



**MANAGED
SOLUTION**



Copilot

Microsoft Copilot Battle Card

Be Safe with AI-Powered Chat

At **Managed Solution**, we use **Microsoft Copilot** with **commercial data protection** as our approved AI chat solution.

Using unapproved AI services can expose sensitive company information and once data leaves your environment, you can't get it back.

Copilot ensures data stays protected while empowering teams with modern AI capabilities.



Copilot

Powered by the latest AI models (GPT-5.2), Copilot helps teams:

- Summarize articles, PDFs, and long content instantly
- Craft polished, professional, on-brand content
- Create high-quality images for social posts, blogs, emails and presentations

Copilot – A New Way To Search

Get answers, not links

We're used to searching the internet with keywords and getting pages of links. Now, we can chat in conversational language to get detailed, customized answers from the internet:

We can ask for:



Summaries



Analyses



Tables



Content



Images

We can get answers that connect the dots across data points. We can get new answers that haven't been written before. This is why AI chat is often referred to as "generative AI" –it produces answers instead of links.

Chat is the new way to "internet." **Simply put, AI-powered chat gives you custom answers.**

Why Copilot?

Powerful, Transparent, Secure AI for Modern Work

Runs on Latest AI models

Advanced reasoning through GPT-5.2 Thinking

Fast task execution with GPT-5.2 Instant

Deeper insights grounded in organizational data

Agent Mode

Makes real edits with full transparency

Shows its reasoning step by step

Users can review, adjust, or redirect at any

Transparent, Responsible AI

Clear sources behind answers

Explainable reasoning paths inside Agent Mode

Enterprise-grade data protection

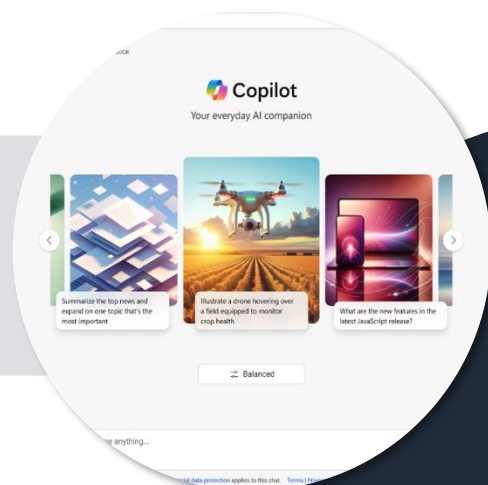
Data isn't saved or viewed by Microsoft, and is never used for training

