



SoftwareOne Managed Services for Microsoft 365 Copilot



Increase confidence and accelerate Microsoft 365 Copilot user skills and adoption

Adopting new technology can feel overwhelming. From navigating setup complexities to ensuring seamless integration with your business, the path to efficiency and innovation isn't always clear. Without the right expertise, businesses risk underutilising powerful tools like Microsoft 365 Copilot, leaving untapped potential on the table.

We don't just implement Microsoft 365 Copilot—we tailor it to your unique business goals, ensuring it becomes a catalyst for real, measurable change. Our team works alongside yours to simplify adoption, optimise workflows, and deliver a seamless experience that empowers your organisation to innovate effortlessly.

With our support, you can work smarter, not harder. Together, we'll unlock new opportunities, boost productivity, and turn challenges into achievements. This isn't just IT support; this is the future of how your team works.

SoftwareOne Managed Services for Microsoft 365 Copilot offers an Adoption and Change Management (ACM) service designed to support existing users of Microsoft 365 Copilot. This service ensures that you continue to derive the most value from your Copilot licence investment.

By providing tailored support and expert guidance, SoftwareOne helps you leverage the full potential of Microsoft 365 Copilot, ensuring a seamless and effective integration into your business operations. Our comprehensive service includes engaging content to enhance user understanding and inspire exploration of new features, facilitating a smooth and confident adoption process.

Service benefits and outcomes:

Maximise ROI: enhance workforce skills and stay updated with AI advancements, ensuring efficient use of Microsoft 365 Copilot features.

Upskill users: empower employees with the latest knowledge and tools, boosting productivity and efficiency. This approach is backed up by research from Forrester and Gartner, both of whom emphasise the necessity of regular training for Copilot users to maximise the benefits.

Stay up-to-date: keep abreast of new features and AI developments to stay competitive and make informed decisions.

Mitigate risk: reduce data leakage and shadow AI risks with secure and compliant AI tool usage.

What's included?

Service onboarding

- Custom KPI definitions
- Unboxing session for new joiners
- Communication and Enablement plans
- Early Adopter Program

Adoption and change management services

- Monthly "what's new" session for end-users
- Monthly tips and tricks videos for end-users
- Monthly AMA session

Dedicated Service Delivery Manager (SDM)

Facilitating end-to-end delivery including:

- Monthly usage review and dedicated call with SDM
- Quarterly service health review

Why SoftwareOne?

SoftwareOne is the leading global reseller of Microsoft 365 Copilot. To date, we have helped over 800,000 new users adopt Copilot and have achieved remarkable success in implementing this technology across businesses of all sizes and industries. Our expertise and close partnership with Microsoft ensure that your organisation doesn't just adapt, but thrives in the high-performance workplace.

Get started with SoftwareOne Managed Services for Microsoft 365 Copilot today

Microsoft 365 Copilot gives your organisation world-leading technology to foster a high-performance workplace. Contact us today to learn how we can support your Copilot journey, restart stalled pilots, configure your security, or demonstrate the value of your AI investment.



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