



Maximize generative AI ROI with a proven implementation approach

Generative AI has become commonplace in our lives, including in the workplace—enhancing productivity, streamlining workflows, automating tasks, and supporting decision-making. While there are many workplace AI tools on the market, Microsoft 365 Copilot is a natural fit for organizations using Microsoft 365 applications.

A recent Forrester analysis shows that ROI on Microsoft 365 Copilot can range from 132% to 353%.¹ The key to reaching the high end of that range is creating an optimized adoption strategy for your business.

Better ROI begins with the right implementation plan

Your Microsoft 365 Copilot implementation plan is critical to successfully increasing workplace productivity. Consider the following elements of a best-in-class implementation plan.



Train your workforce

Employees need a structured training plan that evolves with their proficiency. Start with foundational training on Microsoft 365 Copilot's basic capabilities and key features—including effective prompt crafting and how to deploy agents. Hands-on learning sessions and real-world use cases help employees integrate generative AI into their daily workflows. As confidence grows, introduce advanced training on refining prompts, automating complex tasks, and leveraging Microsoft 365 Copilot for data analysis, content generation, and decision support. Ongoing training resources, such as on-demand tutorials, peer learning, and expert-led workshops, ensure employees continuously expand their skills, driving greater efficiency and ROI.



Foster a collaborative Copilot culture

Building a strong internal community around Microsoft 365 Copilot encourages adoption and drives engagement. Establish a dedicated space where employees can ask questions, share insights, and discuss best practices. Use internal communication channels—such as an intranet hub or messaging platform—to highlight use cases, new features, and helpful walkthroughs. Additionally, identify “Copilot champions”—enthusiastic early adopters who can support colleagues, provide guidance, and promote hands-on learning within their teams. Collaboration and continuous knowledge sharing helps organizations create a more seamless and enthusiastic Microsoft 365 Copilot adoption experience.

¹Forrester: New Technology: The Projected Total Economic Impact™ Of Microsoft 365 Copilot For SMB, October 2024

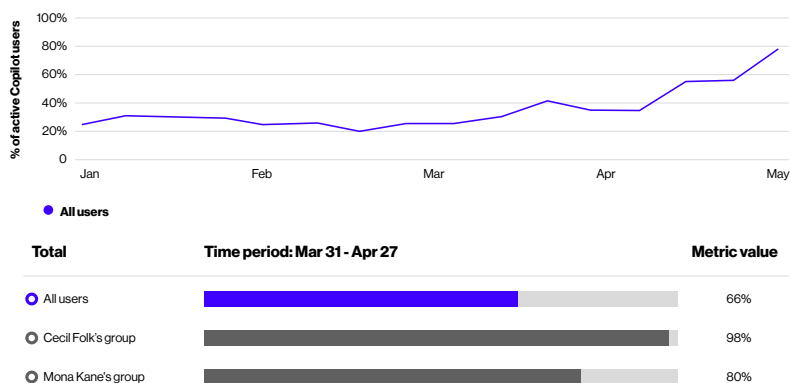


Monitor usage

Within your Microsoft 365 Copilot admin dashboard, you can continually monitor and gain insights into adoption trends, engagement levels, and areas where additional support may be needed. If certain employees or departments are underutilizing their licenses, target support with refresher training or personalized guidance. Reassign licenses to more enthusiastic users to enable your organization to gain greater value from the tool, ensuring an optimized investment. Businesses can drive continuous improvement and maximize Microsoft 365 Copilot's impact by maintaining proactive monitoring.

Adoption by group

Which groups are adopting Copilot the most quickly?



The Microsoft 365 Copilot admin dashboard shows adoption trends in your organization over time and will break it down by group.

Solutions to your AI needs

Organizations adopting Microsoft 365 Copilot seek out expertise and support throughout the implementation process, and they want to ensure their GenAI journey begins at the right point for their team, and scales with their needs.

SoftwareOne delivers customized learning experiences that accelerate Microsoft 365 Copilot adoption—from foundational workshops on prompt crafting and AI capabilities to advanced sessions on automation, data analysis, and workflow optimization. SoftwareOne also assists in setting up internal communication hubs, and identifying and training Copilot champions, equipping them with the skills and resources needed to mentor their colleagues and drive enthusiasm across teams. If you experience an underutilization of licenses, SoftwareOne helps investigate and solve for potential barriers such as lack of training, unclear use cases, or workflow misalignment.

Comprehensive training, end-user confidence, a robust Copilot community, and a successful deployment all begin with SoftwareOne's [Microsoft 365 Copilot Inspiration Prompting Session](#). During this short workshop, we help clients make the first important decisions, define use cases, and build roadmaps.

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