avanade

G-Cloud 14

Avanade Copilot and Generative AI Advisory Services

May 2024

Table of Contents

1. Copilot & Generative AI Advisory Services

1.1. Introduction

Artificial intelligence (AI) is reshaping the world of business, creating new opportunities for innovation, efficiency, and growth. However, many organizations struggle to adopt and scale AI solutions, facing challenges such as data quality, talent shortage, ethical concerns, and complex integration. How can you overcome these barriers and unlock the full potential of AI for your business?

At Avanade, we have the expertise, experience, and tools to help you navigate the AI journey, from strategy to implementation. We offer two unique services that can accelerate your AI transformation: Copilot and Generative AI Advisory Services. These services are designed to help you identify, prioritize, and execute AI initiatives that align with your business and organisational goals and deliver value.

1.1.1. Copilot for M365

Microsoft 365 Copilot, the latest breakthrough in cloud-based generative AI technology, seamlessly integrates with the Microsoft 365 ecosystem, including Office apps, Teams, and Viva. This integration enables organisations to create a unified, AI-powered digital workspace that puts intelligent assistance at the fingertips of every employee. By leveraging advanced natural language processing and machine learning capabilities, M365 Copilot can understand and respond to user queries, generate content, automate tasks, and provide personalised recommendations, all within the familiar Microsoft 365 interface.

Avanade's M365 Copilot Services go beyond simple implementation, offering a comprehensive, end-to-end approach that ensures maximum adoption, value realisation, and ongoing success. Our services encompass expert consulting, custom solution design, seamless integration, user training and support, and continuous improvement, all tailored to the unique needs and objectives of an organisation.

1.1.2. Generative AI

Microsoft and OpenAI have trained the next generation of AI models, paving the path for Generative AI. Microsoft made OpenAI enterprise ready, allowing you to take control of the mountains of documents, data and manual processes that have held you back for years. Avanade is invested in leading the way in Generative AI through partnerships with Microsoft and OpenAI. Our knowledge and experience can help you reach the mountaintop and stay there by leveraging Generative AI to unlock the value, disruption and transformation you need in a responsible and reliable way.

1.1.3. Summary Overview

By partnering with Avanade, organisations can unlock the full potential of their workforce, enabling employees to work smarter, collaborate more effectively, and drive innovation across the business. With generative AI-powered tools and intelligent automation, organisations can streamline processes, reduce manual effort, and free employees to focus on higher-value activities that require human creativity and judgment.

Moreover, Avanade's commitment to responsible AI ensures that organisations can harness the power of generative AI with confidence, knowing that their solutions are built on a foundation of strong security, governance, and ethics. We work closely with all clients to address their specific security and compliance requirements, providing transparency and control over AI-generated content and ensuring the protection of sensitive data.

Principles & Governance | Risk, Policy & Control | Technology & Enablers | Culture & Training

1.2. Expected Outcomes

By partnering with Avanade to implement and optimise Microsoft 365 Copilot and other Generative AI tools, organisations can expect a range of transformative outcomes that enhance productivity, drive innovation, and improve citizen services. Some of the key outcomes include:

- **Increased Efficiency and Productivity**
  - Streamlined workflows and automated tasks, enabling employees to focus on high value activities
  - Faster access to information and insights, facilitating data-driven decision-making
  - Reduced time spent on repetitive tasks, freeing up resources for more strategic initiatives

- **Enhanced Collaboration and Innovation**
  - Seamless collaboration across teams, departments, and agencies, breaking down silos and fostering cross-functional cooperation
  - Accelerated ideation and problem-solving through AI-powered brainstorming and analysis tools
  - Improved knowledge sharing and best practice dissemination, driving continuous improvement and innovation

- **Improved Citizen Services**
  - Faster response times and more accurate information provided to citizens through AI-assisted customer support
  - Personalized citizen experiences based on AI-driven insights and recommendations
  - Proactive identification and resolution of potential issues before they impact citizen services

- **Stronger Security and Compliance**
  - Robust data governance and security measures to protect sensitive information and ensure compliance with regulations
  - Continuous monitoring and threat detection using AI-powered security tools
  - Improved risk management and reduced likelihood of data breaches or security incidents

