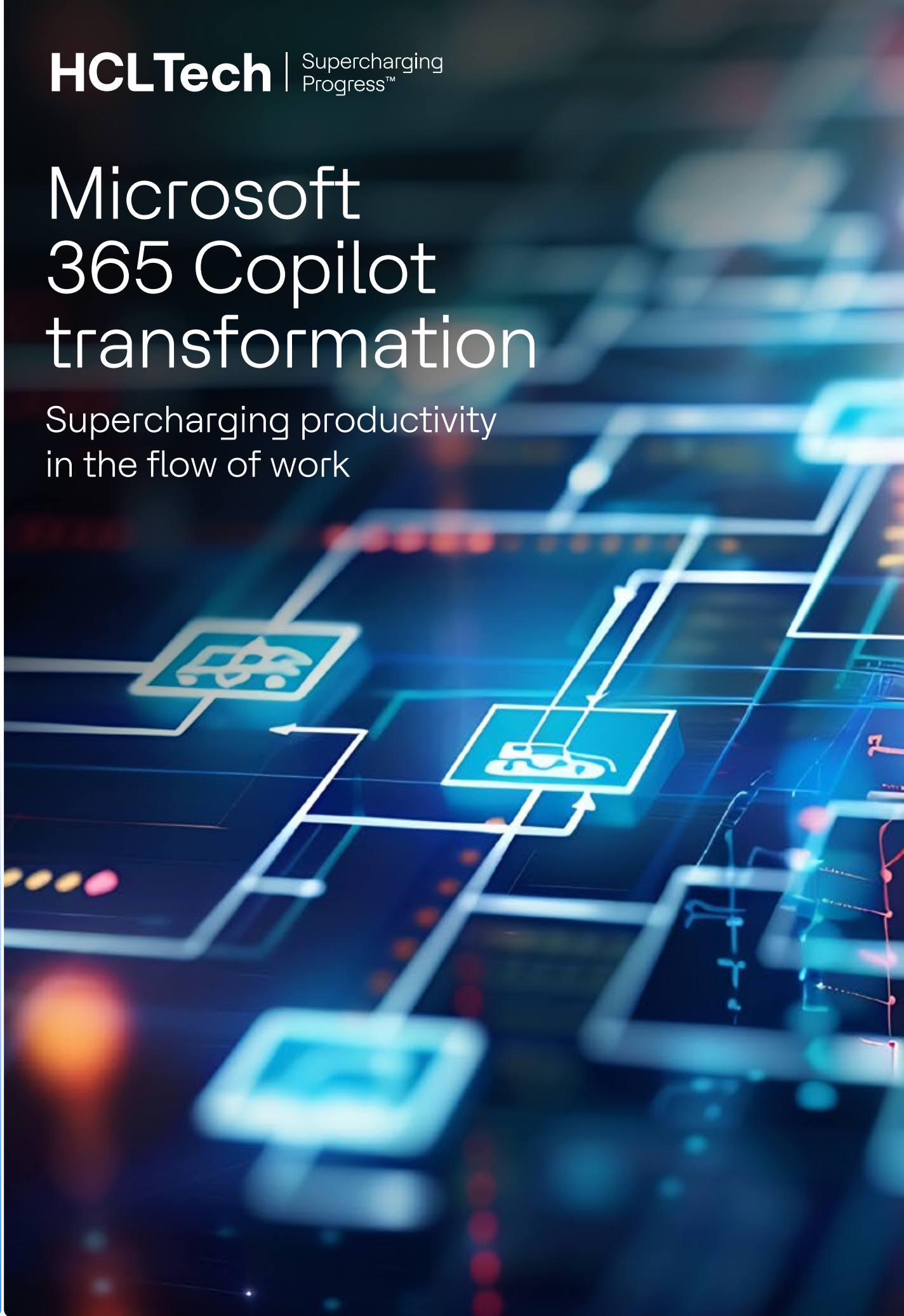


# Microsoft 365 Copilot transformation

Supercharging productivity  
in the flow of work



# Overview

Microsoft 365 Copilot is a GenAI-powered tool designed to augment workforce productivity by providing contextual suggestions and relevant automation in the 'flow of work'. It harnesses the power of natural language processing, semantic search and deep learning to assist employees create, edit and enhance business content and information across various Microsoft 365 apps, such as Word, PowerPoint, Excel, Outlook, Teams, OneNote and Whiteboard.

