WIFI: MSFTGUEST
PW: Week11

TD SYNNEX

Microsoft 365 Copilot

Your AI assistant at work

Cloud Partner Day

Get ready for
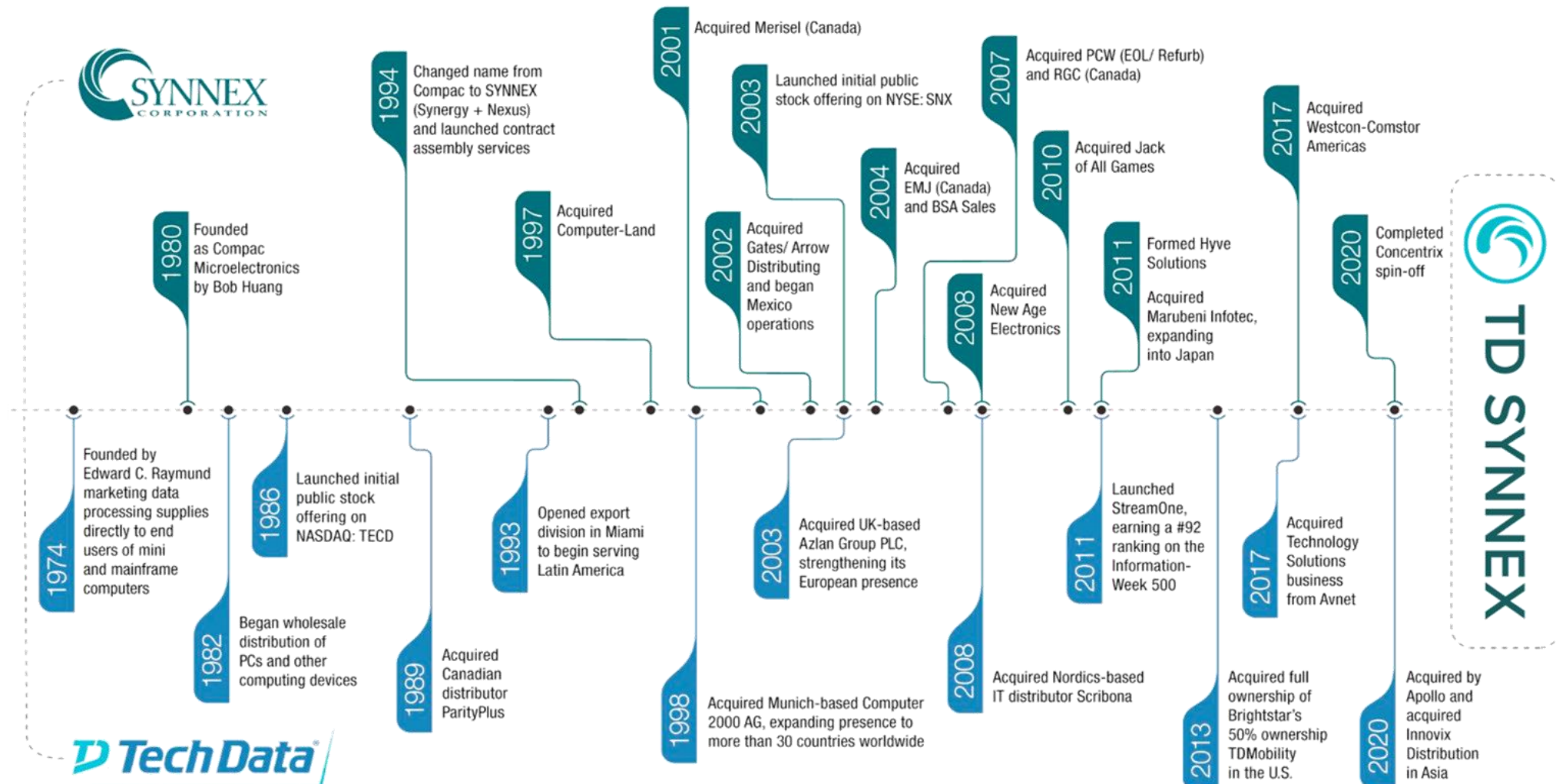# Microsoft 365 Copilot

13. March 2024 - Lyngby

Agenda

9:00 - 9:15	Velkomst
9:15 - 10:00	Keynote fra Microsoft
10:00 - 10:45	Copilot for Microsoft 365 Hvad kan det, og hvordan viser jeg det til mine kunder?
10:45 - 11:00	Pause
11:15 - 12:00	Skab værdi og kom i markedet med services, der understøtter dine kunders behov for slutbruger adoption og datasikkerhed
12:00 - 12:45	Frokost
12:45 - 13:30	Hvilke kompetencer, salgs- og marketingsmuligheder understøtter Microsoft og TD SYNNEX med
13:30 - 15:00	Alt det du også skal vide af nyt fra Microsoft og TD SYNNEX inkl. Surface

Meet TD SYNNEX

SYNNEX CORPORATION

1974 — Founded by Edward C. Raymund marketing data processing supplies directly to end users of mini and mainframe computers

1980 — Founded as Compac Microelectronics by Bob Huang

1982 — Began wholesale distribution of PCs and other computing devices

1986 — Launched initial public stock offering on NASDAQ: TECD

1989 — Acquired Canadian distributor ParityPlus

1993 — Opened export division in Miami to begin serving Latin America

1994 — Changed name from Compac to SYNNEX (Synergy + Nexus) and launched contract assembly services

1997 — Acquired Computer-Land

1998 — Acquired Munich-based Computer 2000 AG, expanding presence to more than 30 countries worldwide

2001 — Acquired Merisel (Canada)

2002 — Acquired Gates/ Arrow Distributing and began Mexico operations

2003 — Launched initial public stock offering on NYSE: SNX

2003 — Acquired UK-based Azlan Group PLC, strengthening its European presence

2004 — Acquired EMJ (Canada) and BSA Sales

2007 — Acquired PCW (EOL/ Refurb) and RGC (Canada)

2008 — Acquired New Age Electronics

2008 — Acquired Nordics-based IT distributor Scribona

2010 — Acquired Jack of All Games

2011 — Formed Hyve Solutions. Acquired Marubeni Infotec, expanding into Japan

2011 — Launched StreamOne, earning a #92 ranking on the Information-Week 500

2013 — Acquired full ownership of Brightstar's 50% ownership TDMobility in the U.S.

