Telefónica Tech

FUTURE WORKPLACE DOSSIER | PRODUCTIVITY | MICROSOFT 365 COPILOT

We support you with the *integration* of Microsoft 365 Copilot into your business

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Who is **Telefónica Tech** in Future Workplace?

We are a global provider of **digital solutions** that promote organizational transformation, simplifying data accessibility and facilitating employees' work.

We seek that every business maintains its competitiveness in the market through the implementation of tools and new ways of working based on **AI & Data and Cloud** technology.

Our services include customized consulting, training, ongoing support, and impact monitoring, designed to ensure a successful integration of **Microsoft 365 Copilot,** improving the productivity and satisfaction of your teams.

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Services to integrate Microsoft 365 Copilot

CUSTOMIZED ADVICE

We define the scope, objectives, and requirements for the integration of Microsoft 365 Copilot in your organization.

EDUCATION AND TRAINING

We provide training for your teams to take full advantage of the features and benefits of Microsoft 365 Copilot.

TECHNICAL AND FUNCTIONAL SUPPORT

We offer assistance to resolve any questions or issues that may arise during the integration and use of this tool.

MONITORING AND IMPACT ASSESSMENT

We perform a detailed monitoring and evaluate the impact of this solution on productivity, quality, and satisfaction of your teams and customers.

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MICROSOFT 365 COPILOT

DATA PROTECTION FOR THE ADOPTION OF COPILOT
- Value proposition
- Benefits

WORKSHOP MICROSOFT 365 COPILOT
- Benefits
- Phases

EXTENSIBILITY WORKSHOP
- Benefits
- Phases

JOURNEY TO MICROSOFT 365COPILOT PILOT
- Benefits
- Phases

SCALING MICROSOFT 365 COPILOT
- Benefits
- Phases

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Future Workplace

Microsoft 365 Copilot

We offer professional services tailored to your needs and expectations for the **implementation and adoption of Microsoft 365 Copilot,** ensuring that your company maximizes the benefits of this powerful tool.

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Productivity Solution

Future Workplace | Productivity | **Microsoft 365 Copilot**

What is it?

Microsoft 365 Copilot is a solution that **harnesses the power of artificial intelligence to improve the productivity of your employees.**

WHAT DOES IT ALLOW?

- Quick and efficient **document creation, editing, and proofreading.**

- **Generation of relevant and coherent text** with suggestions for improvement.

- **Customization of the text** according to your preferences and needs: You can choose the tone, level of formality, vocabulary, and length of the text you want to generate.

- **Integration with other Microsoft 365** applications such as Word, Excel, PowerPoint and Outlook: You can access Microsoft 365 Copilot from any document, spreadsheet, presentation or email, and use it to enhance your content.

- **Security and privacy of your data:** The application does not store the processed information or use it to train Large Language Models, ensuring data confidentiality and protection.

BENEFITS

Efficiency in documentation work
Save time and effort when drafting documents, avoiding creative roadblocks or tedious searches for information.

Flawless and consistent content creation
Improve the quality and consistency of your texts, correcting errors, and applying best writing practices.

Increased productivity and satisfaction
Increase the productivity and satisfaction of your teams and customers by delivering high value-added documents in less time.

Creativity and continuous learning
Boost your creativity and learning by exploring new ideas and sources of knowledge with the help of Microsoft 365 Copilot.

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Benefits   Phases

How does it work?

We provide a **Microsoft 365 Copilot Consultant** to show the capabilities of this solution and design customized strategies that improve productivity and efficiency, aligned with your organization's goals.

BENEFITS

Improve productivity and efficiency
Optimization of work processes and daily tasks, increasing operational efficiency in your organization.

Strategy customization
Development of customized strategies that maximize the use of Microsoft 365 Copilot, adapting to the specific needs of your business.

Use case identification
Identification and prioritization of specific and relevant use cases for your business that will benefit from the tool's capabilities.

Action plan development
Creation of a detailed action plan for the implementation of the application, ensuring a smooth and effective transition.

Improved quality of work and employee engagement
Microsoft 365 Copilot increases work quality and employee engagement, creating a more motivating and efficient work environment.
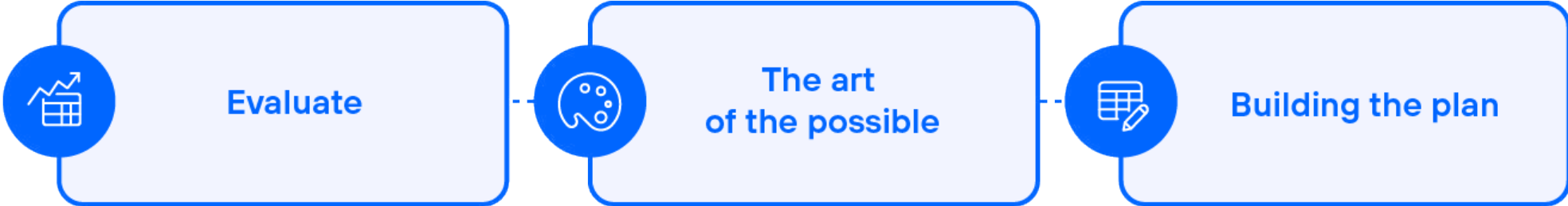
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Benefits

1 SESSION

Evaluate

The art
of the possible

Building the plan

PHASES

- **Evaluate:** Diagnosis of needs and opportunities, showing examples of success.

