Preparing your business for a new era of productivity with Copilot





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Define your Al Strategy







Security and Azure OpenAl Service.



success, and more fulfilling careers.

However, these revolutions are not necessarily a

Businesses like yours need to ensure that they're

preparing systems and employees for these new

simple terms, everything you need to know about

'simple fix', but rather, the way we work moving

forward will require a total transformation.

technologies. And this needs to start today.

We have put together this guide to explain, in

Copilot for Microsoft 365, Microsoft Copilot for

Foster an Al ready culture



Identify quiding principles



6 pillars to getting ready for AI

Introduction: Preparing your business for Copilot & Al

Today, professionals are confronted by an ever-increasing workload and often unrealistic

demand. Employees are overwhelmed, and productivity and innovation are a challenge. Artificial

intelligence (AI) is primed to reduce the weight of this burden, opening new paths for learning,

Create quiding principles



As well as how Bytes can help you prepare for

Copilot and AI, and the support we can offer

once you have adopted these technologies.

These three services are a great place to start in

transforming employee productivity, the way in

which you work with your data and the way you

plethora of resources shared for extra information

secure your organisation. You'll find useful tips

and recommended steps to take, as well as a

and research at your own leisure.

Introduce AI to business

leaders



Empower with AI



the business

Responsible Al

Microsoft are committed to making advancements to Al in a way that is ethical and responsible. Microsoft's Copilots and Azure OpenAl have been designed to ensure that all AI systems will treat people fairly, perform reliably and safely, be secure and private, empower all people, be understandable and be accountable for all systems.

To find out more about Microsoft's commitment to responsible AI, click here.







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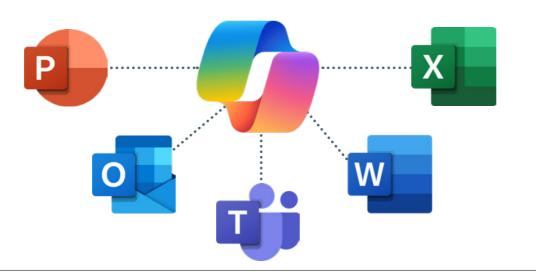
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Copilot for Microsoft 365

What is Copilot for Microsoft 365?

Copilot for Microsoft 365 (M365) is a tool powered by artificial intelligence (Al). This tool has been designed to revolutionise the way we work in the future. Copilot for M365 is integrated into all your favourite, everyday M365 apps, and combines the power of large language models (LLMs) with data from individual users in Microsoft Graph; collecting information from emails, chats, documents, and more. Copilot for M365 is designed to capture the essence of natural language, whilst helping you with various tasks and responsibilities, such as, writing, researching, making edits, presenting and collaborating with colleagues.

Embedded across Microsoft 365 apps



Copilot for M365 in Powerpoint

With Copilot for M365 you can turn your ideas into spectacular presentations

Example prompts:

D

- "Create a five-slide presentation based on a Word document, including relevant stock photos"
- "Consolidate this presentation into a three-slide summary"
- "Reformat these three bullet points into three columns, each with a picture"

Copilot is also integrated into other apps such as **Excel**, **Word**, **Teams**, **and Outlook**.







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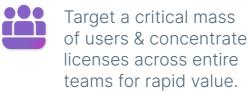
Copilot brings Al value across lines of business

Get Ready! Be intentional with seat assignments and define success criteria



Copilot for Microsoft 365

Review which teams have high Microsoft 365 usage, including Teams Meetings and PowerPoint.



ritical mass concentrate cross entire rapid value. Use the Scenario Library to identify top use cases and key metrics you would like to improve in that functional area.

All roles & execs	HR	Marketing	Operations	IT	Sales	Finance
Improve meetings Content creation Manage daily agenda	Cost per hire Employee turnover Compliance risk reduction	Leads created Brand value Cost per lead	Customer retention Product time to market Supply chain efficiencies	Outstanding support tickets Application downtime Departmental spending	Number of opportunities Close rate Revenue per sale	Accelerate cash flow Spend on ERP system Risk reduction







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The Journey to Copilot for Microsoft 365

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We suggest following these steps to ensure best practices when preparing for Copilot for Microsoft 365.







