

Copilot for Microsoft 365 Solutions

NTT DATA Digital Workplace Services

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.²



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.²

Source:
1. Gartner, *Hype Cycle for Generative AI*, Sep 2023
2. 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

Copilot for Microsoft 365 – Enterprise Ready Digital Assistant



Grounded in your business data

Microsoft 365 Copilot has real-time access to both your content and context in Microsoft Graph.



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.



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.

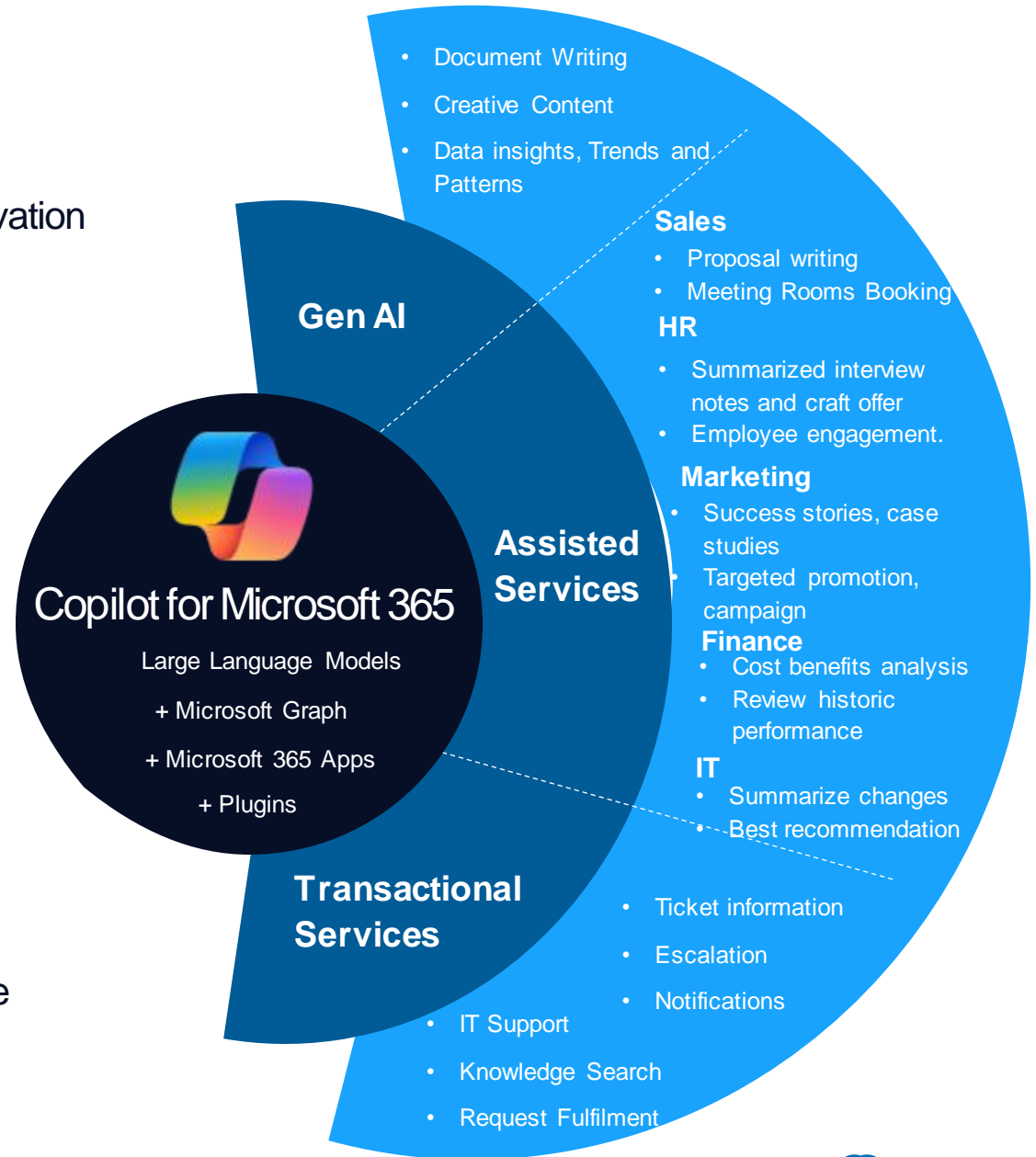
Turning your words into actions



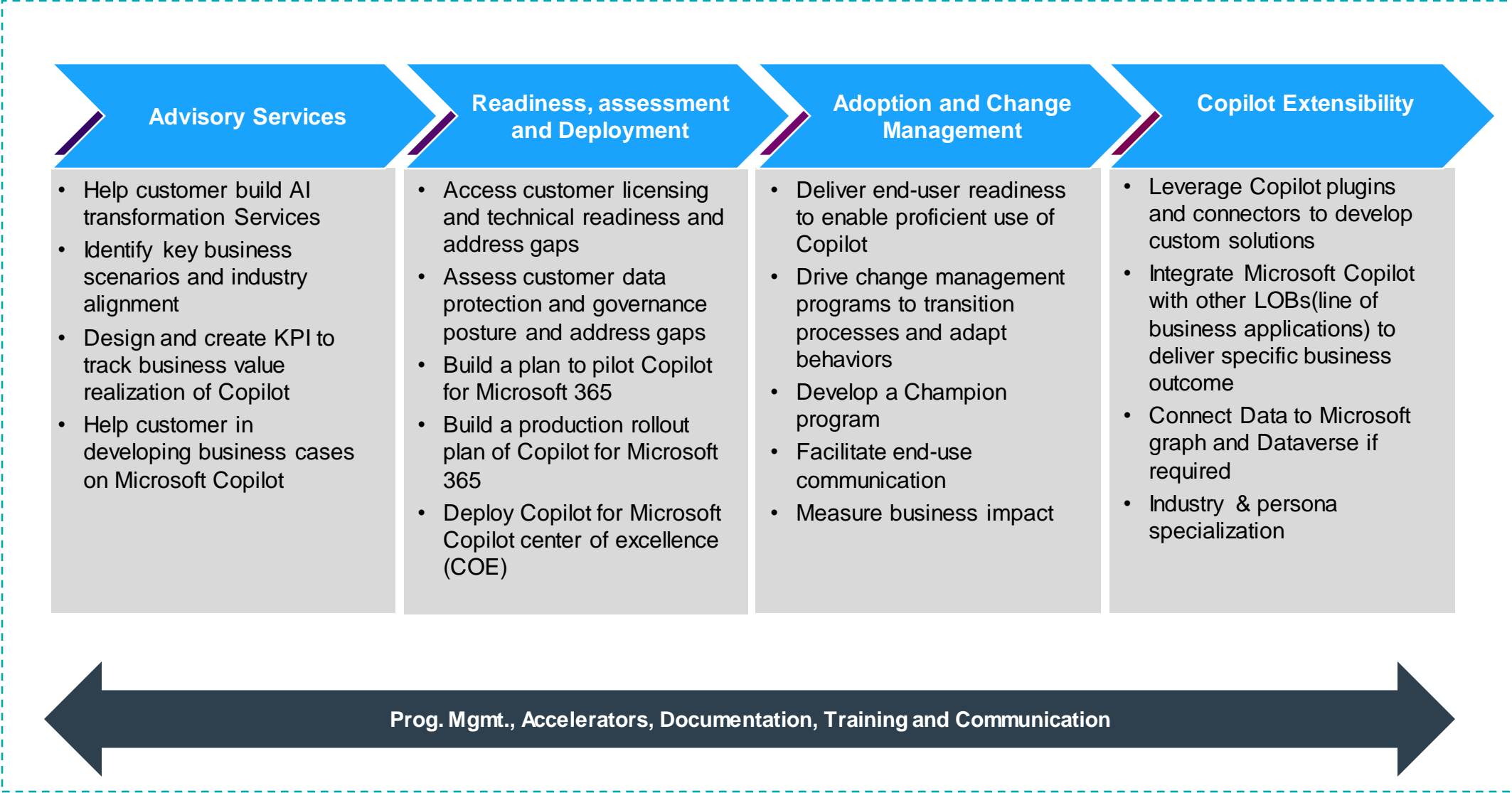
Boost Productivity

Ignite Innovation

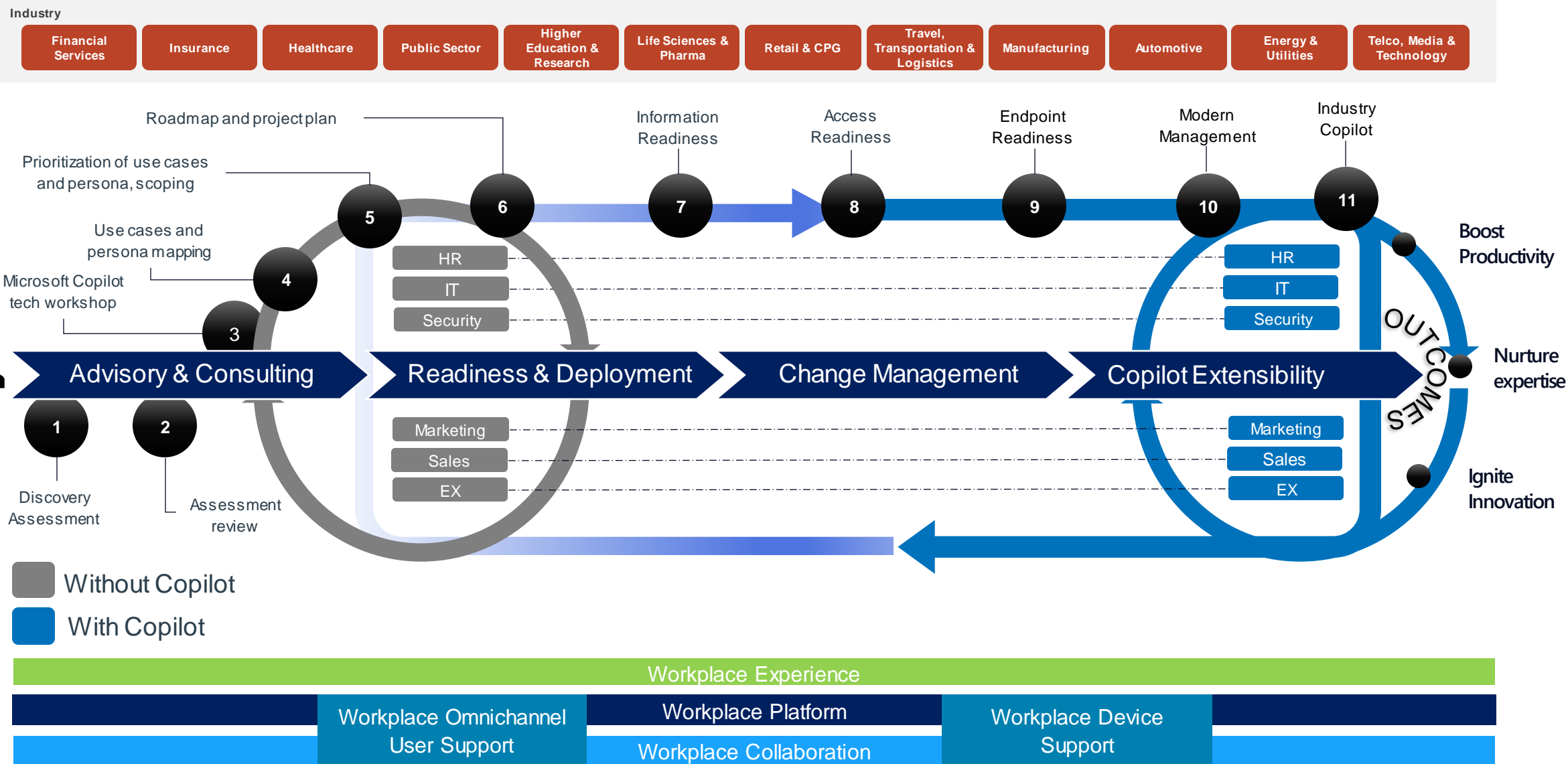
