

Transform your workspace: the NTT DATA guide to Microsoft Copilot for Microsoft 365



Introduction

Embarking on a digital transformation journey requires a blend of expertise, innovative technology and visionary partners. NTT DATA is renowned for its consultative approach and deep industry expertise, which empowers clients worldwide to accelerate their digital journeys. With innovation at the heart of our culture, we continually push the boundaries of what is possible.

We are proud to be one of the first Microsoft partners harnessing the power of next-generation AI to transform the workplace. Generative AI – or GenAI – offers extraordinary new ways of working, significantly enhancing employee experiences and boosting productivity. With the combined strengths of NTT DATA and Microsoft, you can transform your workplace by adopting Microsoft Copilot for Microsoft 365.

As a pioneering partner selected to launch offerings for Copilot for Microsoft 365, NTT DATA is uniquely equipped to prepare your

organization to harness the full potential of these innovative technologies. Our comprehensive approach ensures end-to-end guidance and support, encompassing everything from an initial assessment to seamless implementation, training and continual optimization.

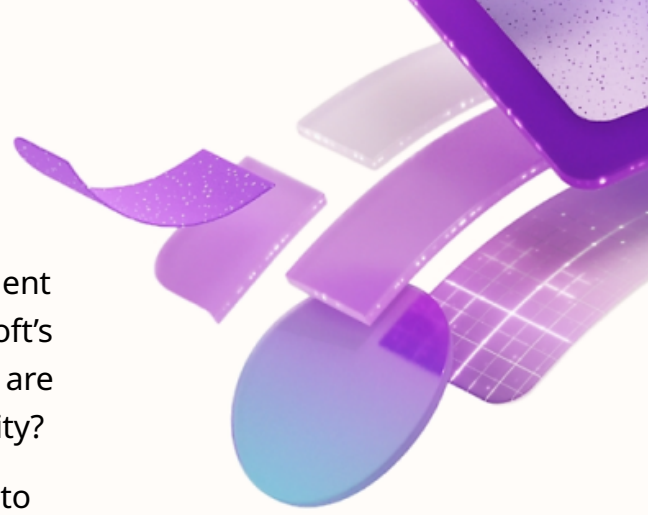
Our suite of unique programs and services can help you fully realize the value of Copilot and ensure you are maximizing your investment. We help you evaluate the benefits and use cases for Copilot - so you can make informed decisions about integrating these technologies into your daily operations.

Contemplating the adoption of Copilot for Microsoft 365? With NTT DATA as your guide, you are well equipped to explore the frontier of workplace innovation and experience the transformative impact of GenAI. We are here to support you every step of the way as you embrace the future and transform the way your team works, thinks, and innovates with Copilot for Microsoft 365.

Meet Copilot for Microsoft 365, your new AI assistant

The digital transformation landscape is buzzing with excitement about the vast capabilities of GenAI, particularly with Microsoft's innovative AI productivity tool, Copilot for Microsoft 365. But are you taking advantage of it to enhance your team's productivity?

Copilot for Microsoft 365 is a powerful AI assistant designed to enhance how you work. Copilot combines the power of large language models with a natural language interface, and it seamlessly integrates with your existing Microsoft 365 apps such as Word, Excel, PowerPoint, Outlook and Teams. This dynamic solution utilizes your organization's data to boost your efficiency.



Five key benefits of Copilot for Microsoft 365

With features like automated workflows and task delegation, Copilot can simplify everyday processes and allow you to focus on what matters most: maximizing productivity and fostering innovation within your teams. What do those benefits look like for you?

Enhanced creativity: Copilot sparks innovation by generating ideas and facilitating brainstorming. It can even draft creative content – from computer code and video scripts to musical pieces, emails and letters.

Boosted productivity: Copilot can automate repetitive tasks and summarize lengthy documents to help you manage your time.

Training and upskilling: Get real-time guidance and suggestions to improve your expertise in your chosen field.

Easy integration and use: Copilot is integrated with your existing Microsoft 365 apps, eliminating the need to learn new tools or workflows, so it is aligned with your familiar work environment.

Enterprise-grade security: Microsoft prioritizes data privacy and security. Copilot adheres to strict compliance regulations to keep your data safe.

The potential benefits of integrating GenAI and Copilot for Microsoft 365 into your operations are boundless. To fully capitalize on these opportunities, consider joining our Copilot for Microsoft 365 program and workshops. Dive into our reservoir of knowledge, benefit from our proven implementation methodologies, and rely on our ongoing support to maximize your investment in this transformative technology.

NTT DATA facilitates adoption of Copilot for Microsoft 365 for a leading Spanish telecommunications company

In our ongoing commitment to digital transformation, we at NTT DATA partnered with a prominent Spanish telecommunications company to facilitate the adoption of AI solutions. This initiative was supported by Microsoft, which provided the company with 300 pilot licenses for Copilot for Microsoft 365. Our role has been pivotal in ensuring the integration aligns with the company's digital strategy, enhancing employee engagement with the new technology, and assessing the tool's overall impact on operational efficiency.