2017 — Acquired Westcon-Comstor Americas

2017 — Acquired Technology Solutions business from Avnet

2020 — Completed Concentrix spin-off

2020 — Acquired by Apollo and acquired Innovix Distribution in Asia

Tech Data

TD SYNNEX

Cloud, Security & Software

TD SYNNEX

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Hybrid Cloud & Security

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› Finansielle løsninger
› Mindre server løsninger
› Deltager på slutkundemøder

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› Infrastruktur check
› Deltager på slutkundemøder
› Deployment service på
  Server og Storage

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  Storage

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Notebooks, desktops,   work-
stations, monitors   &
tilbehør:
› Partneransvar
› Produkansvarlig på CSG
› Marketingplanlægning

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TD SYNNEX

Microsoft 365 Copilot

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Cloud Partner Day

Get ready for Microsoft 365 Copilot

Peter Lippert

TD SYNNEX

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Copilot for Microsoft 365

Hvad kan det, og hvordan viser jeg det til mine kunder?

CoPilot er betegnelsen for Microsoft generative AI services

A copilot for every
Microsoft Cloud experience

Modern Work

Bing Chat Enterprise

Microsoft 365 Copilot

Windows Copilot

Business Applications

Dynamics 365 Copilot

Copilot in Power Platform

Microsoft Sales Copilot

Digital & App Innovation

GitHub Copilot

Data & AI

Copilot in Power BI

Security

Microsoft Security Copilot
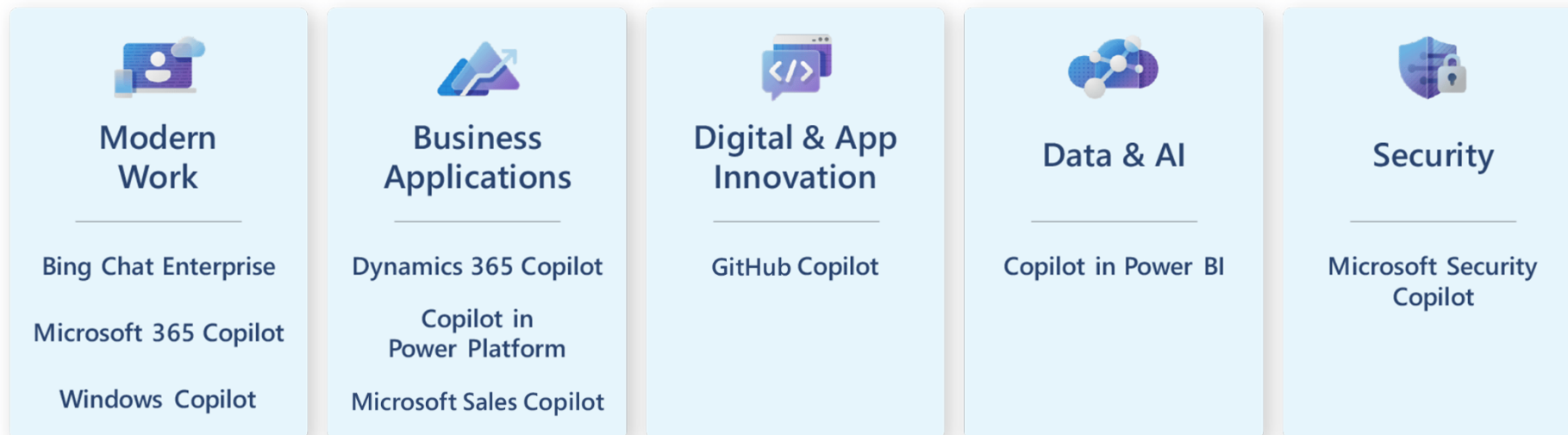
Licensing and Pricing

Availibility and pricing:

- Available since January 16, 2024, for all customers in all sales channels (EA/MCA/CSP/WEB)
- MSRP Price 30 USD per seat per month (360 USD per seat per year)
- Only available as annual term with annual upfront payment
- Possible to align NCE renewal date to NCE base subscription (coterminosity)
- No minimum purchase requirements

Ready to order:

- Available to order in StreamOne and StreamOne Ion

.

Eligible Base Licenses are:

- Microsoft 365 Business Standard
- Microsoft 365 Business Premium
- Microsoft 365 E3
- Microsoft 365 E5
- Office 365 E3
- Office 365 E5

Education customers

- Office 365 A3/A5 Faculty
- Microsoft 365 A3/A5 Faculty

https://cloud.tdsynnex.se/blog/microsoft-ai-and-copilot-announcement/
https://cloud.tdsynnex.no/blog/copilot-for-microsoft-365-available-for-csp/

Partner Earning Opportunities

Front End Margin

- MSRP $30 per user per month / $360 per user per year
- Less margin than base license.
- See your purchase price in StreamOne or consult TD SYNNEX

Incentives paid by Microsoft (for eligible partners)*

- 3.75% core incentive
- 7% strategic product accelerator
- 15% new customer add
- Significant up-sell and cross-sell opportunities
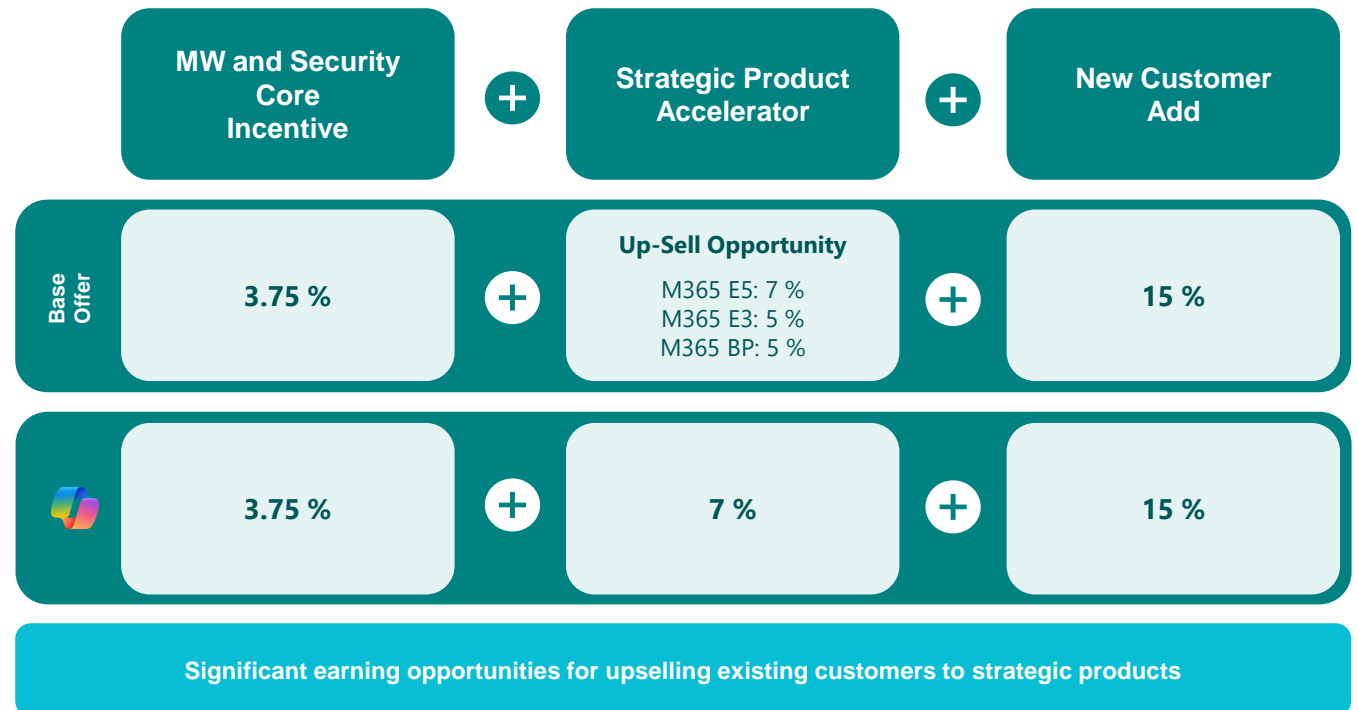
MW and Security Core Incentive	+	Strategic Product Accelerator	+	New Customer Add
Base Offer 3.75 %	+	**Up-Sell Opportunity** M365 E5: 7 % M365 E3: 5 % M365 BP: 5 %	+	15 %
3.75 %	+	7 %	+	15 %

