

littlefish GROUP

Copilot for Microsoft 365

Readiness, Adoption, and implementation services

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Service Overview

Empower Your Business with Microsoft 365 Copilot through the Littlefish readiness, adoption, and implementation service.

Copilot for Microsoft 365 is a revolutionary AI-powered assistant that helps you create, communicate and collaborate more effectively. It can generate high-quality content, summarize information, suggest actions, and enhance your skills across Microsoft 365 apps. Copilot for Microsoft 365 is grounded in your organisation's data and context and follows responsible AI principles to ensure trust and privacy.

At Littlefish we understand that adopting Copilot for Microsoft 365 can be a significant step for your business. That's why we offer a specialised Copilot for Microsoft 365 Readiness Assessment, and Adoption and Implementation Service designed to seamlessly integrate Copilot for Microsoft 365 into your organisation. Our service is tailored to ensure that your transition is smooth, efficient and fully aligned with your business objectives.

Key features of our Copilot for Microsoft 365 Readiness, Assessment and Implementation Service include:

- Learn how Copilot for Microsoft 365 can unleash your creativity, unlock your productivity and uplevel your skills with natural language and AI capabilities
- Discover how Copilot for Microsoft 365 works with Teams Premium, and other Microsoft 365 apps to provide a seamless and intelligent experience
- Explore how Copilot for Microsoft 365 can be extended with plugins to access your line of business data and applications
- Identify and prioritise your use case scenarios and personas that can benefit from Copilot for Microsoft 365
- Explore opportunities for value-added scenarios, enabled by Copilot for Microsoft 365 with Copilot Studio, Copilot for Service and Copilot for Sales
- Develop an actionable roadmap and next steps to pilot and deploy Copilot for Microsoft 365 in your organisation
- Get access to resources, best practices and community support to help you succeed with Copilot for Microsoft 365

Copilot for Microsoft 365 Workshop

The Copilot for Microsoft 365 Workshop is a three-phase engagement that helps you assess your needs, explore the possibilities and build a plan to implement Copilot for Microsoft 365 scenarios in your organisation. The workshop is delivered by Microsoft certified individuals who have the technical and business expertise to guide you through the Copilot for Microsoft 365 journey.

Phase 1 – Readiness Assessment:

- **Thorough Evaluation:** We conduct a comprehensive assessment of your current infrastructure and workflows to ensure they are primed for Copilot for Microsoft 365 integration

- **User identification:** We focus on your team's needs, understand users' needs and personas and map Copilot to users where there is the best fit. This ensures that you strike the best balance between investment and business benefit

- **Data analysis:** At the heart of Copilot for Microsoft 365 is your data. We will assess the state of your data – where it's stored, who has access, etc – to ensure that it is optimised to drive the value of Copilot

Phase 2 – Adoption Strategy:

- **Tailored Plan:** Our experts develop a bespoke adoption strategy that includes user training, support and change management, guaranteeing a smooth transition

- **Copilot for Microsoft 365 roadmap creation:** We will work with you to create a tailored Copilot for Microsoft 365 roadmap which will provide clear and actionable steps to kickstart your Copilot adoption journey

Phase 3 – Implementation Service:

- **Copilot for Microsoft 365 roadmap execution:** With the roadmap in place our team will switch to delivery, focusing on executing the roadmap to drive the value of Copilot quickly into your organisation

- **Expert Deployment:** Our skilled technicians handle the setup and configuration of Copilot for Microsoft 365, integrating it seamlessly with your existing tools and processes

- **Security Assurance:** We prioritise your data security and compliance, ensuring that Copilot's deployment adheres to the highest standards

On-going Support

Our service does not end at the point of enablement, at Littlefish we also provide on-going support and assistance to ensure your business continues to see the value that Copilot for Microsoft 365 has to offer. This can include on-going end user guidance, support, and education, through to enabling future Copilot features as they become available. Support is provided across several convenient channels including on-line knowledgebases, phone, live chat and email.

Service Management

Ongoing engagement and dialogue are key to a successful partnership, which is why Littlefish provide structured reviews with the customer on a regular basis.

Service Review

Typically, Service Reviews are conducted monthly to evaluate the ongoing effectiveness of Littlefish's services. The Service Review Board convenes either in person or via voice conference, comprising the customer's IT stakeholder (or equivalent role) and the designated Littlefish Service Account Manager (SAM). Additionally, a Littlefish technical resource may participate as needed.

Agenda items for the Service Review encompass:

- Performance Evaluation against SLA
- Examination of the Consolidated Infrastructure Health Report (if selected)
- Analysis of Trend Analysis Report
- Dispute Resolution and addressing any areas of concern
- Review of the Continual Improvement Program

The Littlefish SAM documents the main topics discussed during the Service Review and any ensuing actions.

Governance Board

In addition to the service reviews, Littlefish and the customer may periodically convene a Governance Board to assess:

- Overall Service Performance
- Customer Business Strategy
- Suitability of the service agreement
- Opportunities for Littlefish to further enhance the customer's business objectives.

Through a blend of tools, processes, and personnel development, Littlefish consistently endeavours to elevate the services delivered to our customers. As part of the monthly Service Review process, Littlefish demonstrates to the customer the steps taken to enhance services and, when applicable, showcases improvements through enhanced service reporting metrics.

Business Advantages

- **Enhanced Productivity**: Copilot for Microsoft 365 advanced capabilities are designed to boost efficiency and collaboration across your teams
- **Cost-Effective**: Our service streamlines the adoption process, reducing training costs and accelerating your return on investment
- **Innovative Edge**: Stay competitive with cutting-edge tools that empower your employees to achieve more

Partner with Littlefish to unlock the full potential of Copilot for Microsoft 365 for your business. Contact us today to schedule your readiness assessment and take the first step towards a smarter, more connected workplace.

About Littlefish

- Littlefish is an award-winning Cloud based Manage d IT Services Provider. Through our capability and delivery of service excellence we have become an established and credible alternative to the 'usual suspect' large Multi £Billion Managed Service Providers and IT Outsourcers in the mid-market and enterprise.

- Our purpose is to disrupt the conventional Managed IT Services models – where the usual suspects typically fail to perform – by delivering service solutions that are tailored to the precise needs of your organisation and which are communicated in clear and straightforward language. Our people (and users) first approach delivers a higher quality experience and will add tangible business value to your organisation.

Our service solutions are designed to consider and deliver tangible outputs in terms of improved business performance. The IT experience of your users can be enhanced to promote more agility and improved quality output. Furthermore (but often overlooked), highly available, better performing IT services, with expert support on hand when it's needed to get your users working again, can engender employee health and well-being. Because of these deliverables, workforce productivity levels are increased, and it's likely that our highly attuned service model will also enable you to effect cost-efficiency gains. What's not to like!

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MICROSOFT SPECIALISATIONS AND DESIGNATIONS

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Azure

Specialist
AI Platform on Microsoft Azure
Low Code Application Development
Intelligent Automation

Microsoft Solutions Partner
Modern Work

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Modernize Endpoints
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Adoption and Change Management

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Security

Specialist
Cloud Security
Threat Protection
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Infrastructure
Azure

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CRN CHANNEL AWARDS 2025
MSP OF THE YEAR

MSP CHANNEL AWARDS
MSSP OF THE YEAR 2025

CREST SECURITY OPERATIONS

CYBER ESSENTIALS CERTIFIED PLUS

ISO 27001 ISOQAR REGISTERED

ISO 9001 ISOQAR REGISTERED

ISO 14001 ISOQAR REGISTERED