Adopt Microsoft 365 Copilot

Skill. Scale. Streamline.

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The transformative potential of Microsoft 365 Copilot

In 2025, smart use of Artificial intelligence (AI) is an imperative for businesses striving to enhance efficiency, drive innovation, and maintain a competitive edge. AI's transformative capabilities are evident in Microsoft 365 Copilot, the AI-powered assistant integrated into the Microsoft 365 apps.

By streamlining tasks, offering intelligent suggestions, and enabling complex problem-solving, Copilot represents a significant leap forward in business productivity. Embedding AI into daily operations not only optimises processes but also fosters creativity, collaboration, and smarter decision-making, empowering organisations to deliver better outcomes.

Early adopters of Copilot have reported remarkable time savings, with the tool significantly reducing digital debt, or time spent on mundane and repetitive tasks and improving overall operational efficiency. We'll let the numbers do the talking:

70%
said Copilot made them more productive

68%
said it improved the quality of their work

29%
of typical task time was saved

77%
didn't want to give up Copilot once they tried it

This newfound productivity translates into more effective use of human resources, allowing employees to focus on strategic, high-value tasks that require creative thinking and problem-solving. Not only does this translate into greater job satisfaction, morale, retention and the associated gains of innovation and quality output, but also into tangible advantages for the business: cost saving, increase revenue, and happier customers.

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Adopting Copilot at scale makes your organisation smarter as well as faster

Copilot doesn't just save time. It enhances organisational intelligence by providing actionable, data-driven insights. These insights enable businesses to make more informed decisions, drive better business outcomes, and refine strategies with greater accuracy.

Therefore, adopting Copilot at scale allows you to cultivate a smarter, more agile workforce capable of navigating complex challenges and staying ahead of the competition.

A combined AI and human intelligence-driven approach leads to more informed decision-making, enhanced innovation, and ultimately, improved business performance.

Key challenges in AI adoption

Despite the significant benefits of integrating AI tools like Microsoft 365 Copilot, real adoption is often slow to materialise.

Why? Organisations face a number of challenges during the adoption process. They can range from strategic alignment to technical integration, but with the right approach, they can be just bumps in the road – and not the end of the line for AI in your business.

"Most organisations are still exploring the art of the possible and are just starting the process of upskilling staff in the soft data skills of data literacy, data leadership and data governance to prepare them as AI-aware data citizens in future roles. We're here to help them adopt at scale."

David Pool
Data & AI Development Director

Strategic alignment and setting clear goals

For AI adoption to succeed, it must be aligned with the organisation's broader objectives. This requires leadership to commit to the long-term benefits of AI, ensuring that its integration supports the company's vision and growth strategy.

Establishing clear, measurable goals for AI implementation is critical to track progress and demonstrate value.

Transparent communication is essential in this process, as it helps build trust and dispels concerns about the potential impact of AI on jobs and processes.

Leadership must be truly bought-in to the journey of AI adoption, with a telescope trained on long-term gains. It falls to leaders to connect the adoption with the rest of the organisation via clear communication. Senior confidence is crucial to aligning the introduction of AI with wider business goals and the longer-term strategy in order for the business at large to follow. This is about exciting your people with a vision of better work and better business, as well as quashing fears about AI adoption.

Buy-in from critical departments

One of the common barriers to AI adoption is securing buy-in from key departments such as legal, security and finance.

These teams will often have valid concerns regarding data protection, risk detection, and return on investment (ROI).

For example, the legal department may worry about the implications of AI on data privacy, while finance may seek assurances that the investment will deliver measurable returns. **Addressing these concerns through tailored training, workshops, and collaboration is essential.**

QA offers specialised programmes that ensure compliance with relevant AI regulations, including the EU AI Act, helping organisations navigate these concerns and achieve smoother adoption.

The goal should be to convert departments such as legal and finance from blockers to enablers, by ensuring their concerns are satisfied. Removing these barriers is necessary, beneficial and highly achievable with the right education – start by addressing security concerns or articulating a clear ROI, through tailored training and workshops.
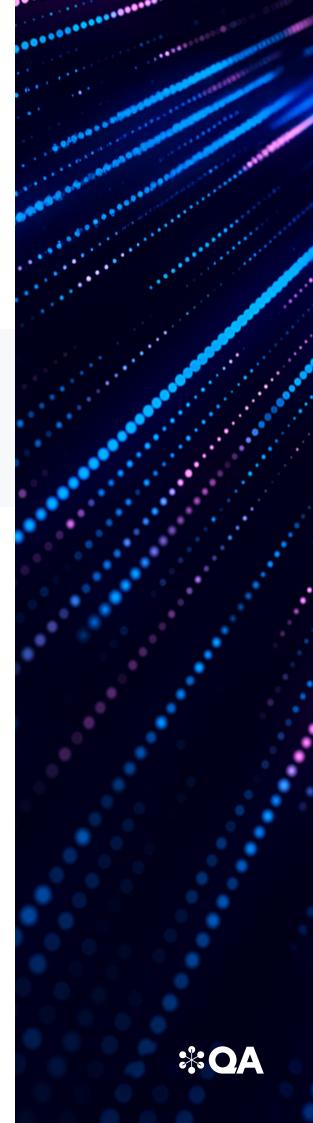
Technical integration challenges

Integrating Microsoft Copilot with existing systems and tools can present technical challenges, particularly when it comes to ensuring seamless data access and system compatibility. Upskilling your employees in safe test environments is crucial to mitigate risks when implement Copilot in your company's infrastructure.

