



CYBER FIRST MANAGED SERVICES

A Business Owner's Guide to Generative AI and Unlocking Productivity with Copilot

How to transform your employee experience with artificial intelligence integrated into Microsoft 365

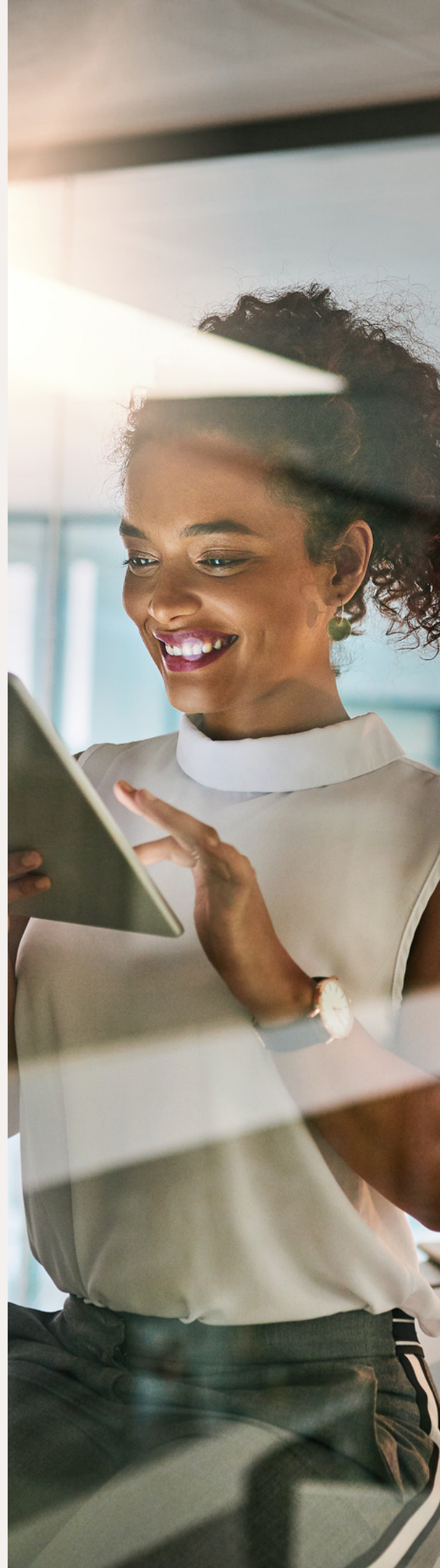


Introduction:

Artificial intelligence (AI) is not a futuristic concept or a niche technology.

It is a powerful force that is reshaping the way we work, communicate, and collaborate. AI can help us unleash our creativity, unlock our productivity, and uplevel our skills.

- But how can we harness the potential of AI in our everyday tasks and workflows?
- How can we ensure that AI is responsible, ethical, and aligned with our goals and values?
- And how can we leverage the data and insights that AI generates to make better decisions and drive innovation?





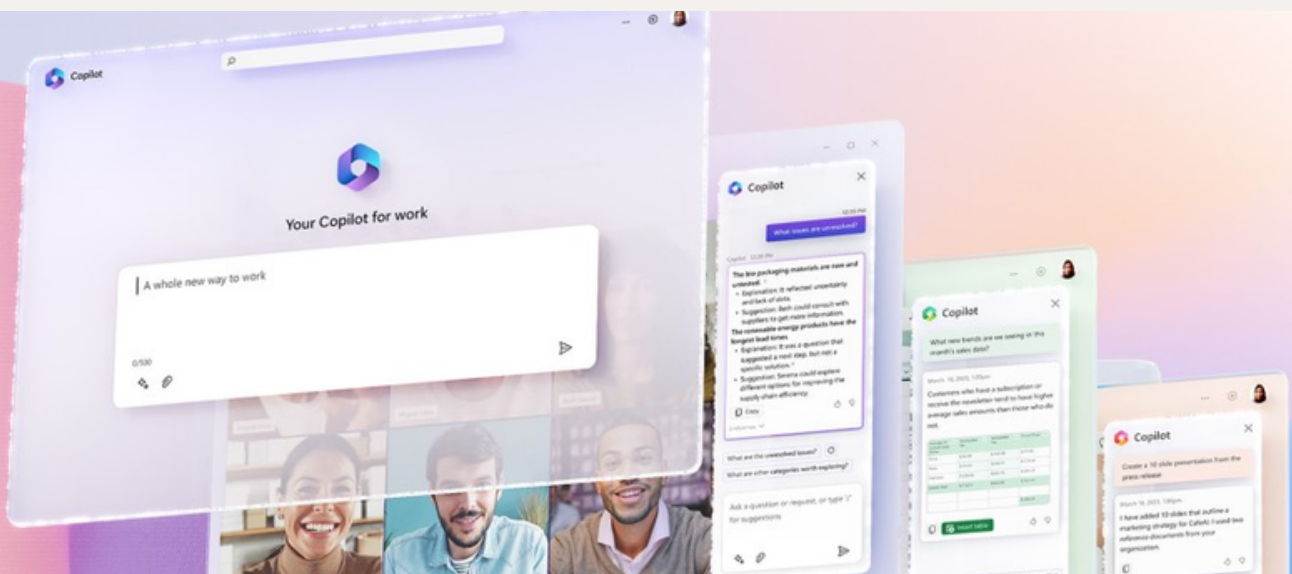
Introduction:

