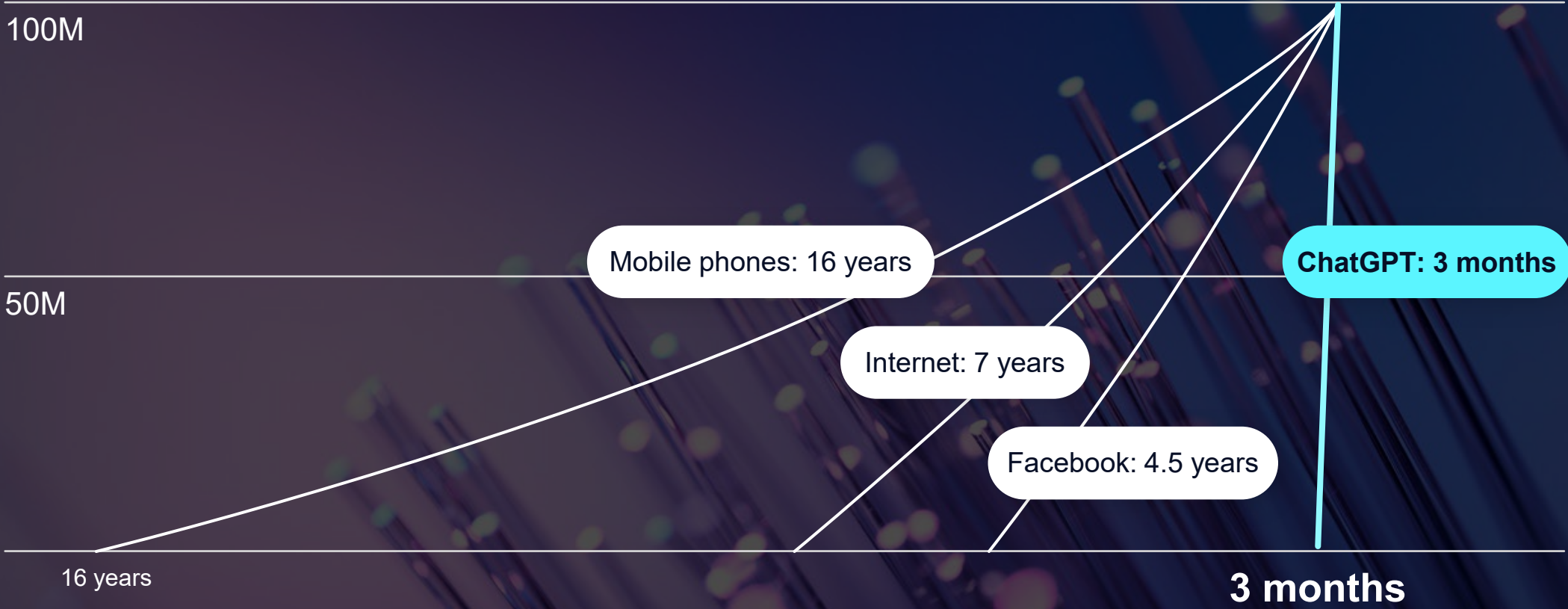


# Generative AI is transforming Modern Work

# Generative AI technology is here



Source: Microsoft Research

We are seeing two key market trends...

Are you  
modernizing your  
communications?

Are you exploring the  
impact of generative  
AI on Modern Work?



# We are Employee Experience experts

**#1** Microsoft Operator  
Connect partner & top  
performer for Teams  
telephony

**1M+** Cloud Voice & Managed Services  
users with Microsoft Teams

Top-tier global cloud communications provider

**3.8M+**  
Users  
supported

**30M+**  
Meetings  
hosted

**10B+**  
Minutes of  
cloud voice

One of the largest service-desk support user bases

**23M+**  
Annual  
service-desk  
contacts

**6.2M+**  
Managed  
users

**2.5K+**  
Service-desk  
agents

Leverage our Microsoft 365 Copilot expertise

NTT DATA is one of the  
first selected Microsoft  
partners to launch  
offerings for Copilot

We are key players in the  
development of Modern Work



Experience Microsoft 365 Copilot's use cases immediately

## Unleash creativity

Harness Copilot's power so you never start from scratch

## Unlock productivity

Copilot summarizes actions for you and optimizes your time

## Modernize communications

Allow AI assistance in all forms of communication

## Retire old architecture

Integrate key features with Teams Phone System and Azure Communication Services to expand Copilot to frontline workers and client interactions

Together, NTT DATA & Microsoft have created:

## Modern Work & Copilot Engagement Program

- ✓ 25+ users enabled with Cloud Calling (Operator Connect) & User Numbers
- ✓ 2+ users enabled with advanced use cases to replace your existing PBX's features & functionalities – access to future features
- ✓ Service numbers set up with Auto Attendant & Call Queues configured
- ✓ Trial calling experiences and understand how to incorporate upcoming Microsoft 365 Copilot capabilities
- ✓ Fully funded by Microsoft for eligible customers
- ✓ Alignment with Microsoft around Copilot enablement steps

# Outcomes delivered by Modern Work & Copilot Engagement Program



## Streamline cloud migration

Replicate in the cloud your EX and CX use cases found in your on-premise architecture.



## Unlock productivity

Integrate key communication methods with the cloud to bring AI productivity gains into customer engagements



## Leverage M365 Copilot

Understand how to incorporate upcoming Microsoft generative AI capabilities into your Modern Work.



## Future-proof your EX & CX

Plan for future Microsoft Modern Work evolutions by leveraging our access to Microsoft core development teams.



## Test features & functionalities

Experience advanced use cases with Teams Call Queues, Auto Attendant and our Service numbers.



## Compliance & feature parity

Our professional services team help you maintain compliance and feature parity with systems of any complexity.



A man and a woman in business attire are looking at a tablet and a laptop in a modern office setting. The woman is holding a tablet, and the man is holding a laptop. They are both looking at the devices with interest. The background features a wall with a geometric pattern and some greenery.

Ask us if you're  
eligible for a fully  
funded engagement  
program

