

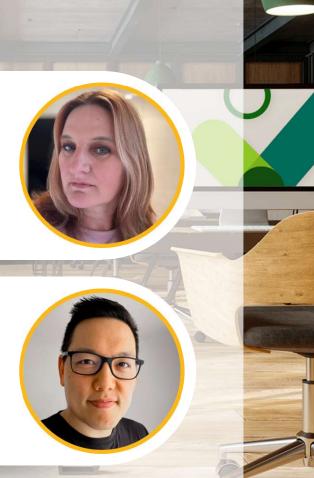
Welcome

Rosemary Shaker

Head of Digital Employee Experience Generation-e

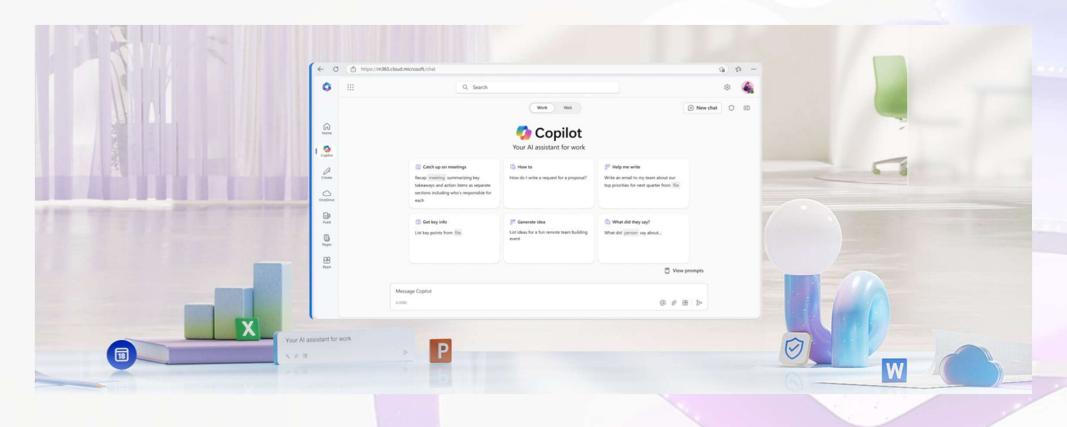
Ben Teoh

Senior Change Manager Generation-e





What is Microsoft 365 Copilot?



Why Microsoft 365 Copilot Matters?



