

Navigating your Microsoft 365 Copilot journey: Copilot Readiness and implementation

What is AI and Microsoft 365 Copilot

AI, or Artificial Intelligence, is the field of computer science that aims to create machines and systems that can perform tasks that normally require human intelligence.

AI technologies, such as machine learning, natural language processing, and robotics, can help us solve complex problems, automate processes, and generate new insights from data. Microsoft 365 Copilot is an example of how AI can be integrated into

our everyday work tasks, such as creating documents, presentations, and spreadsheets. Copilot is not a substitute for human workers, but a helper that can improve our productivity and efficiency. However, Copilot also comes with challenges, such as ensuring its adoption, security, and compliance within our environments. Therefore, we need to plan and strategise how to best use Copilot and its AI capabilities.

What the business challenges are of using AI and Microsoft 365 Copilot?

AI and Microsoft 365 Copilot offer tremendous opportunities for organisations to redefine work and inspire innovation. However, they also pose significant challenges in terms of data, security, and privacy. Organisations need to understand their personas and workloads, and set clear and consistent policies for using Microsoft 365 Copilot and its AI capabilities. Some of the key challenges they need to overcome are:

- Ensuring data compliance and security, and preventing data breaches or misuse
- Setting boundaries and policies for usage, and avoiding over reliance or abuse of the technology
- Steering innovation responsibly, and aligning Microsoft 365 Copilot with their organisational goals and values

By being prepared and proactive, organisations can overcome the hurdles and unlock the full potential of AI and Microsoft 365 Copilot.



What's in a name? Introducing the different types of Copilots

Microsoft has made a multi-billion dollar investment in OpenAI, the company that created ChatGPT and other AI breakthroughs. Microsoft is incorporating OpenAI's technology into its cloud services under the Copilot brand. Copilot will offer various AI products and features for different applications and industries.

The key copilots that organisations are most likely to use are Copilot for Web, Copilot for Windows and Microsoft 365 Copilot. Here are the main differences:



Copilot for Web

Copilot for web is a free version of Copilot that allows you to chat with an AI assistant in your web browser. You can access it at copilot.microsoft.com or in the Microsoft 365 app. Copilot for web uses commercial data protection and does not retain your prompts or responses.



Copilot for Windows









Copilot for windows is a feature that enables you to chat with Copilot in the Windows sidebar. You can toggle between Copilot for web and Microsoft 365 Copilot, depending on your licence and preference. Copilot for windows requires you to enable it in your settings.



Microsoft 365 Copilot

Microsoft 365 Copilot is a premium licence that gives you access to Copilot features in Microsoft 365 apps, such as Teams, Loop, Word, Excel, PowerPoint, and Outlook. Microsoft 365 Copilot uses Graph-grounded chat, which means it can leverage your organisational data and context to provide more relevant and personalised responses. This is a business or enterprise licence that requires a subscription to Microsoft 365 Business Standard or Premium, Microsoft 365 E3 or E5, or Office 365 E3 or E5.

Microsoft Cloud products will fall under the name of Copilot. There will be many Copilots and some additional examples are below:

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| <p>Bing Edge</p>  <p>Better interaction with web content and Q&A task completion</p> <p>Copilot for Web</p> | <p>Word Outlook Excel PowerPoint Teams</p>  <p>Works alongside you in the apps you use every day</p> <p>Copilot for Productivity</p> | <p>Windows Copilot</p>  <p>The first centralised AI assistance on a platform</p> <p>Copilot for Everyday</p> | | |
| <p>Dynamics Copilot</p>  <p>Turbocharge your workforce with a copilot for every job role</p> <p>Copilot for Business</p> | <p>Security Copilot</p>  <p>Defend at machine speed with Microsoft Security Copilot</p> <p>Copilot for Security</p> | <p>GitHub Copilot</p>  <p>Increase developer productivity to accelerate innovation</p> <p>Copilot for Development</p> | <p>Fabric Copilot</p>  <p>Better data analytics and business intelligence</p> <p>Copilot for Analytics</p> | <p>Power Platform Copilot</p>  <p>Imagine it, describe it and Power Platform builds it</p> <p>Copilot for Low/No code development</p> |

How ramsac can help prepare you for your Copilot journey



Identify opportunities and uses for Copilot

We start with a readiness assessment, which defines the organisations vision and goals for using Copilot. This will identify the persona's and potential scenarios that could benefit from its use, as well as licensing and technical configuration requirements.



Ensure data readiness and security

A key component before introducing Copilot into your organisation is to ensure that your sensitive data is protected. Off the back of the readiness assessment, we will advise on any remedial actions relating to this step before we move to the implementation phase.



Introduce it to your organisation

A pilot group of users should be chosen with a defined remit of how they should be testing Copilot to begin a phased roll-out. ramsac will then work with you to ensure this is rolled out in a controlled and consistent manner.



Define your strategy

A documented strategy for introducing and maintaining Copilot within your organisation is a vital step. In this stage we ensure Copilot is aligned with the organisations business objectives and values, and that Copilot usage is compliant with internal policies and regulations



Train your staff

Before rolling out Copilot to the entire organisation, and to ensure you get the maximum benefit, it is recommended that staff join training sessions to understand how to interact with Copilot and how to leverage it for productivity and innovation.



Strategic AI evolution

Innovations in AI are changing at a rapid pace. ramsac can help customers review and update their Copilot strategy and policies, and identify new opportunities and future use cases, to ensure you are getting the most out of your implementation.

Find out more

Contact us for more information for how ramsac can help prepare your organisation for its Microsoft 365 Copilot journey.

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