- **Greater Agility and Resilience**
  - Faster adaptation to changing circumstances and citizen needs through flexible, AI-driven processes
  - Improved business continuity and disaster recovery capabilities, minimizing disruption to critical services
  - Enhanced ability to scale services up or down based on demand, optimizing resource allocation

- **Accelerated Digital Transformation**
  - Faster adoption of advanced technologies and digital tools, positioning agencies at the forefront of innovation
  - Improved integration and interoperability between systems, enabling a more cohesive and efficient digital ecosystem
  - Greater ability to leverage data and AI insights to drive strategic decision-making and policy development

- **Empowered and Engaged Workforce**
  - Increased employee satisfaction and engagement through more meaningful, impactful work

- o Continuous learning and skill development opportunities, preparing the workforce for the future of work

- o Improved work-life balance and well-being through AI-assisted time management and productivity tools

By realising these outcomes, organisations can not only improve their operational efficiency and effectiveness but also deliver higher-quality services to clients, customers and stakeholders. Avanade's M365 Copilot and Generative AI Advisory Services provide the expertise, guidance, and support needed to unlock the full potential of Generative AI and transform the way businesses work.

1.3. Copilot Services and Approach

Avanade have 6 service offerings to meet organisations where they are:

M365 Copilot Transformation

A **holistic service offering** that helps you optimize business performance and security with Microsoft 365 Copilot, end-to-end transformation program for adoption, including advisory, technology support and organizational change management

Value Framework	**Readiness Assessment**	**Information Management Accelerator**	**Change Enablement**	**Extensibility**
4-week Advisory engagement to help clients identify key business drivers and define a business case for delivering maximum value in line with their strategic objectives	Multi-level engagement to help clients prepare for Copilot adoption, delivering a governance framework for optimizing workplace technology and harnessing the power of gen AI	4-week Advisory engagement to help ensure data meets high standards of security, privacy and compliance so clients can confidently unlock Copilot's full potential	4-week Advisory engagement to help get people ready, enabled and engaged to embrace the change of generative AI in the workplace	Multi-level engagement to help clients create and deploy extensions for Microsoft 365 Copilot, giving you access to more data and functionality

1.3.1. Microsoft 365 Copilot Transformation

This comprehensive solution aligns organisations with M365 Copilot's potential by addressing three critical areas:

- **People Readiness:** Services designed to support the people side of change, ensuring that users are engaged, informed, prepared, and empowered to adopt Copilot and new ways of working.

- **Business Engagement:** Customised services to help you discover the best use cases, personas, extensibility options, and value propositions for Copilot.

- **Platform Readiness:** A set of services and capabilities that enable the successful adoption and integration of Copilot into the organization's workflows and systems, encompassing a generative AI centre of excellence, information management, user support, extensibility, and manage and evolve services.

1.3.2. Value Framework

Avanade's Workplace Advisory team will work with you to:

- Define your key business drivers and objectives with Copilot

- Identify and prioritise the new ways of working that will drive value

- Define areas of potential impact for Copilot based on your specific business scenarios

- Co-design your Copilot Value Framework, which includes the key metrics to measure and track your organisation's performance with Copilot

1.3.3. Readiness Assessment

Avanade's Readiness Assessment prepares clients for Microsoft 365 Copilot adoption, delivering a governance framework for optimising workplace technology and harnessing the power of Generative AI. Our experts will work with you to understand your current Microsoft 365 maturity journey and identify key next steps to ensure that you can safely exploit the value of these capabilities as they become available. They will also support you with aligning Copilot within your organisation's overall GenAI strategy.

1.3.4. Information Management Accelerator

The Information Management Accelerator is designed to help organisations unlock the full potential of Copilot by ensuring their data meets high standards of security, privacy, and compliance. The Accelerator involves a programme where a team of workplace advisory, technology, data, and security experts assess SharePoint data governance and management processes, identify potential risks, and provide

recommendations for a governance model. This ensures that organisations can use Copilot without compromising their data security.

1.3.5. Change Enablement Accelerator

Our Microsoft 365 Copilot Change Enablement solution is designed to get you "People Ready" so you can realise the value of increased productivity, efficiency and creativity with Copilot. Going beyond technology, this service ensures workforce is ready to embrace AI. Avanade's people-focused approach covers every stage, from Proof of Value to full implementation, empowering employees to adopt new ways of working.