What is Generative AI?

In a business context, Generative AI can be leveraged across various sectors to enhance efficiency, creativity, customer experience, and decision-making processes. Its ability to generate new content and insights from existing data offers numerous applications that can drive innovation, reduce costs, and create new value propositions.

Copilot is a generative AI system that can write natural language content for you, based on your context, intent, and preferences. Copilot can help you create documents, presentations, emails, chats, and more, with just a few words or commands. Copilot can also suggest relevant information, insights, and actions, based on your business data and the content you are working on. Copilot is embedded across Microsoft 365 apps, such as Word, PowerPoint, Excel, Outlook, Teams, and Viva, so you can access it anytime, anywhere, and on any device.

Whether you are a business owner, a manager, or an employee, Copilot can help you achieve more with less effort, and empower you to create, communicate, and collaborate with confidence and ease. Copilot is not a replacement for your human skills and expertise, but a partner that can augment your capabilities and help you reach your full potential. **Copilot is your intelligent assistant that can help you work smarter, not harder.**





AI Statistics

A first look at the impact on the productivity, creativity and time within the business environment.

70%

70% of Copilot users said they were more productive, and 68% said it improved the quality of their work.

29%

Overall, users were 29% faster in a series of tasks (searching, writing, and summarising).

4X

Users were able to get caught up on a missed meeting nearly 4x faster.

64%

64% of users said Copilot helps them spend less time processing email.

85%

85% of users said Copilot helps them get to a good first draft faster.

75%

75% of users said Copilot “saves me time by finding whatever I need in my files.”

77%

77% of users said once they used Copilot, they didn't want to give it up.



“We are seeing meaningful impact in our daily lives; it makes a difference when we are able to find information faster or we are shown relevant content. We are more agile, Microsoft Copilot is helping us to have the right information at our fingertips.”

—**Sarah Lewandowski, Global Technology & Innovation Lead, Bayer**



Let's unlock the following insights

Introducing Microsoft 365 Copilot, the most exciting productivity tool on the planet that adds intelligence to your employee experience.

AI adoption for organisations can be a relatively swift process, but it's important to navigate it cautiously and responsibly.

- How to get started
- Legal Considerations
- Risks and Disadvantages
- Ethical Concerns + Responsible AI
- Benefits and Advantages
-

In this ebook, you will learn how Copilot can help you transform your employee experience by enabling you to:

- Unleash your creativity with Copilot in Word, PowerPoint, and Excel
- Unlock your productivity with Copilot in Outlook, Teams, and Power Automate
- Uplevel your skills with Copilot in Microsoft 365 Chat
- Enhance your collaboration with Copilot in Teams Premium

Are you ready to explore the art of the possible with Copilot? Let's get started!



Ethical Concerns + Responsible AI

When implementing AI technologies such as Copilot in Australia, it is important to consider the ethical implications and ensure that the use of AI aligns with Australian values and principles. Some key ethical concerns include transparency, fairness, and accountability.

- **Transparency:** It is important to ensure that the use of AI is transparent and that users are informed about how their data is being used and how decisions are being made.
- **Fairness:** AI systems must be designed and trained to avoid bias and discrimination, and to ensure that decisions are fair and equitable.
- **Accountability:** There must be appropriate mechanisms in place to ensure that AI systems are accountable for their actions and decisions, and that there is a clear process for addressing any issues or concerns.

It is advisable to consult with ethical experts and engage with stakeholders to ensure that the use of AI is responsible, ethical, and aligned with Australian values and principles.

