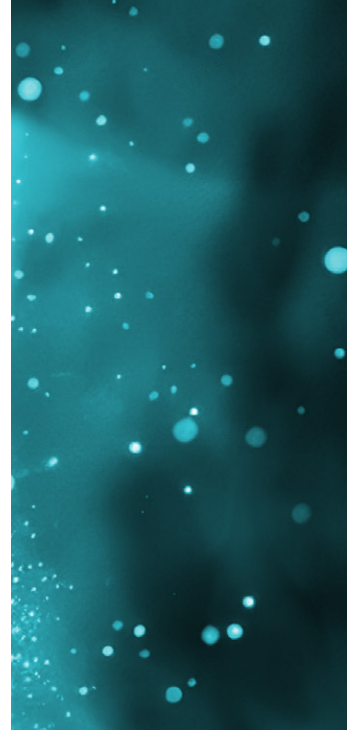


EBOOK

Build **Thriving Digital
Workplaces** with EPAM
& Microsoft Copilot for
Microsoft 365



Introduction

In today's digital landscape, the rapid acceleration of generative AI (GenAI) technologies is reshaping industries across all verticals. To capitalize on this momentum, embracing the innovative potential of AI while managing associated risks is crucial. Whether you're at the inception of your AI journey or looking to scale existing initiatives, EPAM stands at the forefront of navigating this dynamic terrain.

With over 52,000 professionals, including 5,000 Microsoft-certified experts, EPAM is exceptionally equipped to guide your organization through the complexities of AI adoption and the strategic implementation of Microsoft Copilot for Microsoft 365. Our seasoned team of consultants, designers and engineers has been at the leading edge of AI technology for decades, providing support from strategic advisory and use case identification to full AI platform deployment and integration.

As a Microsoft Solutions Partner, we employ cutting-edge AI technologies and powerful tools from Microsoft to foster successful business and organizational transformations. In 2023, building on a decade-long partnership, we deepened our collaboration with Microsoft by becoming a Globally Managed Enterprise Systems Integrator. This strategic alliance—underpinned by our profound understanding of digital experiences, data analytics and cloud transformation strategy — enhances our capability to deliver superior product transformation services.

At EPAM, we view ourselves as your global partner in digital transformation and product engineering, uniquely capable of orchestrating complex components at scale and delivering real value that propels you toward a future where AI integration is not just a necessity, but an advantage. This eBook will offer you insights into our experience as early adopters of Copilot for Microsoft 365. You will also learn about our unique, phased approach to adoption that ensures Copilot for Microsoft 365 not only meets but exceeds business expectations. Read more to learn how strategic implementation can drive significant enterprise transformation, preparing you to harness these insights for your organization's advantage.



Pioneering Copilot for Microsoft 365 Adoption at EPAM: An Internal Success Story

In mid-2023, EPAM embarked on a journey to evaluate and adopt Microsoft Copilot for Microsoft 365, an AI-powered assistant designed to transform how we work. As one of the first Early Access Program (EAP) participants, we became a pioneer in exploring the vast potential of Copilot for Microsoft 365 to transform workplace productivity and efficiency. We gained invaluable insights into the potential of this technology and the characteristics of an ideal user.

Key Milestones

In July 2023, EPAM launched its early adoption of Copilot for Microsoft 365, onboarding 300 users as part of the EAP. This proactive approach, characterized by comprehensive training, workshops and community forums, was quickly recognized by Microsoft for its efficiency and effectiveness. As EPAM's partnership with Microsoft deepened, we collaborated to refine the solution's integration with proprietary tools like TelescopeAI, enhancing insights into employee data. By December 2023, our commitment to integrating AI across our operations led to an expansion serving over 2,500 licensed users.