Significant earning opportunities for upselling existing customers to strategic products

AI technology and impact

The AI technology is here

Time to reach 100M users

100M

Mobile phones: 16 years

ChatGPT: 3 months

50M

Internet: 7 years

Facebook: 4.5 years

16 years

3 months
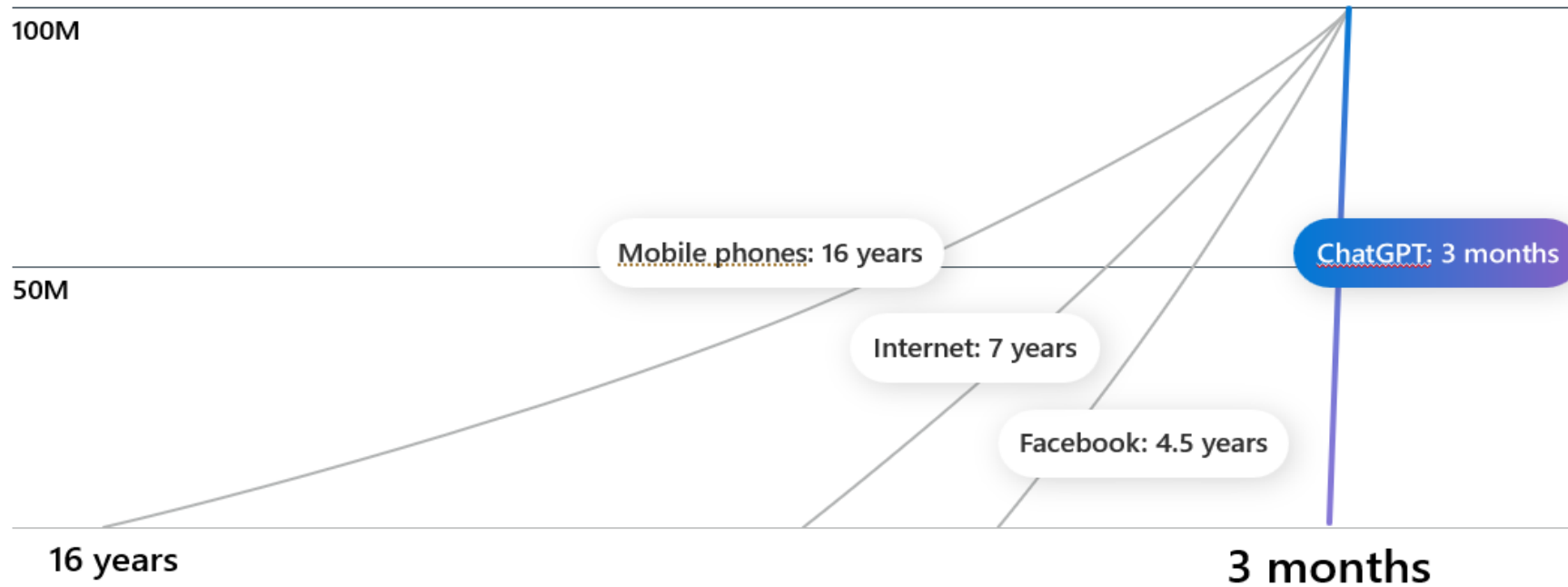
Getting the job done is taking a toll on innovation

64%
of people struggle with having the time and energy to do their job

62%
spend too much time searching for information during the workday

60%
of leaders say a lack of innovation or breakthrough ideas is a concern

Microsoft WorkLab Work Trend Index, May 2023

TD SYNNEX

	Copilot	Copilot with commercial data protection	Copilot for Microsoft 365
	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 Integration			✓
Licensing			

Copilot for Microsoft 365

Natural Language

Large Language Models

+

Microsoft Graph
- Your Data -

+

Microsoft 365 Apps

How much time can people save with Copilot for Microsoft 365?

Hrs. saved/mo.

