



Your Expert Training and Adoption Partner

Support for your Microsoft 365 Copilot and AI Agent adoption
from pilot to enterprise scale



Our purpose

We help organisations apply Microsoft 365 Copilot and AI to real business problems, improving productivity, ways of working and outcomes

Support available for pilot, wider rollout, or both — scaled to your need.



Early-stage Copilot adoption and evaluation

Structured approach to understanding value and shaping adoption

Purpose

- Explore Microsoft 365 Copilot in real business scenarios
- Understand how Copilot supports productivity and ways of working
- Inform a clear and structured approach to wider adoption
- Provide a basis for confident rollout decisions

Approach

- Establish foundations, including AI security, risk and governance
- Define clear objectives, success measures and scope
- Engage a diverse, role-based user group where relevant
- Deliver structured training, adoption activities and support
- Capture feedback and insights throughout
- Use outputs to inform mission-led adoption aligned to business priorities

Outcomes from early-stage adoption

Building confidence, insight and readiness for wider rollout

Benefits

- Build confidence in Copilot through real, role-based use
- Identify high-value use cases across business areas and professions
- Provide clear evidence to support informed rollout decisions
- Reduce risk through a structured, controlled adoption activities
- Improve organisational readiness for wider adoption
- Enable measurable value from early Copilot use
- Support a smooth transition to organisation-wide adoption

Planning and setting up Copilot adoption

Objective setting



Objectives and success

- Identify and publish guiding principles and AI policy
- Align business objectives to organisational priorities
- Agree clear indicators of success
- Clarify expected value and outcomes of adoption



Governance and measurement

- Identify risks, concerns and constraints
- Define ROI measures (independent and self-reported)
- Plan the trial group journey and experience

Activities scale depending on whether supporting pilot, rollout or full adoption programmes

Delivering adoption in practice

How we deliver adoption across pilot and rollout



User & community considerations

- Assess M365 adoption maturity and capability levels
- Define profession and role-based requirements
- Identify accessibility needs and inclusion considerations
- Establish and support champion and community networks



Training and adoption delivery

- Deliver foundation training to create core Copilot knowledge
- Provide profession and role-based training modules
- Deliver tailored business team support and training
- Support communications and engagement activity
- Deliver adoption activities
- Provide ongoing support aligned to roles and business priorities
- Capture feedback, insights and continuous improvement

Embedding and enterprise adoption

How we deliver adoption at scale

Insights - Business priorities - Success measures



Enable & Engage

- Support communications to drive awareness and adoption
- Develop training materials and practical guidance
- Deliver activities including workshops, drop-ins, promptathons and agentathons
- Support communications and engagement activity (e.g. away days, all-staff calls, departmental initiatives)
- Use pilot insights, business priorities and success measures



Embed & Sustain

- Embed Copilot & AI Agents into business processes
- Develop playbooks and support organisational use cases
- Provide ongoing Evergreen learning and updates
- Support senior leaders and sponsors to drive adoption

Please refer to our Microsoft 365 training and adoption service for our full detailed training methodology.

Delivering Copilot and AI Adoption at Scale

How we deliver adoption and embed new ways of working at scale

Measurable, scalable adoption — from pilot to enterprise impact



Align

- Mission-led adoption aligned to priorities
- Profession-led training across key roles



Embed

- AI embedded into end-to-end processes
- Enterprise playbooks & reusable use cases



Realise

- Benefits tracking & value realisation
- Continuous Evergreen capability development

Why organisations choose PWM

- ■ **Proven experience** delivering Copilot adoption in complex public sector organisations
- ■ We apply Copilot to **real business scenarios**, not generic use cases
- ■ We balance **engaging adoption activities** with structured delivery and governance
- ■ We support clients from **pilot through to scaled, embedded adoption**
- ■ We focus on **practical application**, not just training delivery
- ■ We make adoption **measurable through feedback, insights and benefits tracking**
- ■ We work alongside your teams to **embed new ways of working**
- ■ We provide **ongoing Evergreen support**, not one-off interventions
- ■ We design everything around **your people, roles and organisational context**

Contact us

Please get in touch to discuss your requirements
and how we can help.

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Our goal is to help teams embrace and
understand new technology
We would love to partner with you on your
Microsoft 365 journey



How else can we help?

Other PWM Services

Core Services

- ■ Microsoft 365 training and adoption service
- ■ Microsoft Teams training and adoption service
- ■ Microsoft SharePoint training and adoption service
- ■ Power Platform training and adoption service

Support Services

- ■ Microsoft 365 Copilot Evergreen on-demand learning and support site (The LearnHub)
- ■ Digital Champion Community development and management
- ■ Do M365 Right™
- ■ Helpdesk Support service