Action steps by NTT DATA

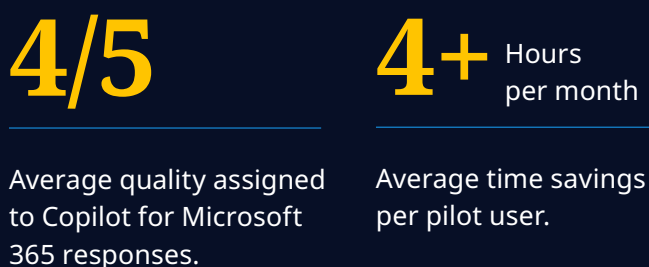
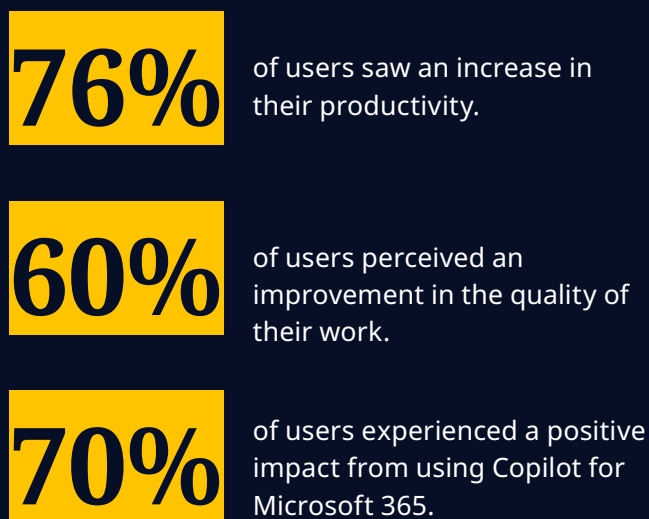
Our approach is comprehensive and multifaceted, focusing on both broad and specific applications of Copilot across the company:

- » **Awareness and engagement:** We introduced the capabilities of Copilot to generate interest and educate employees about its potential benefits. This step is essential to ensure user buy-in and excitement around the technology.
- » **Pilot group selection:** In collaboration with the company, we identified suitable departments and teams to pilot the technology. This involved strategic selection based on the potential for impact and readiness to adopt new solutions.
- » **Training and implementation:** We provided comprehensive training across key Microsoft 365 applications such as Teams, Outlook, Word, PowerPoint, Excel, OneNote, and Loop. This training emphasizes practical, cross-functional use cases, promoting responsible and secure utilization of AI capabilities.
- » **Use case development:** We worked closely with various business units to pinpoint and cultivate specific applications of Copilot within their operations, thereby maximizing the tool's utility and aligning it with business needs.
- » **Impact assessment:** We measured the tangible effects of Copilot on work patterns and productivity within pilot groups to gauge success and inform wider rollout strategies.

Learnings

Our involvement working with this leading Spanish telecommunication company has led to notable enhancements in workflow efficiency and employee engagement with the new Copilot for Microsoft 365 capabilities. Initial feedback from the pilot groups indicated positive receptivity and valuable insights into the integration of AI within business processes.

Here are some of the most notable insights gathered from the pilot:



Perceived impact by role

- » Administrative and operational roles
- » Technical and engineering roles
- » Analyst roles

Top-rated use cases

- » Searching for information
- » Analyzing information
- » Creating content

Our previous experience deploying Copilot to customers and our internal pilot at NTT DATA have enriched our understanding and approach towards using this powerful tool. These insights continue to shape our implementation strategies, ensuring you can not only meet but exceed your digital transformation objectives with Copilot.

Lessons learned

Select the appropriate group for the pilot or proof of concept (PoC). Choose a sample of people that is representative of the entire organization.

Understand the adoption curve and learning processes, where change is not linear and requires time and effort.

Manage expectations about the solution's capabilities, being clear about its strengths and limitations, to prevent frustrations and obtain maximum value from Copilot for Microsoft 365.

Encourage experimentation and create collaborative spaces where ideas and experience about using the solution can be shared and debated.

Create a network of champions that ensures a commitment to the time dedicated to exploring, using, and providing feedback regarding Copilot for Microsoft 365.

Promote new ways of working that involve the use of AI (adapting processes, templates, tools, etc.)

Work on prompting and learn to formulate queries clearly and precisely so Copilot for Microsoft can offer an appropriate response.

By applying these insights, NTT DATA continues to refine its implementation strategies, ensuring the telecommunications company surpasses its digital transformation objectives with Copilot for Microsoft 365.

