

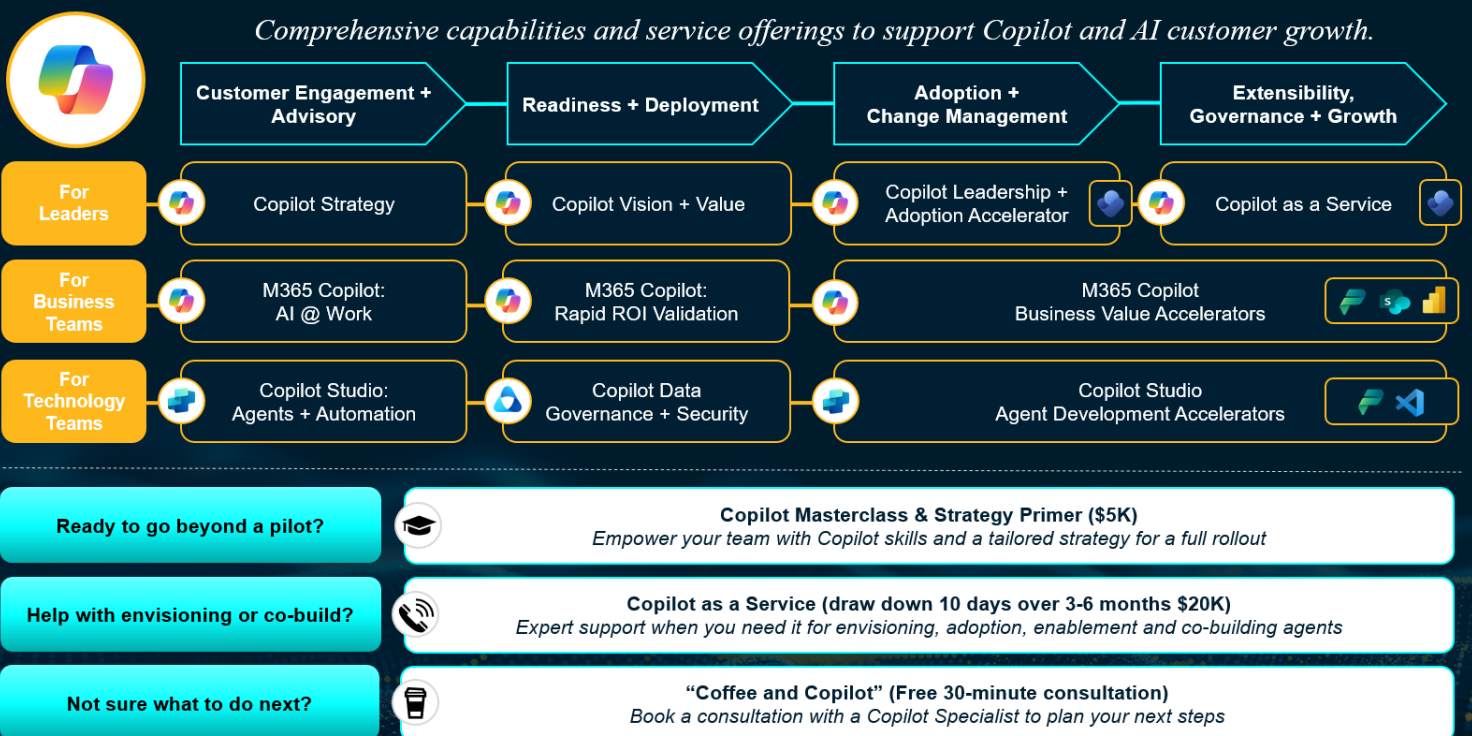
# Copilot and Agents

Enabling the future of work

We are entering a new era of work, where intelligence is available on tap. As AI evolves from assistant to agent, organizations are reimagining how work gets done. Copilot is at the heart of this transformation, empowering every employee to become an “agent boss”, delegating tasks, scaling impact, augmenting what can get done at work, and enabling new levels of creativity and productivity.

