



# Transforming Work with Copilot for Microsoft 365

Microsoft Copilot represents a transformative opportunity for businesses ready to embrace AI-driven workflows. The strategic adoption and customization of Copilot can unlock unprecedented efficiency and innovation. By focusing on user experience, leveraging AI-ready content, and extending functionality through custom plugins, organizations can harness the full power of Copilot to redefine their operational landscape.

## Experience Led Enablement and Adoption

### Challenges

- **User Resistance:** Employees may resist adopting a new tool due to comfort with existing processes or fear of redundancy.
- **Training Requirements:** The sophistication of Microsoft Copilot necessitates comprehensive training to ensure users can leverage its full potential.
- **Change Management:** Integrating Copilot into daily operations requires careful planning and support to manage the transition effectively.

### Benefits

- **Enhanced Productivity:** Copilot streamlines tasks freeing up valuable time for strategic work
- **Innovation Acceleration:** Copilot fosters an environment of innovation by enabling more efficient workflows
- **Improved User Experience:** Copilot simplifies interaction with Microsoft 365, enhancing user satisfaction and adoption rates.



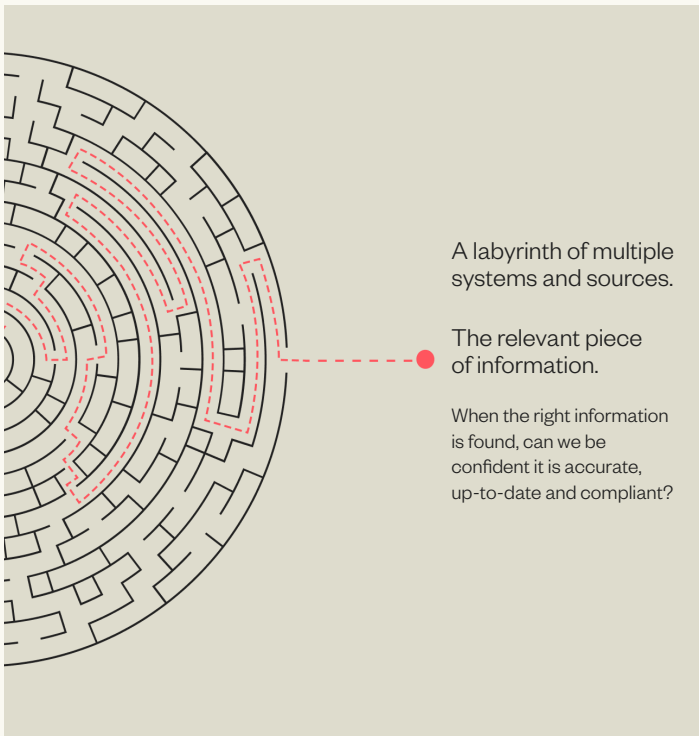
## Copilot and Knowledge AI Ready Content

### Challenges

- **Content Silos:** Enterprises often struggle with disparate content repositories, making it difficult to harness collective knowledge.
- **Quality and Relevance:** Ensuring content quality and relevance for AI utilization requires consistent management and curation.
- **Integration of Third-Party Data:** Seamlessly incorporating external data sources into the Microsoft 365 ecosystem presents technical and compliance hurdles.

### Benefits

- **Utilizing SharePoint Premium:** Enhances content management with advanced AI capabilities, facilitating efficient organization and retrieval of information.
- **Graph Connectors:** Allow the integration of third-party data into Microsoft 365, expanding the scope and utility of AI-ready content for Copilot applications.



## Copilot Extensibility

### Challenges

- **Vendor competition:** Competing product and capabilities within multiple enterprise solutions creates user confusion and technical debt.
- **Resource investment:** Significant time and resources are needed to design, develop, and maintain custom solutions across multiple technologies.
- **Context Switching:** Employees struggle with too many systems needed to do their jobs, doubling since 2019.

### Benefits

- **Tailored Solutions:** Custom plugins enable solutions that are precisely aligned with specific business needs, enhancing operational efficiency.
- **Competitive Advantage:** By extending Copilot's capabilities, organizations can simplify the user experience through optimized workflows.
- Simplified development process with Microsoft Copilot Studio including robust integrations and guidance on best practices.



## Connect With Us

Tom Keuten

SVP, Microsoft Alliance

[tkeuten@microsoft.com](mailto:tkeuten@microsoft.com)

Christopher Wagner

Alliance Director

[christopherwagner@rightpoint.com](mailto:christopherwagner@rightpoint.com)

[www.rightpoint.com](http://www.rightpoint.com)