- **Responsible AI:** Responsible AI represents a core approach to ensuring the ethical and trusted deployment of artificial intelligence technologies. Embedding trust and ethics from the outset is far more effective than attempting to rectify issues post-deployment. Copilot exemplifies responsible AI by integrating advanced security measures and ethical guidelines directly into its operational framework. This proactive approach ensures that user data is handled with the utmost privacy and security, preventing unauthorised access and ensuring compliance with global data protection regulations. By prioritising ethical AI practices, Copilot sets a standard for how AI technologies can be developed and used in a manner that respects user privacy, promotes trust, and encourages responsible utilisation across various applications.





02.

Benefits and Advantages

Copilot offers numerous benefits and advantages for businesses and individuals.

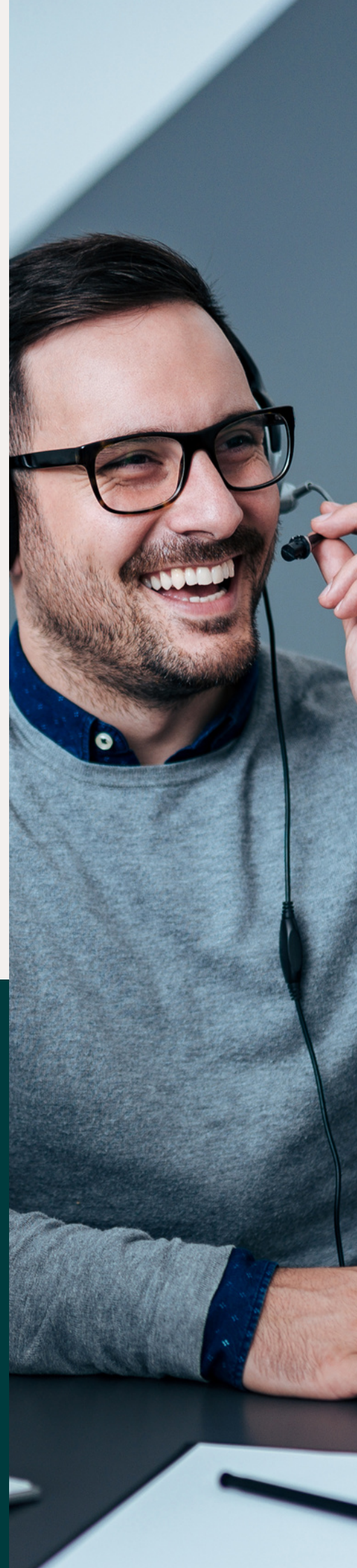
By leveraging the power of AI, organisations can enhance efficiency, creativity, customer experience, and decision-making processes.

The ability of AI to generate new content and insights from existing data offers numerous applications that can drive innovation, reduce costs, and create new value propositions.

“

“It helps [people] get to their ideas faster... It's not there to replace them, it's just something they can use to supercharge their ideas.”

—James Thomas, Global Head of Technology, Dentsu Creative





03.

How to get started with Copilot

Copilot is embedded across Microsoft 365 apps, such as Word, PowerPoint, Excel, Outlook, Teams, and Viva, so you can access it anytime, anywhere, and on any device. Simply open the app you want to use and start typing. Copilot will suggest relevant information, insights, and actions based on your context, intent, and preferences. You can accept, reject, or modify the suggestions as you see fit. With Copilot, you can achieve more with less effort, empowering you to create, communicate, and collaborate with confidence and ease.



Microsoft 365 Copilot

Embedded across Microsoft 365 apps



Legal Considerations

When implementing AI technologies such as Copilot in Australia, it is important to consider the legal implications and ensure compliance with relevant Australian laws and regulations.

Some key legal considerations include data privacy, intellectual property, and liability. It is important to ensure that the use of AI complies with Australian data protection laws, such as the Privacy Act 1988 (Cth) and the Australian Privacy Principles.

Additionally, the use of AI-generated content may raise questions about intellectual property ownership and liability for any errors or inaccuracies. It is advisable to consult with legal experts to ensure that the use of AI is in compliance with all relevant Australian laws and regulations.

Risks and Disadvantages in Australia

While AI technologies such as Copilot offer numerous benefits, it is important to consider the potential risks and disadvantages associated with their implementation in Australia.

Some of the key risks and disadvantages include:

- **Data Privacy:** The use of AI technologies may raise concerns about data privacy and security. It is important to ensure that AI systems comply with Australian data protection laws and that appropriate measures are in place to safeguard user data.
- **Job Displacement:** The automation of certain tasks by AI technologies may result in job displacement for some workers. It is important for businesses to consider the potential impact on their workforce and to provide support and retraining opportunities for affected employees.
- **Bias and Discrimination:** AI systems may exhibit bias or discrimination if they are trained on biased data or if their algorithms are not designed to account for fairness and equality. It is important to ensure that AI systems are designed and trained to avoid bias and discrimination.
- **Reliability and Accountability:** The use of AI technologies may raise questions about their reliability and accountability. It is important to ensure that AI systems are transparent, explainable, and subject to appropriate oversight and accountability mechanisms.