Nurture Expertise



Copilot for Microsoft 365 Transformation with NTT DATA



Copilot for Microsoft 365 journey



A recognized leader for Digital Workplace Services

Recognized as a Leader by analysts

HFS Horizons: Generative Enterprise™ Services, 2023 report

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

NelsonHall NEAT for Advanced Digital Workplace Services, 2023

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

Gartner® 2023 Magic Quadrant for Network Services, Global

Top-tier global cloud communications provider

3.8M+ **30M+** **10B+**

Users supported

Meetings hosted

Minutes of cloud voice



29 ISO-Certified delivery locations

One of the largest service desk support user base

23M+

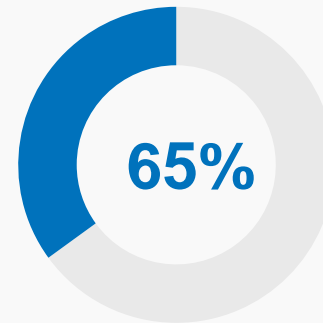
Annual service desk contacts

6.2M+

Managed users

2.5K+

Service desk agents



Contacts resolved with automation & bots

#1

Microsoft Operator Connect Partner & Top Performer for Teams Telephony



Microsoft Global SI Partner
Early **launch partner** of M365 Copilot

Cloud Voice & Managed Services users with MS Teams & Cisco

1M+

Tier 1

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

Protect Your Data Using Sensitivity Labels – Information Readiness

✔ Customizable

✔ Persist as container metadata or file metadata

✔ Readable by other systems

✔ Determine DLP policy based on labels

✔ Extensible to partner solutions



Manual or Automated Labels ✔

Apply to content or containers ✔

Label data at rest, data in use, or data in transit ✔

Enable protection actions based on labels ✔