## Microsoft 365 Copilot can assist users with tasks such as

- 1) Generating text with and without formatting in new or existing documents
- 2) Integration with DALL-E, OpenAI's image generator, to create custom images
- 3) Getting coaching tips and suggestions on clarity, sentiment, tone and overall improvement
- 4) Summarizing chats up to 30 days in the form of main points, action items and decisions
- 5) Accessing data across Microsoft 365 Graph and leveraging LLM functionality
- 6) Creating from Prompt or File, leveraging enterprise templates
- 7) Pulling from other emails or content across Microsoft 365 apps
- 8) Using prompts to draft plans, generate ideas, create lists, and organise information
- 9) Creating content, summarizing, asking questions about your document
- 10) Summary, Q&A, add slides, pictures, or make deck-wide text changes
- 11) Summarizing an email thread, drafting and suggesting replies to email
- 12) Transcribing meetings in real-time to answer questions from the participants
- 13) Detailed analysis, relevant insights, suggestions and visualizations
- 14) Creating content that can be collaboratively improved through direct editing or refinement by Copilot
- 15) Conversing via prompts
- 16) Generating ideas, organizing ideas into themes, creating designs that bring ideas to life and summarizing whiteboard content

## HCLTech Microsoft 365 Copilot offering

We extend Microsoft 365 Copilot's reach by integrating third-party applications, such as ServiceNow, SAP, Workday, Jira, etc and custom data sources using Graph Connectors.

Our services will help organizations successfully navigate the complexity of implementing, adopting and extending Microsoft 365 Copilot.



# Our comprehensive Copilot services

## Solution design consultancy

Data Driven consultancy based on HCLTech's profile Kaleidoscope framework to understand the different personas and create a roadmap for copilot implementation and business benefits. This service includes a discovery workshop, a persona analysis, a use case identification, a solution design and a business case development.

## Copilot readiness assessment

Structured approach to assess customer readiness for Microsoft 365 Copilot on both technical and organizational levels. Provides a detailed list of steps for a successful implementation, covering aspects like licensing and versioning, data migration, security and adoption services. This service includes a readiness assessment report, a gap analysis, a risk mitigation plan and a recommendation.

## Copilot implementation and adoption

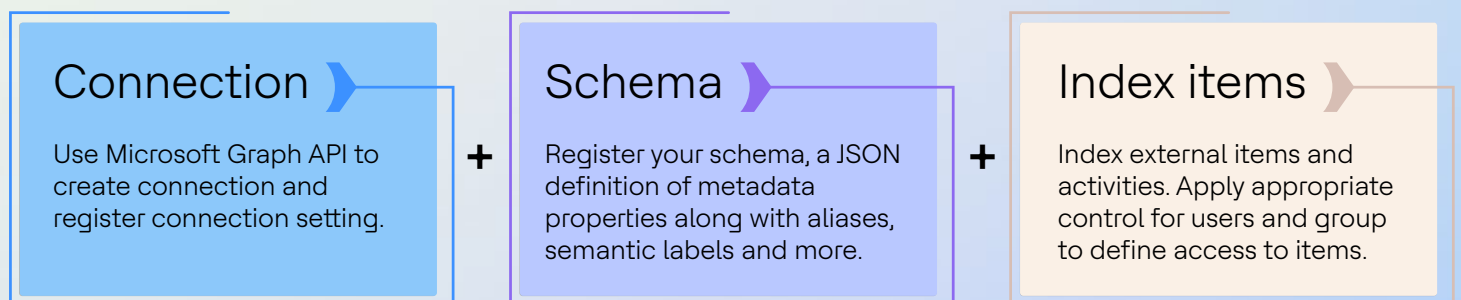
Roll out Microsoft 365 Copilot to the target user group, provide end-user enablement and support via community calls and a Teams-based CoE environment, adoption reporting using Microsoft reports and Microsoft 365 Copilot Operation including guidance to customer IT teams. This service includes a project plan, a configuration guide, a deployment guide, a training plan, a support plan and a feedback mechanism.

## Copilot extensibility and industry use cases

Extend the Microsoft 365 Copilot system by integrating with external applications, develop plugins to allow Copilot to interact with third party data, apps, and services, and enable vertical -specific use cases for specific personas. This service includes a plugin development guide, a plugin testing guide, a plugin deployment guide, a plugin maintenance guide, and a use case catalogue.

## Custom integration of Microsoft 365 Copilot across industries

We are extending Copilot by bringing data from third-party solutions by using Graph APIs to build custom connectors and bring indexed data from these applications into the Microsoft Semantic Index for Copilot to analyse and provide an answer. The below image offers a conceptual representation of the same.