How Businesses Will Use Generative AI

Current generative AI and other technologies have the potential to automate work activities that absorb 60 to 70% of employees' time today.

This is largely due to generative AI's increased ability to understand natural language, which is required for work activities that account for 25 % of total work time ”



- **Strategic Insight Generation:** Generative AI aids in strategic planning through the analysis of extensive datasets, generating valuable insights that guide decision-making and market strategy development.
- **Forecasting and Market Analysis:** It plays a crucial role in anticipating future market trends and movements by analysing past data to project future outcomes, supporting strategic business planning and risk management.
- **Operational Enhancement:** By automating routine tasks, generating analytical reports, and providing strategic insights, generative AI streamlines business processes, driving efficiency, and cost-effectiveness across various operations.
- **Content Creation:** Businesses use generative AI to produce written content, such as reports, articles, and marketing copy, significantly reducing the time and effort required for content creation. AI can also generate personalized content for customers, enhancing engagement and customer experience.
- **Product Design and Development:** Generative AI can assist in the design process of new products by generating design alternatives and optimisations. This is especially useful in industries like fashion, automotive, and architecture, where design plays a crucial role in product differentiation.
- **Customer Service:** AI-driven chatbots and virtual assistants use generative AI to provide more natural and context-aware responses to customer inquiries, improving customer service experiences and operational efficiency.

How Businesses Will Use Generative AI



- **Personalisation:** Generative AI can tailor experiences, products, and services to individual customer preferences by analysing customer data and generating personalised recommendations. This personalization can extend to personalised marketing messages, product recommendations, and customised user experiences on websites and apps.
- **Data Analysis and Insight Generation:** Businesses use generative AI to analyze vast amounts of data and generate insights, forecasts, and reports. This can help in identifying market trends, customer behaviour patterns, and potential areas for innovation or improvement.
- **Training and Simulation:** Generative AI can create realistic simulations and training environments for various purposes, including employee training, safety drills, and product testing. This is particularly valuable in sectors like healthcare, aviation, and manufacturing, where real-world training can be costly or dangerous.
- **Creative Projects:** In creative industries, generative AI is used to produce art, music, and video content, offering new tools for artists and creators to explore and innovate.
- **Legal and Compliance Documentation:** AI can generate legal documents, contracts, and compliance reports, saving time and reducing the likelihood of human error.
- **Software Development:** Generative AI can assist in coding by suggesting code snippets, detecting bugs, and even generating code based on requirements, thus speeding up the software development process.
- **Synthetic Data Generation:** For industries where data privacy is crucial, such as healthcare, generative AI can create synthetic data sets that mimic real-world data. This allows for the training of machine learning models without compromising individual privacy.

Productivity + Copilot

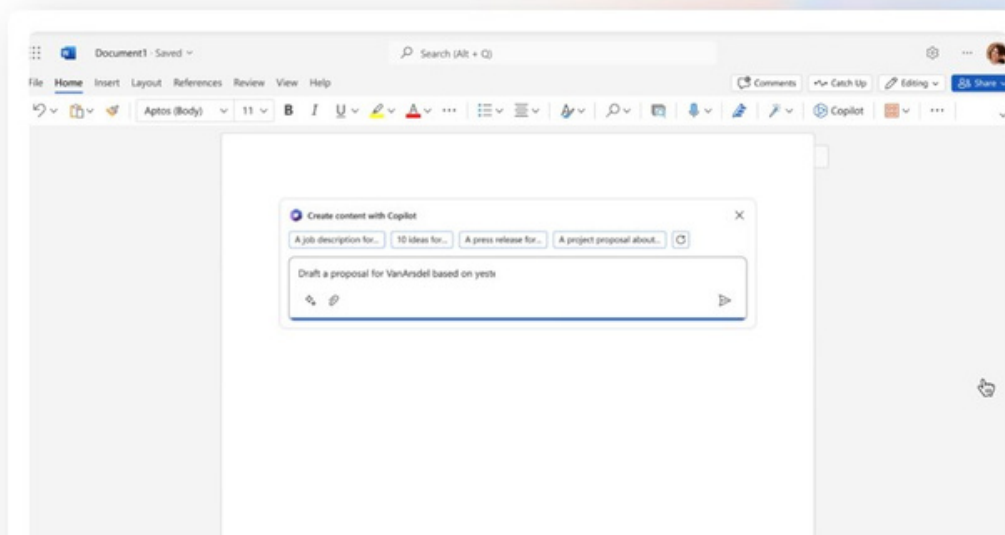
Unleash your creativity with Copilot in Word and PowerPoint

Copilot can help you create documents, presentations, and spreadsheets with just a few words or commands.

