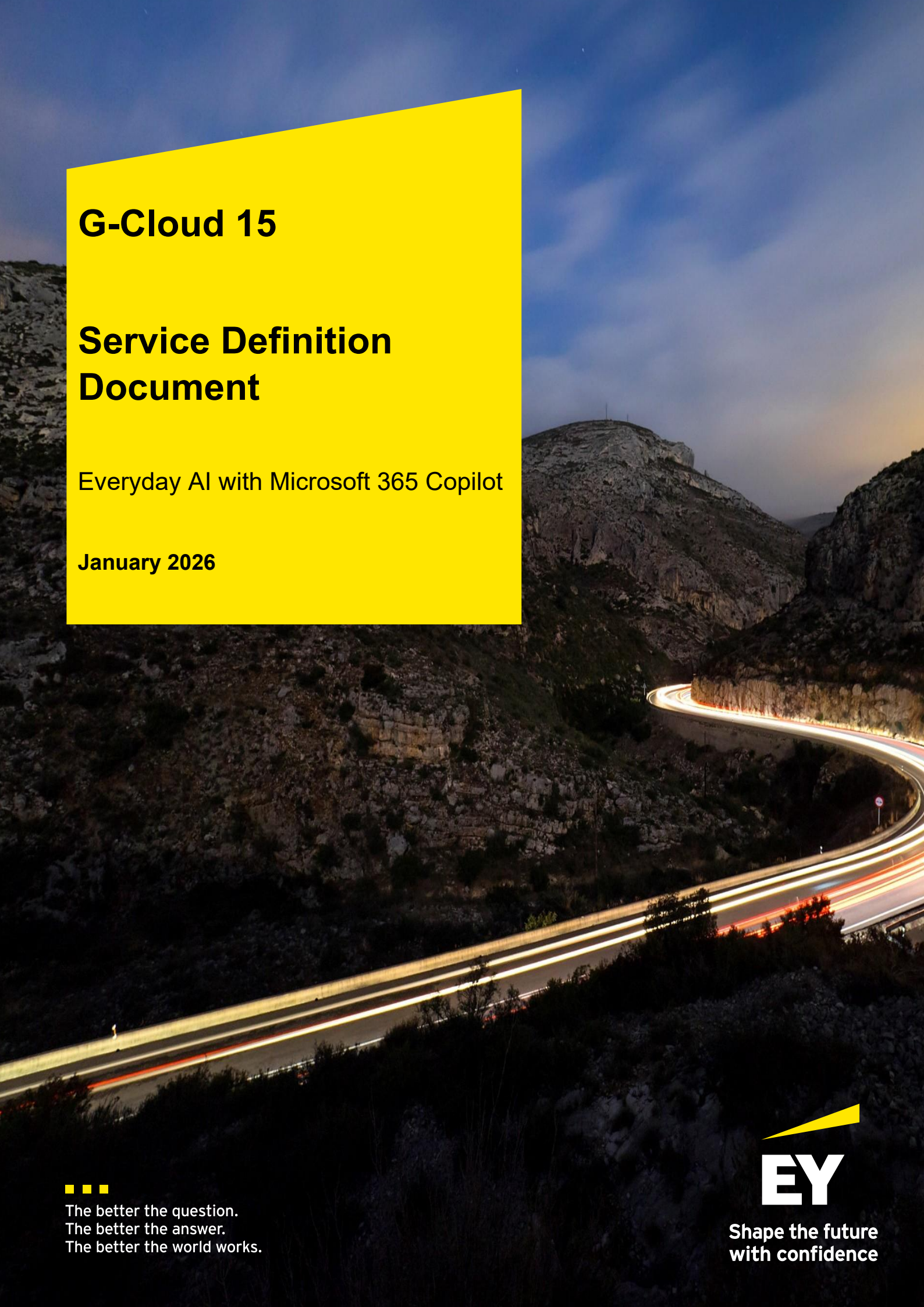




G-Cloud 15

Service Definition Document

Everyday AI with Microsoft 365 Copilot

January 2026



The better the question.
The better the answer.
The better the world works.



