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**Liberate
your content**

Navigating the Skies with Generative AI:

A comprehensive flight plan for Microsoft 365 Copilot success

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Why you'll want to read this white-paper

The introduction of generative AI has transformed the way we do business. Microsoft especially took a major leap into the future with the rollout of Microsoft 365 Copilot. This powerful tool combines the power of large language models (LLMs) with enterprise content from Microsoft Graph and the Microsoft 365 apps. The result: unparalleled productivity and data-driven strategic insights.

"Today marks the next major step in the evolution of how we interact with computing, which will fundamentally change the way we work and unlock a new wave of productivity growth."
- Satya Nadella, Microsoft Chairman and CEO, about the Microsoft Copilot suite

As with any new technology, there are immediate enthusiasts and those who need more time to decide.

In this whitepaper, we'll address some of the most common hesitations about Microsoft 365:
• Will Microsoft 365 Copilot keep my enterprise content secure?
• What are the costs involved with Microsoft 365 Copilot?
• How much effort does it take to use Microsoft 365 Copilot?
• Will Microsoft 365 Copilot work with my existing IT infrastructure?

Once you know the answers to these questions, you can embrace the future of business with confidence: boost productivity, identify opportunities for innovation and make data-driven decisions. It's time to take control of your workplace like never before.

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Introducing Microsoft 365 Copilot: the future of business is here

Microsoft 365 Copilot is the result of a collaboration between Microsoft and ChatGPT's OpenAI. The LLM-based generative AI model is now supported by nearly 200 different Microsoft 365 applications, from Office Suite to Teams and from Outlook to SharePoint. Microsoft Copilot provides real-time intelligent assistance, enabling users to boost their productivity and enhance business insights through natural language prompts.

The model generates answers anchored in your enterprise content — your documents, email threads, chat history, meetings, contacts and other business data — and combines them with your working context — the meeting you're attending, any email exchanges you've had on a topic, the chat conversations you had last week — to deliver accurate, relevant, contextual responses.

Microsoft 365 Copilot is designed to benefit everyone in an organization, from leaders to IT professional managers. It streamlines tasks, automates workflows, and enhances collaboration. Its adaptability allows it to be customized to meet the unique needs of any organization, making it a versatile tool for improving productivity and efficiency.

A word of caution: if you want to make the most of what Microsoft Copilot has to offer, you will need to come prepared. Naturally, there are specific technical requirements to meet and particular features to enable. However, the make-or-break aspect to successfully leveraging Microsoft Copilot is the quality of the content it has access to. Since the algorithm exclusively uses your enterprise content, you will need to make sure critical content aspects like metadata and folder structures are correctly configured, and any digital clutter is dealt with appropriately. Formulating a long-term strategy for content care will help you stay on top of things. We'll come back to that later in this whitepaper.

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Addressing common hesitations

As with any new technology, there are legitimate concerns to address – especially when that technology is hosted in the cloud and based on generative AI. In this section, we'll list some of the most common hesitations organizations have about working with Microsoft 365 Copilot, as well as how to overcome them.

Will Microsoft 365 Copilot keep my enterprise content secure?

Organizations are rightfully concerned about the confidentiality and integrity of their enterprise content, particularly during transit and storage in the cloud. Unauthorized access to sensitive information could lead to data breaches and compliance risks, with unpleasant consequences to boot. How does Microsoft 365 Copilot protect sensitive content?

Investing in identity and access management (IAM) is pivotal for ensuring data security. Microsoft 365 Copilot implements role-based access control (RBAC), allowing organizations to define roles and permissions based on job responsibilities, limiting access to those who need it. Thanks to multi-factor authentication (MFA) and end-to-end encryption, sensitive enterprise content is well-protected throughout its entire lifecycle. And since Copilot runs automated compliance checks, organizations benefit from real-time insights into any areas that need attention.

It's important to remember that the application of information security in Microsoft Copilot is only as good as you configured it to be. In other words, configuring robust encryption protocols and user access control in Microsoft 365 correctly is key.

What are the costs involved with Microsoft 365 Copilot?

Now that we've covered compliance and user adoption, let's talk finances. Naturally, organizations are looking for enterprise content management strategies that provide the most 'bang for their buck': maximum resource leverage and minimal inefficiency. It's only logical to consider the full financial impact a new solution would have, from implementation to ongoing operation. What value does Microsoft 365 Copilot add?

The platform adapts to varying workloads through elastic scalability and a pay-as-you-go model, for greater cost efficiency. We've already mentioned valuable integrated solutions like automated compliance checks and advanced analytics. Finally, continuous cost monitoring and recommendations for cost reduction strategies help keep an eye on that bottom line.

How much effort does it take to use Microsoft 365 Copilot?

When it comes to working with generative AI, many people anticipate a symbiotic collaboration. They envision a workflow where the algorithm accelerates and enhances their own creative processes by effortlessly generating content and ideas. Expectations about efficiency gains, creative empowerment and a dynamic workflow tend to be sky-high. Can Microsoft Copilot live up to those expectations?

In short: yes, that symbiotic relationship is possible.