Built-in safeguards block harmful content

Fully compliant with GDPR and the EU Data Boundary

Access Copilot In Four Ways

copilot.microsoft.com



Microsoft Edge sidebar



Windows desktop

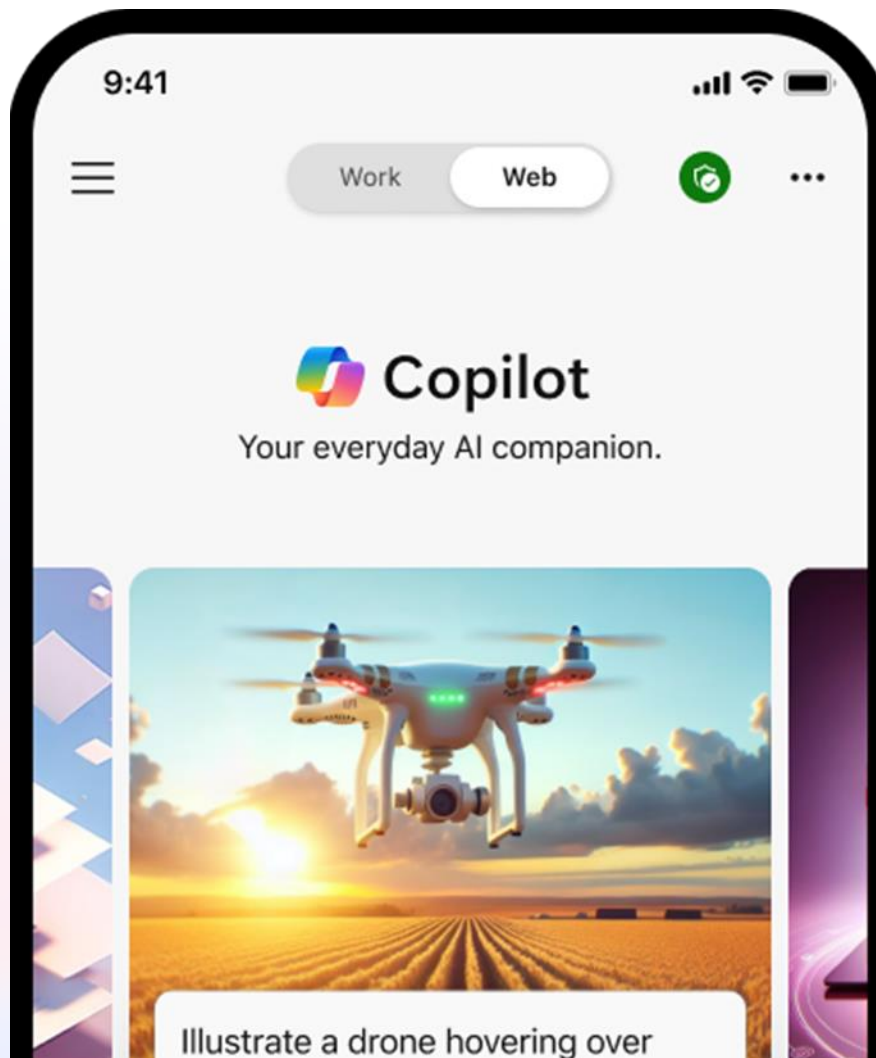


Copilot app




Use Copilot On The Go With The Mobile App

Download the Copilot app and sign in with your work or school account



Copilot available on major browsers

You can go to Copilot.Microsoft.com on Microsoft Edge and other major browsers on PCs. With Microsoft Edge, Copilot can make your workday even easier. Just select the Copilot icon  in the top right corner of the Edge browser. Now Copilot is at your fingertips!

Copilot Capabilities	Google Chrome	Microsoft Edge
AI-powered web search, answers & content generation	✓	✓
Commercial data protection with Copilot	✓	✓
Built-in Compose template to create content easily		✓
Web page or PDF summarization		✓
Automatic tab grouping		✓
Light and dark mode switching without opening settings		✓

Try the last three actions in Copilot in Edge. (Ex. “Summarize this PDF,” “Group my tabs,” or “Switch to dark mode.”)

Protect Our Data

Copilot is our official AI chat because it keeps our data safe

Copilot protects in this way:

Work account



Bing treats your content appropriately through Copilot. Data Loss Prevention protections are respected by Copilot when using the Microsoft Edge browser

No human eyes



After signing in, data is encrypted and is not seen by humans

Discarded



Prompts and answers are discarded at the end of a session. Data is not used to train AI models

Why Choose Copilot? Business Values



Enhanced Productivity

Automates routine tasks, allowing employees to focus on higher-value work.



Improved Decision-Making

Provides real-time data analytics and AI insights for more informed decisions.



Streamlined Operations

Optimizes workflows within Microsoft 365, boosting operational efficiency.



Personalized Customer Interactions

Uses AI to deliver tailored responses and solutions, enhancing customer satisfaction.



Cost Saving

Increases efficiency and reduces costs through automation.



Compliance and Security

Ensures adherence to regulations and enhances data security.



Scalability

Grows with your business, providing continuous support and insights.



Competitive Advantage

Offers a competitive edge with advanced AI capabilities.

Challenges Vs Solutions

Customer Challenges/Solutions

Challenge: Inefficient workflows and low productivity can hinder overall business performance.

Solution: Microsoft Copilot can automate routine tasks and optimize workflows, allowing employees to focus on higher-value activities and improving overall productivity.

Challenge: Difficulties in managing and analyzing data can lead to poor decision-making and missed opportunities.

Solution: Copilot for Power BI can provide real-time, actionable insights from data, enhancing the company's data-driven culture and decision-making processes.

Challenge: Poor customer engagement and satisfaction can result in decreased loyalty and revenue.

Solution: Copilot can personalize customer interactions, improving satisfaction and loyalty through AI-driven insights and tailored responses.

Challenge: Non-compliance and security breaches can lead to legal issues and financial losses.

Solution: Copilot can help ensure compliance with industry regulations and enhance security measures, reducing the risk of data breaches and other security threats.

Challenge: Resistance to new technology and poor change management can impede the successful implementation of new solutions.

Solution: Providing tailored training and change management support can help ease the transition and ensure effective adoption of Microsoft Copilot.

Challenge: High employee turnover and low engagement can affect morale and performance.

Solution: Copilot for Teams and Viva Learning can enhance employee engagement by providing tools for better collaboration, continuous learning, and development, thereby reducing turnover and improving satisfaction.