2.5 hrs. — 180%
2.0 hrs. — 124%
1.5 hrs. — 68%
1 hr. — 12%

ROI

Example: Saving just 2.5 hours/month yields an ROI of 180%*
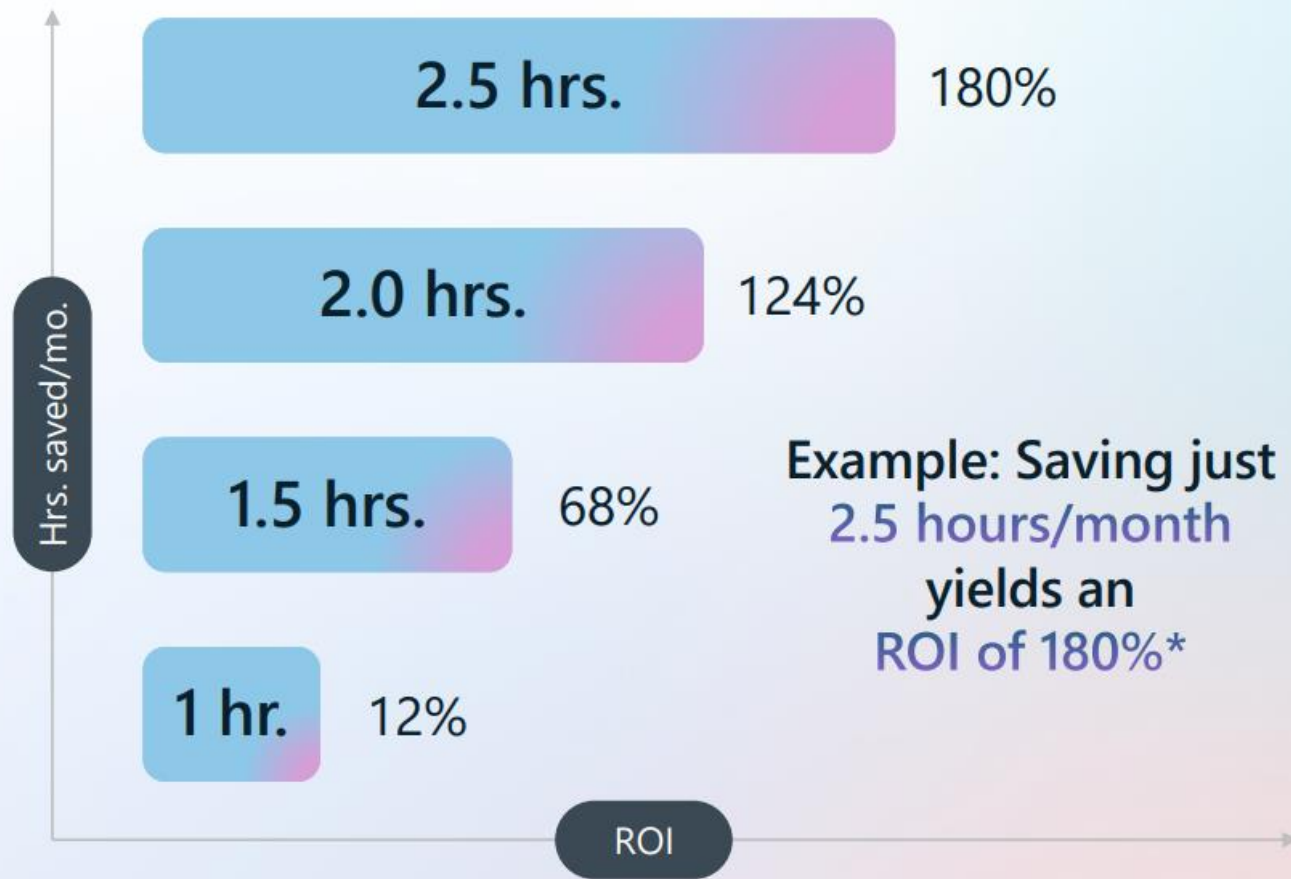
*At $70,000 employee cost per year, 54 minutes per month = $30 of employee's time
See appendix for detailed calculations

Impact by Workflow

Effective meetings

- Quickly catch up on meetings you missed
- Summarize a meeting and identify next steps
- Run a more effective meeting

Data analysis

- Get answers from across all your data
- Instantly uncover key insights
- Create powerful and professional visualizations

Content creation

- Jumpstart creativity, and write and edit like a pro
- Quickly catch up on the key points of a document or presentation
- Create documents, presentations, charts, and tables

Email processing

- Draft email replies instantly
- Personalize the tone and length even on the go
- Quickly summarize a long email thread

Microsoft 365 Copilot

Included at $30 per user, per month

- Generate a good first draft faster
- Jump start the creative process

- Analyze data faster
- Help me turn data into insights

- Create visually appealing presentations faster
- Create content I couldn't have on my own
- Less intimidated creating visual content

- Less time processing email
- Saves time drafting quick replies

- More efficient meetings
- Easier to catch up on what I missed
- Easier to take next action
- Attend fewer meetings

What Copilot is, what it isn't

TD SYNNEX

TOPIC	WHAT MICROSOFT COPILOT IS	WHAT MICROSOFT COPILOT ISN'T
Integration	AI tool integrated into Microsoft 365 applications	Standalone application or software
Compatibility	It supports applications like Word, Excel, PowerPoint, Outlook, etc.	Not compatible with non-Microsoft applications
Capabilities	It helps with writing, editing, data analysis, and creating presentations and more...	Replacement of human judgment and creativity
Data Scope	Integration with tenant and user data through Microsoft Graph	Access to external databases or non-public data by default
Learning	It can learn and adapt responses based on the current session's context	Continuous learning or adaptation outside the current session
Model (LLM)	Customized, modified language model based on models from OpenAI	Copilot doesn't use the same models as publicly available ChatGPT
Security	Adheres to Microsoft's privacy and security principles	Complete protection against all cyber threats.
Productivity	Increases productivity and work efficiency	Automatic completion of all work tasks
Creativity	Provides suggestions and assists in content creation	Creation of fully original or artistic content

Capabilities; help, not replace human judgement

What Copilot is, what it isn't

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Privacy in Copilot for Microsoft 365

Copilot inherits your Microsoft 365 policies and commitments

Copilot for Microsoft 365 doesn't train with customer content

Data in different geographies is stored and processed in compliance with GDPR and other Privacy relevant Laws

