How to prepare for generative AI in your high-performance workplace

In today's competitive business landscape, AI and data intelligence are transforming operations, decision-making, and performance.

Generative AI is taking the world by storm. Nearly one-third of organizations already use it in at least one business function, while 40% plan to increase their AI investments. With generative AI technology advancing rapidly, organizations are finding new use cases for it every day — from application development to customer support. The technology is revolutionizing how we work and becoming a key pillar in high-performance workplaces.

Under the generative AI umbrella sits **Workplace AI** – a branch of generative AI that focuses on user productivity. More specifically, it is the branch that offers AI tools that have been developed to transform the workday. While there are numerous AI tools available in the market, we will focus on the benefits of **Microsoft Copilot** and how it can enhance the daily lives of your workforce.

Embrace the future with Microsoft Copilot

If you want to use Workplace AI to gain a competitive edge, start planning now. Preparation is crucial to achieving return on investment (ROI) and avoiding common pitfalls, such as the data security and privacy issues that can occur with unregulated Workplace AI use. Here are five areas to consider as you prepare your organization:

1. Organizational Readiness

Succeeding with Workplace AI requires a behavioral transformation across the organization. This new way of working needs recognition and support from both end users and business leaders.

To get buy-in, start by forming a Community of Practice. This group can test and validate a few generative AI use cases. They can also train users on prompt engineering and Microsoft 365 maturity so teams can better leverage your new tools. A tech-savvy workforce will benefit the most from your Workplace AI tools.

2. Licensing readiness

Understand your licenses before you bring in Microsoft Copilot. Microsoft licenses can be complex, especially if your organization has multiple products and licensing models. Adding Microsoft Copilot to your technology mix may change the number of licenses you need and their related costs.

Many organizations that adopt Microsoft Copilot find value in its advanced security and data classification functionality. These features aren't available in all licensing tiers (e.g., Microsoft E3). If you need them, you must upgrade your licenses. Understanding your current and future licensing needs will improve your forecasting as you plan Microsoft Copilot initiatives.

3. Data readiness

Microsoft Copilot is intelligent, but it's only as accurate as the data it can access. When it comes to Workplace AI, putting garbage in means you'll get garbage out. Imagine calling an airline to inquire about flight times for "the day after Christmas." If the airline's Workplace AI assistant references last year's flight schedule, it would confidently give you the wrong answer!

Before you bring in Microsoft Copilot, it's critical to understand what information your organization has and how it moves. Cleaning and consolidating your data will also help prepare it for enterprise search. That way, Microsoft Copilot will provide timely, accurate responses.

4. Technical readiness

You must meet technical prerequisites before enabling Microsoft Copilot. In addition to proper licenses, you need to migrate your users to **Microsoft Entra Verified ID** and upgrade everyone to the latest versions of Microsoft Outlook and Microsoft Teams. You also must enable **Microsoft 365 Apps for Enterprise** to ensure compatibility, security, and the smooth flow of data.

5. Security readiness and data governance

If you want to use Microsoft Copilot, consider migrating to **Microsoft 365 E5**. This version has advanced security features that help you maintain data security and compliance when using Microsoft Copilot. It can monitor for threats, offer guidance on incident remediation, and generate detailed security reports. You can still use Microsoft Copilot with E3, but you will need manual intervention to address data governance and security. From an organizational point of view, it is highly recommended to establish a steering committee or ethics board around AI governance. a steering committee or ethics board around AI governance.

SoftwareOne can help you plan for Workplace AI adoption

Workplace AI tools, such as Microsoft Copilot, will be game changers for organizations that want to innovate more and faster. But, to get the best results, you need a solid plan. **SoftwareOne's Copilot Advisory Services** will give you a custom roadmap for Workplace AI and a specific use case to test.

Discover how you can use Microsoft Copilot to boost efficiencies and gain a competitive edge. Explore **SoftwareOne's Copilot Advisory Services**.

CONTACT US TODAY

Find out more **here**. Or email us at connect.us@softwareone.com.

SoftwareOne, Inc.
320 E Buffalo St #200
Milwaukee WI, USA