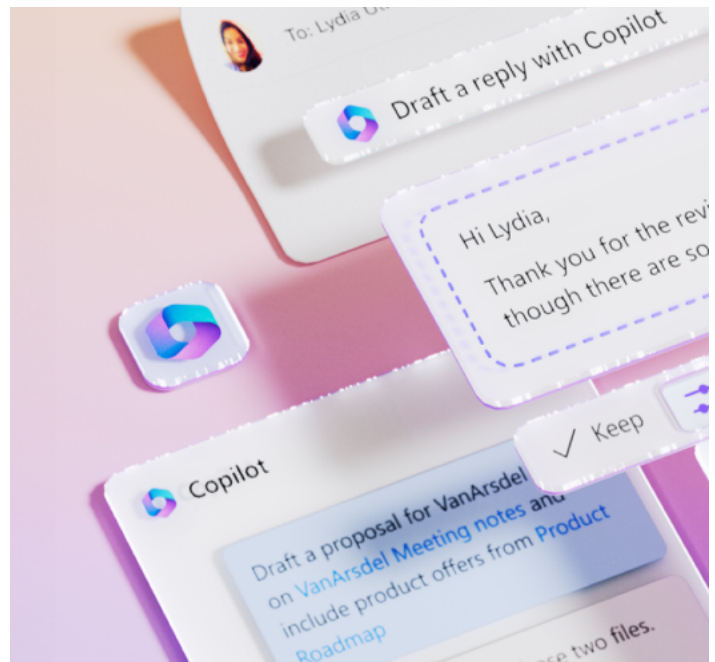
NTT DATA expands capabilities with Copilot for Microsoft 365

Get ready to unleash the full potential of Copilot for Microsoft 365 with us. NTT DATA is excited to introduce our Copilot for Microsoft 365 Engagement Program, a unique initiative poised to enhance how organizations use GenAI tools with Copilot.

As part of this program, we offer customized solutions that integrate Copilot for Microsoft 365 with Microsoft Teams calling capabilities. We are committed to working closely with you to develop tailored use cases for these applications, aligning our managed services with your specific business objectives. This program begins with an interactive session designed to help your organization explore the transformative benefits of applying GenAI to modern communications.

Included in this engagement, NTT DATA will provide:

- » **Customized solutions:** We develop bespoke use cases that integrate Copilot with Microsoft Teams. This approach aligns with your unique business objectives and enhances the effectiveness of your communication strategies.
- » **Interactive sessions:** Start with a dynamic session that allows your team to experience the transformative potential of AI in modern communications, setting the stage for deeper integration and utilization.
- » **Technical assistance:** We assist with the setup of service numbers and configure auto attendant and call queues in Teams Phone to guarantee a smooth transition to these advanced tools.



» **Comprehensive setup and support:**

Teams Phone pilot: Establish a pilot evaluation of Teams Phone integrated with Copilot to demonstrate practical benefits in real-time.

User enablement: Enable 25 to 50 users with cloud calling using Operator Connect and user numbers on your client's tenant, ensuring a broad base of staff can test and evaluate the system's efficiency.

Advanced use cases: Equip two selected users with use case capabilities to replace traditional PBX systems, providing them with cutting-edge communication tools.

Throughout the trial, participants will gain firsthand experience with Teams Phone's calling features and receive expert guidance on integrating new features and functionalities of Copilot into everyday operations. This opportunity is supported by Microsoft to allow eligible clients to take advantage of these advanced tools without an upfront investment, thereby minimizing risk while exploring innovative solutions.

Conclusion

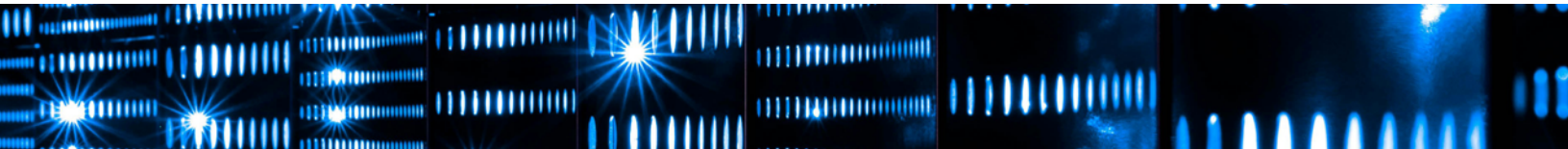
When it comes to making the most of Copilot for Microsoft 365, few organizations match the pedigree and experience of NTT DATA. NTT DATA is a trusted, \$30-billion global innovator of IT and business services. We help clients transform through business and technology consulting, industry and digital solutions, applications development and management, managed edge-to-cloud infrastructure services, business process outsourcing (BPO), systems integration, and global data centers. We are committed to our clients' long-term success and combine global reach with local client service in over 80 countries.

As a leading technology solutions provider and trusted Microsoft Modern Work partner, we specialize in delivering innovative solutions to organizations across industries. We are the premier choice for businesses looking to deploy Copilot, with our comprehensive

expertise and robust global network. Our experts understand the intricacies of Copilot and can provide guidance for its seamless adoption, ensuring maximum benefits and return on investment. We are also one of the first Microsoft partners selected to launch Copilot for Microsoft 365 offers, which means we work closely with Microsoft to help our clients improve their customer and employee experience through AI.

We are a recognized Microsoft Global System Integrator Partner and Managed Services Provider, so you can be assured of effective and efficient deployment of Microsoft solutions. Let NTT DATA guide you through a seamless Copilot rollout so your organization can harness the power of AI with confidence.

[Learn more](#) about NTT DATA's programs and workshops for Copilot for Microsoft 365.



Join the Copilot for Microsoft 365 Engagement Program, funded by Microsoft.