

Generative AI in the Microsoft Ecoverse

An exploration of strategy and technical
capabilities



**The world is
changing.**

Industries are transforming rapidly

The drivers of economic growth are evolving

The world is more connected than ever

The AI technology is here

Forbes

What ChatGPT And
Generative AI Mean
For Your Business?

COMPUTERWORLD

Microsoft's new Teams Premium tier
integrates with OpenAI's GPT-3.5

MARKETS
INSIDER

Nuance and Microsoft Announce the First Fully
AI-Automated Clinical Documentation
Application for Healthcare

VentureBeat

Microsoft gives
Businesses a GPT boost
In Teams and Viva Sales

TheVerge

ChatGPT is now available in
Microsoft's Azure OpenAI service

USA TODAY

New Bing with ChatGPT brings the
power of AI to Microsoft's

VentureBeat

Microsoft announces generative AI-powered
Copilot 365 to 'change work as we know it'

CNN BUSINESS.

Real estate agents say they
can't imagine working without
ChatGPT now

TC TechCrunch

Microsoft brings an AI-powered
Copilot to its business app suite

And the
impact is **real**

Acceleration at Lightspeed

Organizations individual would take **11 years** to do what AI tools were able to do in **days**

Exponential Return

Organizations are saving **\$10M annually** with AI-powered technology



Refocusing

Customers are saving **250K+ hours of manual work** per client using AI driven automation

AI will be an expected technology like Word or Excel.

And AI will reinvent every industry

64%

Of people have struggled with finding time and energy to get their work done.

3x

Amount by which time spent in Microsoft Teams meetings and calls has increased per week since February 2020,

70%

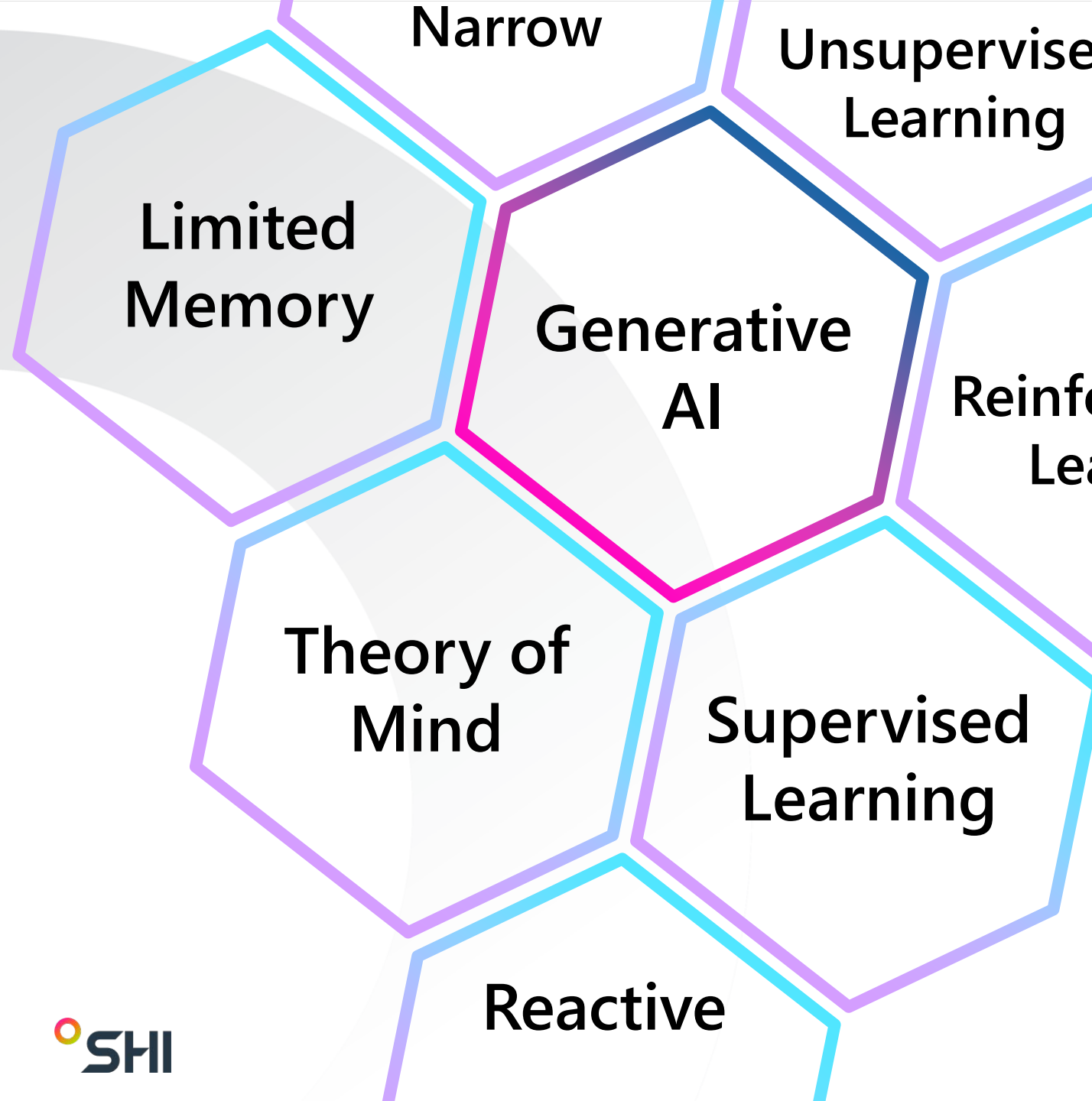
Share of people who would delegate as much as possible to AI to lessen their workloads.

2x

Likelihood of a leader to say AI will provide value by boosting productivity vs cutting headcount.

What is AI?

Artificial Intelligence (AI) imitates human behavior by using machine learning to interact with the environment and execute tasks without explicit directions on what to output.



What is Generative AI?

Generative AI is a type of AI that generates new content.

Quite simply it's a tool in service of humanity.

OpenAI

DALL-E

Creating images from text

Whisper

Automatic speech recognition



Codex

Understand and generate code

ChatGPT

Conversational AI chatbot

GPT-3

Understand and generate natural language

Use cases making major impact today

The Generative AI Landscape

Humans

Content creation and design

Chatbots and virtual assistants

Fraud detection and cybersecurity

Accelerated automation

Product and service innovation

Creative writing and content generation

Personalization

Language translation and natural language processing

Predictive analytics and forecasting

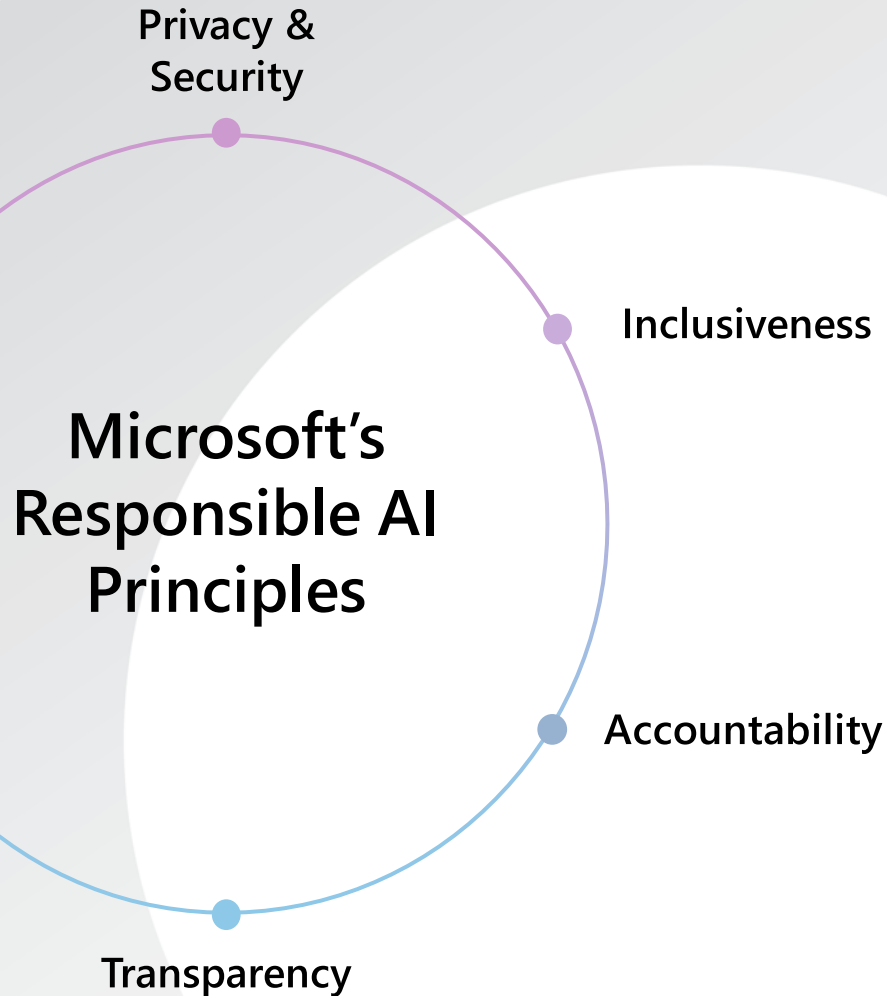
Purpose

Ideas

Visions

Prioritizing a Secure Experience

A strategy of safety and success



Your data is **your** data

Your data from any fine-tuning is **not** used to train the foundation AI models

Your data is **protected** by the most comprehensive enterprise compliance and security controls

Framework for Getting Started

An exploration of decisions.

What AI runs IN?

AI can be natively infused in applications, products, and solutions via tools like Copilot or Microsoft Power Platform.