IT teams play a critical role in facilitating this integration by ensuring that Copilot is deployed securely and functions smoothly across various platforms.

Involving stakeholders from across the business early in the process helps identify key needs and use cases, ensuring that the integration process aligns with the organisation's specific requirements. This collaborative approach can streamline deployment and enhance the overall effectiveness of the tool.

Getting results from Copilot requires the tools and systems to work seamlessly together, providing secure access to data and usability within various applications as needed. IT teams will be integral to making this work, and the wider business should be involved in identifying needs and use cases up front.

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Adopting Microsoft Copilot at scale

Adopt a strategic approach to scaling, and maximise Copilot's benefits

Understanding Copilot's capabilities and impact on productivity and creativity

Only **37%** of survey respondents realise the full potential of Copilot

Many organisations recognise the need to 'embrace AI' but still struggle with understanding how to implement Copilot effectively. Closing this knowledge gap is essential for successful adoption.

Microsoft 365 Copilot offers a wide range of capabilities, from drafting emails and generating reports to providing data analysis and real-time insights, enabling better data-driven decision making, for improved business outcomes. These features are designed to support employees in various roles, enabling them to focus on higher-value tasks that require creative thinking, strategy, and problem-solving.

The problem is, many potential Copilot users within your organisation just don't know that it can do all that! This leaves organisations trapped; they know they need to 'do AI' to avoid falling behind, but are not ready to implement Microsoft Copilot effectively due to a lack of understanding of its capabilities and what they will mean for the organisation in practice, at various levels of the business.

The solution? It's important to drive understanding of Copilot's capability at a job role level. Your people will feel more motivated and connected to new technology when they view it as being applicable and valuable to them in their role.

Businesses must invest in educating their workforce on Copilot's capabilities and how to integrate it into daily workflows to realise its full potential.

"It's vital that deployment of Microsoft 365 Copilot is considered and aligned with an organisation's overall business strategy. This helps to prioritise projects that offer the greatest potential for return on investment and long term business impact. Cross-functional collaboration is key and adoption is not overnight. A strategic plan for continuous learning is needed to truly embed this new technology and all the potential it offers."

Jane Atkinson-Weller
Portfolio Director, Data & Office Applications

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Knowledge and skills to maximise Copilot's impact

Widespread adoption is in part, about the law of small numbers. Incremental gains here and there, multiplied by every employee, soon manifest in significant advantages for the business. However, only 46% of survey respondents felt equipped to make the best use of Copilot.

So, it is crucial that all employees, even those in non-technical roles, become proficient. This requires more than just basic training; employees need to understand how to leverage the tool effectively to enhance their own productivity and contribute to the organisation's goals.

Upskilling efforts incorporating hands on experience are critical for allowing employees to practice using Copilot in a safe, controlled environment before it is integrated with live data and systems. This ensures that employees are well-prepared to use the tool technology confidently and efficiently in their day-to-day tasks.
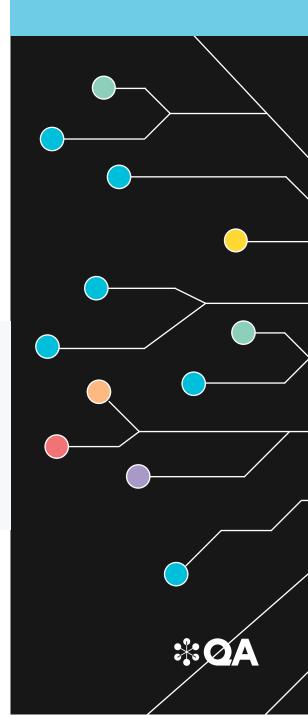
That real experience is critical; without it, your employees will lack the confidence to integrate the power of Copilot more and more into amplifying their professional impact; this is why only 50% of survey respondents reported an increase in usage intensity.

When learners practice using Copilot as their working partner safely, before putting it to work with organisational data and systems, not only are your systems protected, but skills readiness is accelerated.

QA's Microsoft 365 Copilot Adoption Accelerator offers organisations an innovative and scalable training solution to increase user productivity, confidence, and consistent best practice use of Copilot across the business. It's a 3-step journey to acquire skills, focusing on capabilities, knowledge and confidence.

