

Copilot Deployment, Training & Enablement Service

Service Definition

Summary of Service

Our Copilot service is a comprehensive programme designed to ensure your organisation implements, adopts, and realises the full value of Microsoft 365 Copilot in a secure, structured, and cost-effective way. Our approach is divided into key phases, from initial technical and data readiness to use case identification, user training, and continuous enablement.

Service Features

- / AI Readiness & Deployment
- / Use Case Discovery, Adoption and Change Management
- / Custom Agent Development
- / Governance Policy Definition
- / Continuous Enablement

Service Benefits

- / Ensures a secure, structured, and cost-effective implementation of M365 Copilot.
- / Maximises the return on your Copilot investment through a structured adoption framework.
- / Accelerates value realisation by identifying and prioritising high-impact business use cases.
- / Mitigates risks by establishing robust governance policies and ensuring data readiness from the outset.
- / Fosters a culture of AI-driven innovation and productivity through comprehensive training and continuous support.

Service Description

AI Readiness & Deployment

Before deploying Copilot, we conduct a thorough assessment of your technical and data readiness. This foundational phase involves evaluating your M365 configuration, data permissions, and security posture to ensure your environment is prepared for a secure and effective Copilot implementation. We then manage the technical deployment and licensing rollout to the right user groups.

Use Case Discovery, Adoption and Change Management

To ensure Copilot delivers tangible business value, we facilitate workshops to identify high-impact use cases specific to your organisation's needs. We then develop a structured adoption and change management programme to guide users through the transition, providing clear communication, practical examples, and support to drive engagement and proficiency with the new AI capabilities.

Custom Agent Development

We extend the power of Copilot by developing custom agents tailored to your unique business processes. These bespoke agents can integrate with your line-of-business applications and data sources, enabling Copilot to perform specialised tasks, retrieve specific information, and automate complex workflows, unlocking new levels of productivity.

Governance Policy Definition & Continuous Enablement

We help you establish a robust governance framework to manage the use of Copilot securely and responsibly. This includes defining policies for data handling, user access, and acceptable use. Our service doesn't stop at deployment; we provide continuous enablement through ongoing training, tips, and support to ensure your teams are constantly discovering new ways to leverage Copilot and that adoption continues to grow.