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Preparing your data

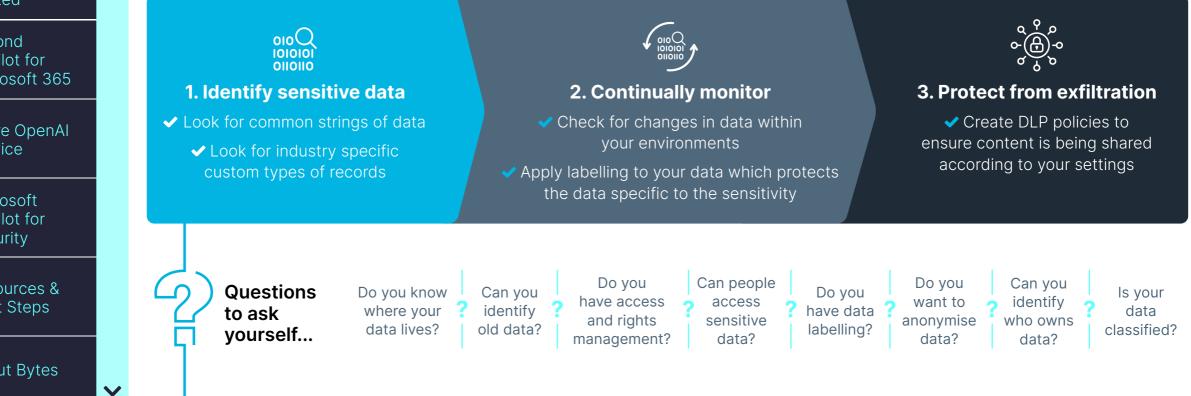
Microsoft Graph connects data from Microsoft 365, Windows, Enterprise Mobility + Security, as well as external sources. It's vital to understand where your data is, and who has access to what.



Microsoft

Copilot

We recommend following these three steps:





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Adoption & Change Management

Bytes offer a comprehensive Adoption & Change Management service to help organisations embrace new working models and successfully transition to digital solutions. In a rapidly evolving landscape where hybrid working and cloud adoption are reshaping business operations, ensuring effective adoption of technology is crucial.

Here's how our service works:

Initiate	Prepare	Transition	Run	
We begin by understanding your objectives and the need for change. This involves assessing your organisation's unique context, people, and existing processes.	Based on the assessment, we create a tailored change program. This includes communication strategies, training plans, and identifying champions within your organisation.	During this phase, we execute the change program. Staff receive training, and technology solutions are deployed effectively.	Ongoing support ensures that the adoption process continues smoothly. We monitor progress, address any challenges, and help your staff maximize the benefits of each solution.	
	your organisation.		Solution.	





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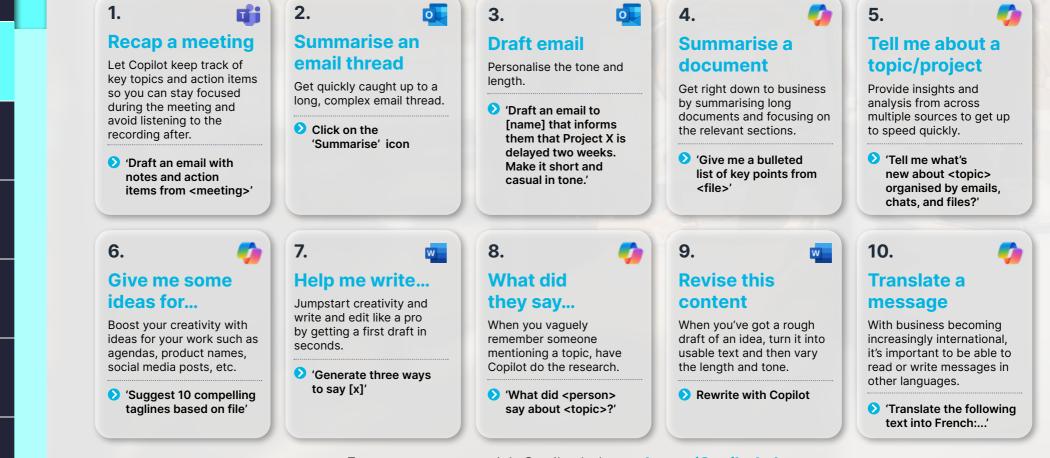
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For more prompts, visit Copilot Lab at: aka.ms/CopilotLab



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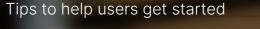
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Four steps to a good prompt

Goal

Source

Which information

sources or samples should Copilot use?

What response do you want from Copilot

Context

Why do you need it and who is involved

Expectations

How should Copilot respond to best meet your expectations?







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What Can Copilot's earliest users teach us about Generative Al at Work?

Tips to help users get started

Taken from Aka.ms/wti Survey from 294 Users Productivity & Speed

What can Copilot's earliest users tell us?

Helps me get to a good first draft faster	85%
Saves me time by finding whatever I need in my files	75%
Saves me time on mundane tasks	71%
Makes me more productive	70%
Allows me to spend less time processing email	64%
Quality & Creativity	
Helps me generate ideas while writing	72%
Helps me jump start the creative process	68%
Helps improve the quality of my work or output	68%
Focus Time	
Saves me time so I can focus on more important work	67%



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How can Bytes help you prepare for Copilot for M365?

Whether it's a chat or a more structured workshop, here's where we can support you

Review commercials and current licensing position

Does your current licensing position allow you to add on Copilot for M365? If not, what will you need to procure and what is the most cost-effective way to invest?

