



G-Cloud 15 Service Definition

Accenture Microsoft 365 Copilot Services

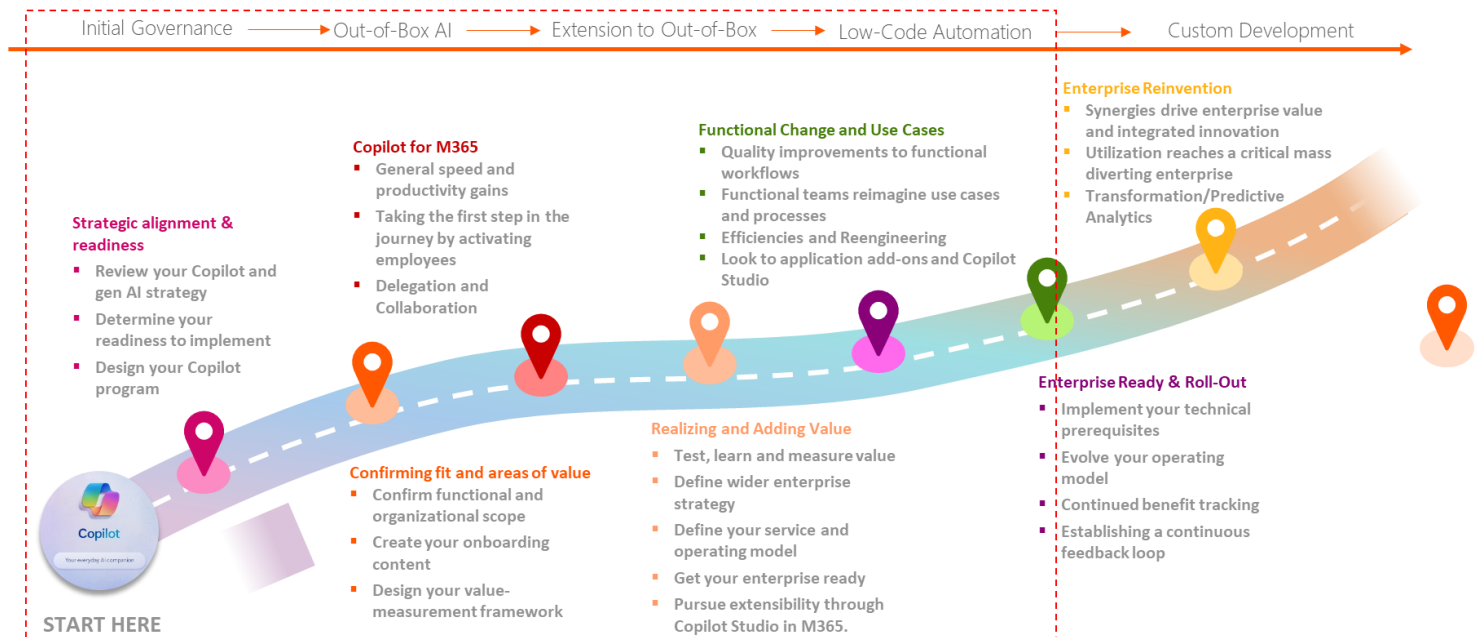
Jan 2026

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1.0 Scope of our services

Accenture's provides a comprehensive Microsoft 365 Copilot service portfolio spanning advisory, implementation, and ongoing support. Together, these services ensure clients get end-to-end support – from initial vision and business case through to technical deployment, user adoption, and ongoing optimisation – thus maximising the value of Microsoft 365 Copilot in the workplace. Starting with out-the-box AI products for immediate value and to start integrating AI literacy in the organization, organizations then use that as a springboard improving value of existing investments by integrating more data through extensions. Then moving to reinventing functions through process reinvention.



Key offerings include:

Copilot Vision & Value Evaluation – A short engagement to assess an organisation's readiness for Microsoft 365 Copilot and identify high-impact use cases. Accenture "Vision and Value Evaluation" helps you understand your Microsoft 365 environment and its readiness for Microsoft 365 Copilot. We assess both the technical and business aspects of your setup, including service architecture, licensing, security, data, and updates.

We will also work with your stakeholders to identify high-value use cases and develop a strategic roadmap, including a high-level business case for Copilot in your organization. This evaluation is designed to unlock the full potential of your Microsoft 365 environment with the power of generative AI.

Copilot Deployment & Adoption Accelerator, - A structured programme to rapidly deploy Copilot to pilot users or initial business units and drive user adoption through training and change management. Accelerator quickly demonstrates the value and potential of Microsoft 365 Copilot for your organization. We help you define your goals, train your people, measure your progress, and put you on track to maximize your Copilot investment. Our comprehensive approach considers technical readiness to deploy, productivity, efficiency, performance, and your employee value proposition.