**Shape the future
with confidence**

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1. Service detail

EVERYDAY AI WITH MICROSOFT 365 COPILOT

EY elevates the human experience by helping businesses assess and optimise Microsoft 365 Copilot through an accelerator programme that focusses on impact, risk, operational efficiency and return on investment.

Your business challenge

Organisations are struggling to understand how artificial intelligence (AI) tools can responsibly benefit employees across all business functions. Security and data governance, persona-specific use cases based on individual roles within a business function, prompt engineering, change adoption, and providing quantifiable proof of value to support budget allocation are common challenges being faced by business leaders.

Solution benefits

Everyday AI for Microsoft 365 Copilot helps businesses to better organise, create, understand, and collaborate in a responsible way, leading to improved productivity, quality of work and employee wellbeing.

It helps to:

- Efficiently identify practical use cases for deploying Microsoft 365 Copilot, aligned to roles and responsibilities and functions
- Effectively measure performance whilst building a business case for future technology investments.
- Improve adoption and learning of how to communicate with generative AI technology whilst maximising value.

Solution features and functionality

Our approach is designed to methodically assess and enhance the integration of Microsoft 365 Copilot into your business operations. The focus is on comprehensive stakeholder engagement, pilot testing and the development of a scaled delivery, with an emphasis on performance tracking and return on investment assessment.

Our end-to-end solution includes:

- Responsible AI readiness assessment: Readiness to manage AI risk, security and governance, whilst complying with forthcoming regulations.
- Planning and use case development: Use of a value mapping approach to define a set of use cases required for the testing phases and selected personas with associated key performance indicators.
- Pilot deployment and evaluation: Collating results and changes, working through data points which can include surveys, telemetry and sentiment analysis.
- Change and scaled adoption: Generating comprehensive communication and an engagement strategy to support workforce adoption, delivering a series of onboarding and learning sessions for new user groups.
- Benefit realisation with human-centric modelling: Generating return on investment and proof of value calculations
- Extensibility assessment: Readiness review of existing technologies and connecting data with the Microsoft 365 Copilot Large Language Model (LLM), recommending

the most suitable approach of buy vs. build on connectors and plug-ins to achieve organisational goals