Entra ID/Azure AD in place

During the Entra ID Workshop we'll analyse your current estate, plan a migration strategy, assist with deployment of the tenant and ensure the migration of users is seamless.

Data Fully migrated to O365 and M365 Apps deployed

To get the most out of Copilot for M365, your end user centric data should be in M365. Bytes can assist in ensuring all data is migrated into Office365. We will thoroughly understand your needs, cleanse your data, prepare Exchange, OneDrive and SharePoint before migrating all users and data.

Data Structured, classified and DLP in place

Whether you've just migrated or have been using M365 for years, ensuring data validity, proper structure, classification and labelling are key to rolling out Copilot for M365. Combining a series of workshops and tooling, we'll help you to ensure data is in the right place, with the right structure and the right permissions. We will then help you to create DLP policies to keep your data protected on an ongoing basis.

Zero trust principles implemented

Ensure a Zero Trust approach is adopted across M365 with conditional access policies for both identity and device access.

M365 Pen Test/Cloud CIS Benchmark

Make sure your M365 environment is configured correctly and locked down.

Identify those most in need and prepare organisation for change

We will help your organisation prepare for change, while ensuring the technology is deployed correctly and follows best practice.

Build the Copilot business case

Copilot will be \$30 per user per month. Which users and departments need it the most and therefore where should you invest first.

Copilot

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There's a Copilot for that!

Copilot goes far beyond Copilot for M365. Copilot is a family of tools that's being rolled into many of Microsoft's products. The strategy is to bring generative AI to the tools and applications we use to drive insight and improve productivity.

Copilot for Dynamics 365

Copilot to assist roles within each line of business application. Sales, Support and Finance.

Copilot for Power Platform

Use natural language to accelerate the development of apps, automations and pages.

Copilot for M365

Copilot assistant to accelerate productivity with Microsoft 365 apps and chat with your data.



Receive tailored insights that empower your team



to defend.

Get answers and inspirations from across the web, supports creativity and collaboration, and helps you focus on task



Increase developer productivity by helping you write code faster with less work.



Copilot Studio is a lowcode to various data sources tool designed to enhance the capabilities of Copilot by allowing it to connect.



Azure OpenAl is a powerful service that leverages the capabilities of OpenAl's models on the Azure cloud platform. Allowing business to create their own large language models.



Microsoft Copilot (Formally Bing Chat Enterprise)

An Al-powered companion, assisting users by providing information, answering questions, and engaging in conversation.

Copilot Plugins

Allows software vendors and businesses to create there own plugins to data. le: SalesForce, SAP, London Stock Exchange.

Copilot for Viva

Copilot in Microsoft Viva leverages next-generation Al to enhance employee engagement and productivity, leading to better business outcomes.

Copilot Sales, **Copilot Finance and Copilot Support.**

Helps sales people, finance professionals, and support agents work smarter by leveraging AI for tasks like data analysis, content generation, and workflow automation.







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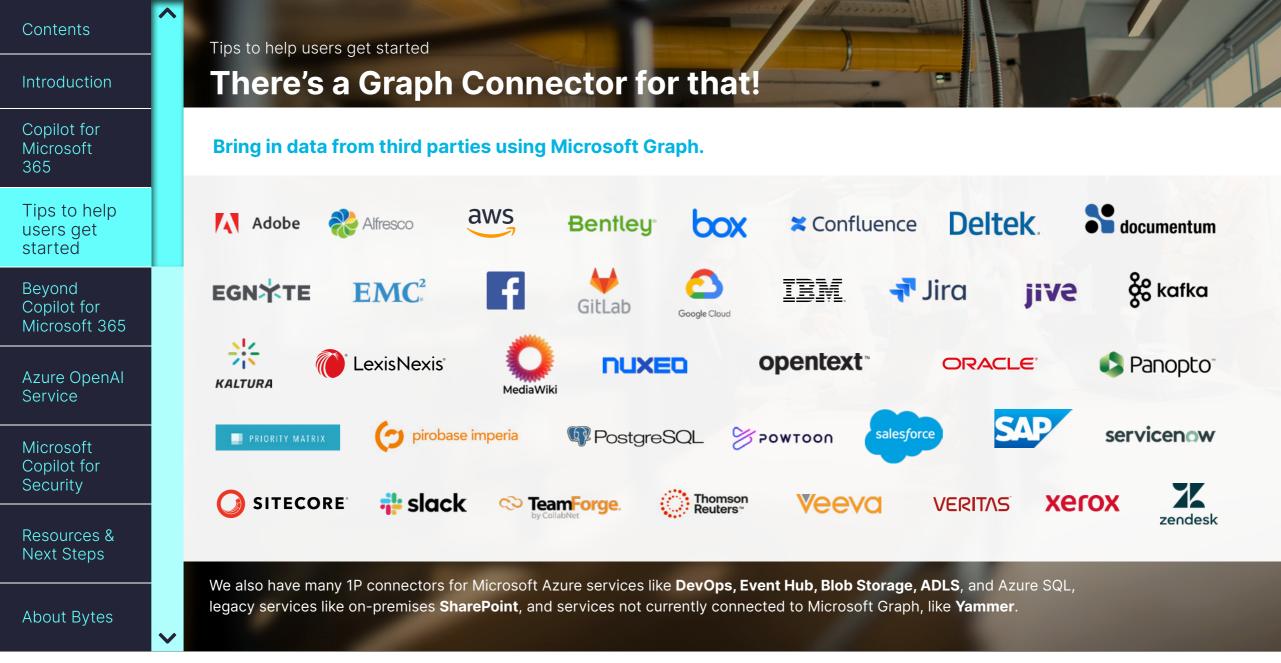
Tips to help users get started There's a Copilot Plugin for that!