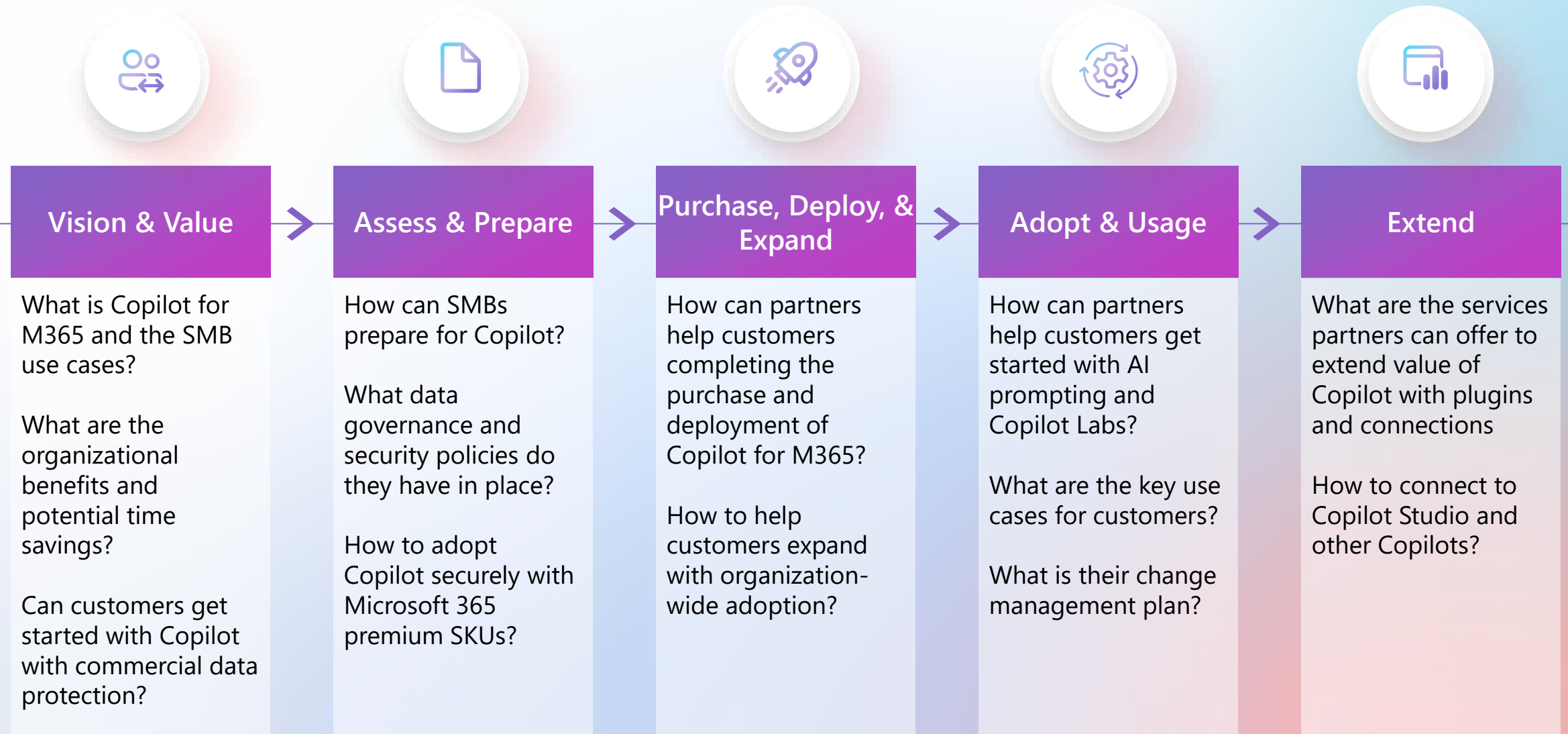Microsoft commitments to its customers about the GDPR

[Full summary](#)
[Short summary](#)

[Privacy at Microsoft](#) | [Microsoft Privacy Statement](#) | [Microsoft Trust Center for data protection and privacy](#)

What Copilot is, what it isn't

TD SYNNEX

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The customer journey with Copilot for Microsoft 365

Vision & Value	Assess & Prepare	Purchase, Deploy, & Expand	Adopt & Usage	Extend
What is Copilot for M365 and the SMB use cases?

What are the organizational benefits and potential time savings?

Can customers get started with Copilot with commercial data protection? | How can SMBs prepare for Copilot?

What data governance and security policies do they have in place?

How to adopt Copilot securely with Microsoft 365 premium SKUs? | How can partners help customers completing the purchase and deployment of Copilot for M365?

How to help customers expand with organization-wide adoption? | How can partners help customers get started with AI prompting and Copilot Labs?

What are the key use cases for customers?

What is their change management plan? | What are the services partners can offer to extend value of Copilot with plugins and connections

How to connect to Copilot Studio and other Copilots? |

CCE Demo

TD SYNNEX

Copilot makes people more productive and creative, and saves time

Here's how it breaks down, according to early users

Productivity and speed

Helps me get to a good first draft faster	85%
Saves me time by finding whatever I need in my files	75%
Saves me time on mundane tasks	71%
Makes me more productive	70%
Allows me to spend less time processing email	64%

Quality and creativity

Helps me generate ideas while writing	72%
Helps me jump-start the creative process	68%
Helps improve the quality of my work or output	68%

Focus time

Saves me time so I can focus on more important work	67%

Survey questions: Please indicate your level of agreement with the following statements. Using Copilot...; To what extent do you agree with the following statements about your experience using Copilot in Word/Outlook/Microsoft 365 Chat specifically? Using Copilot...
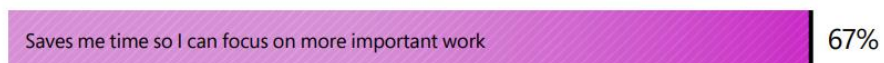
Top 10 to "Try First"
with Copilot for Microsoft 365
Foundational skills for new users

1
Recap a meeting
– let Copilot keep track of key topics and action items so you can stay focused during the meeting and avoid listening to the recording after.

→ Draft an email with notes and action items from meeting

2
Summarize an email thread
– get quickly caught up to a long, complex email thread.

→ Click on the Summarize icon

3
Draft email
– personalize the tone and length.

→ Draft an email to [name] that informs them that Project X is delayed two weeks. Make it short and casual in tone.

4
Summarize a document
– get right down to business by summarizing long documents and focusing on the relevant sections.

→ Give me a bulleted list of key points from file

5
Tell me about a topic/project
– provide insights and analysis from across multiple sources to get up to speed quickly.

→ Tell me what's new about topic organized by emails, chats, and files?

6
Give me some ideas for ...
– boost your creativity with ideas for your work such as agendas, product names, social media posts, etc.

→ Suggest 10 compelling taglines based on file

7
Help me write ...
– jumpstart creativity and write and edit like a pro by getting a first draft in seconds.

→ Generate three ways to say [x]

8
What did they say ...
– when you vaguely remember someone mentioning a topic, have Copilot do the research.

→ What did person say about topic

9
Revise this content
– when you've got a rough draft of an idea, turn it into usable text and then vary the length and tone.

→ Rewrite with Copilot

10
Translate a message
– with business becoming increasingly international, it's important to be able to read or write messages in other languages.

→ Translate the following text into French:

For more prompts, visit Copilot Lab at: aka.ms/CopilotLab

Roadmap of capabilities

✓ **Microsoft Copilot Pinned chats:** With the new pinned chats feature, you can pin up to 15 chats for easy access later
Rollout Start: March 2024

✓ **Outlook:** Coaching & Draft by Copilot in classic Outlook for Windows
Rollout Start: March 2024

✓ **Planner Copilot:** Copilot in the Planner will help you generate new plans, set goals, track status, and react to changes
Rollout Start: March 2024

✓ **Outlook: Schedule from email with Copilot** helps you to start scheduling right from the email conversation. It saves you time and effort by generating a meeting invite that's ready for you to review and send.
Rollout Start: May 2024

✓ **OneDrive:** Copilot in OneDrive will allow you to ask questions and get information from files in your OneDrive without having to open the files. It will also summarize one or multiple files.
Rollout Start: May 2024

