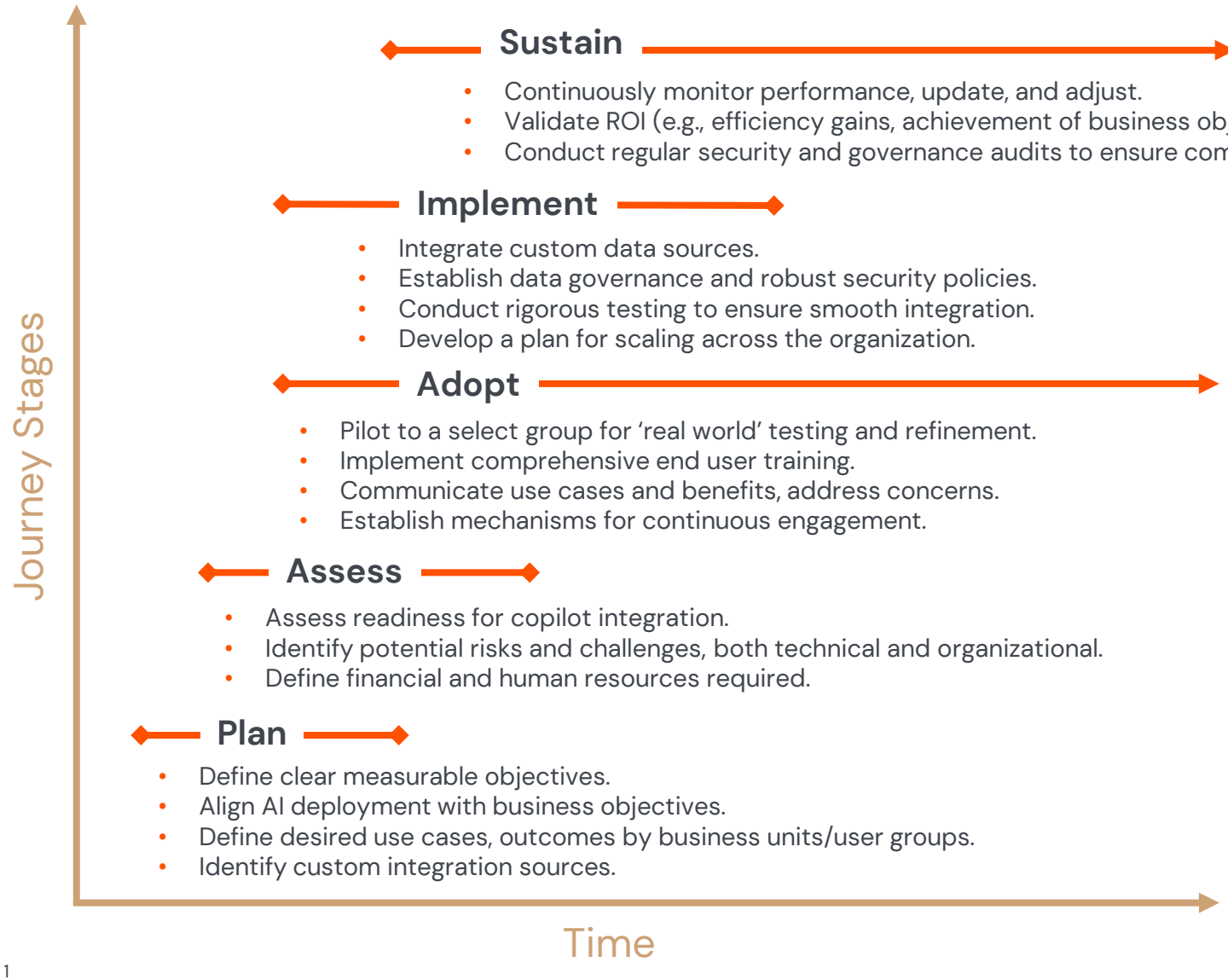
Copilot for Microsoft 365 journey



Sustain

- Continuously monitor performance, update, and adjust.
- Validate ROI (e.g., efficiency gains, achievement of business objectives).
- Conduct regular security and governance audits to ensure compliance.

Implement

- Integrate custom data sources.
- Establish data governance and robust security policies.
- Conduct rigorous testing to ensure smooth integration.
- Develop a plan for scaling across the organization.

Adopt

- Pilot to a select group for 'real world' testing and refinement.
- Implement comprehensive end user training.
- Communicate use cases and benefits, address concerns.
- Establish mechanisms for continuous engagement.

Assess

- Assess readiness for copilot integration.
- Identify potential risks and challenges, both technical and organizational.
- Define financial and human resources required.

Plan

- Define clear measurable objectives.
- Align AI deployment with business objectives.
- Define desired use cases, outcomes by business units/user groups.
- Identify custom integration sources.

How we help with Softchoice Services:

5 Optimize and maintain value of Copilot investment over time with **Copilot Support and Lifecycle Services**.

4 Optimize your environment and deploy Copilot with confidence with **Copilot Implementation Services**.

3 Uncover the art of the possible and empower your end users with **Copilot Adoption and Change Management Services**.

2 Understand technical requirements to get your environment ready with a **Copilot Readiness Assessment**.

1 Build a business case, roadmap, and adoption plan through expert-led discussions with our Journey Architects and a personalized **Copilot Planning Workbook.**

Softchoice

Softchoice's early adopter experience

As a member of Microsoft's Early Access Program, we were among the first companies to use Copilot in a real-world environment. These are some of the highlights from our initial three-week user study:

- **100% utilization rate** (persona development and change management were critical).
- Immediate productivity gains were **1 to 1.6 hours** per user per week.
- Users that adopted a Copilot-first mindset reported savings of **multiple hours** per week.

Business Group: Learning & Dev't
Persona: Content Creator

- **70% reduction** in time spent creating four eLearning modules (1 month vs. 3 months).
- Avoided outsourcing costs.

Business Group: Marketing & Sales
Persona: Content Creator

- **62% reduction** in time creating customer-facing presentations (3 hours vs. 8 hours).
- **67% reduction** creating detailed service descriptions (1 day vs. 3 days).

Business Group: Public Sector Sales
Persona: Content Creator

- **50% reduction** in time spent reviewing bid proposals (1 day vs. 2 days).
- **97% reduction** creating technical review meeting summaries (3-5 minutes vs. 3-4 hours).

Business Group: Customer Success
Persona: Delivery Agent

- **75% reduction** in time documenting meeting summaries & next steps (10 minutes vs. 40 minutes).
- **75% reduction** documenting 9 CSAT meetings (90 minutes vs. 6 hours).

Softchoice

Our value and **key differentiators**

We know the whole Copilot journey.

We have the end-to-end technical and consulting capabilities to help you build a Copilot strategy and roadmap, get your people and technology ready, secure your data, deploy and scale access, and sustain adoption over time.

We know Microsoft better than anyone.

- Microsoft partner for 30+ years
- Azure Expert MSP
- 300+ Microsoft certifications
- 5 Solutions Partner designations and 9 Advanced Specializations across Azure, Modern Work and Security
- 20 million+ unique seats managed across Microsoft Office 365 workloads

We know from experience.

As a member of Microsoft's Early Access Program, we were among the first companies to use Copilot in a real-world environment.

We documented our deployment from start to finish and use learned best practices to lead others.