# BEYOND THE HYPE: PRACTICAL STRATEGIES FOR SECURE AND SUCCESSFUL COPILOT DEPLOYMENTS IN ENTERPRISES

## Modernizing the Workplace

Microsoft 365 Copilot, a suite of productivity and collaboration tools, is rapidly becoming a must-have for enterprises seeking to modernize. This suite's power lies in its ability to supercharge productivity and efficiency by seamlessly integrating essential applications like Word, Excel, and Teams into one seamless experience.

However, the benefits for enterprises extend beyond mere productivity enhancements. They also include substantial improvements in collaboration and communication through real-time co-authoring, video conferencing, and instant messaging, effectively breaking down traditional workplace barriers.

Additionally, Microsoft 365 Copilot delivers significant cost savings and a high return on investment. It eliminates the need for multiple disparate software solutions, reduces IT overhead, and enhances decision-making and experiences. These benefits align with the findings from a BCG study that said AI-assisted workers delivered 25% faster and 40% improved quality.[1]

Unsurprisingly, Microsoft 365 Copilot is poised for significant adoption across industries. As businesses increasingly recognize its potential to revolutionize workplace productivity, a 2023 report by Macquarie Equity Research suggests Microsoft's new tool could boost its annual revenue by $14 billion.[2]

While Microsoft 365 Copilot presents exciting opportunities in automation and intelligent assistance, it also has unique deployment challenges. As Steve Jobs once correctly said, "Technology alone is not enough."

This paper examines these hurdles and explores effective strategies for overcoming them, emphasizing the need for careful planning and execution to ensure a successful deployment.

## Navigating the Roadblocks: Challenges in Microsoft 365 Copilot Implementation

**Some of the typical challenges that enterprises must overcome include:**

**Change Management and User Adoption:**

o Employees resist embracing new technology as they find it intimidating and are more comfortable with existing tools.

o When adopting new tools, users need all the training they can get. Providing comprehensive training and resources is essential to help the workforce effectively utilize Microsoft 365 Copilot features.

**Security, Compliance and Governance Concerns:**

o Without proper safeguards, sensitive data like proprietary business information, employee and customer personal data and confidential communications could be compromised. This can lead to severe consequences, including financial losses, legal repercussions and damage to reputation. A Cisco study confirmed that 94% of customers are unlikely to purchase if data is not adequately protected.[3]

o Regulations like GDPR and HIPAA impose strict data handling requirements, and failure to meet them invites scrutiny and penalties. Non-compliance with GDPR can result in fines of up to 4% of annual turnover.[4] Furthermore, enterprises will struggle to track, manage, and safeguard sensitive information within Microsoft 365 Copilot without a suitable data governance framework. This can lead to compliance violations, inefficiencies and difficulty demonstrating data accountability.

**Integration with Existing Workflows:**

o Microsoft 365 Copilot must smoothly integrate with existing Microsoft 365 applications, processes and workflows to avoid disruptions and adversely affect productivity.

**Technical Considerations:**

o Optimizing Microsoft 365 Copilot performance requires meeting specific technical prerequisites such as subscriptions to Microsoft 365 for Business/Business Premium or E3/E5 plans, OneDrive access, Entra ID compatibility with the new Outlook client, and access to the Microsoft 365 and Teams App Store for deployment and management.

o Microsoft 365 Copilot's effectiveness hinges on its ability to handle increasing workloads as user adoption grows and data volumes expand within the organization without compromising performance.

[1] Charting the 'flight path' for Copilot for Microsoft 365 – Computerworld

[2] Microsoft CoPilot could add $14 billion in annual revenue if 10% of users sign on | Fortune

[3] Cisco Data Privacy Benchmark Study - Cisco

[4] What if my company/organisation fails to comply with the data protection rules? - European Commission (europa.eu)

## Strategies for Successful Microsoft 365 Copilot Deployment

**At Infosys, we recommend a comprehensive and viable approach to overcoming these challenges when implementing Microsoft 365 Copilot Deployment.**

### Phased Implementation Strategy to Optimize User Experience

o Select a cross-departmental pilot group or single IT department and provide training.

o Establish a robust feedback mechanism through surveys, workshops and dedicated support channels.

o Utilize this feedback to refine training content, identify user pain points, and optimize Microsoft 365 Copilot configuration for broader deployment.

o Orchestrate a gradual rollout across departments.