- **The art of the possible:** Designing customized solutions and establishing KPIs.

- **Building the plan:** Creation of customized solutions and detailed action plan.

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Benefits

Phases

How does it work?

We teach how to improve integration with applications and services through a robust extensibility architecture, and to manage and monitor Graph Connectors and plugins, ensuring the performance and security of the systems.

BENEFITS

Understanding extensibility architecture
Learning how to improve integration with applications and services through a robust extensibility architecture.

Manage and monitor Graph Connectors and plugins
Training on managing and monitoring these components to ensure system performance and security.

Control access to extensibility
Assistance with establishing and maintaining effective access control, with the priority goal of protecting information.
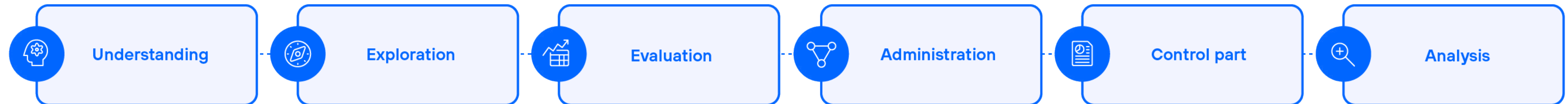
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Microsoft 365 Copilot | Productivity | Future Workplace

Benefits

1 SESSION

| Understanding | Exploration | Evaluation | Administration | Control part | Analysis |

PHASES

- **Understanding:** Extensibility Architecture Explained of Microsoft 365 Copilot so you can understand how it integrates and customize with other applications and services.

- **Exploration:** We provide detail on the extensibility options available, including Graph Connectors and plugins, and how to use tools such as Managed Extensions or Microsoft 365 Copilot Studio to expand the capabilities of the platform.

- **Evaluation:** Review of third-party published extensions for Microsoft 365 Copilot.

- **Administration part:** We teach how to manage and monitor Graph Connectors and plugins in the tenant.

- **Control part:** We establish and maintain effective access control to protect the integrity and confidentiality of information.

- **Analysis:** We perform an initial analysis of possible extensibility use cases, to identify opportunities for improvement in processes and workflows through customized solutions.

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Benefits

Phases

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How does it work?

We monitor and protect your brand, reputation and business against threats directed against your organization on the public web, as well as the deep and dark web.

BENEFICIOS

Experience the benefits of Microsoft 365 Copilot
Find out how this innovative solution can boost the productivity, collaboration, and well-being of your employees.

Learn how to use the functionalities
Familiarize yourself with tools such as intelligent attendance, data analytics, time optimization, and stress management.

Get a personalized report
Receive a detailed report with the results of the pilot, showing the impact on selected use cases and defined KPIs.

Receive recommendations
Get suggestions on how to implement Microsoft 365 Copilot at scale and leverage its full potential.

Get expert support
A team of specialists will be available to answer all your questions and guide you through the entire process.
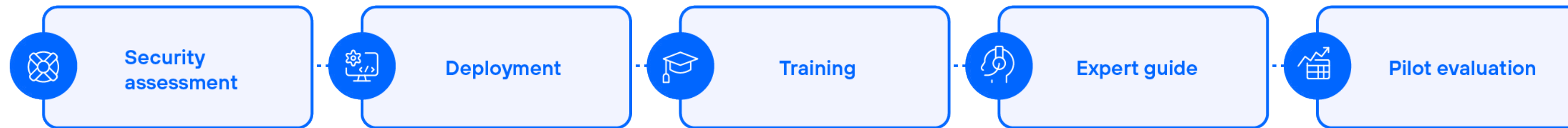
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Benefits

10 - 3O LICENSES   **3 MONTHS**

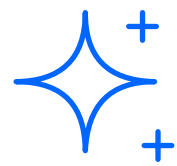| Security assessment | Deployment | Training | Expert guide | Pilot evaluation |

PHASES - 3 MONTHS

- **License allocation:** The pilot includes 10 licenses of Microsoft 365 Copilot. If you need more licenses, we can provide them additionally..

- **Security assessment:** We help you understand the data security implications of a mass deployment of the solution.

- **Training:** We provide specific training for users to learn how to use the functionalities and for administrators to manage the service and resolve incidents.

- **Customer support:** During the three months, we provide continuous support through a Teams channel with our specialized team.