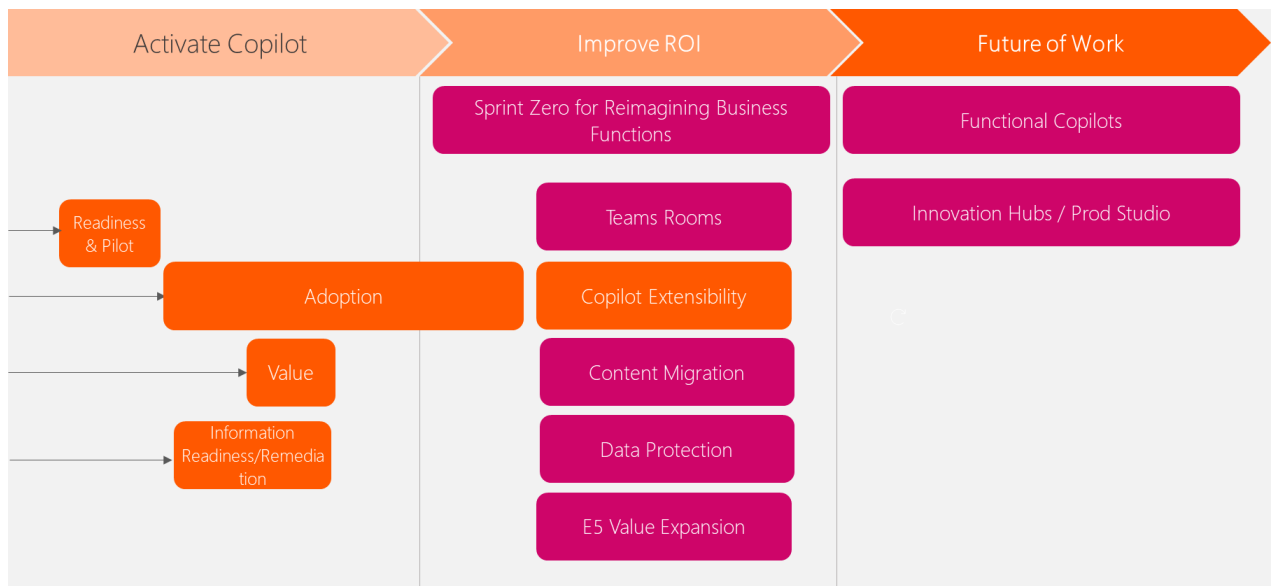
Copilot Health Check - For organisations that have started using Copilot, Accenture offers a Copilot Health Check (to diagnose and resolve quality or performance issues in existing Copilot implementations)

Copilot Scalable Governance services - to establish the necessary security, compliance, and guardrails for broad Copilot use, including empowering “makers” to build their own Copilot-based agents using Copilot Studio. We help clients establish a **robust governance framework** that makes Microsoft 365 Copilot adoption both secure and sustainable at enterprise scale. Our approach embeds **responsible AI practices** and rigorous security controls into every aspect of Copilot governance. We align governance policies with Microsoft’s own **Responsible AI principles**, meaning Copilot is introduced in a manner that upholds transparency, fairness, and privacy. Concretely, our governance framework mandates **data protection** measures such as strict access controls, data classification-based permissions, and integration with **Microsoft Purview for data loss prevention and information governance**. This framework defines clear **policies, controls, and roles** to oversee Copilot’s use across the organisation. We work with the client to set up a cross-functional **Copilot Governance Board** (often an extension of their IT or AI governance committee) that owns Copilot strategy and oversight. Within this model, key roles and responsibilities are delineated: for example, a **Business Sponsor** provides executive backing and ensures Copilot initiatives align with high-level goals; designated **Copilot Product Owners/Architects** coordinate day-to-day operations and act as custodians of the overall Copilot programme; **Security and Compliance leads** enforce data privacy, security, and **ethical AI standards**; and line-of-business **Agent Owners** (if Copilot agents are created via Copilot Studio) manage the lifecycle of those custom AI assistants within their domain. The result is a **structured governance lifecycle** that gives business units the confidence to innovate with AI, while ensuring appropriate checks and balances are in place.

