

Gen AI: Turn belief into reality with Capgemini and *Microsoft 365*

Enable organization-wide collaboration with a proven, end-to-end approach to copilots and AI agents



Belief, *meet* Adventure.

Capgemini 

A catalyst for meaningful *collaboration*

Collaboration is at the heart of any successful business – and especially in the hybrid working environments that make up today’s enterprise landscape. Enabling people to seamlessly share information, access expertise and resources, and work more productively can contribute to both individual empowerment and collective success.

A wide range of technologies exist to help organizations foster greater collaboration, and generative AI (Gen AI) is leading the charge.

More than half (54%) of employees say Gen AI is transforming the way we work, which is remarkable considering the relative nascence of Gen AI technology.

With tools like Microsoft 365 Copilot embedded in Microsoft 365 applications, employees can enhance productivity by offloading mundane tasks such as meeting summarization, and elevate their creativity through intelligent, real-time suggestions that inspire new ideas and approaches. At the same time, organizations are deploying AI Agents requiring little to no supervision to execute business-specific tasks and drive process automation to unprecedented levels.

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Trailblazing isn’t for everyone

There have been few technologies as exciting or as transformative as Gen AI.

In fact, the only thing more exciting than what it can deliver today is what it could deliver tomorrow.

But like any transformative technology, the opportunities for change and adventure can be difficult to believe in before they’re a reality. For those reluctant to commit to significant AI investments, there are lingering questions around data security, ethics, and what the real business benefits look like. All these concerns can put the brakes on adoption – and hinder collaboration.

So, how do you move from believing AI can transform collaboration to taking that important first step on the adventure? In this guide, we’ll explore some of the reasons for AI hesitancy and show how to overcome it with Capgemini’s proven, end-to-end approach to meaningful Gen AI adoption and delivering value with copilots and AI agents.

What’s delaying your *AI adventure*?

Reticence about adopting emerging technologies is nothing new. Just think back to the advent of cloud computing, a technology that’s now ubiquitous in global IT but that many initially shied away from due to concerns about data privacy and security.

When it comes to AI, there are three major perceived obstacles to overcome.

The problem of proving value

One of the key barriers to adoption is difficulty proving the value of investments. Many organizations find it hard to define and measure benefits from AI initiatives because they’re often intangible.

Instead of immediate results, organizations often see incremental gains and efficiency improvements across various departments and workflows that are difficult to connect directly to bottom-line gains. Collaboration is a great example. How do you measure it? And then how do you measure its business benefits?

Governance, privacy, and a new role for IT

Perhaps the most common reason for an unwillingness to embrace AI is data privacy concerns. We’ve all seen headline horror stories about data leaks, so it’s no surprise executives are often worried about Gen AI tools inadvertently leaking confidential data and copyrighted information.

With so many people using AI in their workflows, IT departments face a new challenge. Today’s IT

teams must learn to provide governance for ‘shadow AI’ as people increasingly use their own solutions within the work environment. And as AI agents play an ever-growing role in workflows, IT is becoming an HR department for these artificial employees, ensuring they perform as expected and comply with governance policies.

Placing trust in the unknown

AI can only ever be as good as the data it’s fed, which means data collection, transformation, storage, tracking, monitoring, and archiving stale data are all vital aspects of a data strategy needed to support AI initiatives.

There are also some remaining concerns about the reliability of the results AI returns from the data it’s fed. Gen AI ‘hallucinations’ can undermine trust among users, and in some sectors, like healthcare, inaccurate results can have serious consequences.

Both these problems are exacerbated by an industrywide AI skills shortage, which can make IT and business leaders doubly uncertain about maintaining safe and reliable AI operations.

Three key considerations for *AI adoption at the workplace*

Despite these concerns, the direction of the IT industry is clear and the momentum around Copilot Agents adoption will only grow. It's a challenge that must be addressed on three fronts:

How do we start?

How can organizations define the right use cases and prove business value to stakeholders to enable investment?

How do we scale?

Once solutions are implemented, how can enterprises scale them out to the wider organization and ensure widespread adoption?

How do we ensure governance?

How can organizations ensure that the deployment and operation of Copilots and AI Agents align with stringent security and compliance standards—while establishing governance structures that safeguard business continuity and prevent operational risk?

Capgemini's approach to AI adoption at the workplace ensures the right use cases are identified, and that they can be scaled across the organization in a safe way that enables collaboration and delivers measurable business benefits.