What AI runs ON?

AI models available within Azure
AI can be trained and enhanced to cater to fine-tuned complex scenarios

What AI is used FOR?

Identify how you will use AI for your unique organizational processes is the first and most important step when kick-starting your journey.

1

- Infuse AI into Power Platform solutions
- Integration into Dynamics and M365, 3rd party software.
- Pre-built and tunable models
- Govern AI models
- Fast time to market



Makers

- Out of Box SOTA (State-of-the-Art) AI models
- Build custom models
- Cognitive API's
- Optimize AI and fine-tune



Pro Dev

- Enhance custom models
- Infuse AI into custom apps
- Full control
- Peak performance



Data Scientist

IN

Copilot



AI Builder

Document Processing | Invoice Processing | Sentiment Analysis | Image Processing | Translation | Open AI



Azure AI

Vision | Speech | Language | Decision | Open AI



Azure ML

Azure Studio

Azure SDK

SOTA AI

Customizable Models

Scale of Model Complexity



Microsoft Copilot

Built on Microsoft's **comprehensive** approach



Security

+



Compliance

+



Privacy

+



Responsible AI



Microsoft Power Platform

Copilot Overview

M365 Copilot

Bing



Word



Excel



Outlook



PowerPoint



Teams



Windows



D365



Fabric



Security






GitHub Power Platform



Bing Chat Enterprise

- Gives your organization AI-powered chat for work with commercial data protection.
- In preview and available today.
- No additional cost in Microsoft 365 E3, E5, Business Standard, and Business Premium.
- In the future, it will be available as a standalone offering retailing for \$5 user/month.

	 Bing Chat	 Bing Chat Enterprise	 Microsoft 365 Copilot
	Personal	Work	Work
GPT Large Language Model	✓	✓	✓
AI-Powered Web Search, Answers & Content Generation	✓	✓	✓
Commercial Data Protection		✓	✓
Microsoft 365 Enterprise Security, Compliance & Privacy			✓
Microsoft 365 Graph (content & context)			✓
Microsoft 365 Apps			✓



Microsoft 365 Copilot

Works alongside you in the apps you use every day

Natural Language



+



+



Large Language Models

Your data

Microsoft 365 apps

Embedded across Microsoft 365 apps;
Word, Excel, PowerPoint, Outlook, Teams

Access to your business content and context using Microsoft Graph.

In preview and not available today.

Microsoft 365 Copilot will be available for \$30 user/month.

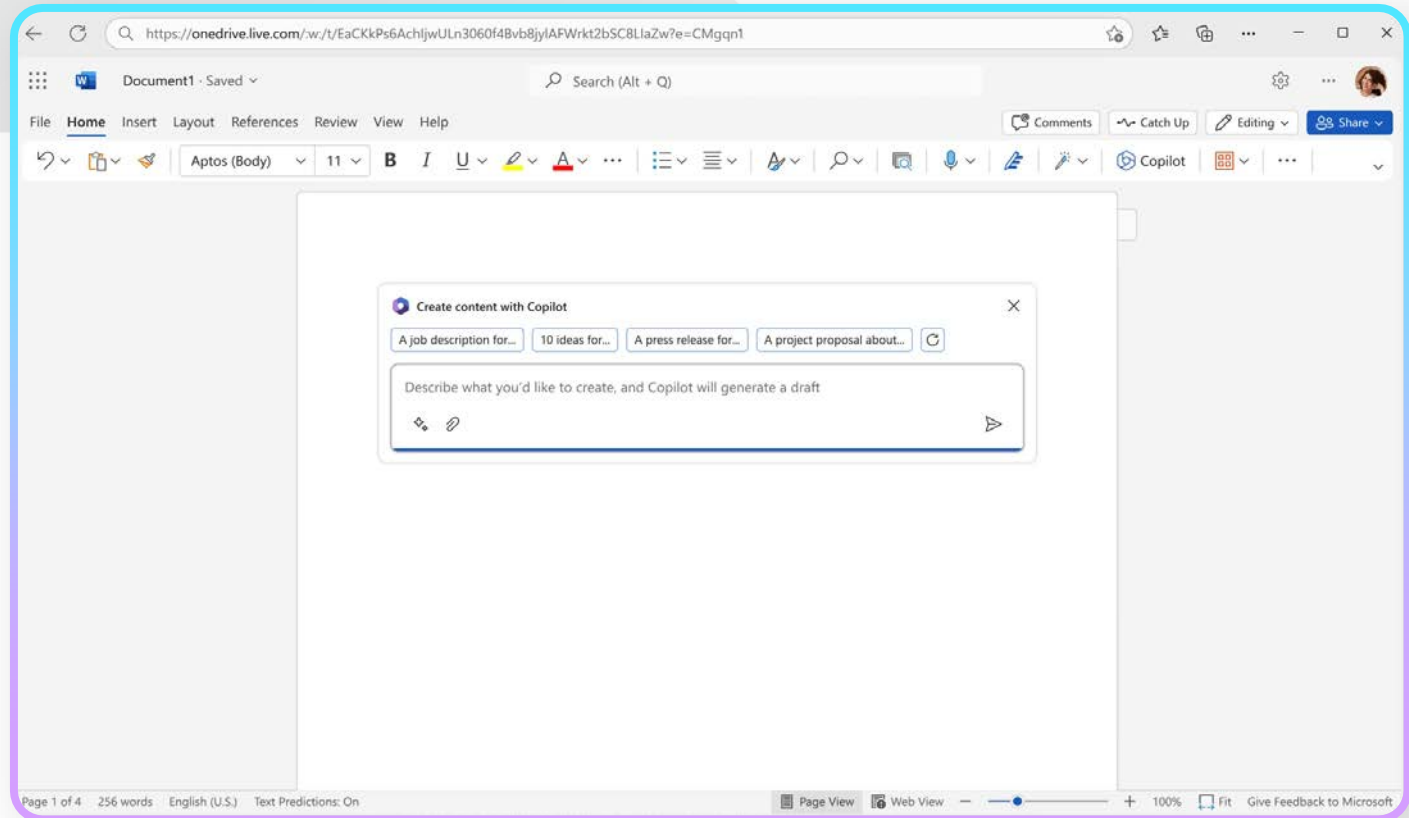
Requirements: Microsoft 365 E3, E5, Business Standard, or Business Premium.

Copilot in Word

Copilot writes, edits, summarizes,
& creates right alongside you.

Some example prompts you can ask **Copilot**:

- Draft a two-page project proposal based on the data from *[document]* and *[spreadsheet]*.
- Make the third paragraph more concise. Change the tone of the document to be more casual.
- Create a one-page draft based on this rough outline.

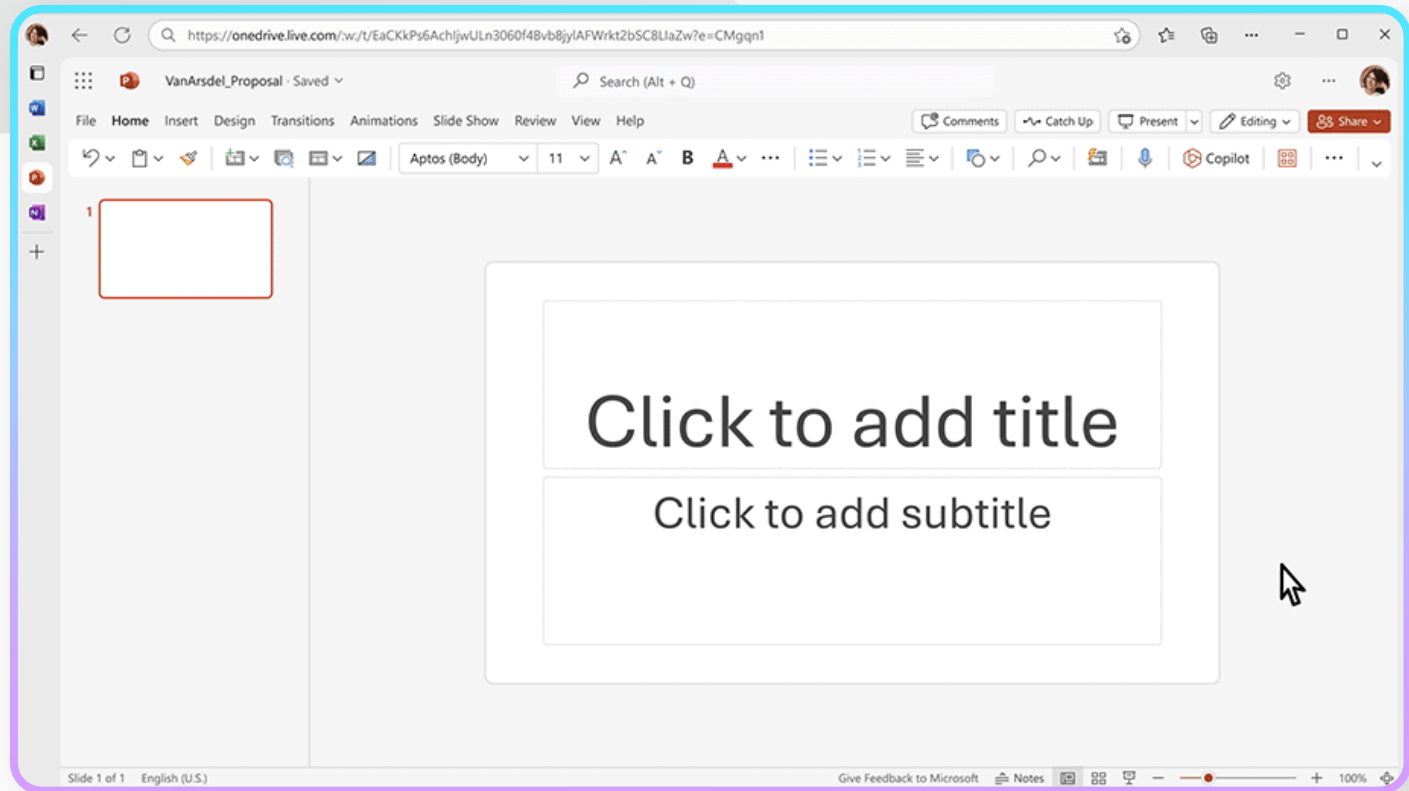


Copilot in PowerPoint

Copilot helps you turn your ideas into stunning presentations.