### A Compelling Business Case for Securing Stakeholder Buy-In

o Quantify potential benefits, such as productivity gains, time saved by eliminating repetitive tasks and cost savings.

o Position and showcase Microsoft 365 Copilot as a catalyst for digital transformation.

o Leverage technology partnerships with experienced players like Infosys to utilize their expertise in infrastructure

assessment, security configuration and best practices for user adoption and pre-built Copilot solutions.

o Demonstrate how Microsoft 365 Copilot deployment aligns with regulatory requirements.

### Creating a Comprehensive Technical Strategy Guide

o Develop a seamless migration plan to integrate Copilot with the existing Microsoft 365 infrastructure.

o Implement security measures, establish data governance policies and deploy performance optimization techniques.

### Conduct Regular User Training and Communication Plans

o Design training programs tailored to user roles and needs, focusing on functionalities relevant to their workflows.

o Develop clear and concise communication plans to address user concerns, promote the benefits of Microsoft 365 Copilot, and manage expectations throughout the rollout process.

## Unlocking Potential: A Case Study on Microsoft 365 Copilot Implementation Success for a Leading Managed Care Company

After deploying Microsoft 365 Copilot to 300 users and experiencing low adoption rates, a leading managed care company partnered with Infosys to address the issue and rescue the project.

Infosys and Microsoft created short, targeted webinars to pique user interest and showcase Microsoft 365 Copilot's benefits in core Microsoft 365 apps. This approach, with two weekly webinars, grew user engagement and utilization. A second round with three sessions per week further boosted participation. By the end, 85% of users were trained, 1500 licenses deployed, and utilization soared to 85%. Impressed by the high adoption and user satisfaction, the client credited the "bite-sized" training for a smoother experience.

This case highlights the confidence that user-friendly training can instill in the successful adoption of Microsoft 365 Copilot.

# Digital Evolution: The Path Forward with Microsoft 365 Copilot

In conclusion, as enterprises navigate digital transformation, deploying Microsoft 365 Copilot represents a pivotal step toward a more agile, efficient and collaborative future.

Microsoft 365 Copilot's robust capabilities can significantly enhance productivity, making it a compelling investment. Utilizing out-of-the-box features and building custom copilot extensions are crucial to maximizing ROI. These extensions can connect copilot to various enterprise data systems, from SAP and Oracle to internal applications via APIs, leading to a more impactful ROI.

These extensions can enable the copilot to interface with a broader range of enterprise data systems, from SAP and Oracle to other internal applications via APIs. By integrating these diverse data sources, organizations can harness the combined power of first-party copilot features and tailored extensions, leading to a more comprehensive and impactful ROI.

Extending Microsoft 365 Copilot to include external data also supports mobile transformation, with capabilities accessible through Teams, enhancing device efficiency. Combining built-in features with custom extensions offers a clear path to maximizing copilot's value.

A Microsoft survey[5] reveals copilot's transformative potential – 70% were more productive and another 68% improved the quality of their work.

However, organizations must address implementation challenges with strategic foresight, robust training programs, and a commitment to data security and compliance. Partnering with experienced technology providers can streamline this transition, ensuring optimal configuration and adoption.

Embracing Microsoft 365 Copilot is about modernizing current workflows and pioneering new ways of working to define tomorrow's competitive landscape.

The journey involves innovation and adaptation, positioning businesses to thrive in an increasingly digital world.

---

[5.] What Can Copilot's Earliest Users Teach Us About AI at Work? (microsoft.com)

---

## About the Author

### Madhu Sudhan R

Madhu is a Practice Manager and leads Global Delivery for Infosys Modern Workplace. He has 25+ years of experience in the IT services, practice building, pre-sales and delivery for global Fortune 500 clients across a range of verticals including Retail, Distribution, Logistics, Financial Services, Pharma and other industries.

He possesses substantial expertise in executing large-scale technology transformation programs for global clients as a crucial component of their digital transformation initiatives.

Madhu has actively spoken at industry forums (CII/PMP conference) and colleges sharing his expertise on Program Management and Cloud Technologies offering valuable insights and thought leadership.

Infosys Topaz is an AI-first set of services, solutions and platforms using generative AI technologies. It amplifies the potential of humans, enterprises and communities to create value. With 12,000+ AI use cases, 150+ pre-trained AI models, 10+ AI platforms steered by AI-first specialists and data strategists, and a 'responsible by design' approach, Infosys Topaz helps enterprises accelerate growth, unlock efficiencies at scale and build connected ecosystems.

**Infosys®**
Navigate your next

For more information, contact askus@infosys.com