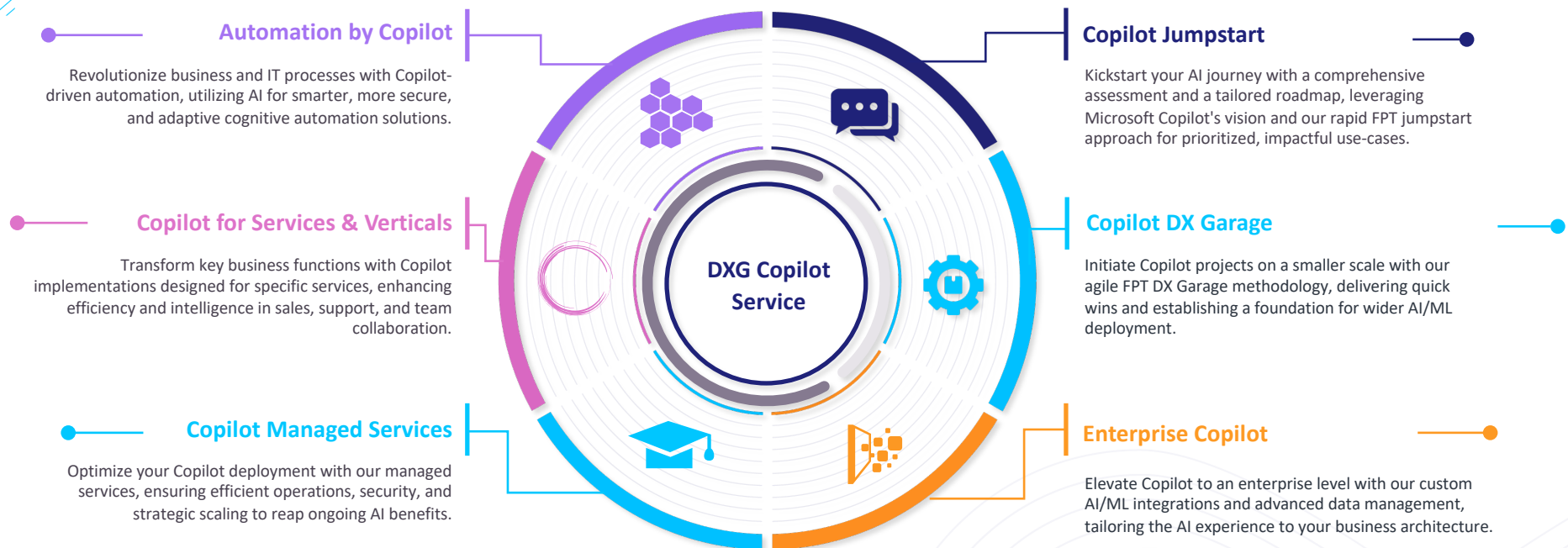


CLASSIC APPROACH

ENTERPRISE AI APPROACH



## DXG Copilot Services



**Empower Your Business Horizon: Unleash the Full Potential of AI with Copilot Implementation Excellence**

**30+**  
Copilot certified engineers

**2000+**  
Microsoft certifications

**3000+**  
Cloud/Data/AI engineers





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# Making your Enterprise AI Journey a Reality with and