

Akkodis AI:

Transforming Business & Government with Intelligent Automation & AI @ Scale



Introduction

Designed to optimize processes, enhance productivity, and drive innovation at scale, Akkodis delivers comprehensive intelligent automation and AI solutions.

From effective application of Microsoft 365 Copilot, through to bespoke AI agentic platforms, Akkodis can help organizations to identify how and where intelligent automation and AI can play a role in business transformation.

Enabled by Academy AI training and education; supported by Advisory strategic business transformation; delivered through Tech Consulting and Solutions, Akkodis offers end-to-end automation and AI applications from strategy through sustainment.

- **Akkodis Academy** AI training & enablement for all levels of business.
- **Akkodis Advisory** strategic business consulting for tech-enabled business transformation.
- **AI Readiness Assessment** to strategically align AI ambitions with executable actions.
- **Microsoft 365 Copilot** solutions to enhance and streamline workflows and enhance productivity.
- **Copilot Studio** for building custom agents and agentic flows.
- **Intelligent AI Agents** integrated within CRM and enterprise workflows.
- **Bespoke AI platforms** to modernize and automate complex processes using intelligent agents.

Akkodis AI Solutions

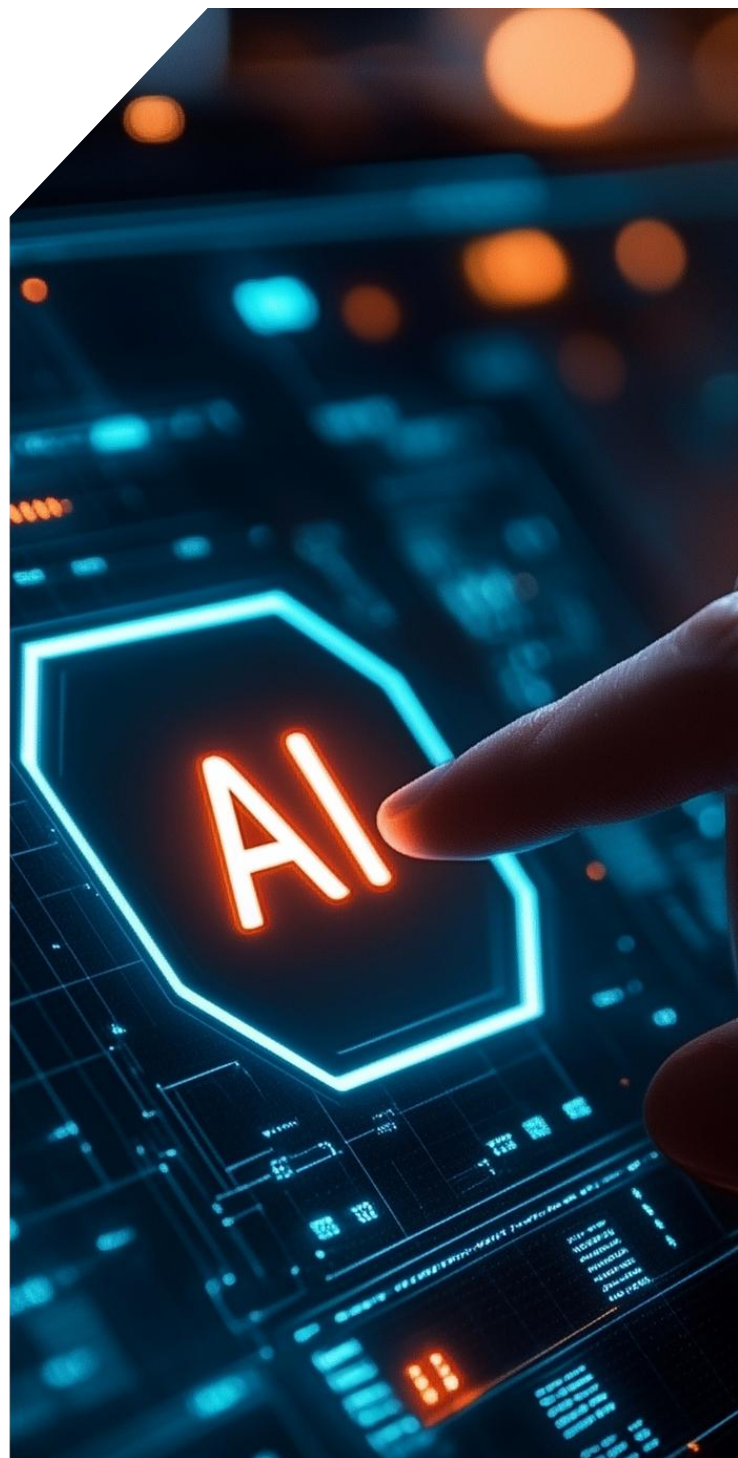
AI Readiness Assessment: Aligning Ambition with Execution

Akkodis' AI Readiness Assessment is designed to help organizations identify opportunities to prove value, moving beyond pilots to lay the foundation for responsible, scalable AI adoption.