In **Word**, Copilot can help you write more engaging and compelling content by suggesting relevant information, insights, and actions based on your business data and the content you are working on. It can also help you improve the structure, style, and tone of your writing, making it more effective and persuasive.

Some example prompts you can ask Copilot:

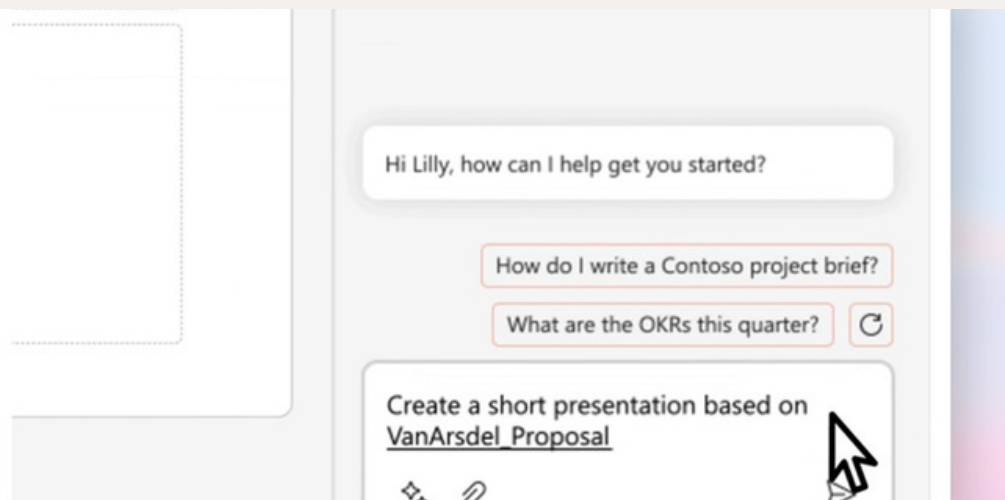
- Draft a two-page project proposal based on the data from [document] and [spreadsheet].
- Make the third paragraph more concise. Change the tone of the document to be more casual.
- Create a 1-page draft based on this rough outline.



In **PowerPoint**, Copilot can help you design more impactful and visually appealing presentations by suggesting relevant images, icons, and graphics based on your content and theme. It can also help you edit your slides, add transitions and animations, and create a consistent and professional look and feel.

Some example prompts you can ask Copilot:

- Create a five-slide presentation based on a Word document, include relevant stock photos.
- Consolidate this presentation into a three-slide summary.
- Reformat these three bullets into three columns, each with a picture.



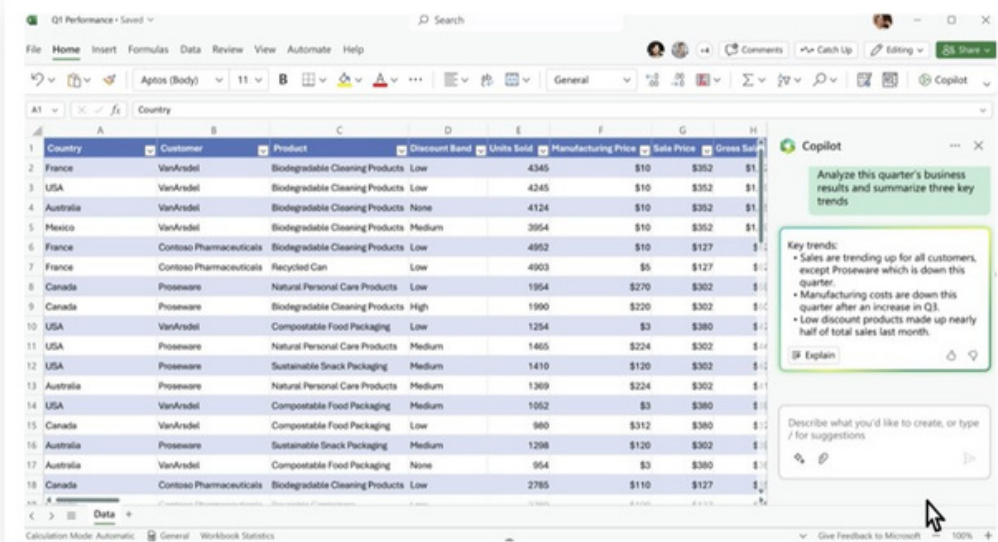
Unleash your creativity with Copilot in Excel and Outlook

Copilot can help you create documents, presentations, and spreadsheets with just a few words or commands.