Qualifying Questions

Conversation starters - Qualifying Questions

By asking these questions, you can gain a comprehensive understanding of the executive's priorities, challenges, and readiness for AI solutions, helping to determine if Microsoft Copilot and related services are a good fit for their organization.

- How satisfied are you with your current AI and automation capabilities?
- What processes within your organization could benefit most from automation and AI-driven insights?
- What is your current technology stack, particularly around productivity and collaboration tools like Microsoft 365?
- How are you currently leveraging data to drive decision-making?
- What challenges do you face in managing and analyzing large volumes of data?
- Do you have any specific use cases in mind where AI could provide significant value?
- What are the main bottlenecks in your operational workflows?
- How do you measure productivity and efficiency within your teams?
- Are there any specific areas where you believe AI could enhance employee productivity?
- Are there any particular customer service processes you think could benefit from AI automation?
- How do you ensure compliance with industry regulations and data security standards?
- What are your biggest concerns regarding data security and compliance?
- How would integrating advanced AI solutions impact your current security and compliance strategies?
- What metrics do you use to evaluate the return on investment for new technology solutions?
- How do you prioritize investments in technology and innovation?
- What specific outcomes would you expect from implementing AI-driven solutions like Microsoft Copilot?
- How prepared is your organization for adopting new AI technologies?
- What is your approach to change management when introducing new technologies?
- How do you support ongoing training and development to ensure your teams can effectively use new tools?

Customer Example

CUSTOMER BUSINESS GOALS

A financial services company aims to enhance employee productivity, streamline operations, and improve customer engagement. The sales team proposed the Microsoft Copilot suite (integrated with Microsoft 365) as the key enabler to achieve these objectives.

Copilot for Word and Excel to automate routine document and data analysis tasks, allowing employees to focus on strategic activities.

Copilot for Teams to facilitate seamless collaboration and provide AI-driven insights during meetings, improving decision-making.

Copilot for Power BI to generate real-time, actionable insights from data, enhancing the company's data-driven culture.

Copilot for Outlook to streamline communication workflows, reducing time spent on email management and improving overall efficiency.

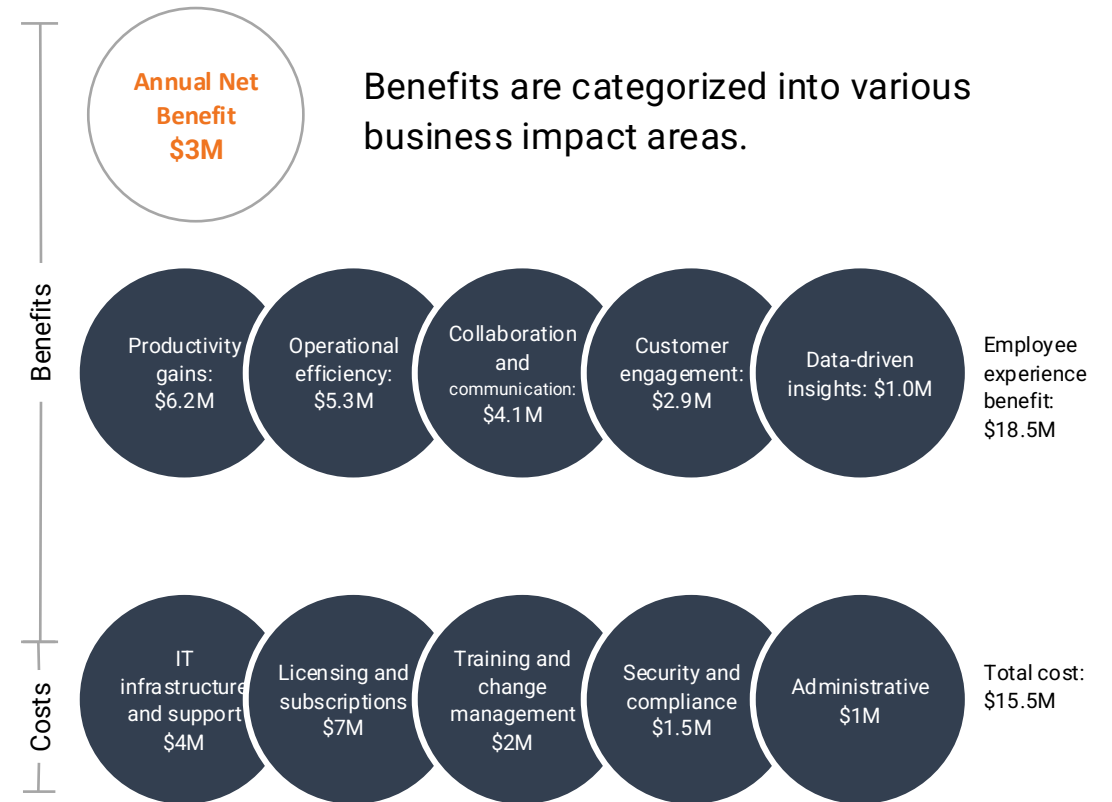
SALES APPROACH AND TOOLS/RESOURCES

- Forrester TEI of Microsoft Copilot: Generated interest with an initial estimate of \$4.2M benefit from productivity gains alone.
- Advanced Value Calculator: Custom analysis with \$18.5M in annual benefits from Microsoft Copilot.