Some example prompts you can ask **Copilot**:

- Create a five-slide presentation based on a Word document, include relevant stock photos.
- Consolidate this presentation into a three-slide summary.
- Reformat these three bullets into three columns, each with a picture.



Copilot in Excel

Copilot works alongside you to help analyze and explore your data.

Some example prompts you can ask Copilot:

- Give a breakdown of the sales by type and channel. Insert a table.
- Project the impact of [variable] and generate a chart to help visualize.
- Model how a change to the growth rate for [variable] would impact my gross margin.

The screenshot shows an Excel spreadsheet with the following data:

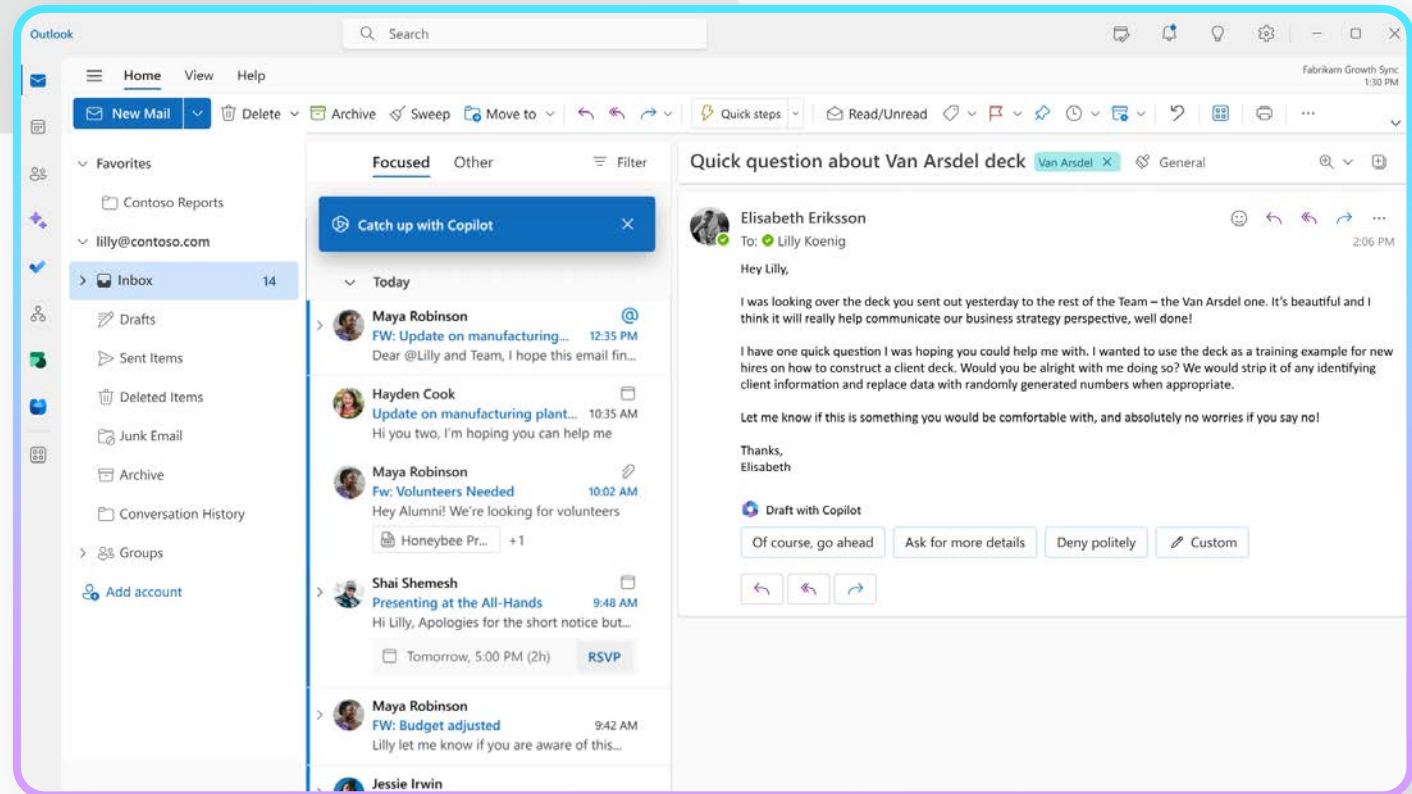
Country	Customer	Product	Discount Band	Units Sold	Manufacturing Price	Sale Price	Gross Sales	Discounts	Sales	COGS
France	VanArsdel	Biodegradable Cleaning Products	Low	4345	\$10	\$352	\$1,529,440	\$15,294	\$1,514,146	\$
USA	VanArsdel	Biodegradable Cleaning Products	Low	4245	\$10	\$352	\$1,494,240	\$14,942	\$1,479,298	\$
Australia	VanArsdel	Biodegradable Cleaning Products	None	4124	\$10	\$352	\$1,451,648	\$0	\$1,451,648	\$
Mexico	VanArsdel	Biodegradable Cleaning Products	Medium	3954	\$10	\$352	\$1,391,808	\$83,508	\$1,308,300	\$
France	Contoso Pharmaceuticals	Biodegradable Cleaning Products	Low	4952	\$10	\$127	\$628,904	\$6,289	\$622,615	\$
France	Contoso Pharmaceuticals	Recycled Can	Low	4903	\$5	\$127	\$622,681	\$6,227	\$616,454	\$
Canada	Proseware	Natural Personal Care Products	Low	1954	\$270	\$302	\$590,108	\$5,901	\$584,207	\$
Canada	Proseware	Biodegradable Cleaning Products	High	1990	\$220	\$302	\$600,980	\$84,137	\$516,843	\$
USA	VanArsdel	Compostable Food Packaging	Low	1254	\$3	\$380	\$476,520	\$4,765	\$471,755	\$
USA	Proseware	Natural Personal Care Products	Medium	1465	\$224	\$302	\$442,430	\$26,546	\$415,884	\$
USA	Proseware	Sustainable Snack Packaging	Medium	1410	\$120	\$302	\$425,820	\$25,549	\$400,271	\$
Australia	Proseware	Natural Personal Care Products	Medium	1369	\$224	\$302	\$413,438	\$24,806	\$388,632	\$
USA	VanArsdel	Compostable Food Packaging	Medium	1052	\$3	\$380	\$399,760	\$23,986	\$375,774	\$
Canada	VanArsdel	Compostable Food Packaging	Low	980	\$312	\$380	\$372,400	\$3,724	\$368,676	\$
Australia	Proseware	Sustainable Snack Packaging	Medium	1298	\$120	\$302	\$391,996	\$23,520	\$368,476	\$
Australia	VanArsdel	Compostable Food Packaging	None	954	\$3	\$380	\$362,520	\$0	\$362,520	\$
Canada	Contoso Pharmaceuticals	Biodegradable Cleaning Products	Low	2785	\$110	\$127	\$353,695	\$3,537	\$350,158	\$

Copilot in Outlook

Copilot works with you in cleaning your inbox and messages.

Some example prompts you can ask **Copilot**:

- Summarize the emails I missed while I was out. Flag important items.
- Draft a response thanking them and asking for more details; shorten this draft and make the tone professional.
- Invite everyone to a “lunch and learn” about new product launches next Thursday at noon

