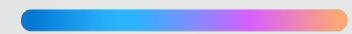




Microsoft 365
Copilot

Top Five questions we get from CIOs



A Practical Guide to AI Agents from ROI to Adoption

EBook





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How do AI agents deliver measurable business value & ROI?

Agents provide business value by reducing manual processes, saving time and costs. Here are a few examples of customers who have used Copilot Studio to build agents:

- Accenture saw a **15%** cost reduction from building nine business operations and industry agents
- PG&E saved over **USD 1M** in helpdesk support and saved one account team 840 hours per year
- Dow built an agent that automates invoice processes. They project to save **millions** in the first year on shipping operations.

“Seeing how an agent could solve the riddle of hidden losses autonomously, and in minutes rather than weeks or months – we knew this was the future.”

– Sr. IT Director, Dow, on using Microsoft Copilot & Copilot Studio



What's the time to value and total cost of ownership?

You can build agents using natural language and drag and drop features, dramatically reducing development time.

"We used Copilot Studio to build an agent in six weeks that's embedded into our knowledge platform."

– Sr. IT Director, Amgen

Because Copilot Studio is based on consumption pricing, you only pay for what you use. You can work with your account team to use our cost calculator and determine total cost.

"Copilot Studio is an enabler for us to create great customer experiences. Its intuitive operation means [employees] who typically do not have a technical background, can own the process of introducing new functionality... this helps us reduce the number of handoffs in our development cycle."

– Sr. Product owner, Virgin money



How do agent platforms integrate with my existing systems and data?

One of the things customers love about Copilot Studio is that it integrates with their existing systems and data. With over 1500 data connectors, Copilot Studio connects to your:

Line-of-business applications

Analytical data

Productivity data

Developer tools

Business data

How do I ensure AI agents are secure, compliant & governed?

You can gain peace of mind with the right controls in Copilot Studio, a robust enterprise-grade system that lets you govern every agent and secure every action.

1

Secure by design:

How IT protects sensitive data, manage access and ensure compliance across environments.

- **Adaptive role-based access controls:** Ensure only authorised users and agents access sensitive resources to minimise risk across environments
- **Data protection, privacy and compliance:** Robust encryption, policy controls, and audit capabilities protect sensitive data that adheres to industry and regional compliance standards
- **Security posture management:** Intelligent guidance and AI-powered threat detection help teams monitor, assess and strengthen enterprise-grade security – scaling protection and preventing risks before they escalate.



2

Govern with confidence:

The policies, controls and visibility that guide agent deployment and lifecycle.

- **Configure guardrails:** Configure and delegate at scale – placing makers and agents in governed environments with guardrails that keep IT in control.
- **Actionable insights:** Stay ahead of platform sprawl with intelligent recommendations and real-time alerts – so admins can act early and maintain compliance.
- **Simplify oversight:** Get full insight into platform adoption, usage and spend – so you can manage capacity, maintain compliance and optimise efficiency.





3

Scale with trust:
How agents are deployed, monitored and maintained to ensure reliability and scale.

- ➔ **Mission-critical ready:** Hyper-available managed infrastructure and responsible AI practices ensure operational excellence for mission-critical agents.
- ➔ **Enforce development best practices:** Govern agent deployment with robust lifecycle management and integrated DevOps tools – including automated testing for high-quality releases.
- ➔ **Performance monitoring:** Real-time monitoring, diagnostics and analytics give teams the visibility to detect, evaluate and respond instantly – making every interaction traceable and measurable.

How do I get my organisation to start using AI agents?

Establish an executive sponsor who can create a strategic vision, allocate resources, approve funding and can drive organisational change. [Learn more about executive buy-in.](#)

Launch an awareness campaign to educate employees on agents and Responsible AI (IT Comms/ Security & Privacy office).

Establish a community to drive AI learning and appoint community champions (COE lead or department heads).

Role-based training: Provide tailored learning paths for various functions (L&D):

→ Use [Copilot Success Kit](#) to accelerate readiness.

→ Organisations can use [Power Up](#), a free, virtual learning initiative designed to help non-technical individuals build future-ready skills.

Create support channels and internal showcases to scale learning and reuse (CoE Enablement/IT support).