KEY LEARNING AND BEST PRACTICES

- Aligned AI-driven productivity tools with larger digital transformation strategy.
- Demonstrated how Microsoft 365 serves as the backbone for Copilot, which in turn enhances productivity and operational efficiency.
- Used the Copilot VC calculator as a standalone or integrated into the broader Microsoft VC calculators.

Average annual Microsoft Copilot benefits of \$18.5M*



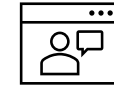
Streamlined Copilot Solutions

Managed Solution offers solutions to seamlessly integrate Copilot into customer existing Microsoft 365 environment.



Copilot Workshop

Bring your business decision-makers and technology groups together for a transformative Microsoft 365 Copilot Workshop, fostering collaboration and unlocking the full potential of Copilot's business.



Copilot Adoption

This three-week program is designed to seamlessly integrate Copilot into Microsoft 365, enhancing productivity, fostering innovation, and driving transformative business growth.



Copilot Security Assessment

Our comprehensive security assessment package is designed to address challenges and ensure your organization is perfectly aligned to integrate and maximize the benefits of Copilot with your Microsoft 365 environment.



Copilot Studio Chatbot

Transform your business with intelligent conversations and endless possibilities using a Microsoft Copilot and Azure OpenAI powered chatbot, fully integrated with Microsoft 365.

Microsoft Consulting Services



We offer consulting services that are tailored to your specific needs, helping you navigate the intricacies of Microsoft 365 integration and develop a strategic roadmap that aligns with your business objectives. With our support, you can overcome potential obstacles and unlock the full potential of **Microsoft Copilot**, transforming your business processes and enhancing customer interactions.

Security and Identity Management

Active Directory
Azure Active Directory
ADFS/OKTA/OneLogin
Windows AutoPilot Deployment
Windows 10 (ATP, Cloud Deployment)
Enterprise Mobility & Security Services Suites
(All Products in suite)
ATP, DLP, RMS, AIP, SSPR, Cloud App Security

Modern Workplace

Microsoft Copilot
SharePoint
Exchange (e-mail)
Teams Voice
Teams Collaboration (Automation / Workflow / Planner / Power Apps)
Cloud Tools - ShareGate, BitTitan, Zapier, other API's

Infrastructure

Server Upgrades
Switch Upgrade
Configuration
Wireless Optimization
Company Wide Computer Refreshes
Data Center Moves
Office Moves

Cloud Infrastructure

Azure
Azure Migrate
Azure Site Recovery
Azure IAAS
Compute, Storage, Networking
Azure Backup
Azure Monitor
Azure Threat Analytics
Azure Assure Program

Copilot Resources

[Which Copilot Plan is Right for You? A Guide for Purchasing Copilot](#)

[How to Connect External Data with Copilot](#)

[On Demand Webinars](#)

On-Demand Webinars



Discover Copilot's Automation and Scripting Essentials

On-Demand

Step into the future of business operations with our upcoming webinar on Microsoft Copilot and Azure OpenAI. This session is designed to equip IT leaders with the skills to leverage AI for automating complex workflows and scripting sophisticated system interactions. Learn how these powerful tools can transform your business processes for increased efficiency and innovation.

[Watch Now](#)



The Secrets of Copilot Success

On-Demand

In our fast-paced digital era, making informed decisions and staying ahead of the competition requires a deep understanding of how to effectively use your company's data. Whether you're new to Copilot or seeking to deepen your knowledge, this webinar is designed to equip you with the essentials to master Copilot.

[Watch Now](#)



Ready, Set, CO-Pilot!

February 27, 2024 | 9:00AM PT

Microsoft Copilot might just be the most anticipated product Microsoft has announced to date. Powered by AI, Copilot can launch your productivity to incredible areas of potential. But first, how to prepare? Join us for a live event that will help guide your organization to creating the proper "Airport" framework for safe travels through your Copilot flight plan.

[Watch Now](#)

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