Bring third party data into Copilot for Microsoft 365 to drive further productivity gains and fresh insights. The worlds leading SaaS providers are building Copilot plugins allowing users to query and gain SaaS insights directly from Teams Copilot.

Aisera 🍰 asana augeo 🐸 bandsintown Bitbucket Calendly The BrainStorm BOHITA DOX Adobe go1 Canva 🛹 Fareportal **FiscalNote** freshworks C GOLDEN d decisions esri CLOUDFLARE expedia aroup MEETING ASSIST APP 🚽 Jira amailchimp *****instacart K A Y A K Klarna LIKEWISE L Lucid // monday.com Moveworks Murai Polly Noteable **OpenTable**^{**} ORACLE **PIECES** REDFIN SAP SuccessFactors servicenow PRIORITY MATRIX Thomson 🔆 Skyscanner 🛛 smartsheet 🔆 snowflake 🤤 Spotify SPOTTNANA 🏠 SurveyMonkey 🖸 TeamViewer shop skillsoft **Reuters**^{**} X Trello Trip.com (ii) twilio WITIVIO workhuman 🔨 wrike 2 Zillow Desk 🔯 Tripadvisor **WOLFRAM** zendesk V







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Beyond Copilot for Microsoft 365

Copilot for Microsoft 365 is just the start. There are many different use cases for generative AI in any organisation, but the question is, how and where you should prioritise and which technologies you should select.

In this section:

Which AI services is for you? Build Your Own with Copilot Studio Copilot Studio Architecture: Under the Hood Deliver Impact: Microsoft Copilot Dashboard powered by Microsoft Viva







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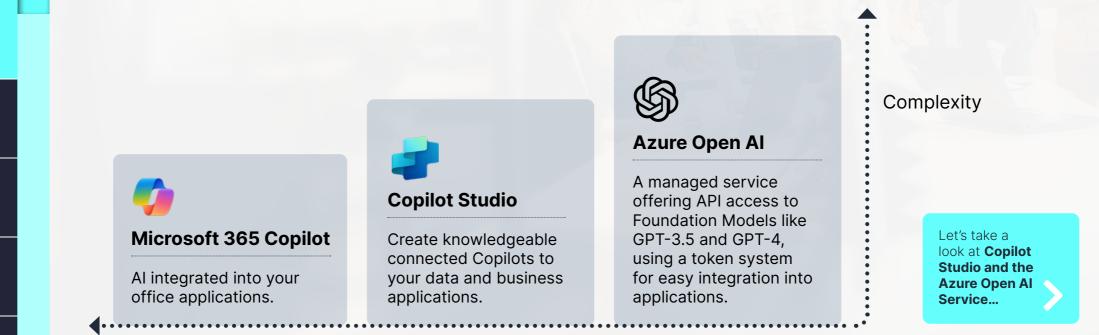
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Which AI services is for you?

Beyond Copilot for Microsoft 365

Microsoft offers a range of AI solutions to match different requirements. As already discussed, Copilot for Microsoft365 provides instant AI integration with ease for those seeking straightforward solutions. Copilot Studio offers a balance of customisation and user-friendliness for more tailored needs. For highly specialised demands, Azure OpenAI presents fully customised AI services developed in collaboration with clients. Each option caters to varying degrees of technical ability and deployment simplicity, enabling businesses to leverage AI in line with Microsoft's commitment to intelligent empowerment.



Ease of Deployment

Microsoft





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Build Your Own with Copilot Studio



A unified end-to-end low code conversational AI platform for creating and extending



Unified Platform

Beyond Copilot for Microsoft 365

Get started in minutes with no set up infrastructure required. Integrate with AI Studio and more.



Data Integration

Grounded with 1,200+ data connectors & extensibility with broader Microsoft conversational Al services.

Boost your

01010 101101

Boost your conversations

Build custom copilots, your way

Use your current FAQ sites and files to activate generative answers. Design specific curated topics with full control.

ll Develop

Full Development Lifecycle

Choose from multiple channels and modalities (text and voice) to publish your Copilot. Review outof-the-box telemetry.



Safe & Responsible Al

Industry standards for governance, security and solution lifestyle management.





