

# Copilot Care+ Program

## In the age of AI, every app should be intelligent.

Transform your workspace with Microsoft 365 Copilot, a Microsoft powered AI tool that boosts creativity and productivity. With Copilot, you can empower everyone to achieve more. Automate and streamline mundane tasks and processes, enhance customer interactions, and unleash your data's full potential.

### OUR FRAMEWORK:

BDO Digital is partnering with Microsoft to implement a multitouch framework to propel organizations into the next phase of digital transformation.



**Get Ready:** Technical assessment to ensure cloud readiness, security posture and identify Copilot opportunities prior to deployment.



**Deploy:** Enablement of Copilot licenses and communication strategies for effective employee onboarding.



**Implement:** Employee training on Copilot features and establishing a Copilot Centre of Excellence for adoption and knowledge sharing.



**Transcend:** Programs for continuous improvement and pushing the AI boundaries further.

### OUR PROCESS:

The process spans over four weeks for readiness and deployment, continuing into eight weeks for adoption and change, with ongoing support to ensure continuous improvement and innovation.

Readiness & Deployment	Adoptions & Change	Copilot Care+ Support
<p><b>4 WEEKS</b></p> <ul style="list-style-type: none"> <li>▶ Technical Readiness Assessment, including Data and Security Posture Review</li> <li>▶ Leadership and Employee Readiness Planning</li> <li>▶ Technical Configurations</li> <li>▶ Prioritize and deploy Microsoft 365 Copilot Licenses</li> <li>▶ Establish and Execute Communication Plan</li> </ul>	<p><b>8 WEEKS</b></p> <ul style="list-style-type: none"> <li>▶ Ensure all employees are trained and supported</li> <li>▶ Provide training on key Microsoft 365 Copilot features including key uses cases and "prompt" best practices</li> <li>▶ Stand up a Centre of Excellence and Communities to share knowledge and support adoption</li> <li>▶ Establish continuous improvement through analytics and feedback loops</li> </ul>	<p><b>ONGOING SUPPORT</b></p> <ul style="list-style-type: none"> <li>▶ Establish a program of continuous improvements to maximize productivity and return on investment.</li> <li>▶ Innovate: Push the boundaries of AI by implementing advanced use case scenarios and integrations.</li> </ul>