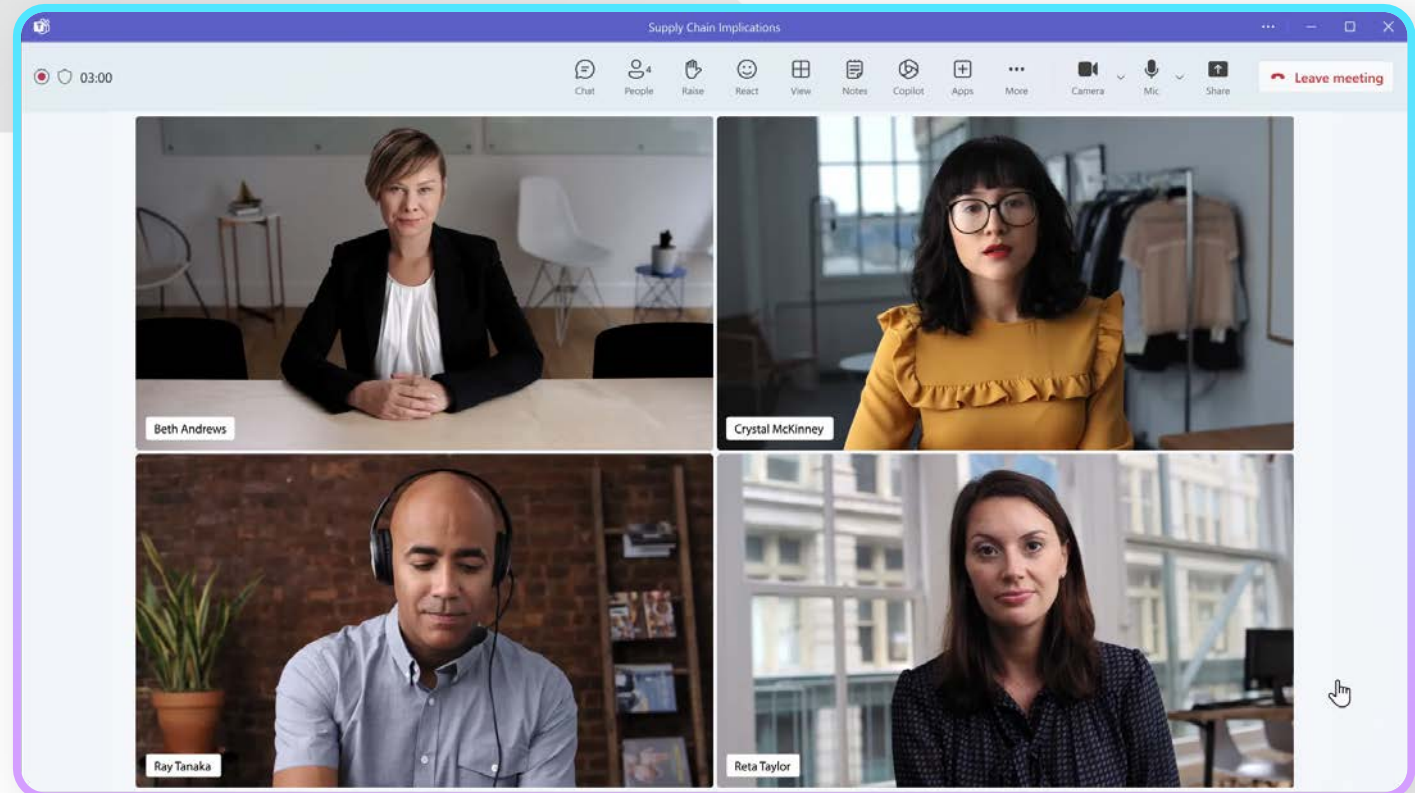


Copilot in Teams

Copilot helps you run effective meetings, get up to speed, organize key discussion points, and summarize actions.

Some example prompts you can ask **Copilot**:

- Summarize what I've missed in the meeting.
- Create a table of pros and cons for [topic].
- What decisions were made, and what are some suggested next steps?

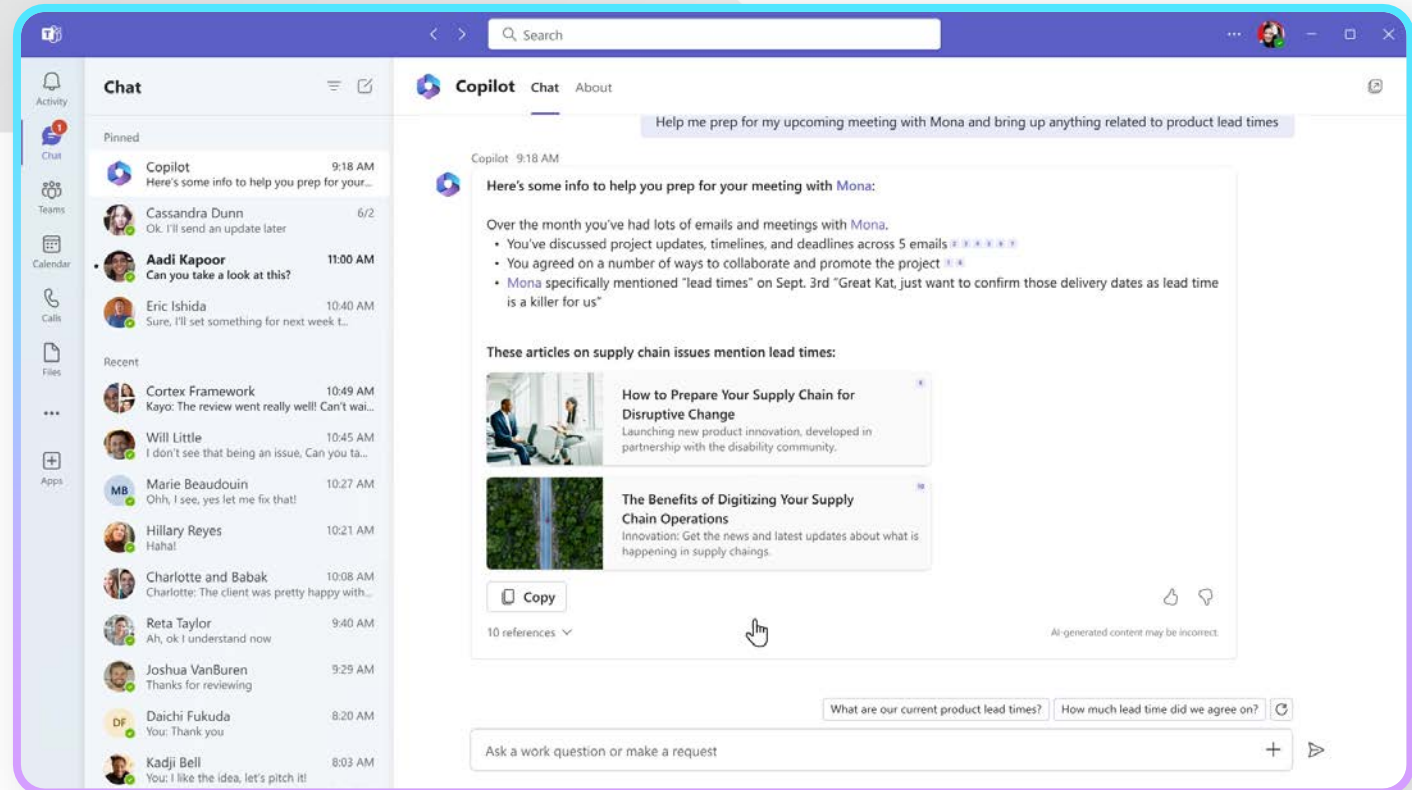


Copilot in Business Chat

Copilot works alongside you, to bring together data from your documents, presentations, email, calendar, notes, & contacts.

Some example prompts you can ask **Copilot**:

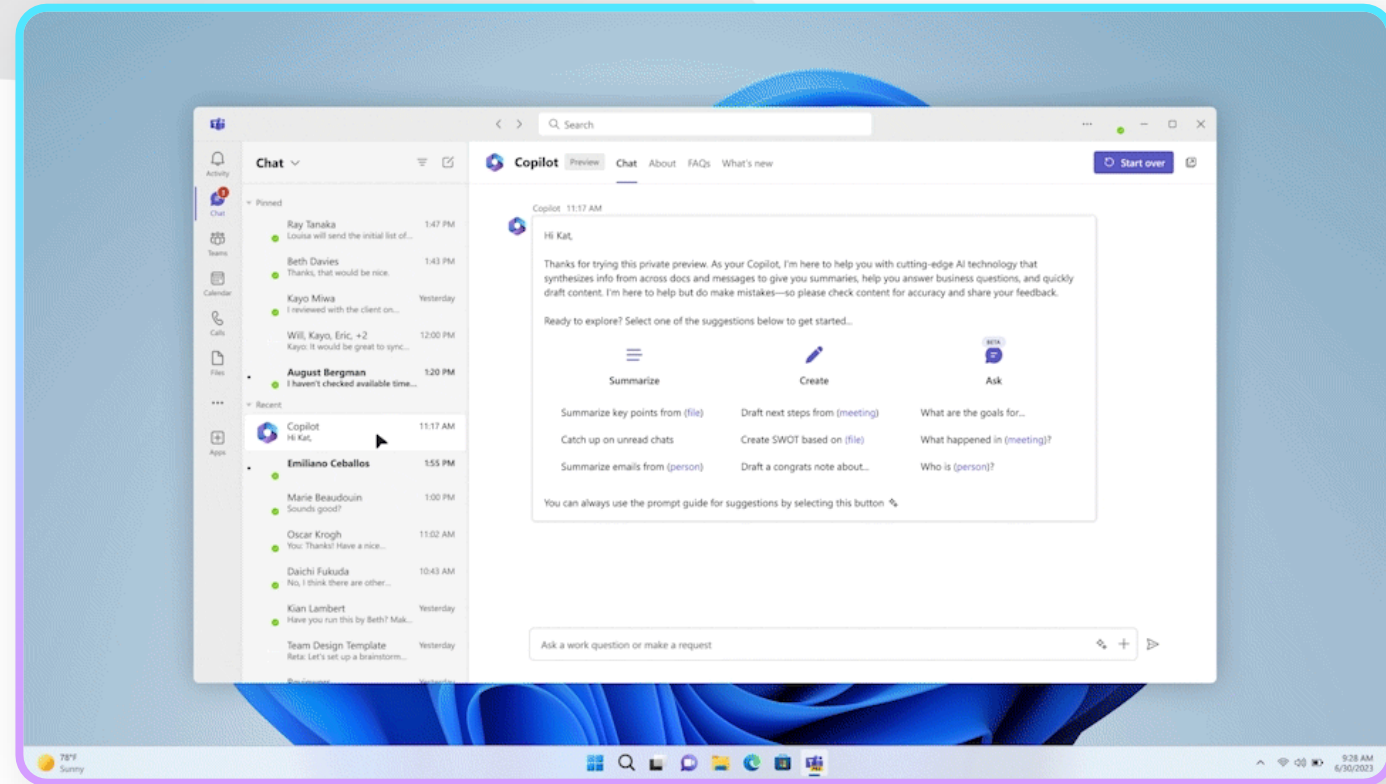
- Summarize the chats, emails, and documents about *[customer]*.
- What is the next milestone on *[project]*. Are there any risks?
- Write a planning overview in the style of *[file A]* that contains the timeline from *[file B]* and incorporates the project list in the email from *[person]*.