Seamless end-user experience across productivity applications ✔

Access Readiness and Governance

SharePoint Access Readiness

Protect files in libraries and lists and verify access
Make sure files are not overshared

Cloud Access Security Broker

Visibility into cloud apps, including data access & usage
and potential abuse

Conditional Access

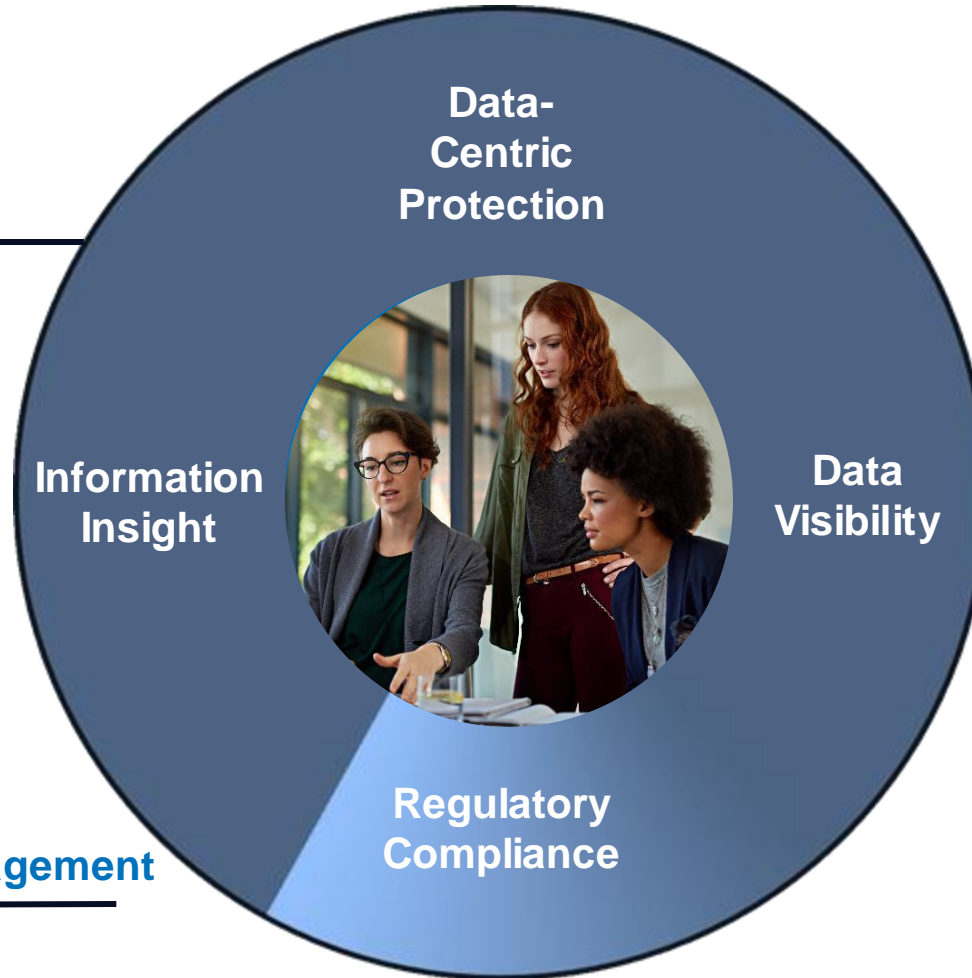
Control access to files based on policy such as
identity, machine configuration, geolocation,
and more

Intelligent Endpoints

Prevent, Detect and Respond to advanced
threats while minimizing your attack surface

Microsoft 365 Advanced Security Management

Visibility into O365 apps usage and potential data abuse



Data Loss Prevention

Prevent data loss across Exchange online,
SharePoint Online, OneDrive for Business

