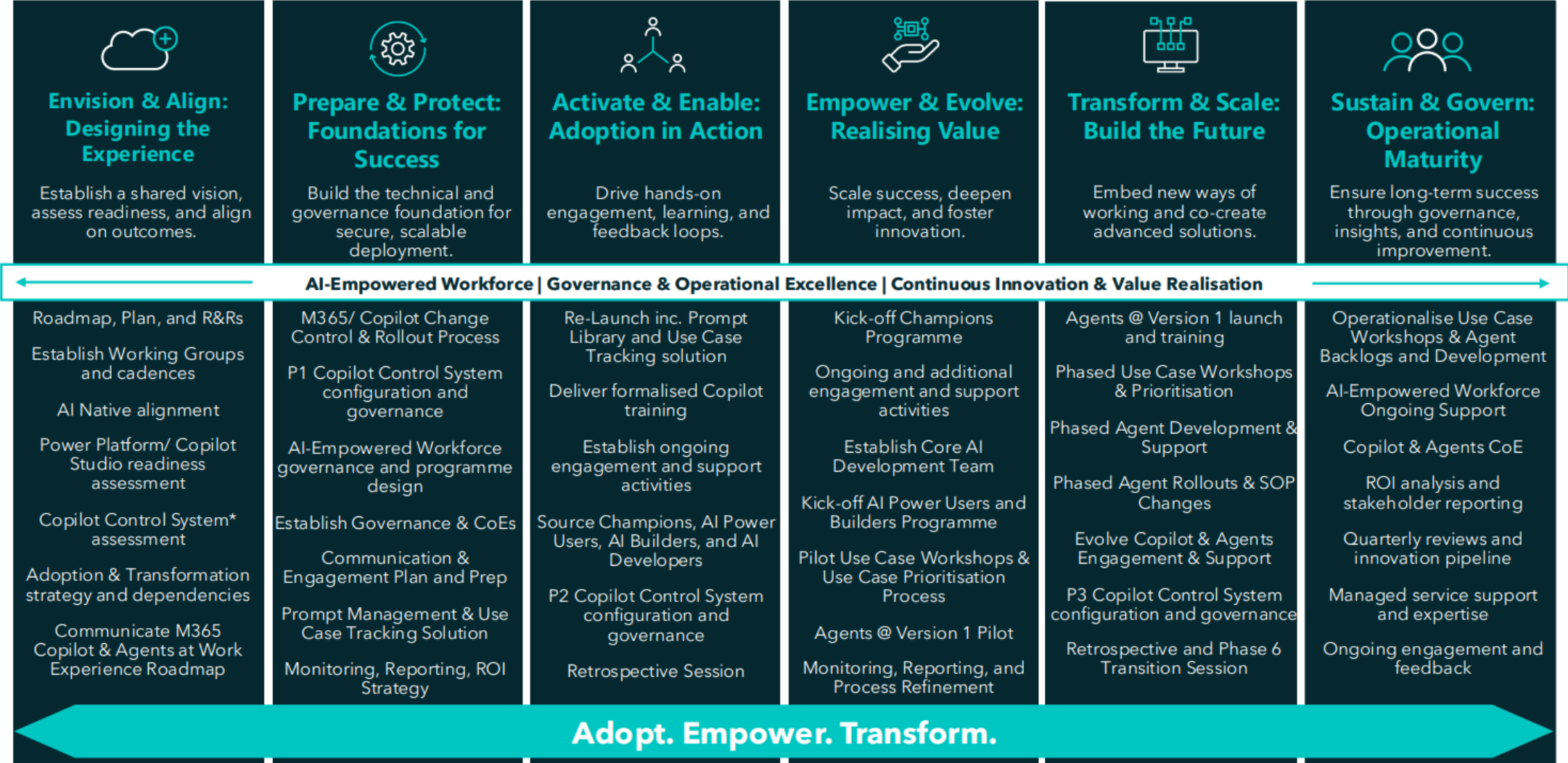




Microsoft Copilot Adoption

Microsoft Copilot Adoption – Phases and deliverables



*Copilot Control System includes security and governance, management controls, and measurement and reporting