Leveraging deep engineering expertise and a people-first approach, Akkodis guides organizations through a structured evaluation to align strategic goals with practical, phased implementation plans - ensuring long-term impact and organizational adoption.

Featuring:

- **Strategic Alignment Workshops:** Akkodis facilitates collaborative workshops with business and technology stakeholders to clarify AI ambitions and define measurable outcomes - anchoring your AI strategy to real business value.
- **Maturity & Capability Gap Analysis:** Using proven frameworks, Akkodis assesses your organization's current data, technology, governance, and people capabilities - highlighting gaps that could limit AI scalability or success.
- **Targeted Roadmap Development:** We co-develop a prioritized roadmap tailored to your business needs - mapping out clear next steps across people, process, technology, and governance for AI maturity uplift.
- **Responsible AI Foundations:** Akkodis integrates responsible ethical and compliance considerations from day one - ensuring your AI initiatives are secure, fair, and aligned with regulatory requirements and risk frameworks.



Delivering:

- **Clarity & Confidence to Act:** With a structured and actionable roadmap in place, organizations gain clarity on where they are today, what's needed next, and how to move forward with confidence.
- **Accelerated Capability Building:** Through targeted interventions, training, and governance recommendations, Akkodis helps uplift internal capabilities - reducing reliance on external resources over time.
- **Sustainable Transformation:** By embedding people-first practices, we ensure AI is not just deployed but adopted, operationalized, and embedded into your organization's culture and workflows.
- **Readiness to Scale with Integrity:** The assessment equips you with the frameworks and safeguards to scale AI responsibly - balancing innovation with accountability, security, and ethical integrity.

Microsoft 365 Copilot: Transformative Productivity – Enabling the Future of Work

Microsoft Copilot 365 allows organizations to embed AI securely into daily workflows across Word, Excel, Outlook, Teams, and more—transforming productivity, decision-making, and collaboration at scale. Akkodis supports your organization throughout the adoption journey with tailored Copilot enablement programs, user training, change management, and value optimization strategies to ensure sustained impact.

Featuring:

- **Proactive Assistance:** Akkodis helps configure and extend Copilot's context-aware capabilities to align with your business priorities, enabling users to make faster, more informed decisions and reduce time consuming tasks to focus on more high value work.
- **Task Automation:** We identify high-impact automation opportunities - such as data entry, meeting notes, and content generation - and guide teams in prompt engineering and embedding Copilot into their daily routines.
- **Communication Efficiency:** Through targeted enablement and training, Akkodis equips teams use Copilot effectively to streamline email, meeting, and messaging workflows- reducing friction and increasing clarity, creativity and productivity.



Delivering:

- **Tangible productivity** gains through Copilot rollout strategies aligned to core business functions and high-volume workflows.
- **Improved compliance & data accuracy** by helping teams use Copilot responsibly within secure, governed environments, supporting compliance, data protection, and responsible AI usage.
- **Maximized ROI** with community, usage dashboards, and performance insights ensuring continuous improvement and business impact.

Copilot Studio: Custom Agents for Business Process Optimization

Copilot Studio allows organizations to design and deploy tailored AI agents that automate complex, repetitive processes using a low-code, user-friendly platform.

Akkodis brings deep expertise in Microsoft technologies, solution architecture, and business process design to help you unlock the full potential of Copilot Studio - rapidly turning ideas into intelligent, scalable solutions.

Featuring:

- **Conversational AI Integration:** Akkodis helps connect Copilot Studio with Microsoft's conversational AI tools and enterprise systems, enabling smart, responsive agents across business functions.
- **Custom Plugin & Data Source Integration:** We support the development and configuration of prebuilt connectors or custom plugins, ensuring your AI agents pull from the right data sources to act with accuracy and context.
- **Workflow Optimization:** Akkodis partners with your teams to identify and automate high-value workflows, designing agent flows that align to business outcomes and deliver measurable impact.



AI Agents in CRM: Unlocking Efficiency, Insight & Growth

With extensive experience delivering Microsoft Business Applications, Akkodis can help optimize your Dynamics 365 CRM solutions with AI agents, embedding intelligent AI agents directly into your sales workflow.