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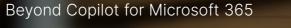
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Build Your Own with Copilot Studio

Microsoft Copilot Studio

Introducing Copilot Studio

Copilot Studio is a tool that allows you to create your own custom Al assistant based on your business workflows. With Copilot Studio, you can train and deploy a Copilot model that can understand and generate natural language for various tasks and scenarios. This allows you to target a cumbersome workflow with Copilot and transform the time is takes.

What do you need to consider?

To create your own Copilot with Copilot Studio, you need to follow these steps:

Define your use case and scope: decide what kind of tasks and questions you want your Copilot to handle, and what data sources and services you want to connect to it.

Prepare your data: collect and label your data according to your use case and scope. You can use different types of data, such as text, images, videos, audio, or structured data, depending on your needs. Train your model: upload your data to Copilot Studio and select the best model architecture and parameters for your use case. You can also finetune your model using your own domain-specific data and vocabulary.

Creator Layer

Microsoft Copilot

Studio

Plugin Authoring

Copilot Authoring

Configuration

Copilot and

MCS created copilots

MCS plugins

Prompt pluging

Topic plugins

Dynamics 365 plugins

Power Automate plugins

Salesforce plugin

plugins

Test and deploy your model: evaluate your model's performance and accuracy using Copilot Studio's testing tools. You can also preview how your model will interact with users and provide feedback to improve it. Once you are satisfied with your model, you can deploy it to your preferred platform, such

as Microsoft 365, Teams, Outlook, or Power Apps. Monitor and update your model: use Copilot Studio's dashboard to monitor your model's usage and feedback. You can also update your model with new data, features, or integrations as your business needs evolve.

Plugin discovery and

Plugin registry

Discovery of plugins

Plugin metadata

Plugin execution info

Dataverse API

Runtime execution layer

Custom AP

Dataverse Q&A API

Power Platform Connectors

execution

By using Copilot Studio, you can create a Copilot that is tailored to your specific business goals and customer expectations.



Data/Al Layer

Ovnamics 365

Prompt plugin

Topic plugins

Power

Automate

Flow plugin

Salesforce

CBM Data (Salecfe

OpenAl Plugir

MCS

backed

External Systems of



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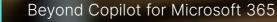
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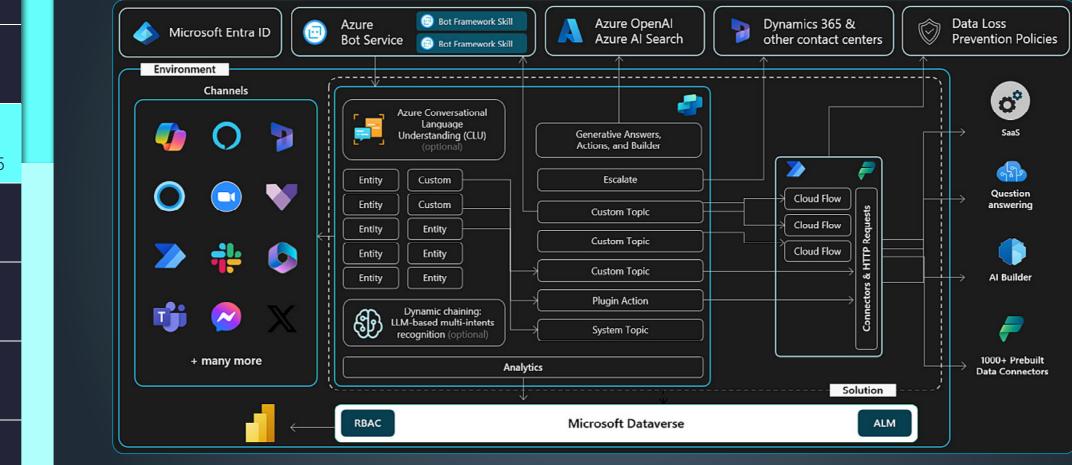
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Copilot Studio Architecture: Under the Hood



Copilot Studio Architecture







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Beyond Copilot for Microsoft 365

Deliver Impact



Microsoft Copilot Dashboard **powered by Microsoft Viva**

Business and IT leaders can plan their Al readiness, drive user enablement, and measure the impact of their Copilot investment.

- Evaluate Copilot usage across apps and by feature
- Analyse the potential impact of Copilot across meetings, email, chat, and documents
- View employee sentiment about the value and benefits
- Learn about the latest research and findings about Al

Copilot user survey kit

Survey your users to keep a pulse on how Copilot is impacting their day-to-day and gather sentiment and impact learnings.