Be the Copilot subject matter expert – driving enablement and adoption

- **Training & Enablement**
 - Design role-based learning paths (e.g., PM, Sales, Finance, HR) covering Copilot in Word/ Excel/ PowerPoint/ Outlook/ Teams/ Loop.
 - Deliver training formats: live sessions, microlearning clips, office hours, job aids, cheat sheets.
 - Build scenario libraries (Prompts that work + guardrails).
- **Adoption & Change Management**
 - Run champions network; seed communities of practice (Yammer/Viva Engage/Teams).
 - Manage knowledge channels: "What's New," Use Case Gallery, prompt of the week.
 - Coordinate pilot cohorts and feedback loops; capture testimonials and case studies.
- **Support & Governance Liaison**
 - Provide tier 2 functional support; triage to Technical Principal/CoE for platform issues.
 - Gather telemetry-based insights; recommend enablement improvements and feature rollouts.
 - Promote responsible use: reinforce data handling, sensitivity labels, "grounding-first" habits.
- **Measurement & Value Realization**
 - Define adoption KPIs and value metrics (time saved, task completion uplift, quality improvements).
 - Produce monthly insights reports with recommendations (features to enable, scenarios to scale, training gaps).
- **Skills & Experience**
 - Deep knowledge of Copilot features across M365 apps & Teams with a broad knowledge across the M365 ecosystem.
 - Strong facilitation, instructional design, and prompt engineering.
 - Familiarity with Purview basics and governance-safe usage.
 - Data-driven adoption and change management.



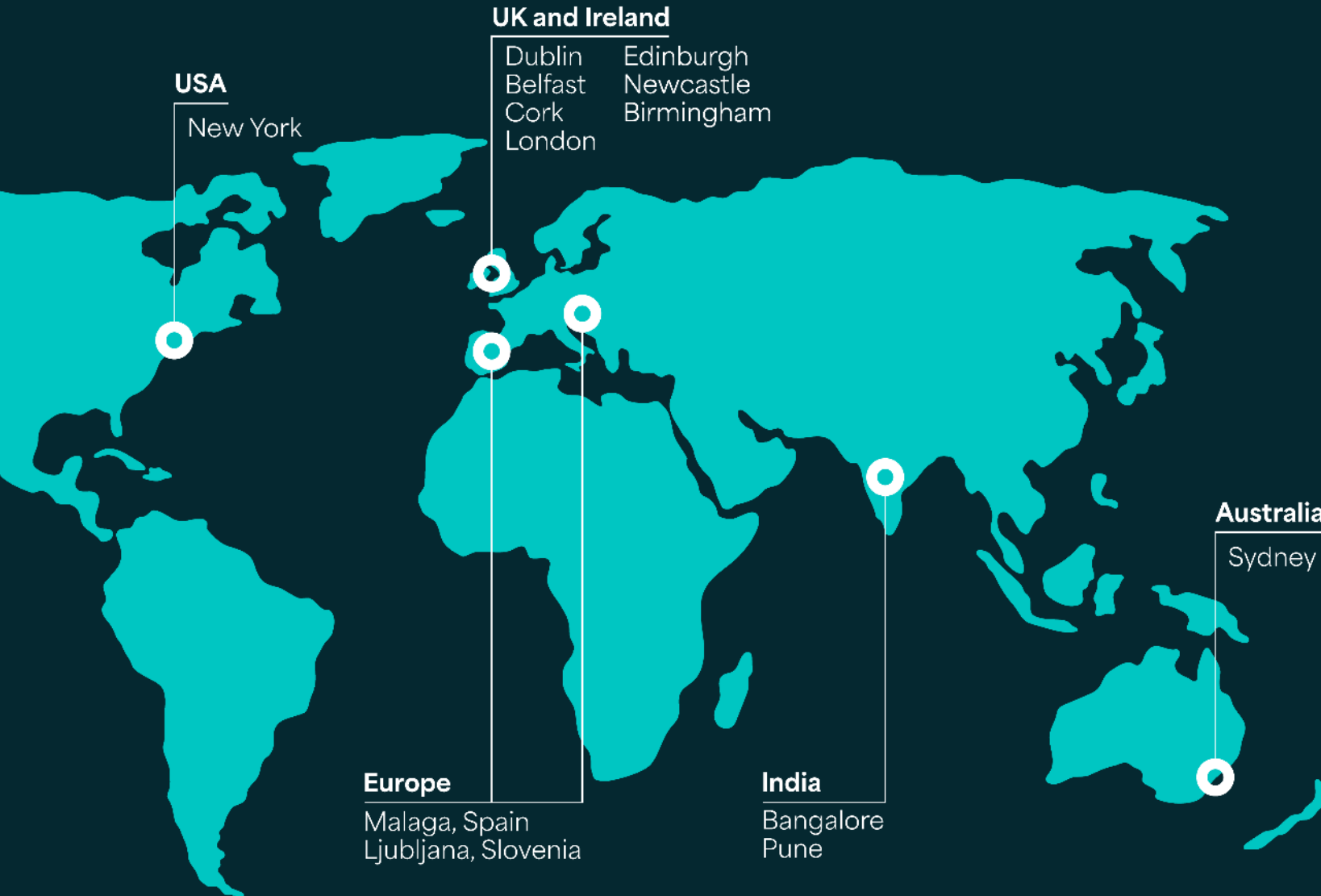
Creating an empowered AI-enabled workforce