Productivity Realized

The introduction of Copilot for Microsoft 365 across EPAM has brought significant benefits to various teams, transforming daily workflows and enhancing overall productivity. By automating routine tasks and refining complex processes, Copilot for Microsoft 365 has tailored solutions that meet the unique needs of each group within the organization. From technical teams crafting detailed documents to business development teams preparing customized pitches, the solution's capabilities have not only improved the speed and efficiency of these tasks, but also elevated the quality of outputs. Managers and project leaders in particular benefit from enhanced meeting dynamics and content collaboration, ensuring that strategic insights and actionable tasks are effectively captured and implemented. This section highlights how specific groups within EPAM have taken advantage of Copilot for Microsoft 365 to realize these transformative benefits.

Enhanced Productivity Through Streamlined Workflows & Automation of Routine Tasks

- For solution architects and engineers, Copilot reduces manual effort by assisting in the creation of technical documentation and summarization of complex requirements
- For business development teams, Copilot helps create personalized pitches and quickly research customer information
- For staffing managers, Copilot helps ingest client requirements (for example, from a meeting) and then use the transcript to search for subject matter experts who fit the required profiles based on integration with TelescopeAI

Improved Content Quality & Collaboration

- For people managers, Copilot streamlines the process of generating personalized feedback and summarizing one-on-one and team meetings to capture outcomes and actionable insights.
- For sales teams, Copilot accelerates the integration of content from contributors across a wide array of teams to generate client-facing presentations and proposals

Increased Efficiency in Meetings Through Real-time Assistance & Post-meeting Summaries

- For delivery and project managers, Copilot provides real-time insights and suggestions during meetings as well as a "what I've missed" feature, ensuring key points are addressed and action items are captured

Adoption Metrics

The adoption of Copilot for Microsoft 365 at EPAM has been quantitatively tracked to evaluate its integration into daily operations, overall user satisfaction and community engagement. The following details provide a snapshot of these key indicators, demonstrating the enthusiastic response from users across the board.

EPAM's journey and successful adoption of Copilot for Microsoft 365 exemplifies the transformative impact of AI within the workplace. The ideal user at EPAM is not just a technology user but a dynamic part of an evolving ecosystem, actively engaging with the tool across various platforms to enhance their productivity and decision-making capabilities. By cultivating a culture that embraces AI as a strategic collaborator, EPAM has not only seen improvements in efficiency and creativity but is also shaping the future of digital workplaces.

As we expand our usage and share our expertise with clients, we remain committed to pioneering innovations that redefine the boundaries of what is possible in the workplace — shaping the future of work and building thriving digital workplaces.



ADOPTION & USAGE

Within the first two weeks, 92% of users integrated Copilot into their daily workflows, with 96% of users continuing active usage after 90 days.



USER SATISFACTION

As validated through detailed surveys and feedback mechanisms, 88% of users reported significant benefits and satisfaction from the solution.



COMMUNITY ENGAGEMENT

Active participation in forums correlates strongly with higher user satisfaction with Copilot, underscoring the value of a supportive learning environment.

Building on our Success: Copilot for Microsoft 365 Offerings from EPAM

Following our proven internal success with Microsoft Copilot for Microsoft 365, EPAM is poised to extend these capabilities to our clients, ensuring your organization can achieve similar transformative outcomes. We design our offerings to drive sustainable adoption and success by focusing on the most critical and valuable components of your strategy—your people.

EPAM's Four Pillars for Implementing Copilot for Microsoft 365

Combining our AI, digital consulting, talent enablement and engineering competencies, EPAM is uniquely positioned to help customers achieve business value and integrate Copilot for Microsoft 365 across various business functions. We do this by following our four pillars of implementation and our three-phased approach to adoption.