The real benefits of copilots and *AI Agents*

Before looking at how to overcome the perceived barriers to adoption, it's worth remembering why organizations should want to. Through workplace transformation programs, organizations can

- **Enhance collaboration** leading to a **33% increase** in document co-editing and fostering more effective teamwork
- **Streamline processes** with users reporting a 20% reduction in operating costs and a **25% acceleration** in new-hire onboarding
- **Increase productivity by 25%** through the automation of manual tasks
- **Make data-driven decisions** with a **29% reduction in the time spent** searching, writing, and summarizing information



Why *Microsoft 365 Copilot*, Copilot Chat and Agents?

Microsoft 365 Copilot and Copilot Chat bring Gen AI capabilities straight to the applications and platforms employees use daily, so organizations can unlock the potential of their data and make it accessible to every employee. They act as a cornerstone for true collaboration.

By using agents as AI assistants to automate or augment human activities, employees can save much of the time spent on routine tasks, including summarizing documents and email threads, analyzing data, searching for information, and generating

pitches, email drafts, presentations and meeting minutes.

With a combination of external data sources and third-party integrations, customization for various use cases, and integration with bespoke AI models, copilots and AI Agents deliver the information and automation people need, exactly when and where they need it by streamlining processes or acting autonomously. As a result AI agents positively impact business KPIs.

No matter where you are in your Copilot journey we'll meet you there

Evaluating the potential of M365 Copilot for a leading banking client

A leading banking and insurance provider wanted to integrate AI into their operations with careful consideration. Capgemini launched a pilot to assess the business value of M365 Copilot across different roles closely aligned to their business strategy.

The pilot began with productivity and risk training sessions, focusing on tailored training for different user personas. We gamified the user journey to drive adoption. A custom dashboard was built to assess numerous key performance indicators across personas to make informed decisions. The insights and feedback from the pilot were analysed and recommendations were shared with the client.

A strategic industry-wide deployment for a pharmaceutical client

To scale Copilot globally, we aligned with the client on governance and success metrics, then moved from pilot to enterprise deployment. Training and enablement were customized for specific target personas such as scientists, operations personnel, and business leaders. Engagement was driven through multiple channels. A central dashboard tracked adoption and impact, helping refine use cases.

Implementation of M365 Copilot Agents for a leading insurer

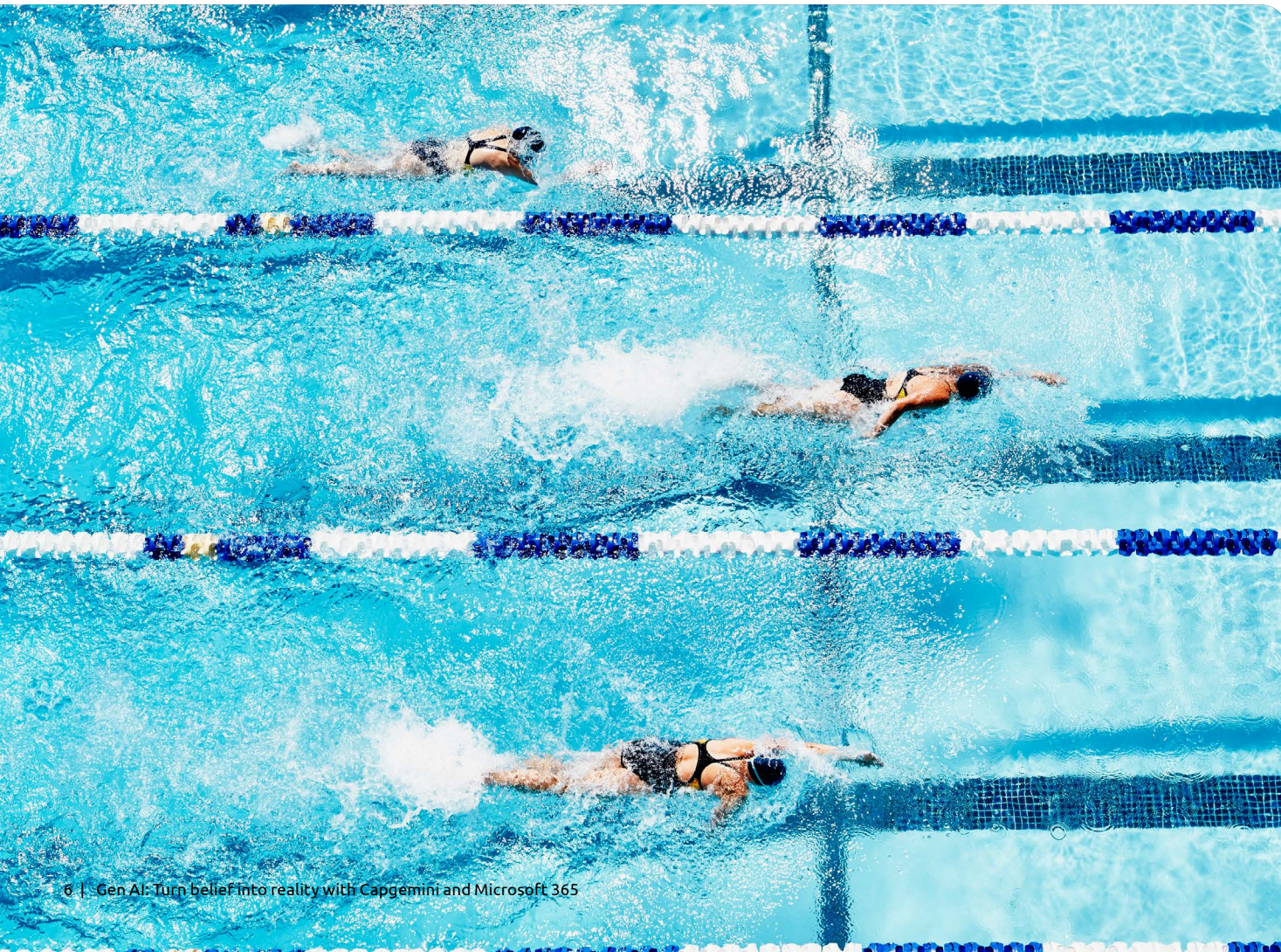
To extend Copilot's impact beyond productivity, we developed a suite of AI agents focused on resolving key operational challenges, including one for post-go-live support that addresses common queries using curated FAQs, lightening the service desk load while