Security & Responsible AI

Confidence in working safely



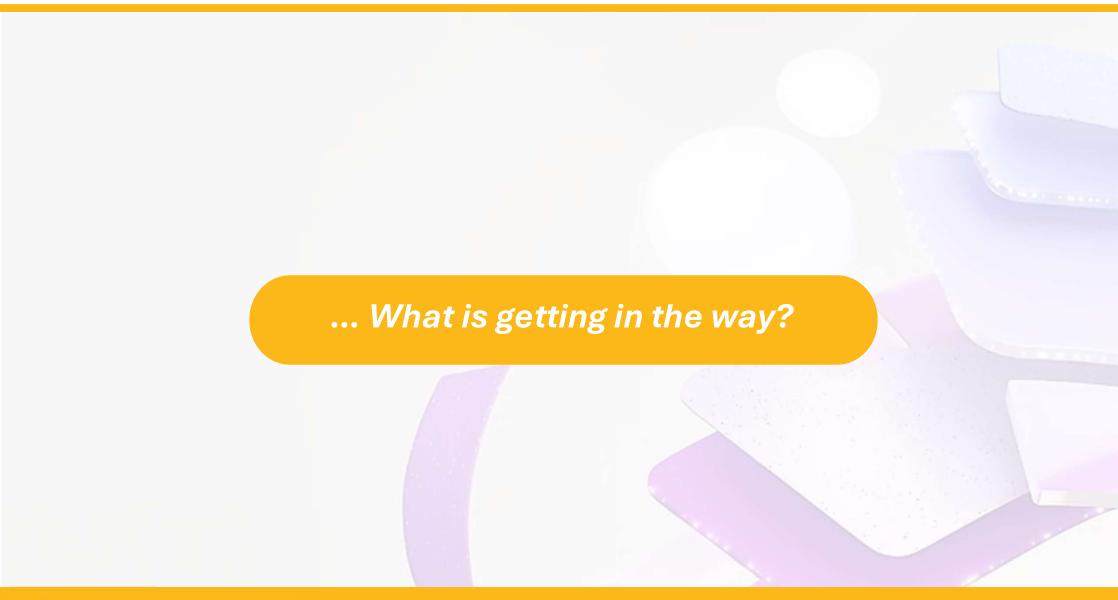
Getting work done

Get clarity, get started, get unstuck



Personalisation, processes, possibility

Transforming how we work as individuals, as teams, as an organisation...



Copilot adoption blockers

What's holding us back?

High (hyped) Expectations

Lack of change management

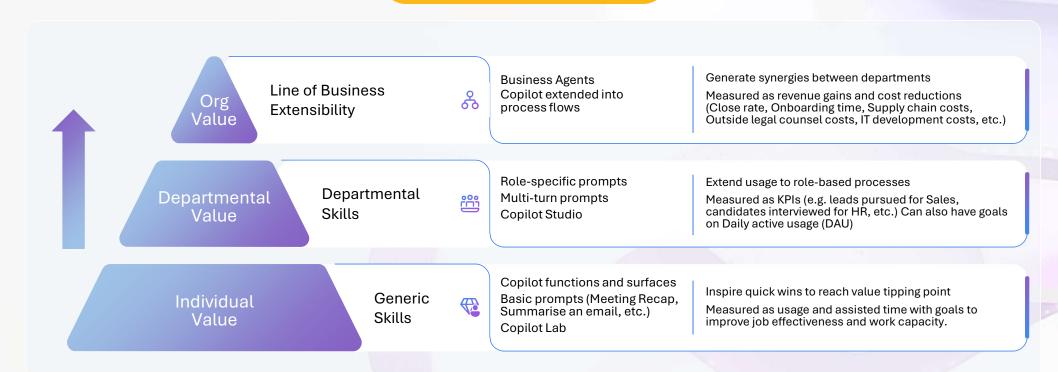
The missing middle of leadership

What does transformation actually look like?

Fear of change Digital literacy It's not your usual app Prompting takes time Big vision Lots of activity Lack of governance results in hitting the brakes

What it looks like for organisations

Adoption Journey



What it looks like in reality?



WALK



RUN

Staff use Copilot to assist in

more complex tasks, begin

using pre-built agents and

improve prompting skills

Staff use Copilot to draft content, summarise information, meetings, and search.

- Basic prompting
- · Drafting content
- Summarise emails
- Record meetings

Using a prompt 'framework'

- Prompt sharing
- Notebook
- Changing Copilot's instructions
- Out-of-the-box Agent use
- Agent exploration in Agent Builder/SharePoint
- Creator



FLY



SOAR

Copilot integrated with teams' processes, agents are used at a business/team-level.

- Business workflows are assisted with Copilot
- Makers start creating declarative and custom agents to support processes
- Agents equipped with tools
- Create play-books for teams on how to use agents
- Define ways of working with agents
- Data captured and stored differently

Al and agents become integrated with business processes, replacing existing workflows and deployed org-wide.

- Multi-agent orchestration
- Organisation-level agents used for line of business
- Staff confidently work alongside agents
- Product managers are responsible for agent and app lifecycle management

ENHANCING (Microsoft 365 Copilot)

TRANSFORMING (Agents)

Governance and Change Management

Laying the technical foundations

Information M365 app Power Governance capabilities Platform Management Posture Purview Word, PowerPoint, Agents Al Policies Excel, Outlook SharePoint & Data DPSM for Al Dataverse Loop, Planner **Processes** Sensitivity Connectors labels Retention policies Support Insider Risk Teams, etc. Environments Management