Insights	×									- 0
C C https://insigh	ts.cloud.microsoft/#/CopilotDashboard							1	6 f=	••••
Viva Insights									3	• *
n Insights	← Back to Home								B	Share ~
lome	Microsoft Copilot D	ashboar	d Gravier	,						
Copilot Dashboard		entiment								
Insights										
Wellbeing	Total Copilot users in your company			people use Co		ince their wo	rk 💿			
Productivity		2,500								
Teamwork	2,450	2,000	2,000							
	People who have used Microsoft 365 Copilot over the past 28 days	1,500		1,500	1300	1,200	1.100			
		1.000						900	800	
		500								

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Azure OpenAl Service

S OpenAI

What is Azure OpenAl Service?

Azure OpenAl Service combines the power of Microsoft and OpenAl. It has been designed to accelerate your development of Al applications. Developers can build language models into their code, meaning they can bring the power of Azure OpenAl service, LLMs, and natural language into their applications. Plus, with built-in enterprise-grade Azure security, and responsible Al commitments, Azure OpenAl Service is designed to detect and prevent harmful use.

— What should you use OpenAl for?



To build Al into products



Create new powerful applications that can interrupt images and transcribe and translate speech

To build taskspecific internal applications

With OpenAl you can:

- Ensure data stays in your Azure tenant
 - Choose how you manage your data

✓ Fine-tune your models

- Fine tune Azure LLMs with GUI environments
- Responses which "sound like" the language you wish to use
- Reduce misinformation by giving it "ideal responses"
- Control your API keys
- Create individual apps for specific models

To find out how Bytes can support you, **keep reading**







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Al Use Cases

PayPal

"Copilot Studio enables us to build and make quick updates to an employee facing copilot that can reason over multiple knowledge sources. Copilot Studio has helped us reduce workload and costs of our support team, while increasing the engagement and loyalty of our employees."

Ramesh Murugan, Director Employee Technology and Experiences.

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Meeting Prep App (youtube.com)

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How AI is being used to assist doctors in detecting breast cancer. (youtube.com)







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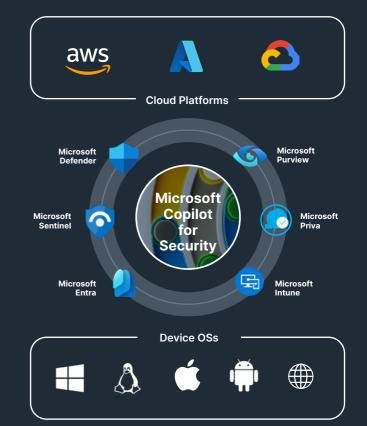


What is Microsoft Copilot for Security?

Utilise generative AI to empower your employees to detect hidden threats, increase your defences and respond to incidents and attacks faster than ever. Microsoft Copilot for Security integrates insights from Microsoft security tools. You can access data and identify alerts from any source with Microsoft Sentinel, prevent and detect future attacks on apps, email and data with Microsoft Defender, and mitigate threats to your devices and improve compliance with Microsoft Intune.



 Summarise incidents in minutes with ready-to-share reports If you already have 70% or more investments in these security products, then Copilot is worth it:









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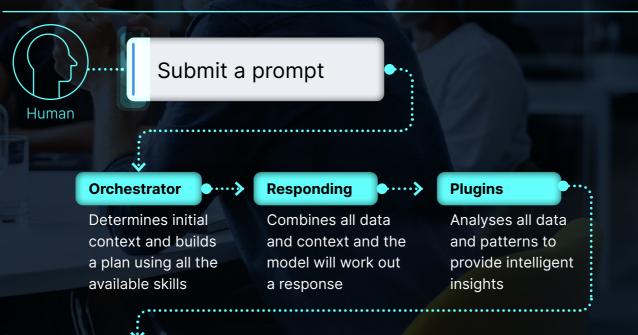
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Microsoft Copilot for Security

How does Microsoft Copilot for Security work?

How it works.



Build Context

Executes the plan to get the required data context to answer the prompt

Response

Formats the data

Receives a response

Human

Experiences to **meet you** where and how you work.

Standalone

Helps teams gain a **broader context** to troubleshoot and remediate incidents faster within Copilot for Security itself, **with all use cases in one place**, enabling **enriched cross-product guidance**.

Embedded

Offers the **intuitive experience** of getting Copilot guidance **natively** within the products that your team members already work from and are familiar with.

Microsoft





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Copilot in Microsoft Defender XDR

Microsoft Copilot for Security

Summarise incidents. assess impact with precision, provide recommendations for faster future investigations, and generate a post-response activity report for further insights.

Allow analysts at all levels to complete complex tasks like threat hunting and reverse engineering of malware.

Make inquiries in natural language about emerging threats, and gain insights for rapid response to new and evolving threats.



Copilot in **Unified**

SOC Platform

How does Microsoft Copilot for Security work?

Quickly assess emerging threats, and respond to those threats with enriched, Al-driven insights.

Receive end-to-end support, from summaries of incidents, to assessment of incident impact and actionable recommendations for faster investigation and remediation.

Allow analysts to complete complex tasks such as translating natural language to KQL or analysing malicious scripts.