In **Excel**, Copilot can help you analyse and visualize your data more effectively by suggesting relevant charts, graphs, and tables based on your data and goals. It can also help you perform complex calculations, create formulas, and generate insights and forecasts, making your data more actionable and valuable.

Some example prompts you can ask Copilot:

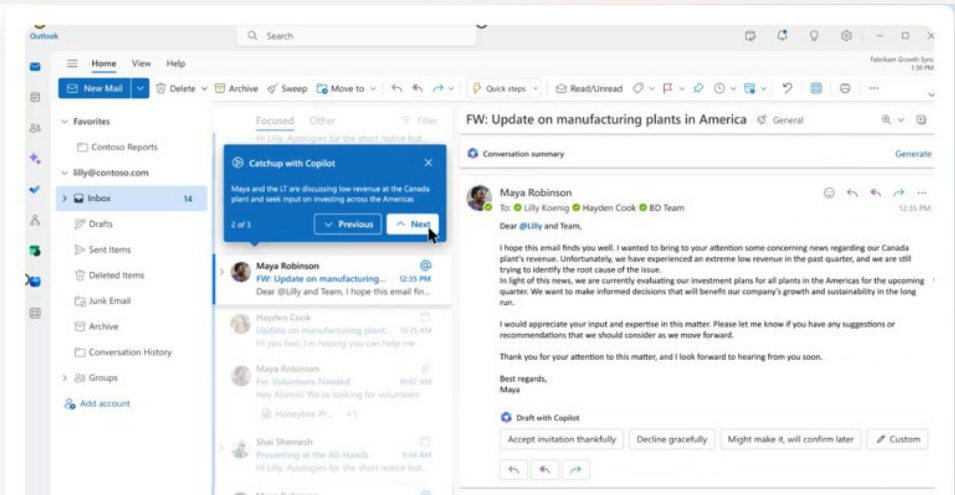
- Give a breakdown of the sales by type and channel. Insert a table.
- Project the impact of [variable] and generate a chart to help visualize it.
- Model how a change to the growth rate for [variable] would impact my gross margin.



In **Outlook**, Copilot can help you manage your emails more efficiently by suggesting relevant responses, scheduling meetings, and organising your inbox. It can also help you improve the structure, style, and tone of your emails, making them more effective and persuasive.

Some example prompts you can ask Copilot:

- Summarize the emails I missed while I was out. Flag important items.
- Draft a response thanking them and asking for more details; shorten this draft and make the tone professional.
- Invite everyone to a "lunch and learn" about new product launches next Thursday at noon.



Productivity + Copilot

Unleash your creativity with Copilot in Teams and Teams Premium

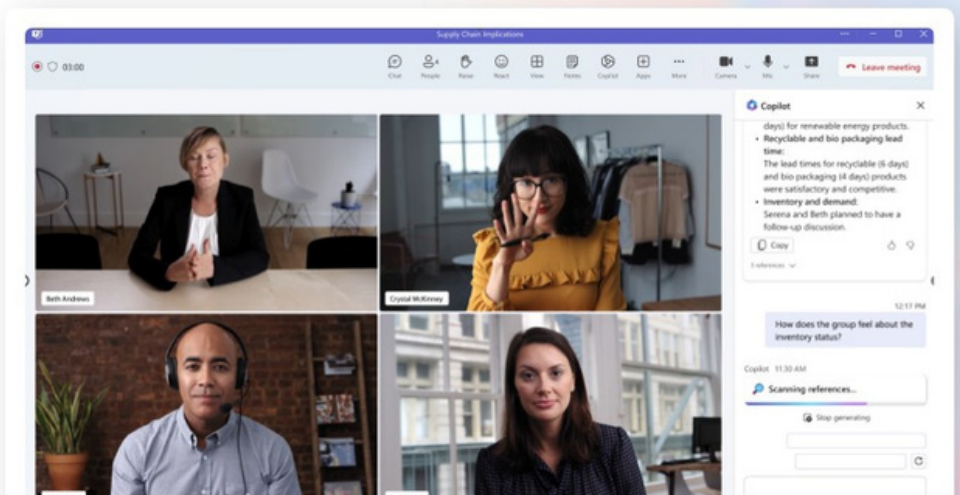
Copilot can help you create documents, presentations, and spreadsheets with just a few words or commands.