- Create a robust change strategy to ensure a clear understanding of change factors and purpose
- Identify the necessary skills, capabilities and training to build a new organisational design and strategic workforce
- Define a change network of champions to share the benefits of AI and build employee engagement
- Develop AI and data literacy principles to ensure a transparent and consistent perception and interpretation
- Create an action plan to drive effective governance and communication to share knowledge, increase engagement and build trust
- Map key stakeholders to help share the vision and purpose of your Copilot strategy

1.3.6. Extensibility Accelerator

The Extensibility Accelerator within Avanade is a programme designed to enhance the capabilities of Microsoft 365 Copilot by creating and deploying custom extensions. These extensions can unlock access to more data and functionality, allowing for the integration of non-Microsoft 365 applications and data formats into Copilot's skill set. The programme involves a learning and exploration session, ideation workshop, and a development phase to deliver tailored connectors and plugins. Avanade can help you prioritise the most valuable use cases for your business and test the feasibility and quality of the extensions, before deploying them.

1.3.7. Expected Outcomes with Copilot

1.3.7.1. Value Measurements

A detailed and structured framework for measuring the impact of Copilot will be established, ensuring that data-driven insights are captured and assessed across critical areas of operation. This will highlight Copilot's effectiveness and inform continuous improvement.

1.3.7.2. Planning for Scale

A readiness assessment to identify potential issues and risks that could obstruct scaling the deployment of Copilot. This includes a plan that details the technical and support process adjustments needed, as well as a robust data governance strategy to support a broad rollout.

1.3.7.3. Strategic Alignment

Establishing the value of Copilot through detailed analysis and developing a solid business case will align the tool's capabilities with the organisation's strategic goals, demonstrating its return on investment and ensuring that the deployment supports overarching objectives.

1.3.7.4. Adoption & Enablement

Through tailored training and engagement strategies such as gamification, the workforce will be encouraged to adopt Copilot, leading to greater utilisation, proficiency, and ultimately, a more efficient and innovative use of Microsoft 365's capabilities.

1.4. Generative AI Services and Approach

Avanade's Gen AI Advisory services are designed to help clients bridge the AI gap by focusing on business and client outcomes, with a people-centric approach to AI and Generative AI.

1.4.1. AI Organisational Readiness Framework

The AI Organisational Readiness Framework provides a comprehensive assessment of an organisation's readiness across people, processes, and technologies, offering detailed insights and enabling leaders to prioritize responsible actions for leveraging AI's benefits. It includes executive coaching, tailored employee training, and an innovative "AI control tower" with cloud-based tools, dashboards, and knowledge resources.

1.4.2. AI Governance Quick Start

The AI Governance Quick Start service addresses the crucial requirement for responsible AI governance, enabling organisations to translate corporate values into guidelines and practices for governing the ethical use of AI. It helps proactively assess risks in AI projects and enhances existing governance processes, policies, and behaviors to manage and reduce AI risks across all functions.

1.4.3. Expected Outcomes

- A comprehensive assessment of your organisation's readiness across **people, processes, and technologies** for AI, enabling leaders to prioritise responsible actions for leveraging AI's benefits.

- The development of an AI-first mindset, with services designed to expedite business value derived from AI.

- Engagement with Avanade SMEs to understand and realise the business value of Generative AI from Microsoft, including in-depth workshops to identify the most beneficial business scenarios.

- Insights into AI adoption and governance, with Avanade's services helping clients to anticipate revenue growth and prioritise safer and more responsible AI practices.

2. Pricing

Please refer to the associated Pricing Document relevant to this Service.

3. Contacts

Paul Marsh

Head of Avanade UK Health & Public Services

Email: uk.hps.support@avanade.com

Telephone: +44 20 7025 1000

4. About Avanade

Avanade, a joint venture between Accenture and Microsoft, is a privately held company was founded in 2000 with the goal of delivering innovative services and solutions to enterprises worldwide using the Microsoft platform. Avanade's main business focus is to purely deliver innovative services and solutions to enterprises worldwide on Microsoft technology. Avanade is a global organisation with over 56,000+ professionals worldwide, serving our clients in major geographic business areas in 26 countries.

This vast network of highly skilled resources is further complemented by our network of delivery centres that we refer to as Advanced Technology Centres (ATCs). This complementary capability provides the agility, cost efficiency and diversity of skills that today's businesses demand. This construct underpins the results we generate for our clients and forms the foundation for our long-term relationships with them.