Copilot in **Microsoft Purview**

Get comprehensive, integrated visibility across solutions and insight into relevant compliance regulatory requirements.

Summarise alerts containing a breadth of signals and lengthy content to review in the lens of data security and compliance policies.

Receive step-by-step quidance, conduct searches in natural language, and conduct advanced investigations without keyword query language.



Copilot in **Microsoft Entra**

Explore sign-ins and risky users and get contextualised insights on what to do to protect the accounts in natural language.

Find gaps in your access policies, generate identity workflows, and get to the root of problems faster.

Guided recommendations allow admins at all levels to complete complex tasks such as incident investigations. Plus, signin log analysis eliminates the need for manual inspection.

Copilot in Microsoft **Defender XDR**

Swiftly respond to threats, incidents and vulnerabilities with full device context and AI assisted insights and actions.

Proactively apply targeted policies and remediate endpoint issues with 'what-if' analysis, actionable guidance and deep understanding of device, user and app status.

Quickly translate business intent into recommended and compliant configurations and policies using natural language.







Contents Microsoft Copilot for Security How can Bytes help you prepare for Copilot for Security? Introduction Copilot for Microsoft 365 Tips to help users get **Zero trust principles** started Defender Sentinel implemented Purview Beyond Ensure a Zero Trust Provides Copilot the data Design, deploy and full Bytes will help you configure Copilot for Sentinel for your Microsoft approach is adopted across rollout, or perhaps you just to interpret and help you Microsoft 365 M365 with conditional secure your data. Bytes have need best practice and a cloud environment and review of your environment. provide ongoing services a number of services to help access policies for both We can work flexibly with should you need it. you adopt Purview. identity and device access. Azure OpenAl your organisation to get the Service most out of Defender. Microsoft Copilot for Security What is your current Can your existing Do you have one or **Questions to** Resources & investments be reused security posture and more use cases for ask yourself... Next Steps what are your gaps? within security Copilot? security Copilot? About Bytes V







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More information about Copilot?

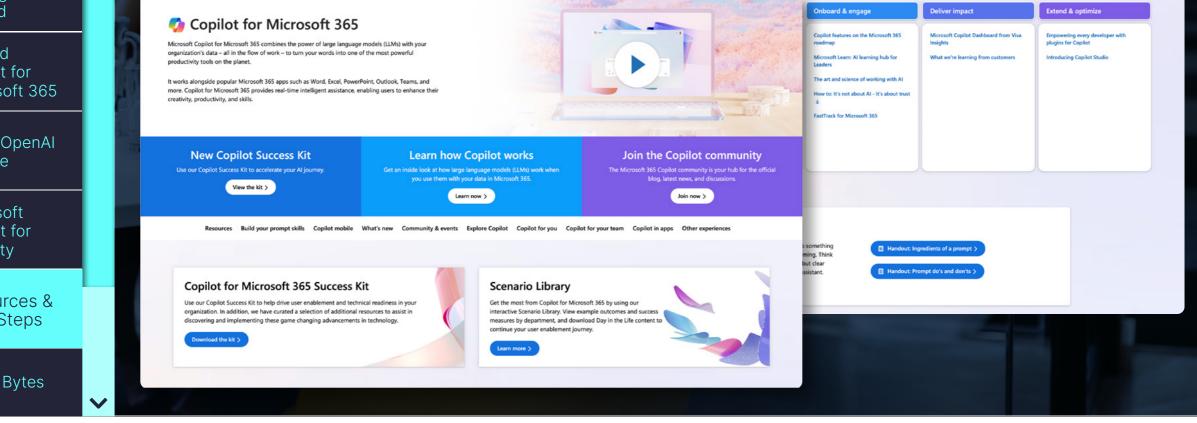
For more information on Copilot for Microsoft 365 visit: adoption.microsoft.com/copilot

Overview

Copilot is designed to benefit everyone in an organization. From senior leaders to IT professionals to frontline workers, Copilot offers features that streamline tasks, automate workflows, and enhance collaboration unlocking productivity and creativity throughout your day. Its adaptability means that it can be customized to meet the unique needs of any organization. The ability to extend its capabilities through plugins makes it a continually evolving asset that can adapt to the ever-changing landscape of business needs.

Microsoft

Copilot





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Questions to think about...

Is your infrastructure ready?

Are you licenced for Entra AD? - E3 or E5? - Entra AD Standalone (for non E3/E5 users)

Is there confidence in permissions structure for M365?

- Do users, groups, and applications have the right access?

Are all users migrated to Entra Ad?Do all users who you want to have Copilot have an account in Entra AD?

Do you have the right tenant/subscription structure?

Do you have multiple orgs/tenants?Does everyone across all need Copilot?

Are permissions for Non Entra services replicated?

- Copilot can be set up to see some services outside of Microsoft dataverse.
- How are the permissions for things authenticated by Legacy AD replicated into Entra AD?

Networking

- Does your current access to O365 support a scalable deployment of Copilot?