In **Teams**, Copilot can help you communicate and collaborate more effectively by suggesting relevant information, insights, and actions based on your business data and the content you are working on. It can also help you organise your chats, meetings, and files, and create a consistent and professional look and feel.

Copilot in Teams Meetings

Some example prompts you can ask **Copilot**:

- Summarize what I've missed in the meeting.
- Create a table of pros and cons for [topic].
- What decisions were made, and what are some suggested next steps?



Explore advanced Artificial Intelligence in Microsoft Teams

Intelligent recap in Teams Premium is best for...

- **Automatically provided**, intelligent summaries and action items of meetings for Teams Premium users.
- Tools to save time by **quickly navigating meeting recordings**.
- **Consistency across users** who see the same experience, except for personalized points of interest in the recording (like when your name was mentioned).

Copilot in Teams is best for...

- **On-demand insights** provided only when you ask for them and tailored to your unique prompts.
- Going beyond summarization by asking Copilot to **execute actions** and **proactively make suggestions**.
- **Contextual insights** into why and how decisions were made, and even the rationalization behind them.

Uplevel your skills with Copilot in Microsoft 365 Chat and Power Automate

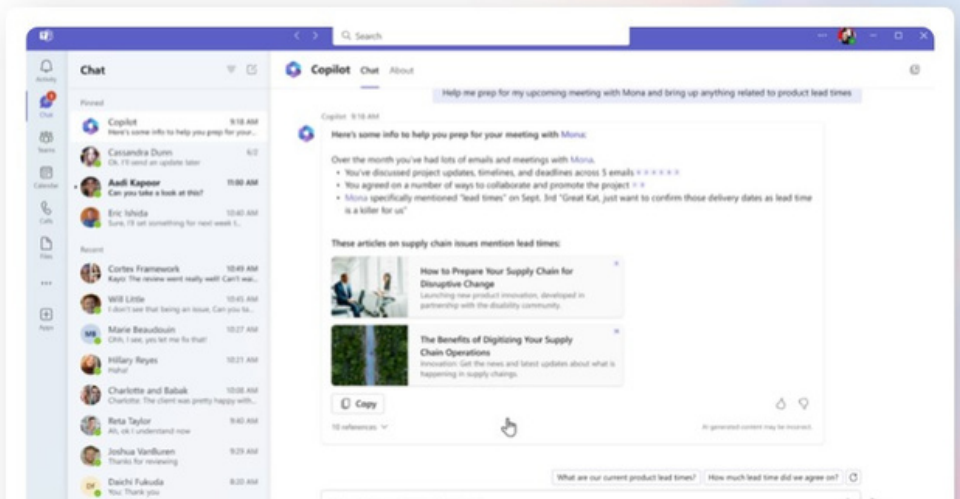
Copilot can help you communicate more effectively in chats, with just a few words or commands.

In **Microsoft 365 Chat**, Copilot can help you improve your communication skills by suggesting relevant responses, organising your chats, and providing insights and actions based on your business data and the content you are working on. It can also help you improve the structure, style, and tone of your chats, making them more effective and persuasive.

Microsoft 365 Chat

Some example prompts you can ask Copilot:

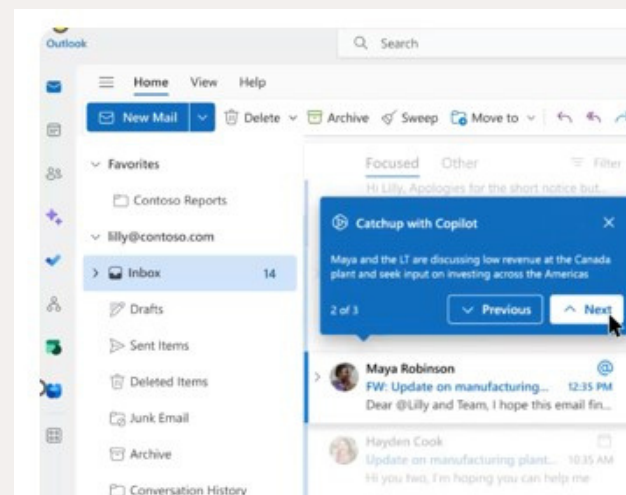
- Summarize the chats, emails, and documents about [\[customer\]](#).
- What is the next milestone on [\[project\]](#). Are there any risks?
- Write a planning overview in the style of [\[file A\]](#) that contains the timeline from [\[file B\]](#) and incorporates the project list in the email from [\[person\]](#).