Outlook: Follow a meeting in new Outlook for Windows and web: Follow is a new meeting response (RSVP) option that goes beyond the traditional Accept, Tentative and Decline choices geared towards individuals with high meeting loads and conflicting meetings each day
Rollout Start: June 2024
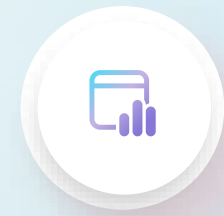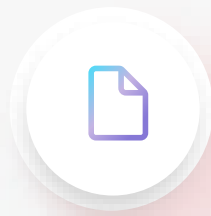
	Customer Journey				
	Vision & Value	Assess & Prepare	Pilot, Purchase, & Enable	Adopt & Usage	Extend
Partner Journey	Advisory	Copilot Readiness	Deployment	Adoption & Change Management	Extensibility & Ongoing Services
TD SYNNEX Services	CoPilot Cloudlab Exsperience CSP Briefing	Assessment Data governance and security WS P2P offering	Licenseing experts ION LCM Services	CCE Adoption program P2P offering	Center Of Excellence advisory

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Pause

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Hvilke kompetencer, salgs- og marketingsmuligheder understøtter Microsoft og TD SYNNEX med

Meet Kjeld Larsen

Microsoft Vendor Manager, TD SYNNEX

A day in my life

Developing sales and marketing strategies

Sales presentations and demos

Tracking and analyzing results

Customer & Vendor relationships

Budgeting and forecasting

Creating campaigns

Staying up to date with trends

Conducting market research

Collaborating with cross-functional teams

Financial Planning

Building and managing relationships

Managing digital channels

Prospecting and lead generation

Stakeholder communication

Proving return on investment (ROI)

Achieving sales targets

Competing in market

Continuous learning

Reporting & Business QBU

Using time effectively

Where employees need help

Identify the end-user painpoints

The broken meeting

- **"Receiving the information I need"** is the number one reason employees join a meeting.

- Only **1 in 3** employees think **they would be missed** if they couldn't join most of their team meetings.

- 58% of employees say it's **difficult to brainstorm** in a virtual meeting.

The Information labyrinth

- 62% of employees say thy struggle with **spending too much time searching for information** in their workday.

- A heavy email user will spend the equivalent of an entire work day – **8.8 hours** – per week in email.

The blank paper

- 68% of employees say they don't have enough **uninterrupted focus time** during their work day.

- 67% of employees say they don't have enough **time to reset** between work tasks.

- **Feeling uninspired** is ranked one of the **top productivity disruptors** by employees.

Understanding the User Journey

Getting to "Aha!"
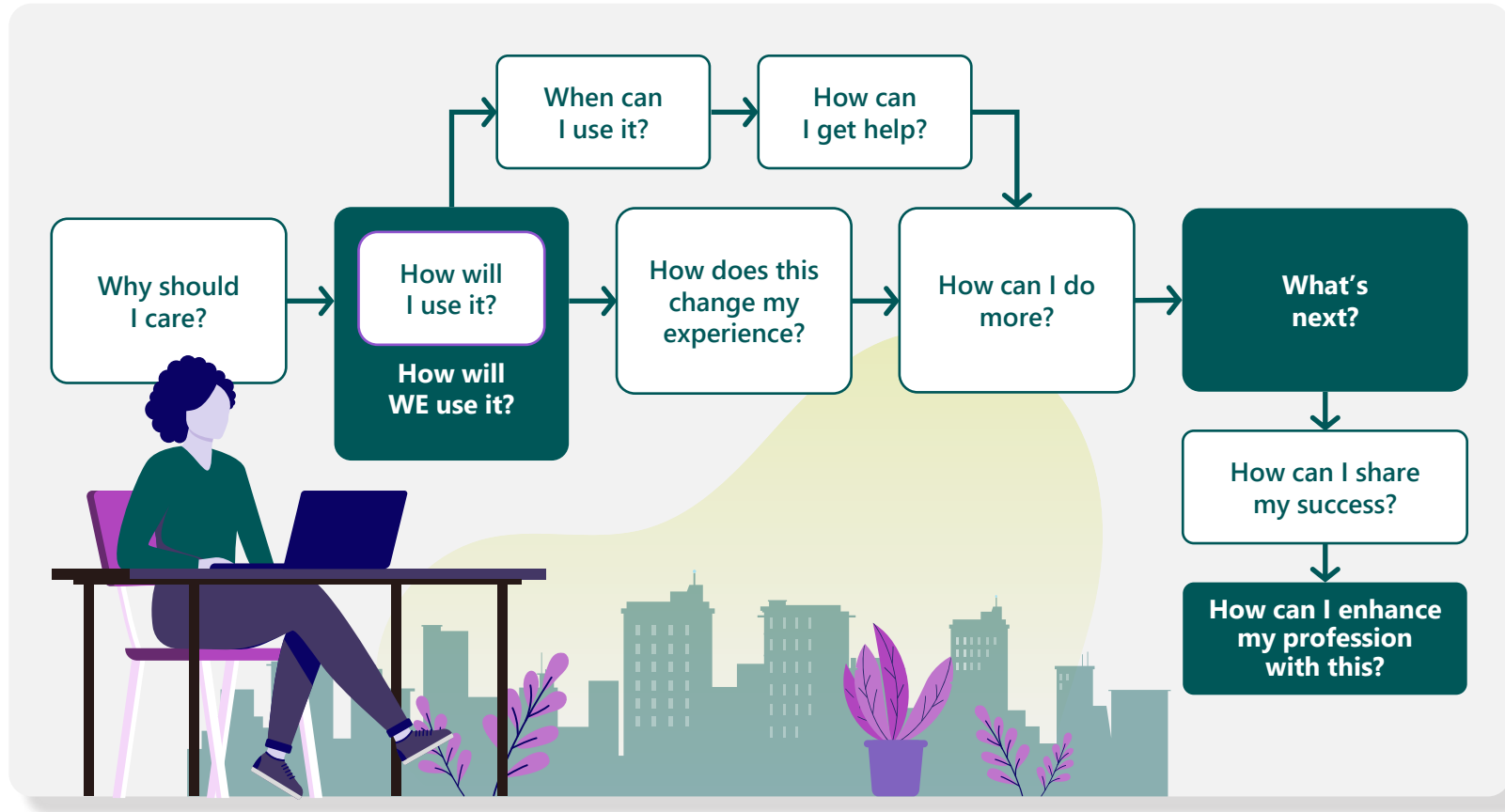
An aha moment is defined as *"a moment of sudden insight or discovery"*.

Value categories and metrics

Show me the money

Collaboration

- Are users attending fewer meetings?

- Are weekly meeting hours going down for the organization at scale?

- Are more meeting recaps being generated?

- Are meetings ending on time

- Is the average length of the meting shorter?

- Are there fewer participants?

