

# Unleash a *New Era* of Work with Capgemini and *Microsoft* *Copilot* for Microsoft 365



# A Human-Centric, *AI-Powered* Workplace

Capgemini's vision for the Future of Work is one in which AI empowers organizations to unlock new levels of productivity, agility, and creativity, creating a workplace where humans and intelligent machines work seamlessly to create value for business and society.



Building on this vision, Capgemini helps you unleash new ways of working with generative AI technology solutions such as Microsoft Copilot for Microsoft 365. We help you build a human-centric workplace where your people are productive and inspired to innovate and bring new ideas to life. At Capgemini, we see Copilot not just as a tool for enablement; we see it as a catalyst for business transformation.

We offer a complete transformation journey, enriched with our own experiences and ingenuity across people, processes, data, and technology, to maximize business value from Copilot for Microsoft 365. We collaborate closely with your teams to create a strategic roadmap and deliver highly relevant 360-degree business use cases, while assessing technical readiness for scalable, secure implementation.

With over 20 years as a Microsoft Solutions Partner, Capgemini stands as a pillar of innovation, business transformation, and technical leadership in enabling companies with next-generation technology solutions.

# An Agile, End-to-End Approach

Building on our vision for a future where technology and human ingenuity merge, Capgemini's deployment of the innovative AI tool, Copilot for Microsoft 365, embodies our dedication to transformative change. This tool is integrated directly into everyday applications like Word, Excel, PowerPoint, Outlook, and Teams, working alongside you to leverage large language models combined with your data. This powerful synergy enhances creativity, streamlines workflows, and elevates the quality of your output, allowing mundane tasks to be automated and complex processes to be simplified. As a result, you can focus on higher-value activities and drive innovation at scale.

As your organization seeks to explore and deploy new AI tools such as Copilot for Microsoft 365, it is essential to carefully manage the impact of change on your broader business and technical ecosystem, addressing critical aspects such as safety, security, ethics, sustainability, and compliance. At Capgemini, we facilitate this transition by seamlessly integrating our business consulting prowess and technological expertise. Our approach includes strategy formulation, enhancing employee experience, tech and data enablement, and scaled adoption, all underpinned by our innovative network of living labs where we bring new ideas to life.



With our agile methodology, we guide each department from assessment through to full adoption, ensuring a harmonized employee experience and sharing valuable lessons across the organization. This tailored approach enables proficient use of Copilot for Microsoft 365, maximizing value at every stage of your adoption journey.

Furthermore, we offer customized integration and generative AI capabilities to enhance the utility of Copilot within your enterprise applications. To ensure you gain the full benefits of your investment, you will have access to our suite of accelerators—including the Business Case Calculator for benefit forecasting, an Experience Dashboard to analyze personas and their use, AI bots for user training and engagement, and a use case application to track and measure experiments.

This approach is exemplified in the following case study with a leading European energy company, where these strategies were applied to achieve tangible benefits of implementing Copilot for Microsoft 365.

# A Case Study in *Real-World Deployment* and Business Value

Our client, a leader in the energy and utilities sector, engaged in the Microsoft 365 Copilot Early Access Program (EAP) to explore the benefits of Copilot for Microsoft 365. Their employees were granted access to Copilot, with the goal to bolster adoption and quantify business benefits, ultimately determining the feasibility of a group-level rollout. With our guidance, they were able to harness Copilot effectively, enhancing productivity and fostering innovation within their teams.

**In this endeavor, Capgemini was chosen as the strategic partner to:**

- **Frame and conduct the pilot for Copilot and collect and analyze feedback from pilot users (called Copilot Explorers).**
- **Highlight and prioritize specific business use cases that could be transformed with Copilot.**
- **Compile a decision report based on those insights and outline the steps to implement the solution within the organization.**

## Tailored Client *Approach*

To guide our client through their transformation journey, we implemented a three-phase strategic framework: Scan, Focus, and Act. This structured approach ensured that the integration of Copilot was not just about technology deployment but about creating a more agile, responsive organization.