HCLTech supports integration across multiple enterprise software applications. Some of them are SAP, JIRA, Workday, ServiceNow which helps expand Copilot capabilities in domains beyond M365.

# Horizontal integration

Microsoft 365 Copilot is a GenAI-powered tool designed to augment workforce productivity by providing contextual suggestions and relevant automation in the 'flow of work'. It harnesses the power of natural language processing, semantic search and deep learning to assist employees create, edit and enhance business content and information across various Microsoft 365 apps, such as Word, PowerPoint, Excel, Outlook, Teams, OneNote and Whiteboard.



## ServiceNow integration

- Integrating Copilot with ServiceNow revolutionizes IT Service Management.
- Copilot can automate ticket management, incident reporting and service request fulfillment, reducing manual effort and improving response time.
- It can access ServiceNow's knowledge base for instant user support while triggering workflows based on specific events or conditions.
- This integration will streamline IT and HR processes, enhancing overall organizational productivity and user satisfaction.



## Workday integration

- Integrating Copilot with Workday optimizes HR management processes. Copilot can automate onboarding tasks and retrieve data seamlessly.
- It can assist in creating documents, managing calendars and automating repetitive tasks, streamlining operations.
- It can also send proactive reminders and follow ups to keep HR tasks on track and employees engaged.

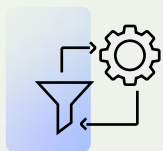


## SAP integration

- The integration of SAP and Copilot offers automated data extraction and population in SAP forms and reports, reducing errors and manual workload.
- Users gain real-time guidance and context-aware suggestions in SAP, enabling informed decisions.
- Proactive task management and reminders prevent oversight of critical SAP actions.
- This integration enhances efficiency, accuracy and decision-making within business processes.

We also provide industry level Copilot Integrations to drive automation and efficiency.

# Vertical integration



## Oil & gas industry

- Integrating M365 Copilot with Petrel and Health, Safety & Environment Management Systems (HSEMS) elevates healthcare efficiency and decision-making.
- Petrel Integration: Copilot enhances data analysis by identifying trends and patterns in Petrel datasets, aiding reservoir modeling and risk assessment with precision.
- It fosters seamless collaboration between healthcare professionals and data scientists, embedding real-time insights in reports for faster decisions.
- HSEMS Integration: Copilot anticipates safety hazards by analyzing HSEMS data, enabling proactive measures to prevent accidents.
- It streamlines regulatory compliance tasks, freeing healthcare professionals' time and ensuring adherence to safety protocols.
- This integration enhances healthcare operations beyond automation, promoting efficiency and safety.



## Financial services

- Copilot's integration with applications like SAP, Oracle NetSuite, Infor CloudSuite Financials and Workday Financial Management can help streamline financial operations.
- Access real-time data, automate workflows and provide intelligent insights from massive databases. All this can be achieved simply through conversational commands, improving efficiency and decision-making in areas like budgeting, reporting and compliance.
- Copilot enhances collaboration, simplifies expense management and ensures regulatory compliance, driving financial performance and organizational success.



## Healthcare

- By integrating Copilot with Electronic Lab Note, Electronic Health Record (EHR), Clinical Decision Support (CDS) systems and Medical Literature Databases, healthcare processes can be streamlined.
- Copilot simplifies data management, automates analysis and enhances collaboration.
- It also offers personalized treatment plans, real-time alerts and efficient research, improving clinical outcomes and decision-making while ensuring compliance and knowledge dissemination.

In summation, integrating Copilot with various third-party applications unlocks a new level of automation and intelligence across diverse industries. Whether it's streamlining IT service management, optimizing HR processes, or revolutionizing healthcare operations, Copilot acts as your intelligent assistant, boosting efficiency, accuracy and decision-making.

This powerful combination empowers users to focus on strategic tasks while Copilot handles the heavy lifting, ultimately driving organizational productivity and success.

Ready to transform? Talk to our experts.

# HCLTech | Supercharging Progress™

HCLTech is a global technology company, home to more than 220,000 people across 60 countries, delivering industry-leading capabilities centered around digital, engineering, cloud and AI, powered by a broad portfolio of technology services and products. We work with clients across all major verticals, providing industry solutions for Financial Services, Manufacturing, Life Sciences and Healthcare, Technology and Services, Telecom and Media, Retail and CPG, and Public Services. Consolidated revenues as of 12 months ending December 2024 totaled \$13.8 billion. To learn how we can supercharge progress for you, visit [hcltech.com](https://hcltech.com).

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