READINESS & STRATEGY

Combines persona and scenario identification with technical and licensing assessments to ensure the seamless integration of Copilot

- Perform journey map, persona and use-case modeling
- Demonstrate high-value scenarios
- Create an AI roadmap for strategic business transformation
- Identify licensing requirements
- Assess customer data protection and governance

DEPLOYMENT & OPTIMIZATION

Emphasizes closing readiness gaps and the effective deployment of Copilot

- Build a success plan with key stakeholders
- Configure security and compliance and evaluate Microsoft 365 tenant usage
- Pilot implementation
- Optimize deployment based on pilot outcomes

ADOPTION & CHANGE

Drives successful adoption and change management programs to ensure Copilot benefits are fully realized across the organization

- Establish employee communication channels
- Develop a tailored training curriculum based on personas and use case-scenarios
- Deliver multi-modal training
- Measure business impact and user motivators
- Support and optimize deployment through feedback and analytics

CUSTOMIZATION & EXTENSIBILITY

Extends the value of Copilot through customization and integration with line-of-business applications and data

- Evaluate Copilot user behavior and line-of-business dependencies to identify high-value integrations
- Develop custom Copilot plug-ins and connectors
- Connect data to Microsoft Graph and Dataverse for enhanced insights

EPAM's Three-Phased Approach to Adoption

Our approach breaks down the adoption process into three manageable phases, each designed to build on the successes of the previous one and align closely with your strategic business objectives. This phased approach facilitates a smoother transition and maximizes the value derived from Copilot for Microsoft 365 by focusing on strategic alignment, user engagement and continuous improvement.

Our recommended approach is to identify an early adopter group to pilot concepts before scaling. A pilot group can help surface areas of resistance so they can be mitigated prior to scaling. A pilot group can remain one to two iterations ahead.

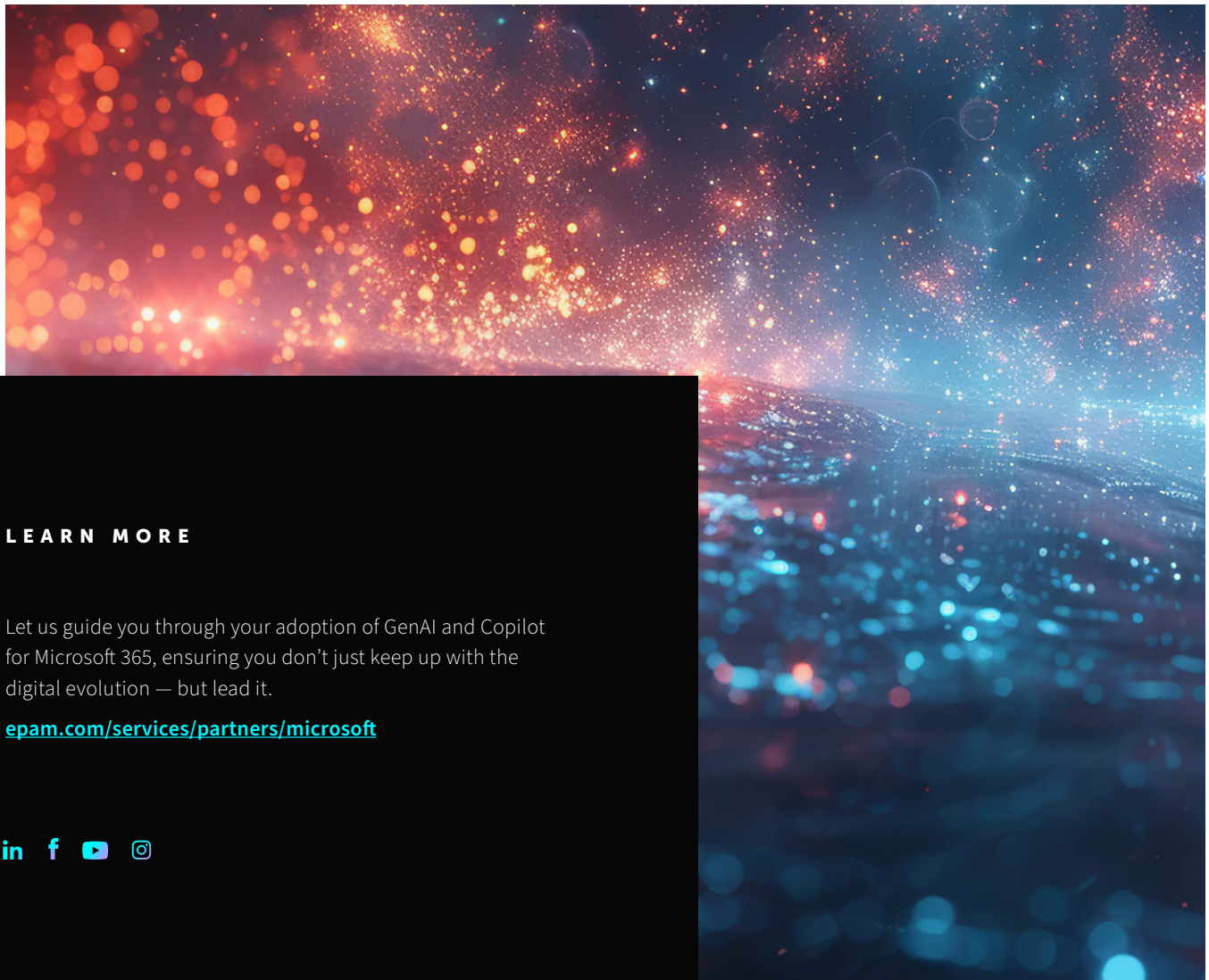
By following this structured pathway, we ensure that every aspect of your GenAI program is optimized for success, from initial strategy formulation to full-scale operational deployment.