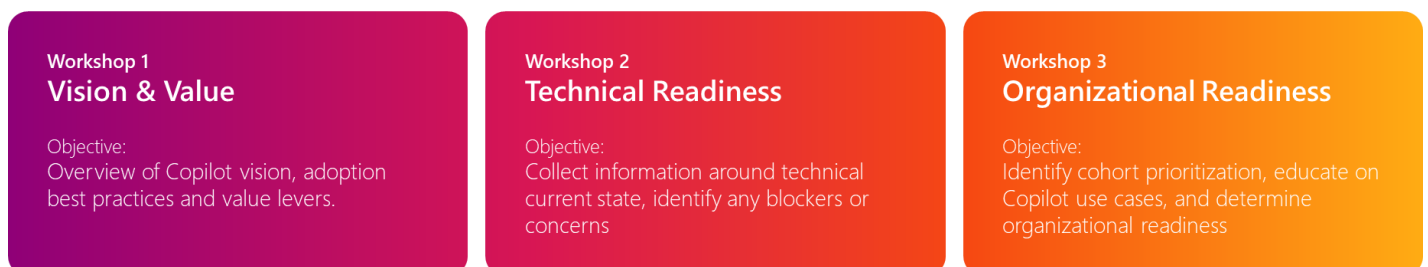
Offering	What is it	Why it matters
Copilot Vision and Value Evaluation	A Proof of Concept use case to explore benefits of implementing M365 Copilot within a single business unit or department.	After purchasing the initial Copilot licenses, clients may not see value or benefits in investing more in Copilot. This engagement will identify a key use case to generate immediate business values and kickstart the Copilot rollout.
Copilot Adoption and Deployment Accelerator	A comprehensive program designed by Avanade to quickly demonstrate the value and potential of Microsoft 365 Copilot for organizations.	Gives clients clear, practical and concrete steps to fast-track Copilot adoption and maximize the value of AI in their workplace. Our approach maximizes ROI by aligning productivity with business performance, employee value and governance to drive sustained adoption.
Copilot Health Check	Struggling with Copilot Quality, especially those who “ attempted ” it themselves and now they are not getting results like other tools. We host workshops, conduct investigations and configuration reviews to determine root cause and suggest route forward.	After purchasing the initial Copilot licenses, clients may not see value or benefits in investing more in Copilot or might consider abandoning the product. It is a complex tool to effectively use, this offering sees an opportunity to refine their state and determine if quality can be improved.
Copilot Scalable Governance	Copilot scalable governance enables organizations to unlock the full value of Copilot by establishing a flexible yet robust framework. It ensures responsible adoption, aligns with business priorities, and fosters innovation at scale.	Scalable governance for Copilot ensures responsible, secure, and effective deployment across the organization. It lays the foundation for agentic creation by establishing guardrails that enable makers to build Copilot agents confidently and compliantly
Drive Business Transformation with Copilot and Agents	Enabling companies with M365 Copilot to enable makers to extend capabilities with Copilot Studio and M365 Agents Toolkit, with a set of example agents to set you on your journey	After purchasing the initial Copilot licenses, clients may wish to extend their investment to allow a maker community to build agents . This engagement will design a governance framework for managing these agents within the organization.

Our Approach:

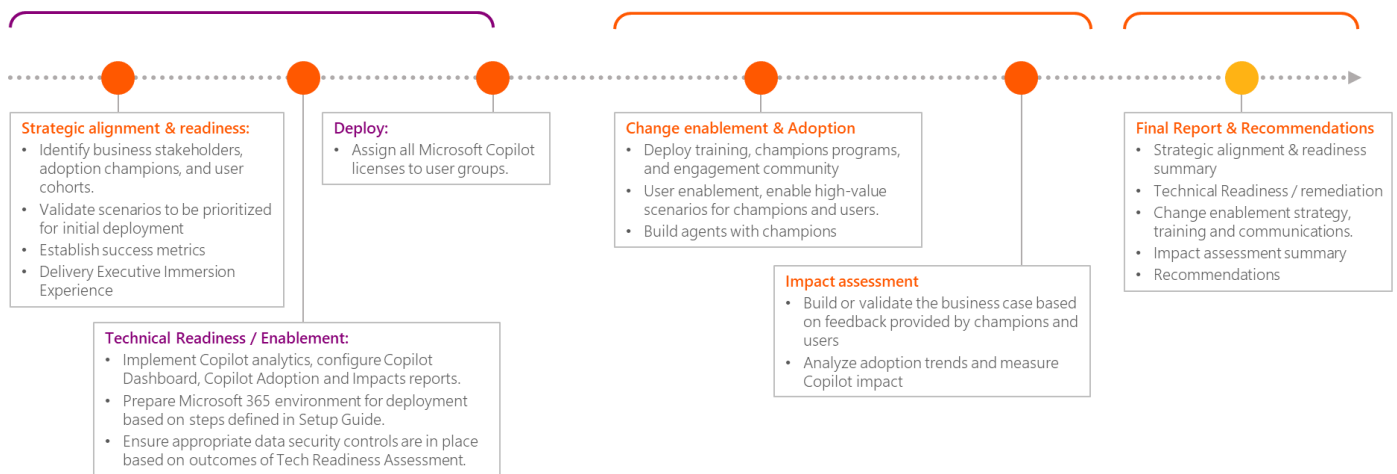
Delivery approach is **phased and value-focused**, guiding clients from concept to scale.