- **Scan:** We established clear project governance, framed the pilot, and defined roles and responsibilities to ensure a solid foundation for the pilot's success.
- **Focus:** Our efforts pivoted to user upskilling through targeted training sessions tailored to specific use cases. We fostered a supportive community among pilot users via the Teams platform, providing proximity support and engaging them in a Transformation Lab to directly measure the impacts of Copilot.
- **Act:** Based on feedback and results from the pilot, we constructed a comprehensive decision dossier. This included detailed analyses of eight strong business cases that showcased potential quantitative and qualitative gains from integrating Copilot more broadly within the organization.





## Use Cases *and Transformations*

As an outcome of the pilot, we helped our client, the European energy company, identify eight unique use cases for how Copilot for Microsoft 365 could transform their daily operations. Out of the eight, we identified several that were unique to their business, extending the capabilities of this transformative AI technology to foster a more efficient and innovative working environment. We've highlighted three of the use cases here and their significance.

- **Draft voice-overs:** Utilizing Copilot draft voice-overs transforms the process of creating narrations for presentations or pitches. By automatically distilling key points from documents and structuring them for verbal presentation, the tool significantly enhances content quality and engagement. This optimization results in a time saving of approximately one hour per pitch, allowing presenters to focus more on delivery and less on content preparation.
- **Document search and review:** Copilot transforms the task of searching and reviewing extensive documentary materials. By using previous searches and optimizing information retrieval, the tool greatly reduces the time needed to find and consolidate relevant data. This advanced search capability can save researchers and professionals anywhere from a day to an entire week, greatly accelerating the review process and enhancing productivity in projects requiring extensive background research.
- **Pre-drilling exploration analysis:** In the energy sector, pre-drilling exploration analysis is critical for assessing potential deposits and planning operations. Copilot speeds up the analysis of geological and operational data, enabling quicker, more accurate decision-making. With the ability to save up to two hours per executive summary, the tool streamlines data processing and synthesis, providing faster and more impactful executive summaries crucial for operational success.

## Results *and Business Impact*

The deployment of Copilot for Microsoft 365 brought considerable benefits to the client.

- **Time efficiency:** 25% of users reported saving more than 30 minutes per day, while half saved over 10 minutes daily.
- **Productivity gains:** In just two weeks, we identified over 30 specific business use cases demonstrating significant productivity improvements and task augmentation.
- **User satisfaction:** Training sessions achieved a 90% satisfaction rate.
- **Advocacy:** The Net Promoter Score surged by 20 points within a month, reflecting the high approval and enthusiasm from users.

Capgemini's commitment to a structured and supportive rollout has positioned the client to extend the benefits of generative AI and implement use cases most valuable to their business across their enterprise, transforming how energy utilities can use technology to drive efficiency and innovation.

# Start Your Journey Towards a Human-Centric, *AI-Powered* Workplace with Capgemini

As demonstrated in our partnership with the leading European energy company, Capgemini's approach to AI deployment, particularly with Copilot for Microsoft 365, showcases our commitment to shaping a thriving digital culture that is people-centric. We ensure that technology deployments not only meet technical benchmarks but also enhance productivity and drive business value, fostering a culture where human ingenuity and artificial intelligence thrive together.

Our agile, end-to-end approach guarantees support from the initial assessment through to full adoption, making us your steadfast partner in digital transformation. We extend the value of Copilot within your enterprise through our integration and custom generative AI capabilities. This tailored solution leverages our deep industry insights and our proven track record of over 50 years in driving digital workplace and generative AI transformations.

Start your journey towards a dynamic, AI-powered workplace with Capgemini today. Contact us to explore how our innovative solutions can help your business harness the power of AI and transform your digital landscape into one where both people and technology prosper safely and successfully.

To know more, visit [our solution page](#) or write to us at:

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