By automating routine sales tasks, providing real-time insights, and enhancing customer engagement, these agents streamline workflows. Enhanced sales functionality - lead qualification, email drafting, and opportunity tracking - combined with the ability to surface actionable insights, help teams engage more effectively and close deals faster.

Featuring:

- **Sales Agents:** Akkodis supports deployment and training for Copilot for Sales and other sales agents connected to Dynamics 365, enabling users to automate CRM updates, draft emails, and access predictive insights directly within Dynamics 365 and Microsoft 365 apps like Outlook and Teams.
- **Autonomous Agents:** We design and configure fully automated agents that handle end-to-end processes - from lead scoring and qualification to pipeline reporting and customer service - ensuring alignment with your unique sales and service strategies.



- **Integrated Workflows:** Akkodis ensures seamless integration of AI agents across your sales tech stack, connecting CRM with ERP, marketing automation, and data platforms for a unified, real-time view.

Delivering:

- **Accelerated Sales Cycles:** By automating manual tasks and surfacing relevant data at the right moment, Sales Copilot reduces sales friction and increases velocity across the funnel.
- **Higher Productivity & Accuracy:** Our tailored agent designs minimize human error and free up your sales team to focus on high-value activities like relationship building and deal strategy.
- **Improved Lead Conversion:** With predictive analytics and next-best-action insights enabled, sales teams can prioritize high-potential leads and personalize engagement more effectively.

Akkodis AI Platform: Building a Smarter Enterprise

The Akkodis AI Platform offers a powerful foundation for organizations seeking to modernize and automate complex processes using intelligent agents.

Designed for scalability and adaptability, the platform enhances productivity, supports decision-making, and enables faster, more accurate delivery of outcomes.

Featuring:

- **Process Automation Hub:** Automate routine workflows and generate outputs - such as reports, templates, or plans - based on approved frameworks, delivered in real time.
- **Template & Standards Alignment:** Use AI to create consistent outputs aligned with organizational standards while retaining flexibility to personalize content based on user needs or client inputs.
- **Centralized Knowledge Repository:** Establish shared libraries to store, reuse, and scale outputs across teams and departments - reducing duplication and supporting enterprise-wide efficiency.
- **Multi-agent AI orchestration:** Orchestrating networks of specialized AI agents that collaborate on goals beyond the scope of any single agent, yielding more adaptable and scalable solutions.
- **Pre-built AI agents & templates:** Ready-to-use AI agents and reference templates (covering various industries and functions) provide plug-and-play building blocks to jumpstart solutions and slash development time
- **No-code AI development:** Intuitive “no-code” visual tools (with optional pro-code support) let users design and deploy AI workflows quickly, greatly accelerating prototyping and implementation.
- **Integration & flexibility:** Open connectors and APIs allow these AI systems to plug into existing IT environments and even incorporate third-party services, ensuring new solutions fit seamlessly into any enterprise setup.
- **Responsible AI governance:** Built-in governance frameworks ensure AI solutions are transparent, secure, and compliant, instilling enterprise-grade trust and enabling safe, scalable AI adoption across the organization.

Delivering:

- **Enhanced Efficiency:** By automating repetitive tasks and streamlining structured processes, the platform frees up professionals to focus on high-value activities - driving both speed and quality across business functions.
- **Personalized Outputs at Scale:** AI agents can adapt outputs based on real-time data inputs, user profiles, or previous interactions, enabling more tailored, relevant, and impactful deliverables.
- **Improved Outcomes:** Whether in operations, service delivery, or customer engagement, intelligent automation leads to improved satisfaction, reduced error rates, and better results through consistent execution.
- **Enhanced Compliance, Security & Governance:** With built-in controls for access management, audit trails, and content validation, the platform ensures outputs meet regulatory and organizational compliance standards - strengthening accountability and data protection.
- **Professional Enablement:** The platform provides users with on-demand access to best practices, resources, and AI-supported suggestions - enhancing capability uplift and fostering innovation.
- **Data-Driven Decision-Making:** Real-time analytics and feedback loops surface insights on usage, performance, and engagement - helping to identify gaps, optimize workflows, and scale what works.
- **Faster time-to-value:** Pre-built components and accelerators shorten the AI development cycle, so organizations can move from concept to deployment much more quickly and start seeing results sooner.
- **Better business outcomes:** Data-driven AI decisions improve overall performance and can even uncover new revenue streams, directly contributing to business growth and competitive advantage.

Akkodis AI Academy: Enabling Confident, Responsible AI Adoption

Akkodis AI Academy helps organizations build the knowledge, leadership confidence, and internal capability needed to adopt AI responsibly and effectively.