Evaluation and planning phase: We typically start with an **evaluation and planning phase**: running workshops and assessments to evaluate technical readiness (M365 tenant configuration, licensing, data, and security posture) and to pinpoint priority Copilot use cases aligned with business goals. This phase produces a clear roadmap and high-level business case for Copilot adoption, ensuring stakeholders have a shared vision and practical plan.



Pilot/deployment phase - We employ a **pilot/deployment phase** via our Deployment & Adoption Accelerator. We often begin with a controlled rollout to a defined cohort (e.g. one department or user group), where we enable Copilot features, implement necessary Microsoft 365 updates/configurations, and actively support end-users and admins through the change.



Our methodology is holistic – we run **enablement workshops** to educate IT and security teams on Copilot prerequisites and governance, and **training sessions** for end-users focusing on how to use Copilot effectively in their day-to-day tasks. Throughout deployment, we track usage and feedback closely (often via surveys and telemetry) to gauge the impact on productivity and fine-tune the approach. Once initial success is demonstrated (e.g. users reporting time saved in specific scenarios), we help the client **scale up and institutionalise Copilot**. This involves establishing a **Copilot Centre of Excellence and governance framework**.

Our approach often includes developing a **pipeline of new Copilot use cases** or even creating custom AI “agents” using Copilot Studio once the base capabilities are live, thereby continuously extending Copilot’s business value. Underpinning all phases is Avanade’s disciplined project management and Microsoft best practices: we use clear entry/exit criteria for each stage (e.g. readiness checkpoints before go-live, **success metrics for pilot completion**) and align with Microsoft’s own **Copilot success framework** to ensure a smooth journey from initial vision to broad adoption. Throughout, the emphasis is on **realisation of value** (through quick wins and measured improvements) and setting the client up with the governance and skills to sustain that value long-term.

2.0 Why Accenture:

Our learning and insights

We are one of only 10 companies that have been on the Copilot journey with Microsoft since February 2023.

Microsoft Partnership

Microsoft has captured the narrative on Generative AI. Our position as their #1 partner and our early involvement supporting development of Copilot positions us as a strong player and early mover in this space.

Microsoft Specialization

We have deep subject matter experts who can provide the capacity and skills to enable clients to move fast to adopt Copilot.

Our position as a workplace innovator

Avanade is an established market innovator for Future of Work where we support clients to realize the value of the Microsoft Workplace through enhanced Employee Experiences and the Reinvention of Work for Business Value Outcomes. This aligns with our Gartner Magic Quarter positioning.

We have a broad perspective and toolkit

With our Productivity Studio innovation service, our Advisory, Experience Design & Tech experts create the backlog and business case, guide development, introduction and adoption of new technology / solutions, and provide ongoing oversight and management of the solution, and insights on value realized. Copilot may only be part of the answer.

3.0 Pricing

Please refer to the associated pricing document/ rate card relevant for this service.

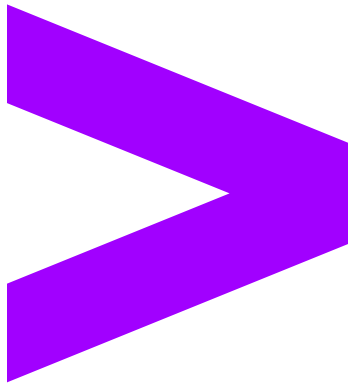
4.0 **Contacts**

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5.0 About Accenture

Accenture is a leading global professional services company that helps the world's leading businesses, governments and other organisations build their digital core, optimise their operations, accelerate revenue growth and enhance citizen services—creating tangible value at speed and scale. We are a talent- and innovation-led company with approximately 799,420 people serving clients in more than 120 countries. Technology is at the core of change today, and we are one of the world's leaders in helping drive that change, with strong ecosystem relationships. We combine our strength in technology and leadership in cloud, data and AI with unmatched industry experience, functional expertise and global delivery capability. We are uniquely able to deliver tangible outcomes because of our broad range of services, solutions and assets across Strategy & Consulting, Technology, Operations, Industry X and Song. These capabilities, together with our culture of shared success and commitment to creating 360° value, enable us to help our clients reinvent and build trusted, lasting relationships. We measure our success by the 360° value we create for our clients, each other, our shareholders, partners and communities



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