In **Power Automate**, Copilot can help you automate your workflows more effectively by suggesting relevant actions, conditions, and connectors based on your data and goals. It can also help you perform complex calculations, create formulas, and generate insights and forecasts, making your workflows more actionable and valuable.

Some example prompts you can ask Copilot:

- Summarise the emails I missed while I was out. Flag important items.
- Draft a response thanking them and asking for more details; shorten this draft and make the tone professional.
- Invite everyone to a “lunch and learn” about new product launches next Thursday at noon.



Accessing Copilot

In today's digital workplace, a staggering 70% of employees are eager to delegate as much work as possible to AI to boost their creativity and productivity, as highlighted by Microsoft's Work Trend Index. However, the challenge lies in using AI tools that safeguard sensitive business data, a crucial factor as organisations increasingly integrate AI technologies.

Introducing Copilot: A New Era of Secure AI Integration

Transitioning from Bing Chat and Bing Chat Enterprise, Copilot emerges as a unified platform designed with enterprise security in mind. Users logged in with a Microsoft 365 license ID will find Copilot integrated into Bing, Edge's latest version, and Windows 11, all while enjoying the highest standards of commercial data protection.

Unparalleled Data Protection with Copilot for Microsoft 365

With the integration of Copilot into Microsoft 365, Microsoft commits to the utmost data protection, ensuring that user and business information remains within the organisational boundaries. The assurance extends to not saving chat data and preventing any external access, including by Microsoft, thereby guaranteeing that your data remains private and is not utilised for training AI models.

Access to Copilot

Copilot for Microsoft 365 is now available to all businesses.

Seamless Management and Support

Businesses can facilitate easy access to Copilot using Microsoft Entra ID (Azure Active Directory), ensuring a smooth integration process. For those seeking additional support or information, Kaine Mathrick Tech is ready to assist. Contact your KMT Account Manager or fill out the contact form at **[KMT's contact page](#)** for guidance on incorporating Copilot into your business operations.

Embrace Copilot to navigate the future of work, where data security and AI-driven productivity and creativity align to transform your business landscape.





Copilot Gives you Wings!

Get ready for take-off with KMT's Copilot Readiness Assessment

Copilot for Microsoft 365 has been heralded as the ultimate productivity enhancer available to businesses from January 15, 2024, and with its accessibility expanded to all businesses, the question arises: is your organisation prepared for its implementation?

Kaine Mathrick Tech's (KMT) readiness assessment for Copilot for Microsoft 365 is designed to gauge your organisation's preparedness for adopting Microsoft's cutting-edge AI solution within Microsoft 365. This crucial step ensures you can leverage the full spectrum of benefits offered by Copilot now that it is widely available.

Conducted by KMT's seasoned Microsoft engineers, this assessment involves a thorough examination of your business's current state and its readiness for Copilot for Microsoft 365. After a detailed evaluation of your existing setup, you will receive a comprehensive report. This report will highlight any necessary adjustments or recommendations that should be addressed before the implementation of Copilot for Microsoft 365, allowing your organisation to be well-prepared for its introduction to SMB customers.



What you will receive:

- In-depth Report: A detailed analysis of your current readiness for Microsoft 365 Copilot, including any essential changes and recommendations prior to its implementation.
- Customised Benefits Overview: Insight into how Copilot for Microsoft 365 can advantage various sectors within your organisation.
- Tailored Readiness Roadmap: A personalised plan detailing the steps and timeline needed to meet the minimum standards for implementing Copilot for Microsoft 365.

Please be aware that due to the extensive nature of this assessment, the service is chargeable. For more information or to request your assessment, please contact your Kaine Mathrick Tech Account Manager or [click here](#) to initiate your inquiry.



info@kmttech.com.au



1300 400 266





Next Step

Prepare your business for Generative AI today



KMT are committed to helping our clients prepare for the latest technology advancements.

Our game-changing technology expertise will help you stay ahead of your competition in a world where technology is critical to achieve your business goals.

**Request your Copilot for Microsoft 365
Readiness Assessment today!**

Australian MSP who will do what's right for your business

We help Australian businesses and their teams work from anywhere, on tech that works every time. You get to focus on driving monster value to your clients while we take care of you with award-winning IT support and cyber security.

You can access to more resources at www.kmtech.com.au or you can contact us at info@kmtech.com.au we'd love to hear from you and see how we can help!



Channel Futures
Leading Channel Partners Forward
MSP 501



info@kmtech.com.au



03 9257 0700

