



Microsoft 365 Copilot – Readiness, Pilot, Rollout & Adoption

Supplier: PWM Training (UK) Limited

1) Service Summary

PWM Training delivers a people-centred Microsoft 365 Copilot enablement service covering readiness, pilot design, training, adoption, KPIs and rollout support. We ensure organisations adopt Copilot safely, productively and in alignment with governance, security and accessibility requirements.

2) Detailed Service Description

This service supports organisations to adopt Microsoft 365 Copilot or \Microsoft Copilot Chat. It includes readiness assessment, use-case identification, pilot cohort design, prompt-engineering workshops, role-based Copilot training, coaching, Champions enablement, communications guidance and structured rollout planning.

3) Scope & Deliverables

- Readiness support at a Team/Business Unit level
- Use-case development and benefits model
- Pilot cohort plan and KPI framework
- Prompt-engineering and practical Copilot sessions
- Role-based training curriculum
- Champions enablement resources, if contracted
- Comms toolkit
- Rollout plan and recommendations

4) Features

- Readiness assessment at a Team/Business Unit level
- Pilot cohort design
- Prompt-engineering workshops
- Role-based Copilot training
- Coaching and use-case development
- Champions support
- Rollout planning support
- KPI tracking model
- In-tenant delivery

5) Benefits

- Faster Copilot adoption
- Measurable productivity uplift
- Clear use-case alignment
- Increased user confidence
- Reduced support demand
- Consistent rollout
- Safer implementation
- Structured governance alignment
- Champions-driven engagement
- Stronger digital capability

6) Service Levels

- UK business hours
- 1 business-day response to queries

7) Onboarding & Offboarding

Onboarding: discovery, readiness review, goals, pilot design.

Offboarding: final report, KPIs, recommendations, handover materials.

8) Technical Requirements

- Active Microsoft 365 tenant
- Copilot licensing (for Copilot M365 projects)

9) Social Value & KPIs

- Digital skills uplift
- Accessibility (WCAG 2.1 AA)
- Champions diversity targets
- Productivity KPIs

10) Delivery Model & Support

Delivered primarily remotely via Microsoft Teams. Onsite sessions available by agreement. This service does not include ongoing helpdesk/email/phone/web-chat/ticketing support.

11) Technical Requirements & Dependencies

- Governance and permissions readiness
- SME availability
- Buyer-provided examples for scenarios
- Ability to join Teams sessions
- Access to Comms channels
- Access to stakeholders and colleagues for scenario and profession research

12) Constraints

- Delivery is predominantly remote. Onsite delivery by agreement. Platform configuration remains the buyer's responsibility.