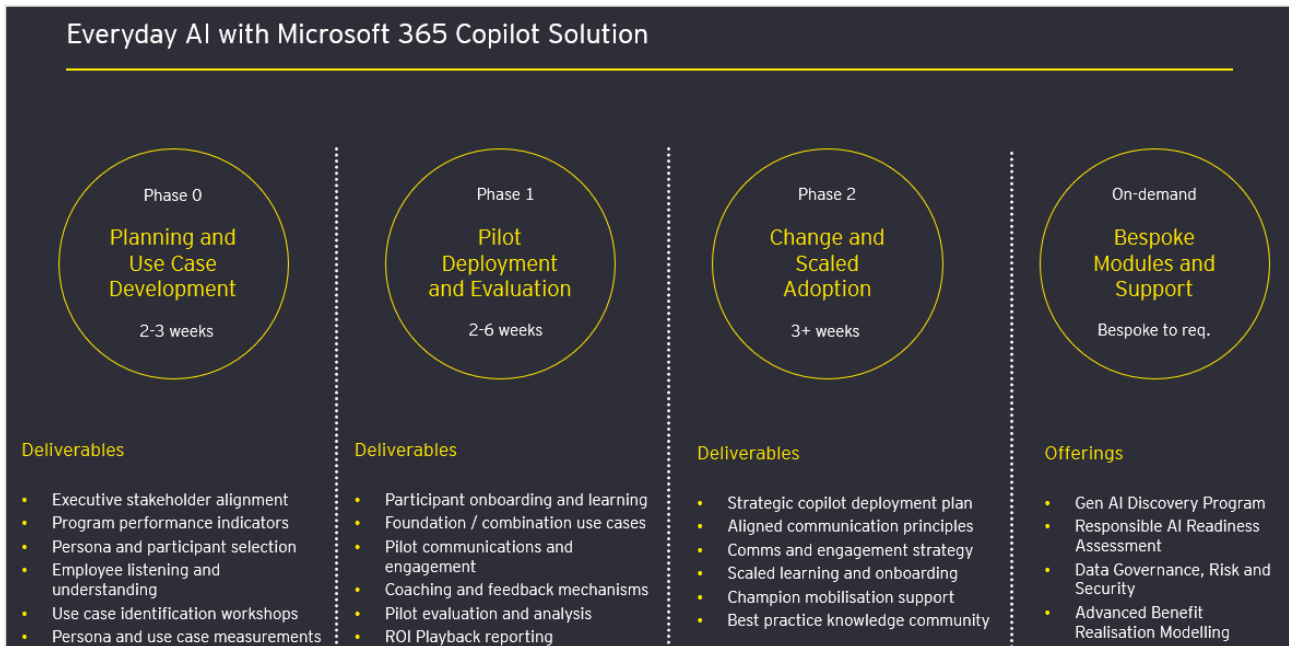


Figure 1 – Example solution timescales

Common questions we're asked, and how we will collaborate with you to deliver the best outcome for your organisation.

- How do you address the augmentation of your workforce?

We support you to harmonise the technology with your strategic priorities, aligning the organisation on the role GenAI will play. Our solution takes a persona-based approach to understanding the priority process changes where Microsoft 365 Copilot can have the greatest impact, reimagining daily activities and creating use cases that are tailored to augment ways of working by function and industry.
- How can I identify business divisions with the great potential and impact for Microsoft 365 Copilot?

We help you to define, align and agree the measures of success and impact that are right for your organisation and divisions. Through process mapping, interviews or a series of workshops, we accelerate the discovery of use cases with the greatest potential to deliver a return on efficiency, effectiveness, productivity, and experience. This then enables leadership teams to make an informed decision on testing, evaluation, and the best deployment and extension of licenses. As part of our approach, we will assist you to establish continuous listening practices, such as through surveying and telemetry, to understand the programme impact over time.
- How should I approach resistance to new AI technology?

We help you communicate, engage, learn, and experiment, and we guide both tech-savvy and less digital native users through the process. Through immersion, the development of communities and the psychological safety built through test and learn environments, we foster a continuous culture of innovation and adoption that extends beyond the initial piloting. This is because we recognise that this is a step change in the ways of working across an organisation.

- How do we address data security, compliance, and ethical concerns in AI implementation?

We assist you to create and adhere to the responsible AI principles that consider future legislative developments around GenAI, ensuring ownership and governance are clear, and that risks and processes are integrated into established frameworks. These are supported by our dedicated teams, equipped with the tools and techniques required to identify and mitigate oversharing risks.

- How do we determine specific training needs for Microsoft 365 Copilot adoption?

We support you in tailoring learning content and delivery to your requirements through learning needs assessments. From onboarding new users to prompt engineering masterclasses and use case coaching, we have several in-person and digital approaches to support adoption and accelerate benefit realisation. Through our experience, we can efficiently upskill your workforce at pace with demonstrations ready to go.

- How should we develop a framework for assessing Microsoft 365 Copilot's impact on productivity, task efficiency, financial and wellbeing benefits?

We help you through our established measurement framework, which can combine quantitative and qualitative feedback through surveys, telemetry and insight, and is tailored to your key performance indicators and priority impact areas. Our 'Human, Quality, Risk and Productivity Framework', combined with broader predictive models, can give you a clearer view of your return on investment and steer your deployment of licenses to the areas with the greatest impact.

2. Key contacts

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