About your current data environment

Data Stores

- Many organisations struggle to know where all of their data even lives.

Stale Data

- Can you identify old data that shouldn't be kept?

Data Protection

 Do you have access and rights management to data?

Making data available to all?

- Do you want to anonymise data and make it available through Copilot?

Do you have Data Labelling?

- Can you label your data according to it's type?

Ownership

- Can you identify who owns data?

Classification

- Are you confident that you know where all of your data is and if it's classified?

Are you confident people dont have too much access to sensitive data? - "Copilot, show me the CEOs Payslip"

Are your people ready for this shift change?

User Base

- How does your user base currently work? What is their skill level in M365 currently?

Use Case

- Who needs Copilot the most? What kind of tasks can we identify?

Technical Skills

- What is the technical skill level of the business and IT? What is the plan to upskill?

Copilot ROI

- Copilot is \$30/user/month, plus any E3 or E5 uplift you may need.
- Can you make the business case for Copilot? Does everybody need it, or just some?

Internal Comms

- How are you going to communicate this out to the business? Will it be phased, or all at once?

Adoption

- How will you ensure people are using it correctly?

Bytes Resources to help you







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Resources to help you navigate Copilot for Microsoft 365

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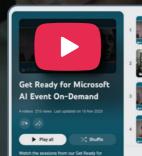
Watch our webinar on-demand

How AI can boost your Cyber Security & Productivity



Copilot for Microsoft 365: How to move out of the Proof of Concept stage

Watch industry leading speakers



Exponential Potential - Matthew Griffin
BytesTechnology - 271 views - 6 months age
Accelerate Productivity with Microsoft AI
BytesTechnology - 213 views - 6 months age
Budget Crunch: How to free up budget for Mi
Copilot
BytesTechnology - 128 views - 6 months age

Revolutionising your Security Environment with Microsoft Al BytesTechnology - 60 views - 6 months ago

Ahead of the Future: Unlimited Thinking

the assistors from our Get Ready for on Dicapide and A server hosted at The e Museum, London. Discover more on how usines can accelerate productifying with A/ ac costs to free up hudget for Ocapilot, and finding your security enrorment; with A/ ipp an exclusive keynola presentation from

Get Ready for Microsoft Copilot and Al Event – On-demand playlist

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Next steps with Bytes

Take the first step towards Microsoft AI with our dedicated engagements



Data & Security Workshops

A review of your data and security position and the considerations needed

Visit our Copilot Web Hub for more information



CSI Workshops

We can offer you a cybersecurity assessment, a data security engagement, a Microsoft Sentinel Engagement and/ or a Threat Protection Engagement



Copilot for Microsoft 365 Workshop

A three-phase engagement to assess needs, prioritise scenarios and create an actional roadmap.

Find out more



Copilot Readiness Assessment

We can provide you with an overall Copilot Readiness Score based on security posture, user licensing, and application usage.

Request an assessment



To find out more email us at tellmemore@bytes.co.uk







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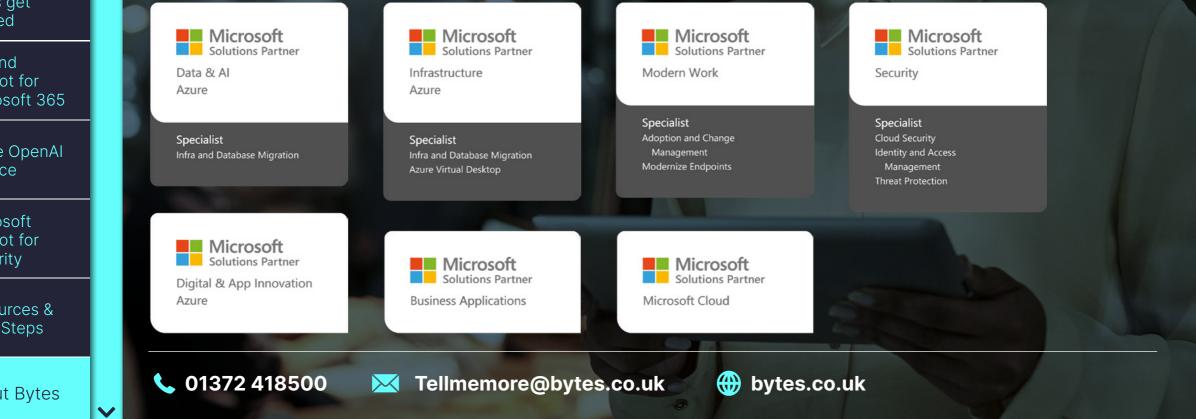
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About us

Bytes is a FTSE 250 provider of world-class IT solutions. Our portfolio of services includes cloud, security, end-user computing and data management. We work with SME's, corporates and public sector organisations to modernise and digitally transform their IT infrastructures.

The right skills and expertise to deliver the best outcomes







Copilot