Through structured learning experiences and hands-on engagement, Academy empowers executives and teams to move from AI awareness to meaningful application across the business.

Featuring:

- **Executive-Focused AI Literacy:** Akkodis delivers tailored education programs - including the AI for Leaders course - designed to build foundational understanding of AI, its business applications, and its ethical implications.
- **Use Case Exploration & Strategic Dialogue:** Through structured discussions, Academy helps leaders identify high-impact use cases, align on strategic priorities, and co-develop pathways for pilots or foundational initiatives.
- **Customized Learning Paths:** Programs can be tailored by industry or function, delivered in-person or virtually, and scaled across leadership, functional teams, or technical roles.
- **Ethical AI Foundations:** The Academy curriculum emphasizes responsible AI principles - transparency, accountability, inclusivity - ensuring leaders can confidently guide AI adoption in line with governance and ESG expectations.

Delivering:

- **Informed Decision-Making:** Leaders gain clarity and confidence to make strategic AI decisions grounded in knowledge, not hype or fear.
- **Accelerated Adoption:** By removing barriers to understanding and fostering buy-in, Akkodis helps organizations move faster from planning to action.
- **Organizational Readiness:** Our approach builds internal alignment and readiness to support AI implementation, from strategy to sustainment.
- **Sustainable AI Capability:** Investing in leadership and team capability ensures your organization is equipped to adapt and evolve as AI technology and governance frameworks mature.



The Akkodis Data & AI @ Scale Approach

Scaling AI across the enterprise requires more than just tools - it demands a structured, people-first approach that aligns strategy with execution and enables sustainable transformation.

Akkodis brings a proven Data & AI @ Scale framework that helps organizations confidently move beyond pilots to embed AI into the core of how they operate.

Featuring:

- **Education-First Approach:** Akkodis empowers executive leaders, functional teams, and technical experts through targeted AI literacy programs. These initiatives build confidence, reduce resistance, and prepare the workforce to understand and responsibly adopt AI - laying the groundwork for long-term capability uplift.
- **Robust Governance by Design:** We embed governance from day one, integrating security, ethics, risk, and compliance into every phase of AI development and deployment. This ensures your AI solutions are transparent, auditable, and aligned with internal policies and external regulatory requirements.
- **Continuous Adaptation & Embedding:** With change enablement woven into every engagement, Akkodis ensures AI is not just implemented, but embedded - integrated into everyday processes, workflows, and decision-making structures. This supports continuous learning, iterative improvement, and organizational agility.

Delivering:

- **Business-Aligned AI Pilots:** Akkodis helps organizations identify high-impact use cases and structured pilots that deliver measurable business value - accelerating confidence, clarity, and buy-in across leadership teams.
- **Performance Metrics & Value Tracking:** Our framework includes tailored KPIs, dashboards, and feedback loops to measure adoption, impact, and outcomes - so you can quantify ROI and adjust strategies in real time.
- **Targeted Change Management & Training:** We provide structured enablement programs that support change at every level - from leadership sponsorship and stakeholder alignment to hands-on training and continuous support - ensuring sustained adoption and cultural alignment.

Why Akkodis

End-to-End Expertise:

We guide you from strategy to deployment, ensuring tangible operational impact through data ecosystem assessment, solution architecture, and continuous optimization.

Partnerships with Impact:

In partnership with Microsoft and AWS, we unify and transform complex data into scalable, intelligence-ready platforms.

Responsible by Design:

Our robust governance frameworks are embedded at every stage, ensuring secure and compliant data ecosystems.

Industry & Domain Expertise:

With deep industry and domain expertise our solutions deliver real-world impact, embedding intelligence-led operations into daily workflows.

Akkodis' commitment to delivering exceptional value to clients has been recognized on a global scale. Akkodis was awarded "Microsoft Global Data Analytics Partner of the Year" in 2019, validating Akkodis' expertise in leveraging Data & AI to drive meaningful business outcomes.

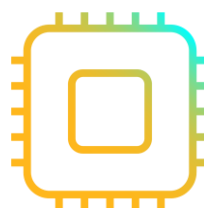
Microsoft
Partner



2019 Partner of the Year Winner
Data Analytics Award

2019 Partner of the Year Winner
Australia

2019 Partner of the Year Finalist
AI and Machine Learning Award



Ready to Transform
your business with
Intelligent Automation
and AI @ Scale?

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Engineering a Smarter Future Together

Leveraging the power of connected
data to accelerate innovation and
digital transformation.



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