However, getting there will require time and substantial user training. Using Microsoft 365 Copilot is not quite as plug-and-play as you might imagine, especially since each Microsoft application has specific requirements and interacts slightly differently with the AI. As such, the best way to phrase effective prompts will vary between tools. If you skip the user introduction and training, you might spend a lot of valuable time patching up initial AI-generated results that weren't what you had hoped for.

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The best way to avoid what Gartner calls the 'trough of disillusionment ' is to ensure your organization is 100% Copilot-ready before you start.

Hype Cycle for Emerging Technologies, 2023
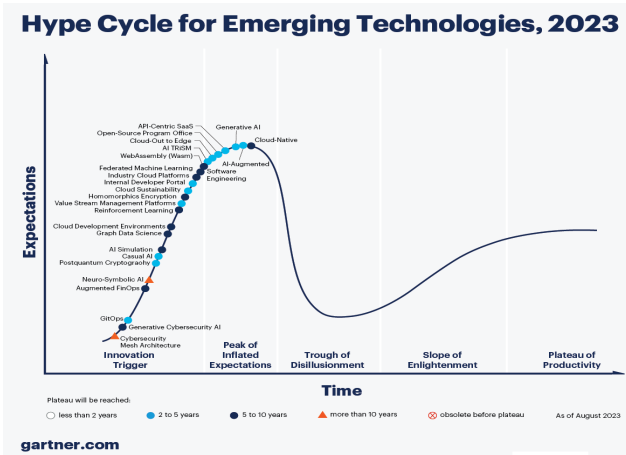
The Microsoft 365 Copilot algorithm can only process content already managed by Microsoft. That rules out any content locked in a legacy content management system or hosted in an external cloud environment. While Microsoft Graph does offer some connector workarounds, having everything in one place makes for simpler and more efficient business operations. After all, when it comes to making data-driven strategic or financial decisions, having the latest information at your fingertips makes all the difference. If you want to capitalize on the added value Copilot has to offer your organization, migrating your enterprise content to Microsoft 365 in its entirety is the smarter move.

Will Microsoft 365 Copilot work with my existing IT infrastructure?

These days, organizations often rely on a combination of on-premises and cloud solutions to manage content, collaborate across departments and gain valuable insights into day-to-day operations. Adding yet another platform to an already complicated IT infrastructure can be daunting. How well does Microsoft 365 Copilot integrate with other IT solutions?

The four steps to top quality results with Microsoft 365 Copilot

As we've mentioned earlier in this whitepaper, making the most of Microsoft 365 Copilot starts with looking after the quality of your enterprise content. With our four proven steps to success, your ECM is analyzed, optimized and supervised for maximum Copilot leverage.

STEP 1: UNLOCK

If you want to maximize your content's potential, now and in the future, you will first need an overview of what you're working with. What will it take to migrate all your content from the different legacy systems you're using now, and what does your roadmap look like? How can working with Microsoft 365 improve your content process, and what are the gaps? Now that you have a clear sense of the playing field, it's time to plan a future-proof course of action.

STEP 2: MIGRATE

Simply "lifting and shifting" your content to Microsoft 365 won't solve your issues. For the new environment to work well, your content quality needs to be top-notch. That means there's some cleaning up to do! Once redundancies, missing metadata and other issues have been dealt with, your transformed and optimized content is migrated to the cloud.

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STEP 3: ACTIVATE

Congratulations, you've successfully made the leap to cloud services! (That wasn't so bad, was it?) Once your brand-new Microsoft 365 environment is fully configured and tailored to your business needs, and your team is up to speed about the new way of working, your content process will function much more efficiently than when it was locked into your legacy systems.

STEP 4: CARE

The trick to unlocking the true power of Microsoft 365? Make ECM health a part of your day-to-day operations and strategic decision-making process. By keeping a close eye on compliancy, adoption rates and efficiency after the migration process, you can spot potential risks sooner and easily change course if necessary – saving you time as well as money.

Embrace the future of business with Microsoft 365

With the rollout of Microsoft 365 Copilot, the benefits of AI-driven productivity and data-driven decision-making are more promising than ever. However, there are several things to keep in mind before you dive in headfirst:

• Like any new technology, generative AI is subject to the Gartner hype cycle. If you want to avoid the so-called trough of disappointment, make sure you factor in ample time for your team to learn how to use Microsoft 365 Copilot effectively and efficiently for optimal results.

• Robust compliance management and a long-term enterprise content strategy are key. After all, the

Copilot algorithm seamlessly adopts the security, compliance, and privacy policies configured for your organization. If those are lacking, your content will still be at risk.

• Microsoft 365 Copilot can only work effectively if your content quality is up to the task. That means it's more important than ever to invest in proper content classification, content quality assurance and information governance.

Once these issues are under control, you're all set to take your experience with Microsoft 365 Copilot to the next level. The future of business is here. Are you ready for it?

About Xillio

These days, your organization needs to be agile to stay relevant. The same goes for your enterprise content. But where to start? After all, the more complex your enterprise content, the more daunting it seems to take the leap to cloud services.

That's where we come in. Our migration experts are ready to help you unlock your organization's full potential – every step of the way. Whether your content migration to Microsoft 365 starts from a legacy system or a more modern platform, our approach is tailored to your specific needs. Seamless, hassle-free, and 100% future-proof. *Let's liberate your content!*

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