"The skills needed for effective AI integration span from technical proficiencies to soft skills like adaptability and critical thinking. Organisations need to ensure that employees at all levels are prepared for the AI-driven workplace."

Micheal Easson
Learning Consultant

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Tailored training for every role. Includes specific pathways for:

Technical Experts

Tailored for IT professionals, this provides in-depth knowledge of Microsoft 365 architecture, how to mitigate risk when implementing Copilot, and how to protect data by practicing in safe environments during hands-on labs.

Innovation Leaders

Aimed at champions (the Copilot enthusiasts within your business who will help to sing its praises and encourage wider use) and team leads who will facilitate Copilot adoption across the organisation. This learning journey empowers them to be advocates and trainers, key for driving adoption and innovation within their teams.

Pioneers

Focused on early adopters, the 'light-house users' who will troubleshoot and provide feedback during the deployment first stage. This includes hands-on training to experiment with Copilot's newest features, paving the way for wider implementation.

End Users

Designed to train at scale for entire teams or departments, this ensures a shared understanding of Copilot's capabilities, and how to safely leverage it within their roles, fostering a unified approach to its use.

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The importance of employee confidence and embracing change

"Microsoft 365 Copilot gives businesses a ready-to-use generative AI solution that can be governed and used safely with enterprise data protection. This is important for allaying people's fears around using AI as a thought partner, and makes it easier to safely drive AI adoption within every role in an organisation. When this technology is combined with AI literacy training, people will understand the opportunities, risks and how to report issues - this is a powerful combination when tackling the problem of adopting AI to stay competitive in a rapidly evolving market."

Vicky Crockett
Portfolio Director for AI

Do you sense apprehension around AI from your workforce? You're probably not wrong, and neither are you alone in that position.

Copilot, and other AI agents, can represent a challenging mindset shift, particularly for those who fear AI could replace their roles or be the cause of job insecurity.

Resistance often stems from a lack of understanding of AI's true purpose. Clear communication can address this; leadership must emphasise from the top that Copilot is designed to augment human intelligence, not replace it. By evolving their skills in step with AI, employees as well as businesses can benefit from emerging opportunities in the future.

By sharing success stories, demonstrating best practices, and fostering a culture of innovation, organisations can build employee confidence and encourage adoption. Copilot should be seen as a valuable tool that supports employees in their roles, allowing them to focus on tasks that require creativity and human judgement; integrating AI at work actually highlights the importance of the 'human in the loop' rather than negating it.

What if (despite research suggesting that access to AI and training in AI skills are desirable to employees) you still face poor uptake? It comes down to discomfort with change which can be rooted in other fears, such as those around security implications from 'using AI wrongly'.

The solution is clear communication, sharing best practice, policy, compliance practices and shared vision across the business. It's called Copilot for a reason, folks. It's not the Pilot; it's your sidekick, there to support you.

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> "The way to make sure that you get a return on your AI investment is making sure your employees learn how to make the most of the technology."

Phil Crayford
Technical Learning Consultant

The time to adopt is now

The adoption of AI is no longer a question of 'if' but 'when'.

Organisations that delay their embrace of AI risk falling behind their competitors in an increasingly technology-driven business landscape.

Microsoft Copilot represents a powerful tool for enhancing productivity, driving innovation, and fostering a smarter, more agile workforce. However, to unlock its full potential and avoid wasted investment, businesses must be sure to address the challenges of strategic alignment, departmental buy-in, technical integration, and employee training.

Organisations who fail to adopt effectively, and in a timely way, risk falling on the wrong side of the AI divide and slipping behind their competitors – perhaps irreversibly. To gain an edge, ensure your foundation of skills readiness is in place, to outpace your peers.

How QA supports organisations in their Copilot journey

We believe in combining human expertise with machine intelligence, and our comprehensive training helps you achieve just that. Our tailored approach ensures that employees are equipped to learn, master, and apply new skills at scale, guiding organisations through each stage of Copilot implementation to achieve successful outcomes.

Investing in AI adoption and training today will help organisations position themselves for long-term success in a digital future.

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QA is uniquely positioned to support businesses at every stage of their AI journey. With our deep bench of expertise and a comprehensive range of solutions, we help organisations navigate the complexities of AI adoption with confidence.

The pace of technological change demands evolving skills on an ongoing basis. Having a trusted, strategic partner can be the difference between success and stagnation.

"As a leading Training partner for Microsoft, we are helping organisations transform with copilot, through training. To transform and organisation, its workforce needs to develop. So we provide critical skills for your workforce to use Copilot effectively and securely, at scale. By overcoming blockers to adoption, and getting every employee confident with Microsoft Copilot in their roles, we multiply the ROI of your Copilot investment."

Julia Dear
QA General Manager, EMEA

Interested in learning more about how you can adopt Copilot at scale across your business?

Click here to learn more

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