Semantic Index for Copilot

To help every customer get AI-ready, we're rolling out Semantic Index for Copilot:

- The Semantic Index for Copilot creates a sophisticated map of your and your company's data – identifying relationships and making important connections.
- It uses that conceptual understanding to determine your intent and help you find what you need
- The Semantic Index for Copilot Enables Microsoft 365 Copilot to deliver relevant, actionable responses to prompts – and do so in a secure, compliant, privacy-preserving way.



The world's first AI copilot in both CRM and ERP



Sales

- Recap sales meetings
- Craft customer emails



Marketing

- Generate content ideas
- Create audience segments
- Simplify customer insights



Service

- Create customer responses
- Enhance self-service bots



Supply Chain

- Predict disruptions



Operations

- Create product descriptions



Dynamics 365 Copilot



Dynamics 365 Copilot

AI-powered assistance that helps business professionals

- Generate ideas and content faster
- Perform and automate task faster
- Get insights and next best actions

All using natural language

Key differentiation:

- GPT-powered Copilot for every job role
- Copilot features natively built in Dynamics 365
- Powered by Azure OpenAI Service
- Empowering impactful responsible AI practices
- Secure enterprise data – your data is your data



Microsoft Security Copilot

The first and only generative AI security product to help defend organizations at machine speed and scale.



Enables response in minutes, not hours



Simplifies the complex with natural language prompts and easy reporting

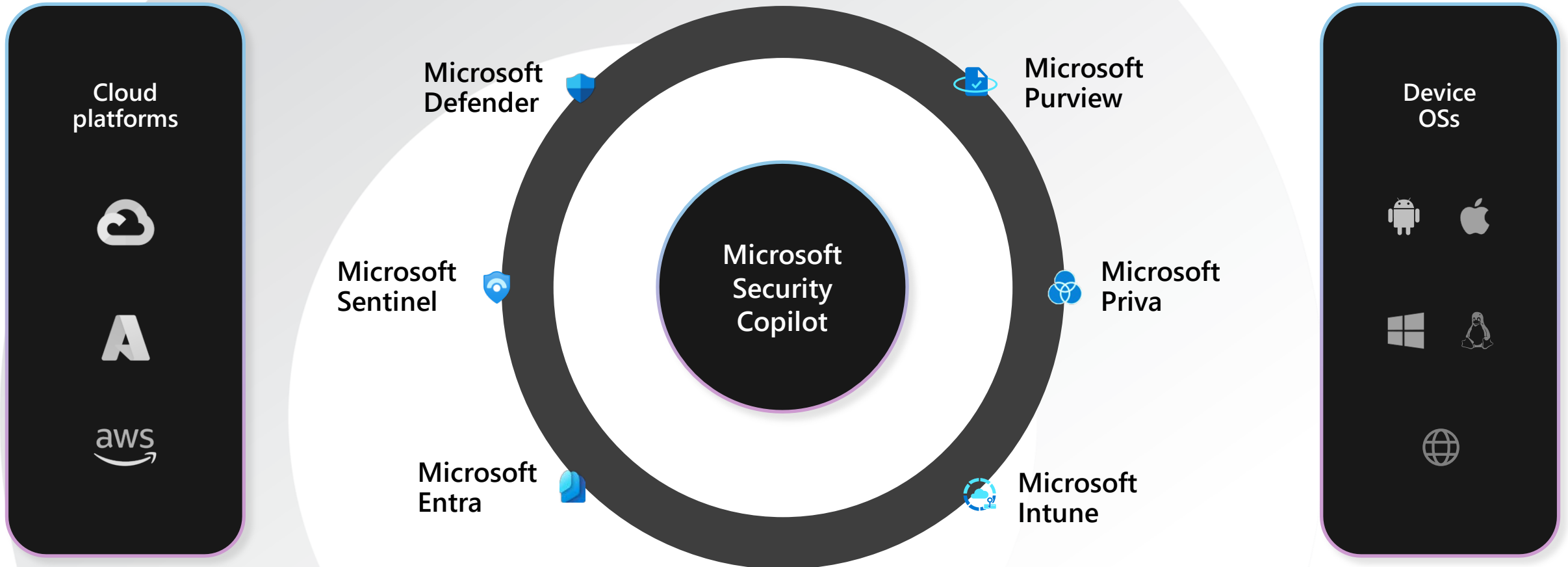


Catches what others miss with deeper understanding of events



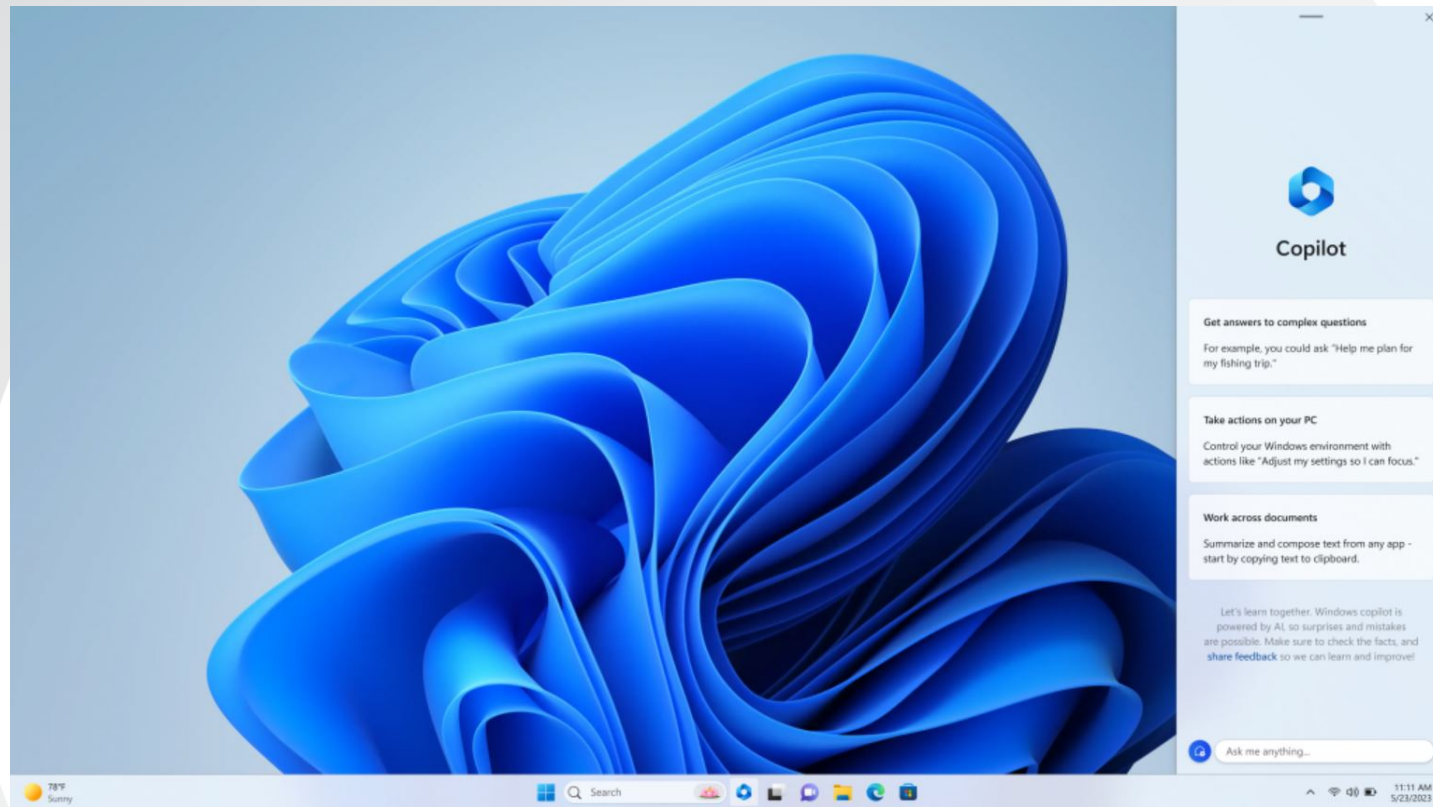
Addresses talent shortage by extending human expertise

Defend at machine speed with Microsoft Security Copilot



Windows Copilot

Windows is the first PC platform to provide centralized AI assistance for customers. Together, with Bing Chat and first- and third-party plugins.