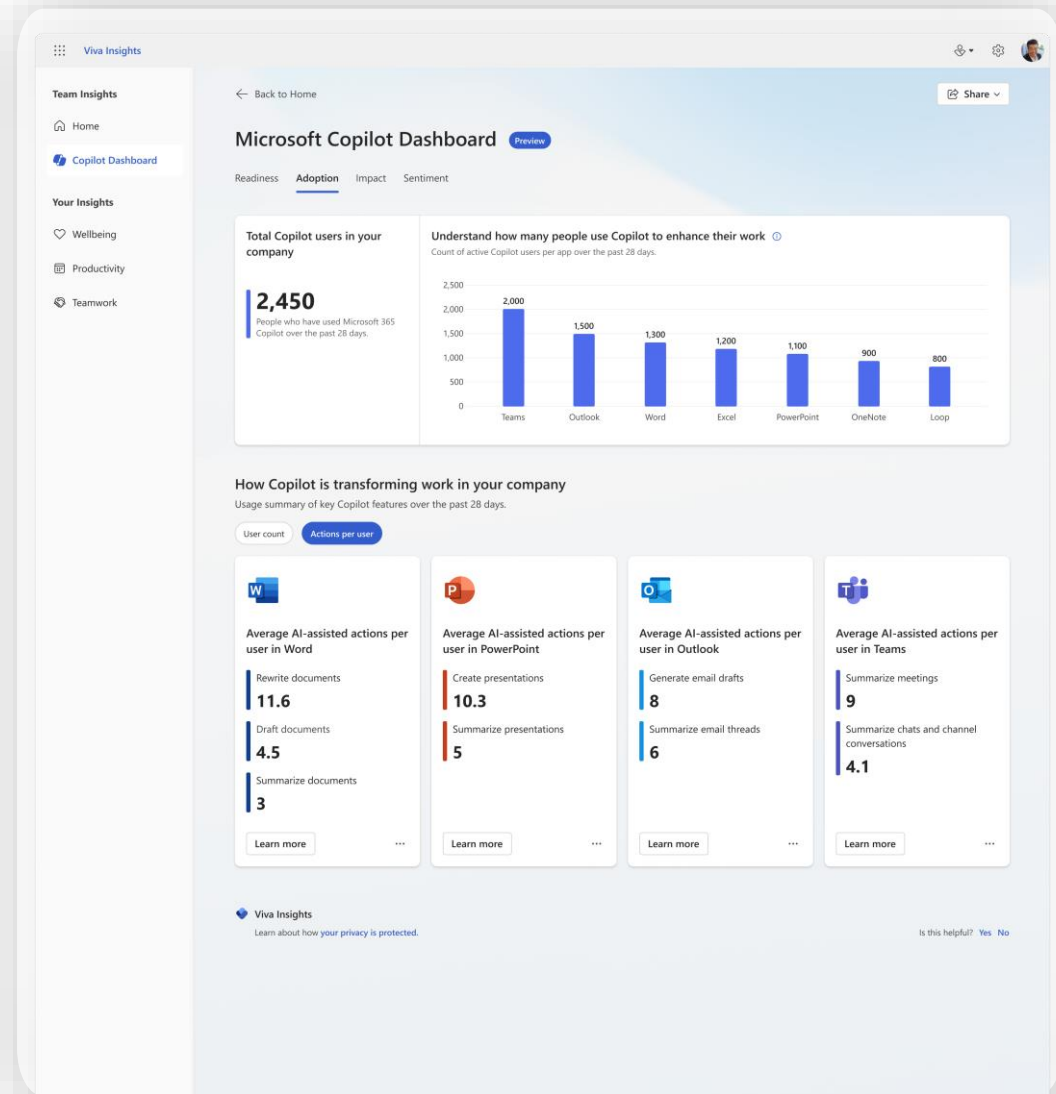- Are there more tentative RSVPSs?

Comprehend

- Are users spending less time in email?

- Are users able to retrieve information more quickly?

- Are users reading more emails relative to number of emails they are receiving?

- Are users summarizing more documents?

- Are users querying more often?

- Are users getting answers with fewer queries?

- Are they context-switching less?

Create

- Are users creating more documents?

- Are they creating more documents in less time?

- Are they spending less time opn certain specific creation tasks, like composing emails?

- Are they sharing documents more quickly?

- Are they editing less?

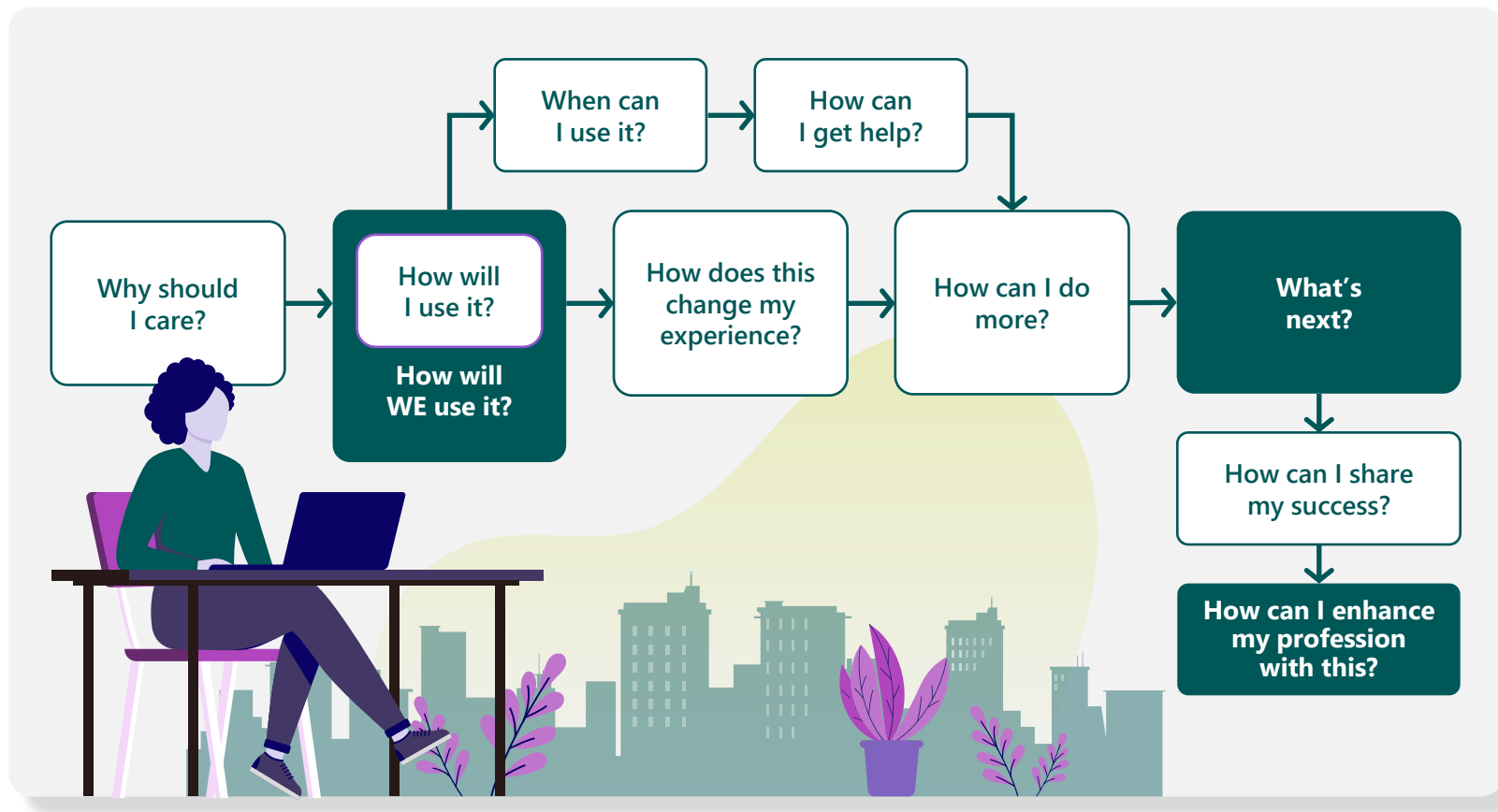- Are they spending less time in certain apps?