Microsoft 365 Enterprise Apps

Protect sensitive information while working in
Excel, Word, PowerPoint, Outlook and Teams

ISV Applications

Enables 3rd-party supported data types to be
protected, such as PDF files

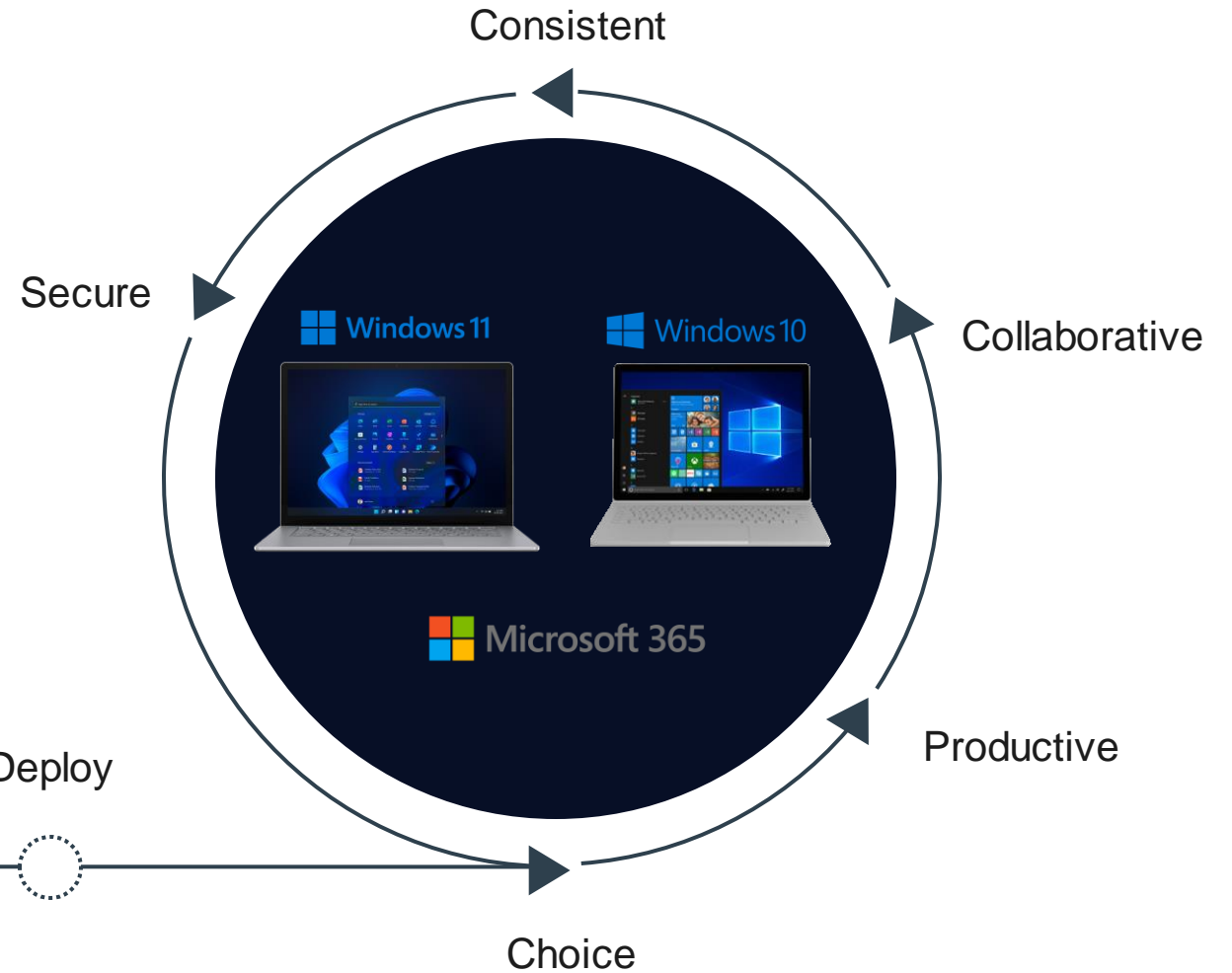
Advanced Data Governance

GDPR, HIPAA, PCI-DSS etc.

Windows 11 Readiness for Windows Copilot

Windows 10 & 11 Cohabitate:

- Update devices that meet the hardware floor
- Same servicing framework & process
- Same tooling & management approach
- Same ring strategy and approach
- Run the same applications
- Familiar user experiences
- Same deployment cadence



Plan

Prepare

Deploy



Modern Device Management