GitHub Copilot

46%

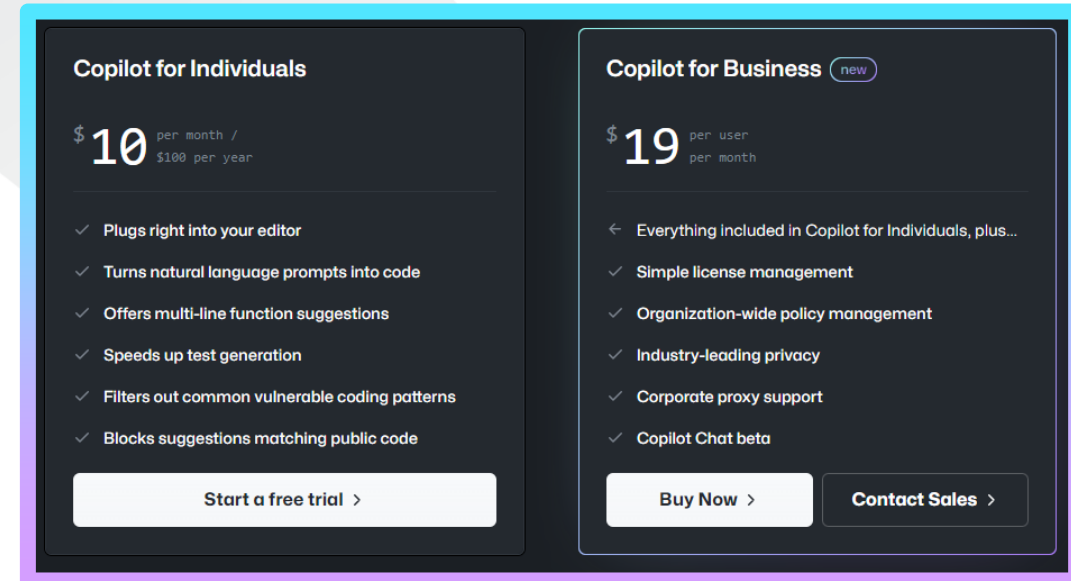
of new code is now written by AI

55%

faster overall developer productivity

75%

developers feel more focused on satisfying work



The screenshot displays two pricing tiers for GitHub Copilot. The 'Copilot for Individuals' tier is priced at \$10 per month (or \$100 per year) and includes features such as editor integration, natural language prompts, multi-line suggestions, test generation, vulnerability filtering, and public code blocking. The 'Copilot for Business' tier is priced at \$19 per user per month and includes everything from the individual tier plus organization-wide management, privacy, proxy support, and chat beta. Both tiers have buttons for 'Start a free trial' and 'Buy Now', with a 'Contact Sales' button for the business tier.

Plan	Price	Key Features	Call to Action
Copilot for Individuals	\$10 per month / \$100 per year	Plugs right into your editor, Turns natural language prompts into code, Offers multi-line function suggestions, Speeds up test generation, Filters out common vulnerable coding patterns, Blocks suggestions matching public code	Start a free trial >
Copilot for Business <small>new</small>	\$19 per user per month	Everything included in Copilot for Individuals, plus... Simple license management, Organization-wide policy management, Industry-leading privacy, Corporate proxy support, Copilot Chat beta	Buy Now > Contact Sales >

Copiloting the next-generation of low-code in Power Platform



Power Apps

Create and deploy smarter apps faster with conversational language and feedback loops



Power Automate

Describe-to-design flows that make complex process automation simple



Power Virtual Agents

Reduce the time and effort needed to build bots that can access more of your information



Power BI

Simplify natural language queries, detect anomalies, generate insights, and summarize data.

AI and low code are the future

2021

 <1%

2025

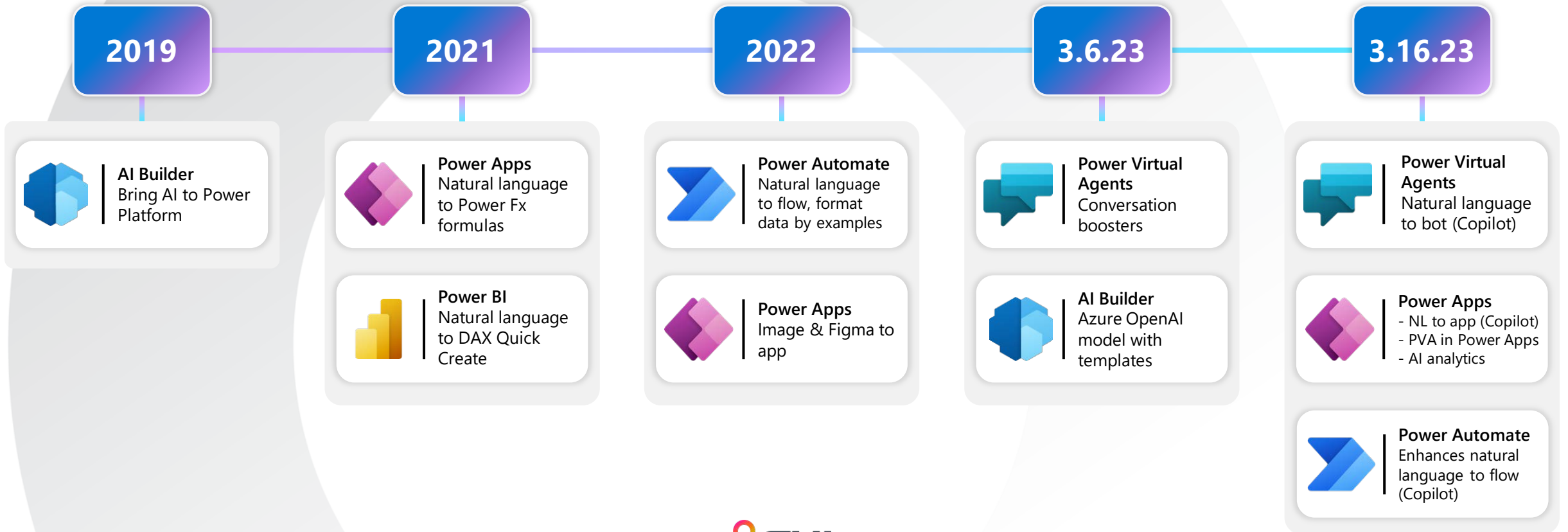
 10%

The percentage of the world's data produced by **generative AI** will jump from under 1% in 2021 to around 10% in 2025.¹

 65%+

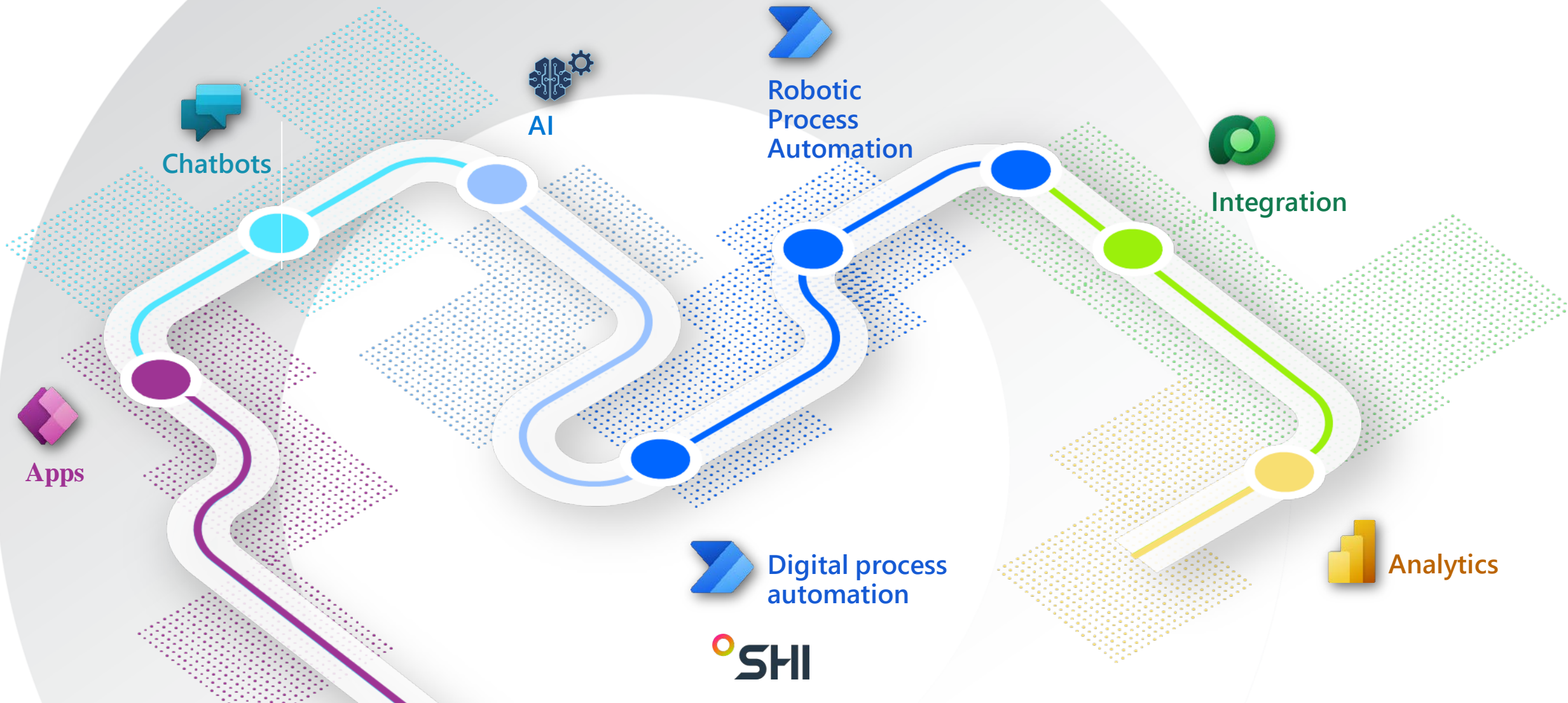
More than 65% of application development activity **will be low-code** by 2024.²

Infusing AI in low code since 2019

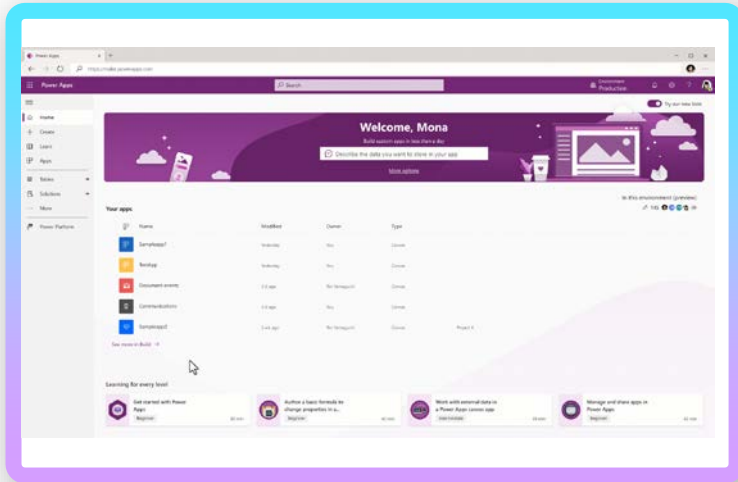


AI in Power Platform

It's about a single platform for everyone to build solutions, not siloed tools



Power Apps



Copilot

Makers can build, reimagine, and deploy a complete app just by describing what they need in natural language.