We help organizations redesign how work gets done, deploying Microsoft 365 Copilot with the right strategy, governance, enablement, and change support. We also build intelligent agents that reshape customer-facing and operational workflows.

## End-to-end Copilot Service Offerings



As AI rapidly reshapes the way we work, many organizations are unsure where to begin. Whether it’s deploying Microsoft 365 Copilot or building custom agents to streamline workflows, the challenge lies in turning potential into real business value.

We guide teams through every stage, from strategy and readiness to enablement and adoption, ensuring Copilot is not just deployed, but embedded into the rhythm of work. As AI becomes part of everyday operations, its value depends not just on the technology, but on how well organizations prepare their people, processes, and platforms to evolve with it. This is not a one-time rollout, it’s a continuous cycle of enablement, adoption, and refinement, helping teams adapt, learn, and lead through change.

Our approach goes beyond deployment to build **lasting impact and drive meaningful change**.





**Strategic alignment:** We work with leadership, business, and IT teams to ensure Copilot and agent initiatives are grounded in business priorities, with clear use cases and measurable outcomes.

**Embedded and extensible:** From productivity gains in Microsoft 365 Copilot to custom agents that power customer service teams and self-service, we design solutions that integrate seamlessly into workflows and scale across teams and functions.

**Capability building:** Through enablement, readiness, and Centers of Excellence, we help organizations build internal capability, stay ahead of new features, and evolve their Copilot and agent strategy over time.

Service	Focus Area	What We Deliver
Strategy and Readiness	Aligning Copilot to business goals and user needs.	Vision workshops, readiness assessments, and roadmap planning for Copilot and agents.
Governance and Security	Responsible AI, data protection, and compliance.	Governance frameworks, DSPM for AI, Purview setup, and secure deployment practices.
Enablement and Adoption	Building user capability and driving engagement.	Role-based training, prompt-a-thons, change management, and enabling your Copilot champions.
Custom Agent Development	Extending Copilot into business processes.	Design and delivery of tailored agents using Copilot Studio and Power Platform.
Innovation	Discovering high-impact use cases and staying ahead of emerging opportunities.	Ideation workshops, prototype sprints, and strategic guidance to inform investment decisions and stay ahead of new capabilities.
Centre of Excellence	Establishing internal capability and governance.	CoE setup support including structure, roles, enablement plans, and community building.
Ongoing Support	Sustaining value and evolving use cases and capability.	Copilot as a Service: ongoing updates, enablement sessions, workshops, reviews, and expert support to adapt to new features, use cases, and business needs.

## Let's enable the future of work together, Akkodis delivers...

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**End-to-End Expertise:** From strategy and readiness to deployment and extensibility, we support Copilot and agent initiatives with advisory, enablement, and technical delivery.
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**Collaborative Partnerships:** We work closely with Microsoft to stay aligned and up to date, and partner with our customers to co-build solutions, enable teams, and evolve capability together.
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**Responsible by Design:** Our Responsible AI and Copilot governance frameworks are embedded from use case discovery through to deployment and ongoing support.
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**Industry Knowledge:** Deep sector experience in Public Sector, Public Safety & Justice, Healthcare & Lifesciences, Tech for Good, Education, Defence & Intelligence, Utilities and Mining helps contextualize our approach to your environment.

### About Akkodis

Akkodis is a global Smart Industry leader, with digital, engineering and R&D capabilities that leverage the power of connected data to accelerate innovation and digital transformation.

Akkodis' combined IT and engineering expertise brings a unique end-to-end solution offering, with four service lines – Consulting, Solutions, Talent, and Academy – to support clients in rethinking their product development and business processes, improve productivity and minimize time to market.

### Find out more

If you're ready to deploy Copilot with purpose, supported by strategy, enablement, and custom-built agents that deliver real value, we're here to help. Let's make AI work for your business.

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