- **Impact evaluation:** We analyze the use of Microsoft 365 tools, measure user satisfaction and evaluate the impact on key performance indicators.
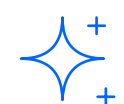
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Benefits

Phases

How does it work?

Telefónica Tech offers a 6 month implementation program to integrate Copilot in your company in an effective and secure way, with the assistance of our specialized team.

BENEFITS

Experience the benefits of Microsoft 365 Copilot
Find out how this innovative solution can boost the productivity, collaboration and well-being of your employees.

Internal drivers of change
Form internal leaders that facilitate and promote adoption, ensuring a wider and more effective use of the tool.

Increased security and information protection
Ensure that your company's information and devices are protected, reducing the risk of cyberattacks and protecting sensitive data.
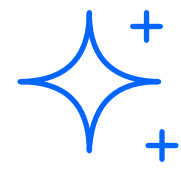
Continuous customized assistance
A team of specialists will be available to answer all your questions and guide you throughout the process.

Get a customized report
Receive a detailed report with the results of the plan, to identify areas for improvement and optimization.

Skills transfer and management
Ensure your team continues to manage Microsoft 365 Copilot efficiently after the implementation phase.

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Microsoft 365 Copilot | Productivity | Future Workplace

Benefits

10 - INFINITE LICENSES   🕐 **6 MONTHS**

Kickoff Meeting → Training → Expert guide → Evaluation and analysis → Champions program → Communication guide → Handover session

DURATION - 6 MONTHS

- **Kick-off meeting:** Initial session where the project, its scope, objectives, and benefits will be explained. This meeting will lay the groundwork for a successful deployment.

- **Training based on standard use cases:** We will offer you six training programs adapted to the key areas of your company: Management, Sales, Marketing, Human Resources, Finance, and IT. Each program includes practical examples, tips, and best practices for using the tool in your day-to-day business.

- **Technical training for administrators:** Configuration, management, and monitoring from the control panel, as well as resolution of incidents or doubts. This training will ensure that administrators are fully prepared to handle Microsoft 365 Copilot.

- **Customized support:** Expert support through Teams for four months and exclusive channel for VIP users.

- **Champions Program:** Training and support for leading users who will drive the adoption of this solution in your organization. Effective strategies to optimize internal communication and foster the adoption plan.

- **Handover session:** Training of the team in charge of managing the service at the end of the project, ensuring a smooth and effective transition.

- **Analysis and evaluation:** Detailed report with results and recommendations after quantitative and qualitative analysis of usage and user satisfaction. This analysis will help identify areas for improvement and optimization.

- **Add-on: Security assessment:** We help you understand the data security implications of a mass deployment of the solution.

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Value proposition　　　　　　　　　Benefits

Our value proposition

It is necessary to have good data protection and data governance policies in place for an optimized use of **Microsoft 365 Copilot** and to minimize the overexposure of information.

INFORMATION PROTECTION AND GOVERNANCE

Access management
Limit access to information only to those who need it to prevent oversharing.

Information protection
Identify and classify data according to its sensitivity by implementing security measures such as encryption.

Data life cycle management
Establish procedures for creating and deleting unnecessary data.

Auditing and monitoring
Detect and correct inappropriate or dangerous behavior in the use of data.

INFORMATION PROTECTION LIFECYCLE

1. **Discovery:** Collect configurations and data to identify project risks and apply mitigation measures.

2. **Classification:** Build the information lifecycle according to the organizational context and establish a security posture.

3. **Protection:** Implement security measures to control Copilot access and protect data.

4. **Monitoring:** Define tools and processes to maintain a proper data lifecycle.

5. **Response:** Adapt to new situations and manage incidents within the information protection cycle.

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Value proposition

Benefits

How does it works?

Telefónica Tech enhances security with Microsoft 365 Copilot through customized solutions, cyber security experts, and comprehensive management that protects data at every single stage of the process.

Improved productivity without compromising security
Copilot uses advanced language models to respond to user requests in an accurate and efficient way, while ensuring that data is protected.

Controlled access to information
Managing permissions under the principle of the minimum necessary access reduces overexposure and protects sensitive data.

Protection of sensitive data
Classification, labeling, and encryption of data according to its sensitivity allows for the maintenance of confidentiality and the prevention of leaks.

Secure information lifecycle
Proper data lifecycle management includes the controlled creation, use, and disposal of information, ensuring its security at every single stage.

Compliance with regulations and standards
Copilot is designed to comply with protection policies, privacy regulations, and security standards, ensuring that companies operate within a regulatory framework.

Risk mitigation through monitoring and response
Auditing and monitoring the use of data allows identifying inappropriate behavior and responding to incidents effectively, minimizing vulnerabilities.

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Ready to transform your business?

If you are ready to take the next step and adopt AI in your
company, contact us, and find out how Scaling Microsoft 365
Copilot can be the change your company needs,
at a competitive price.