



# Copilot scenarios for IT



# Using Copilot in IT



## Goals and challenges

IT professional's goals include increase digital transformation, optimizing collaboration, and adopting emerging technologies like serverless computing, AI, and the Internet of Things (IoT). However, they also grapple with challenges such as the work force skills gap and reducing spending. Balancing these goals and increasing need for efficiency is essential for IT professionals to thrive in today's fast-paced technological landscape.



## Copilot can assist with ...

Copilot can help to reduce the workload on IT and support staff by helping:

- Streamline service adoption with Copilot
- Create a Project Plan
- Procure new IT solution



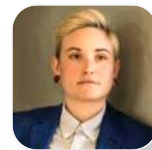
## IT roles



Developer and Analyst



IT Manager



Project Manager



Support Specialist

## Transform IT processes



Capacity management



Change management



Service Desk



Security



Service operations

## Microsoft Copilot opportunity to impact key departmental KPIs



Average support ticket resolution time

Microsoft Copilot enhances customer support by integrating AI assistance into self-service and service desk workflows. With AI-assistance through bots, documentation and enhanced collaboration, your support team can reduce the number of tickets that need agent attention and handle calls faster.



Application downtime

Microsoft 365 Copilot is your secret weapon against app downtime. Imagine a world where issues are proactively resolved, system health is optimized, and your users experience uninterrupted productivity.



IT outsourcing costs

Microsoft 365 Copilot offers a trifecta of cost-saving benefits for IT departments. First, by fostering increased collaboration, it streamlines knowledge sharing and problem-solving, reducing the need for redundant efforts. Second, its enhanced communication tools ensure efficient coordination among team members, minimizing delays and costly misunderstandings. Lastly, Copilot's knack for quickly identifying problems reduces resource requirements.



Revenue growth



Cost savings and avoidance



Improve employee experience