Auto-generate working apps and data within seconds from images and design files.

From Intake to Retrieval

Automated Content Creation

Use generative AI to automatically create reports and summaries

Personalized User Experience

Use generative AI to match individual user preferences

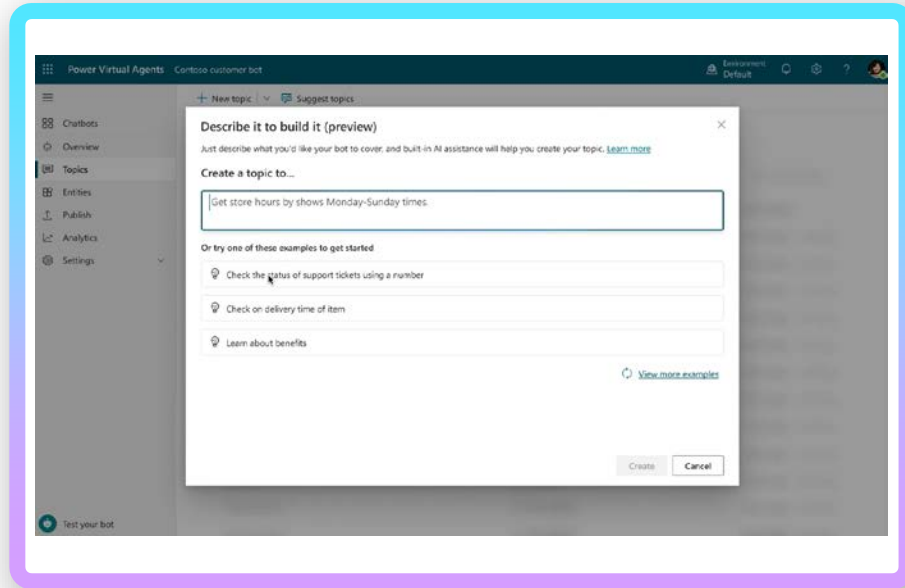
Data Boost

Enhance data quality by generating synthetic data for Power Apps testing and training.

Natural Talk

Enable natural language conversations by integrating generative AI

Power Virtual Agents



Copilot in Power Virtual Agents

Makers can quickly create and refine topics using natural language by "describing it to build it."

Reduce bot-generation time down to hours or even minutes by leveraging Power Virtual Agents copilot.

Conversations with Purpose

Natural Conversations

Enhance bots with human-like responses using GPT models.

Model Extension

Integrate Virtual Agents with custom created models within Azure Open AI.

Content Creation

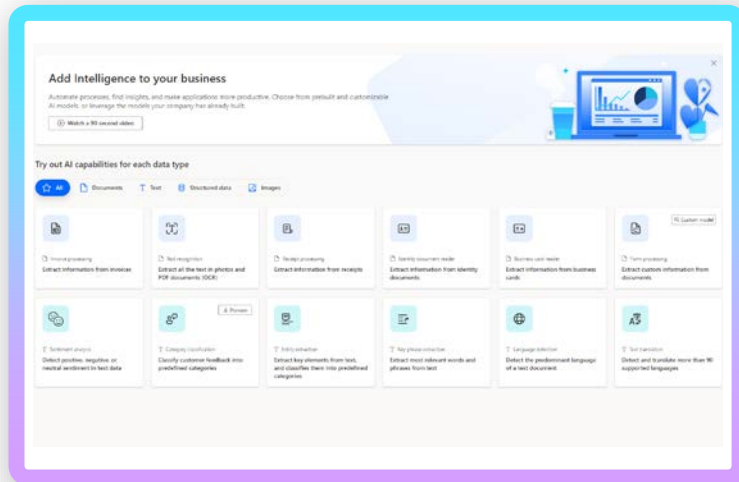
Generate additional info and integrate into personalized responses.

Real-time adaption

Adapt responses based on evolving user input ensuring up-to-date assistance.



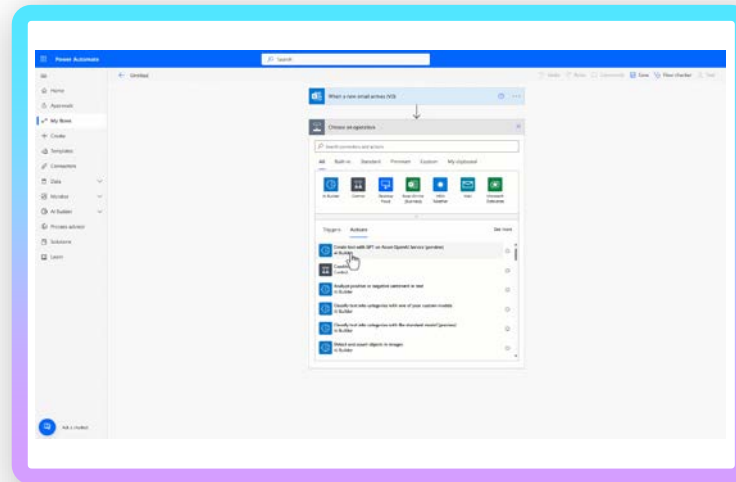
AI Builder



17 pre-built AI models

Democratized access to complex AI models including object detection, sentiment analysis, and many more.

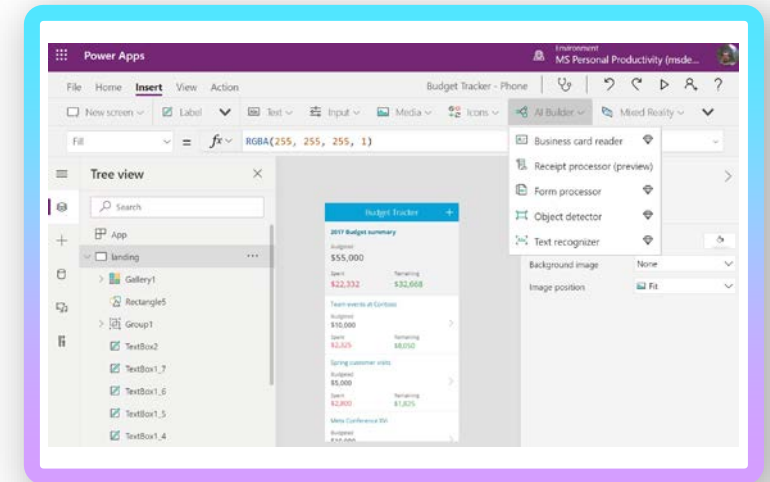
Simplify tasks, increase productivity and reduce time spent developing by easily applying AI models.



Create text with GPT model

The Azure OpenAI Service model enables users to embed intelligent text generation features with a few clicks.

Makers can interact with the model and build prompts for their workflow, reducing development time.



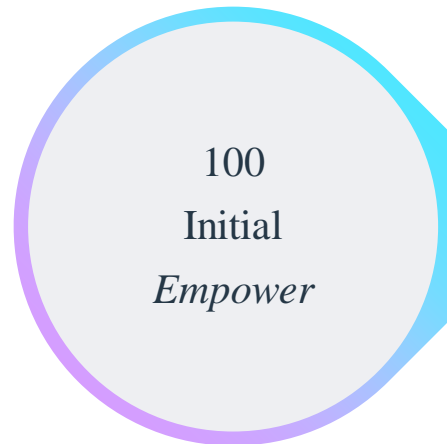
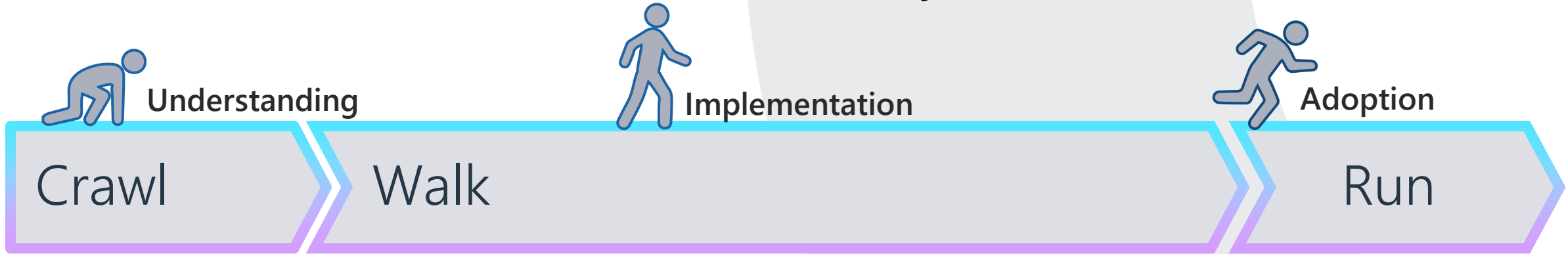
Integrate into your solutions

Easily embed generative AI into your low code solutions across Power Apps and Power Automate.