boosting user experience, and another that automates risk assessments through a dynamic questionnaire, efficiently managing 70% of incoming approvals. To assist HR, we deployed an incident management agent that classifies queries, suggests emphatic responses, and logs data for further analysis, ensuring timely and consistent handling of sensitive cases.

These agents demonstrate how Copilot can evolve into a scalable automation layer across enterprise functions.

Unleashing business benefits with Microsoft 365 Copilot, Copilot Chat and AI Agents

- Through every engagement, we've seen a consistent set of tangible benefits emerge, no matter the industry, geography, or size.
- Overall, strong adoption and positive sentiment was observed across organizations – with more than 70% weekly usage and high employee satisfaction.
- Each employee could potentially save around 5 to 6 hours per month.
- Specific use cases with a substantial business impact have been identified.
- Reduced load on the support teams by auto-approving low-risk requests and handling common queries through automated responses based on FAQs.



Capgemini and the *Microsoft 365 ecosystem*

We combine industry-specific business transformation expertise with deep AI deployment expertise and vast experience in Microsoft 365, copilots and AI agents implementations.

Our tailored solutions are designed to meet unique organizational requirements. Using our five-step approach, we can help you identify the right use cases, drive adoption, ensure governance, and scale the benefits across your organization.

Where belief becomes adventure

We use Living Labs and hackathons to guide you on your journey, from building belief in the business case and inspiring adoption to discovering where Microsoft 365 Copilot, Copilot Chat and AI Agents could take you tomorrow.

With pre-defined accelerators, including business case templates, prompt vaults, use case catalogs, and more, we enable speedy deployment at scale as well as rapid business value realization.

All this is supported by our Modern Collaboration Services which helps us quickly evaluate and prioritize

use cases and establish governance structures, processes, and best practices. This enables business users to continue to deploy AI agents in secure and supported environments to meet their evolving needs.

A five-step approach to successful AI adoption

- We **assess** the maturity of your current Microsoft 365 deployment to identify the right opportunities for AI. We inspire your business users to recognize where AI Agents can add value.
- We **prepare** use cases and ensure data, technology, and security readiness.
- We design and build AI agents tailored to your organization—helping you shape a strong business case and **deploy** M365 Copilot, Copilot Chat, and Copilot agents enterprise-wide.
- We help you fully **adopt** your new capabilities with specific Gen AI training.
- Once adopted, we help you **govern** and **manage** copilots and AI agents ecosystem for your organisation with our Modern Collaboration services

Start your *adventure* today

It's inevitable that Gen AI will play an increasing role in the workplace, whether that's through your investments or your employees bringing their own AI solutions into their workflows.

By taking advantage of the opportunity now, you can enable greater collaboration and productivity, and do

so in a way that's safe and proven to lead to successful business outcomes.

The future is nothing to be feared. But it requires belief. Capgemini can help you build that belief within your organization – and use copilots and AI agents to transform the way your people work and collaborate.

Next steps

To explore how you can unlock business value through Microsoft 365 Copilot, Copilot Chat and AI Agents.