	→ Jumpstart	→ Readying for Scale	→ Broad Copilot Training & Engagement
Talent Enablement	<ul style="list-style-type: none"> Assess existing learning materials and systems Identify existing support and onboarding channels (digital and analog) Define education roll-out and timeline Define use cases 	<ul style="list-style-type: none"> Create training assets on the top uses of Copilot Build a persona prompt library Develop and pilot persona-based prompts, training assets and workshops Ready learning platform Ensure the learning platform is ready for users 	<ul style="list-style-type: none"> Deploy persona-based training assets in the learning platform Deliver live workshops Update the prompt library during rollout
Technical	<ul style="list-style-type: none"> Assess infrastructure readiness, including Microsoft Office channel deployment configuration Verify that Copilot requirements are met,* set up provisioning automation and assign Copilot licenses Review and set privacy and compliance configuration parameters <p><small>*Copilot requires Microsoft 365 E3 or E5 & Apps for Enterprise</small></p>	<ul style="list-style-type: none"> Establish a value tracking framework for data collection and key performance indicator (KPI) monitoring Identify third-party integration needs, scope and effort and perform authorized work Establish a support structure for troubleshooting and user assistance 	<ul style="list-style-type: none"> Optimize performance monitoring and the support model, as needed
Adoption	<ul style="list-style-type: none"> Perform stakeholder analysis Define user personas Analyze communication channels Analyze existing incentives and determine opportunities Establish an adoption plan and timeline 	<ul style="list-style-type: none"> Identify organic champions and non-users Develop communication plans and materials Onboard champions Develop a scaled Copilot training and engagement plan Develop community infrastructure 	<ul style="list-style-type: none"> Hold live weekly Copilot sessions Iterate as needed based on feedback Activate champion and user communities

Join EPAM in Transforming Your Workplace With Copilot for Microsoft 365

EPAM is a leader in data, AI and cloud transformation services with unmatched quality and depth of experience. Our Microsoft expertise runs deep, enabling us to deliver solutions tailored to your organization and accelerate business value and innovation.

As we continue to explore and expand the capabilities of Copilot for Microsoft 365, we invite you to join us on this transformative journey. Our partnership with Microsoft and our extensive experience with GenAI make us uniquely positioned to help you harness the full potential of Copilot for Microsoft 365.



LEARN MORE

Let us guide you through your adoption of GenAI and Copilot for Microsoft 365, ensuring you don't just keep up with the digital evolution — but lead it.

epam.com/services/partners/microsoft