Role	AI-Enabled User	AI Champion	AI Power User	AI Builder	AI Developer
	<i>Anyone ready to embrace AI in their daily work.</i>	<i>Influencers who drive change and inspire teams.</i>	<i>Curious learners who want to experiment and share tips.</i>	<i>Problem-solvers who think big and love process improvement.</i>	<i>Technical experts with Power Platform or development experience.</i>
Purpose	To consume and apply AI tools like M365 Copilot and Copilot Agents for everyday tasks, improving personal productivity and collaboration.	Advocate, lead, and connect all users and builders for their team/department; drive adoption and cultural change.	Focus on personal productivity and team-level quick wins.	Redesign end-to-end processes for departments/org-wide.	Build enterprise-grade AI solutions with governance.
Roles & Responsibilities	- Use Microsoft 365 Copilot across apps (Word, Excel, Outlook, Teams) for writing, summarising, analysing, and organising work. - Apply prompting best practices to get accurate and useful outputs. - Stay informed about new Copilot features and updates. - Follow responsible AI guidelines (data privacy, compliance, ethical use). - Share feedback on Copilot experience and suggest improvements. - Participate in basic AI literacy sessions and adoption activities.	- Act as the central advocate for AI and modern work practices. - Drive Copilot adoption and promote best practices for AI usage. - Lead use case deep dives to uncover opportunities for automation and AI-driven improvements. - Provide peer support and guidance to AI Power Users and AI Builders. - Organise knowledge-sharing sessions, workshops, and success story showcases. - Collaborate with AI Native and Modern Work programmes to align activities with business strategy and workstreams.	- Focus on personal productivity gains using AI tools and work within the provided frameworks for safe innovation. - Create simple apps or automations that improve their own workflow and share with their immediate team. - Act as a knowledge sharer for their app and solutions, running short demos or tips sessions for colleagues. - Identify quick wins for team efficiency (e.g., automating reporting, creating templates). - Provide feedback on AI adoption challenges and opportunities.	- Focus on end-to-end process redesign using AI and automation. - Work with department heads to identify high-impact processes for transformation. - Design scalable solutions that can be adopted across teams or departments. - Collaborate with AI Developers for technical implementation. - Drive change management and adoption strategies for new workflows. - Bridge the gap between AI Power Users and AI Developers.	- Build complex, enterprise-grade AI solutions (e.g., integrated apps, advanced Power Platform solutions). - Ensure security, compliance, and scalability of AI solutions. - Support AI Process Architects in implementing large-scale transformations. - Maintain governance and best practices for AI development. - Provide technical mentorship to AI Builders.
Expected Outcomes	- Improved personal productivity (e.g., faster document creation). - Increased quality and efficiency in everyday tasks. - Higher Copilot adoption rates across the organisation. - Reduced time spent on repetitive tasks, freeing time for higher-value work. - A workforce that is digitally confident and AI-aware.	- Increased AI literacy and adoption. - A strong team community of AI Power Users and AI Builders who are supported and motivated. - Clear visibility of AI success stories and measurable impact. - Serve as the voice of innovation, influencing culture and mindset.	- Increased individual and team productivity. - A growing library of small-scale solutions shared within teams. - Serve as an early adopter and influencer for AI culture.	- Significant efficiency gains at departmental or organisational level. - Reduced manual effort and improved data-driven decision-making. - Act as a bridge between business needs and technical teams.	- Robust, enterprise-ready AI applications. - Standardised development frameworks for AI solutions. - Enable organisation-wide automation and AI adoption.

About Version 1



Version 1 at a glance



29 years of experience

13 global locations

6 strategic technology partners



13 years as a great place to work



Industry best practice



€364M+ revenue 2024

82% employee engagement score (Q2 2025)

85% customer satisfaction score (Q2 2025)

The Version 1 difference

The core values at the heart of Version 1's success.