Get in touch with our experts.

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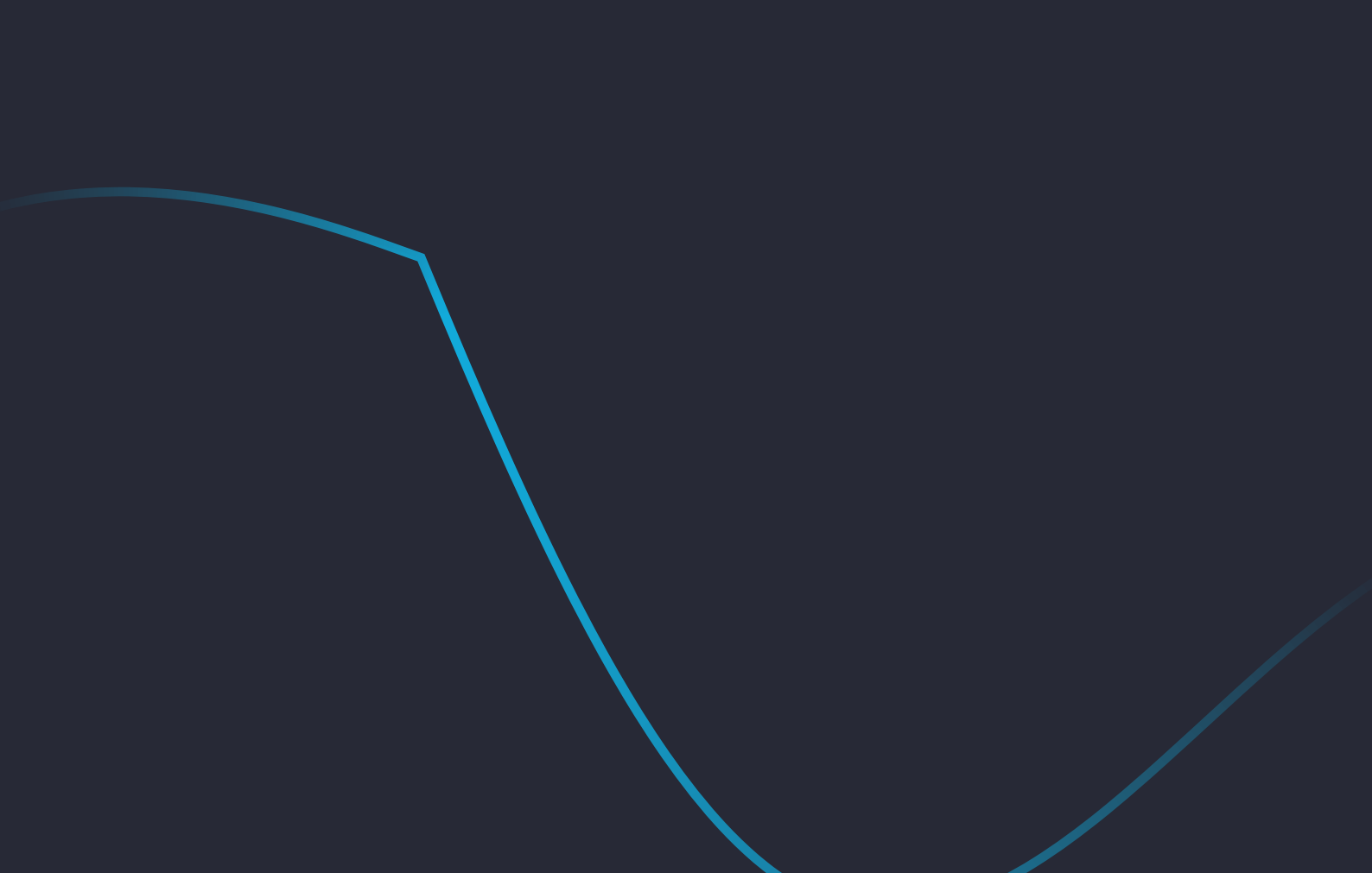


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About Capgemini

Capgemini is a global leader in partnering with companies to transform and manage their business by harnessing the power of technology. The Group is guided every day by its purpose of unleashing human energy through technology for an inclusive and sustainable future. It is a responsible and diverse organization of nearly 350,000 team members in more than 50 countries. With its strong 55-year heritage and deep industry expertise, Capgemini is trusted by its clients to address the entire breadth of their business needs, from strategy and design to operations, fueled by the fast evolving and innovative world of cloud, data, AI, connectivity, software, digital engineering, and platforms. The Group reported in 2022 global revenues of €22 billion.

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