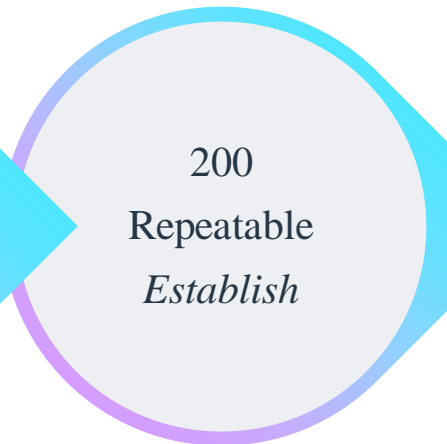
Reduce time to market by quickly and easily adding AI models to your applications and workflows.

the Artificial Intelligence Center of Success

Incremental Maturity



- Learn Capabilities
- Partake in Training
- Outline Strategic Vision: In, On, and For
- Form a cross-functional AI exploration team.



- Deploy a proof-of-concept to validate AI use cases
- Develop a roadmap for scaling AI
- Plan for Governance



- Run AI pilot projects
- Integrate AI solutions into core processes
- Establish basic AI infrastructure and data strategy
- Measure Success

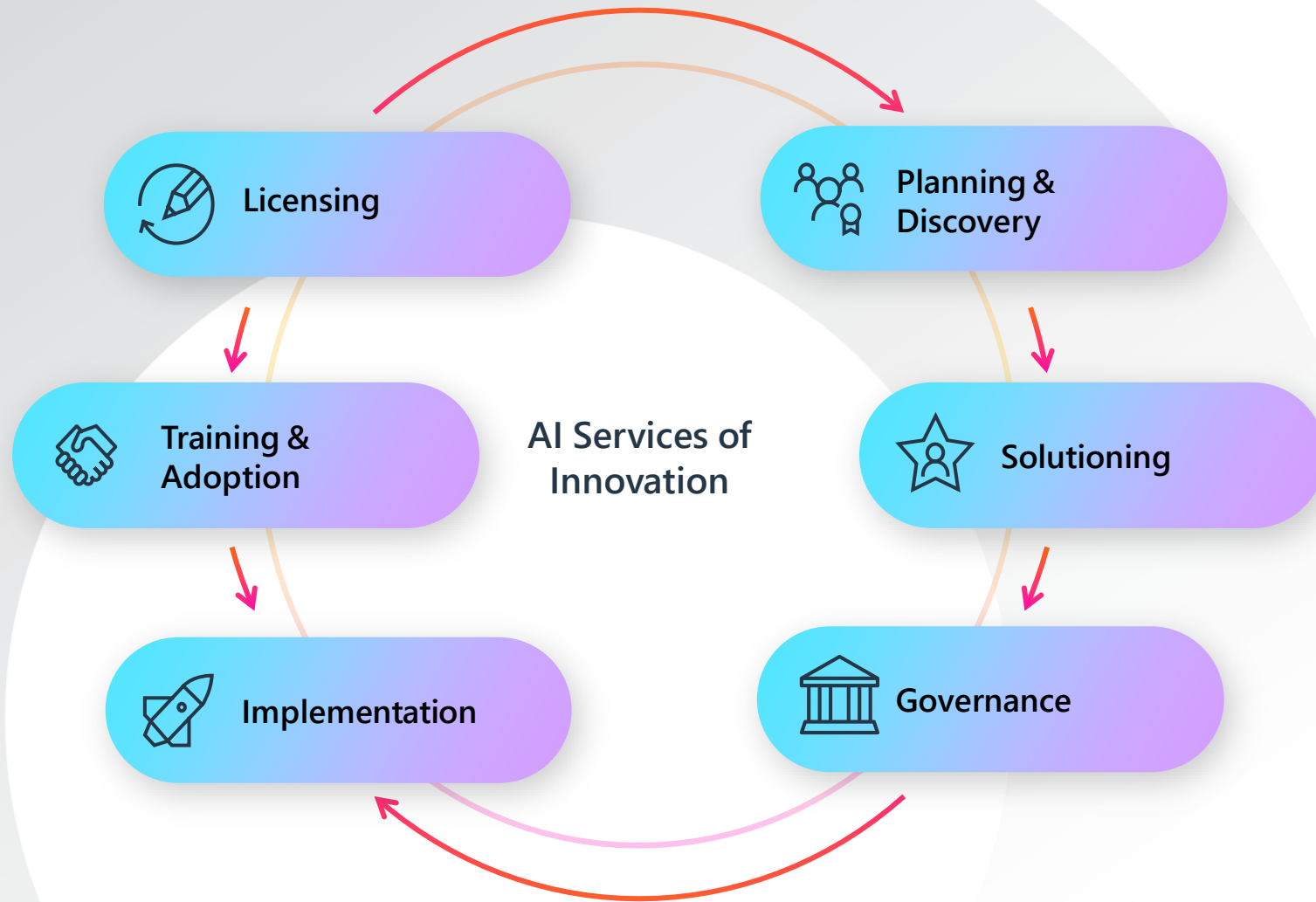


- Solidify Governance, Security, Auditing & Monitoring
- Expand AI applications
- Hire or train data scientists and AI engineers or AI Stewards



- Establish an AI community
- Host AI thought-first events
- Develop fusion Teams
- Provide enablement and continuous training.

Unlocking AI: Support for Every Part of the Journey



Why should you **prepare** for AI?

Secured Tenant

Better Document Permissioning

Resource Efficiency

Best Practice Adoption

Offset Costs

Guidelines for Human-AI Interaction

Prepare Now. Impact Tomorrow. Lead the Future

Sequence your **data culture**.

Deeply understand the harmony between people and data .

Evaluate and **prioritize** your use cases.

What will be the impact felt?

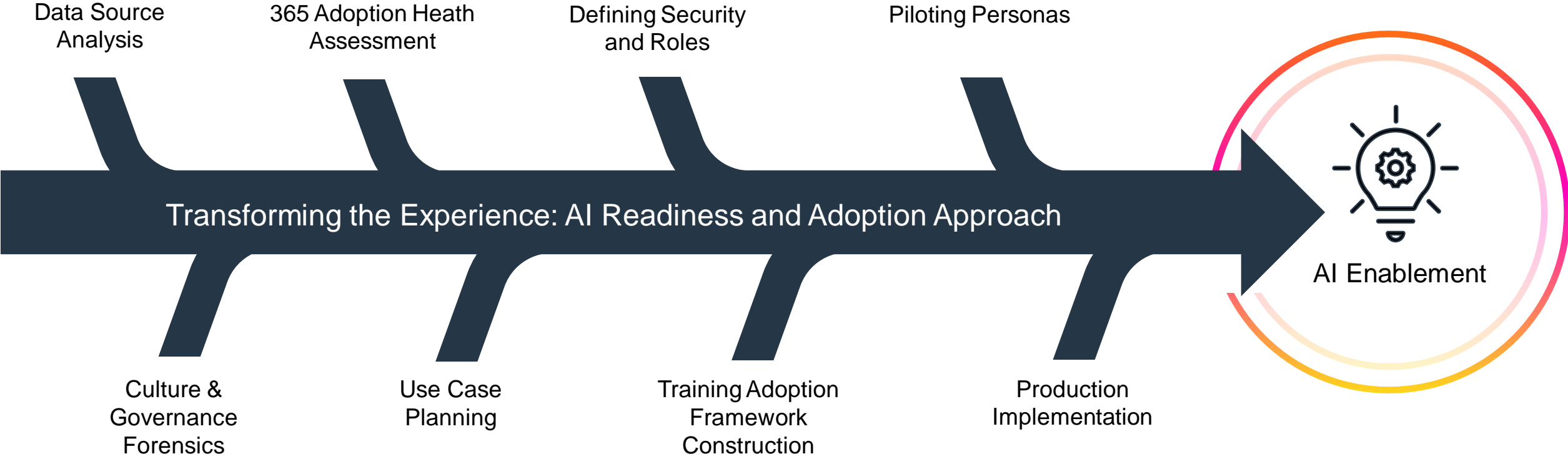
Assess your 365 and Power Platform **adoption**

Security, Quality, and Best Practices mean something.

Implement the **right** tools for **success**.

See all the above. Not always IT... Thought Leadership.

What does preparation feel like?



TRAINING SERVICES PORTFOLIO



Adoption & Change Management

Outcome Definition
 Strategy Development
 Persona Development
 Champion Identification
 Communications



Technical Training

AWS
 Cisco
 Google Cloud
 Microsoft
 Palo Alto
 VMware



End-User Training

M365
 Windows 10/11
 MS Teams
 MS Core Apps
 WebEx
 Google Apps
 Security Awareness



eLearning

M365
 Windows 10/11
 Cloud
 Productivity
 HR Enablement
 PD for Educators
 Google Apps



Professional Development

Communication Skills
 Leadership Skills
 Productivity Skills
 Project Management
 ITIL
 Agile
 PD for Educators

Live Online / Live Onsite / eLearning

**Enable IT staff.
 Empower end users.**

<https://www.shi.com/solutions/training>

Keep the AI momentum going.

1. Ideation Lab:

Identify your high-value wins for AI and/or low-code and develop a tangible plan to bring them to life.

2. Power Platform and AI Lab:

Understand the deep capabilities of using AI and Copilot within Low-code and discover how utilizing this toolset can be a game-changer.

3. Copilot Enablement:

Understand the organizational culture and the outcomes desired. Assess data practices and 365 health and implement Copilot and Bing Chat Enterprise.

4. Power Platform Center of Success:

Design your Power Platform practice to foster success and value with the right technical configurations and governance to drive the most impact.

5. Power Platform Center of Success:

<https://www.shi.com/solutions/training>

How will **you**
lead the **AI transformation?**

Questions?



Thank You