**Honesty and
integrity**



**Personal
commitment**



No ego



Customer first



Excellence



Drive

Looking forward: Our ESG targets, goals & achievements

A-

score for Carbon Disclosure Project reflecting our sustainability practices (Industry average is a C)

680+

Volunteering hours delivered by employees globally

80%

key suppliers with sustainability targets by 2025, we are committed to reducing environmental impacts across our supply chain through responsible sourcing and partnerships

217

Version 1 Impact Investors supporting our global Community First programme which aligns to the UN Sustainability Development Goals

Bronze

Ecovadis rating reflecting our ESG maturity across our strategic focus areas

930

Women in Tech members

Our four strategic ESG pillars:



**Environment
sustainability**



**Ethical
Practices**



**Responsible
Procurement**



**Social
Impact**



As a participant of the United Nations Global Compact, Version 1 is committed to aligning strategies and operations with universal principles on human rights, labour, environment and anti-corruption

Our services portfolio



Application Modernisation and Integration

Accelerating the modernisation of applications embracing sustainable engineering and AI-assisted development.

Legacy systems modernisation

Continuous modernisation

Next Gen Apps

Integrated Apps

Portfolio modernisation



Experience Design and Development

Designing, shaping and building products and solutions that deliver fantastic people and societal experiences.

Digital strategy and innovation

Product management and roadmaps

Behavioural research, analysis and journey mapping

Creative design and UX services

Product development and AI accelerated engineering

Envisioning and innovation workshops



Enterprise Applications

Optimising the core of your business with deep functional and technical expertise in Finance, People, Customer and Enterprise Performance Management (EPM).

Reshaping finance for the future

Elevating HR and people operations

Enhancing supply chain management

Amplifying customer touchpoints

Realising value with Data insights and AI



Data x AI

Becoming an intelligent, data driven organisation needs quality data x AI to make better decisions and processes.

Data strategy and architecture

Data engineering

Data analytics and visualisation

Data modernisation

Data governance

AI co-creation services



Cloud Transformation

Adopting, optimising and leveraging Cloud to unlock new or enhanced business value and innovation.

Industry specific cloud

Readiness and enablement

Migration and transformation

Operate and optimise

Specialist services



ASPIRE Managed Services

Reduce time, cost and risk by leveraging our VLA approach to run and optimise traditional and Cloud services to improve business agility and accelerate innovation.

Cloud and infrastructure management and optimisation

Oracle SaaS management and optimisation

Data and AI managed services

EBS, Peoplesoft and JDE managed service

Application management and optimisation

Digital workplace services

Our global technology partners

- Named **AWS Collaboration Partner of the Year 2024**
- Named **Global Microsoft Modernising Applications Partner of the Year Award 2023**
- Named **Microsoft Ireland Partner of the Year 2023 Winner - Social Impact**
- Named **Innovation Partner of the Year Winner - 2023 Oracle EMEA Partner Awards**
- Named **AWS Collaboration Partner of the Year - EMEA 2023**
- Named **AWS Migration Partner of the Year - EMEA 2022**
- Named **OutSystems Partner of the Year 2021**

Microsoft Partner

Azure Expert MSP



As an Azure Expert MSP and the Global Modernising Applications Partner of the Year 2023, Version 1 boasts extensive expertise across the Microsoft stack.



Premier
Consulting
Partner

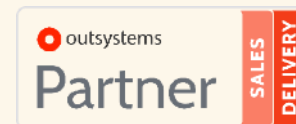
An AWS Premier Consulting Partner and EMEA Migration Partner of the Year, Version 1's unrivalled expertise boasts deep expertise with 400 certifications and accreditations.

ORACLE | Partner

With 28+ years of Oracle ecosystem expertise, we're a certified Oracle Modern OPN Partner and Cloud Solutions Provider - One of Europe's most distinguished Oracle Cloud partners.



As a Premier Red Hat partner, we are experts in hybrid-cloud models and OpenShift, recognised for driving innovative solutions using Red Hat technologies.



An OutSystems Partner for Sales, Delivery and Quality Apps Program Partner, Version 1 is committed to unlocking value for our customers through low code development.



As a Snowflake Partner Version 1 enables customers to leverage Snowflake's flexibility, performance, and ease of use to deliver more meaningful data insights.

Our Public Sector Customers



centrica

cie-uk



CCRC
Criminal Cases Review Commission



An Roinn Dlí agus Cirt
agus Comhionannais
Department of Justice
and Equality



An Roinn Iompair,
Turasóireachta agus Spóirt
Department of Transport,
Tourism and Sport





Thank you

For more information, please visit our website: www.version1.com

Or contact us at: tendernotices@version1.com

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