Multi-stream Timeline

	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Week 6	Week 7	Week 8	Week 9	Week 10	Week 11	Week 12	Week 13
Project	Kick-off			M365 Copilot CoE		Publish updates		Impact Survey			Impact Survey		Adoption Survey	
Leadership	Form AI Council		Engage People Leaders	Formal AI policies	Launch	Visible participation				Share success				
Technical	Review Data and IM posture	Review Power Platform	Prepare tenant	Set up Copilot Reports	Assign licenses				Assign Copilot Studio licenses	Enable Agent Builder				
Champions		Engage champs		Onboard Champs	Champ check-in		Champ check-in		Champ check-in		Champ check-in	Copilot Show	Champ check-in	
M365 Copilot Chat stream					Onboard M365 Copilot Chat	WALK 30 Days of Copilot Chat Intro workshops Lunch & learns				RUN Advanced features Agent Builder		Case	PAYG evaluation for agents	
M365 Copilot pilot Stream		Identify high-value scenarios	Engage Pilot cohorts		Onboard M365 Copilot Pilot	WALK 30 Days of Copilot Intro workshops Lunch & learns			RUN Advanced features Agent Builder		M365 Copilot evaluation & Reporting			
Copilot Studio stream			Establish Maker guide- lines			Power Platform CoE	Engage Makers		Onboard makers	•	t Studio ement		Agent U colle	lse Case ection
		Envision		Enable						Embed				

■generation-e ₩ Microsoft 365

Building momentum with fundamental scenarios

Connecting Copilot to everyday work



Content Generation

Create better first drafts and appealing presentations.



Meeting and collaboration

Harness Copilot's power to make your meetings more efficient.



Personal productivity

Let Copilot save you xin your day-to-day tasks.

Content Creation



Create better first drafts and appealing presentations



WALK

Basic document drafting in word.

Prompt: "Generate a list of innovative marketing campaign ideas for a new product launch targeting Gen Z consumers."



RUN

Transform your templates to include instructions for Copilot

Each section of your template states the purpose and instruction for copilot follow.

Prompt: Create a new SOP following the structure and instructions in Safe Operating Procedure Template.docx. For details, reference the user manual EMANRefrigeration Factory Oct18.pdf for model EFE4227 and focussing on daily use after installation

Meetings



Harness Copilot's power to make your meetings more efficient.



WALK

Summarizing meetings, creating meeting minutes, and basic use of Copilot in Teams meetings.

Prompt: Create formal meeting minutes including action items for this meeting.



RUN

Asking complex questions during sessions, generating advanced summaries and action items, and pulling meeting data into document creation via Copilot chat

Prompt: Are there any risks or blockers mentioned that could impact timelines or deliverables?

Personal Productivity



Let Copilot save you time in your day-to-day tasks.



WALK

Managing email, chat, and messages with Copilot, using simple prompts to organize and summarize communications



RUN

Using Copilot chat to consolidate messages across Outlook and Teams, drafting responses, and identifying missed items for follow-up

Wrap up

Copilot is more than an app

 It's a secure, integrated Al experience across Microsoft 365

Success requires more than licences

 It needs governance, change management, leadership and practical enablement.

Transformation starts with individuals

Quick wins builds momentum

What's next

Ready to maximise Copilot's value in your organisation?

Start with Copilot Chat to build awareness

Align governance, data security, and change management

Empower your people with hands-on training and practical

scenarios

Partner with Generation-e to deliver a proven roadmap for success



Contact Us

Register for our next upcoming webinars

Al Agents – 11th September

Explore how to strategically implement AI agents and Copilot to transform team workflows, covering key differences between these technologies and practical deployment using Copilot Studio with secure data protection.

Register Here

Security & Compliance – 18th September

Learn essential security architecture, governance practices, and compliance frameworks to safely deploy Copilot across your organisation while meeting privacy and regulatory requirements.

Register Here

Website: www.generation-e.co

Email: sales@generation-e.com.au

Contact us: www.generation-e.co/contact

The deck and recording will be available after this session on our website

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