Microsoft Copilot Dashboard

Enable IT and business leaders to plan their AI readiness, drive adoption, and measure the impact of their Microsoft Copilot investment

Learn how to prompt

Getting to "Aha!"

| When can I use it? | → | How can I get help? |

| Why should I care? | → | **How will I use it?** / **How will WE use it?** | → | How does this change my experience? | → | How can I do more? | → | **What's next?** |

| How can I share my success? |

| **How can I enhance my profession with this?** |

An aha moment is defined as *"a moment of sudden insight or discovery"*.

Copilot

for Microsoft 365

Copilot uses AI. Check for mistakes.   Legal Terms | Privacy and Cookies | FAQ

What's new
What's the latest from person

Get key info
List key points from file

Share meeting notes
Generate meeting notes from meeting

What did they say?
What did person say about

Where was I mentioned?
Summarize emails where I was mentioned recently

Draft an FAQ
Create a FAQ based on file

What can I help you with? Try one of the examples or enter your own prompt.

Claus Petersen

1 Reference

Ask me anything or type / to add people, files, and more
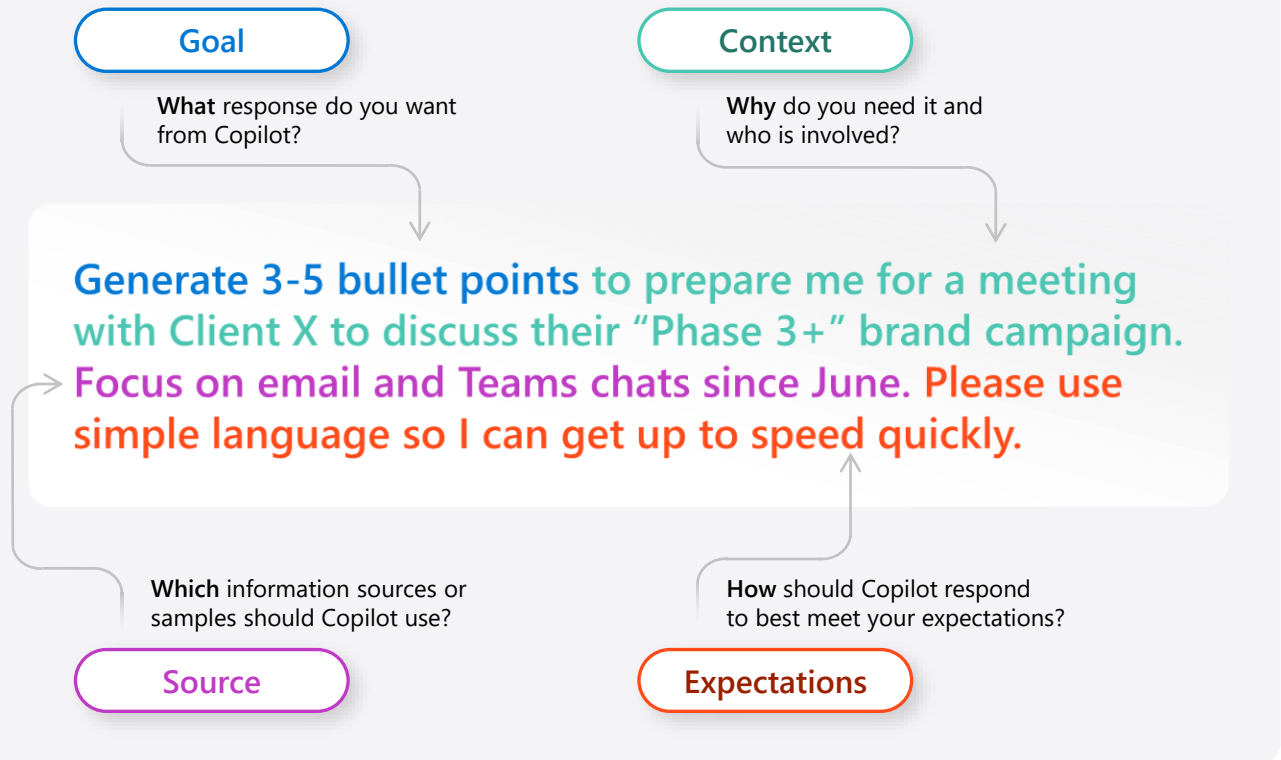
0/4000

Learn how to prompt

1. Tell Copilot what you need

There are many types of prompts you can use depending on what task you want done.

✓ **Learn** about projects and concepts:
"What is [Project X] and who are the key stakeholders working on it?"

✓ **Edit** text:
"Check this product launch rationale for inconsistencies."

✓ **Transform** documents:
"Transform this FAQ doc into a 10-slide onboarding guide."

✓ **Summarize** information:
"Write a session abstract of this [presentation]."

✓ **Create** engaging content:
"Create a value proposition for [Product X]."

✓ **Catch-up** on missed items:
"Provide a summary of the updates and action items on [Project X]."

2. Include the right prompt ingredients

To get the best response, it's important to focus on some of the key elements below when phrasing your Copilot prompts.

Goal
What response do you want from Copilot?

Context
Why do you need it and who is involved?

Generate 3-5 bullet points to prepare me for a meeting with Client X to discuss their "Phase 3+" brand campaign. Focus on email and Teams chats since June. Please use simple language so I can get up to speed quickly.

Which information sources or samples should Copilot use?

How should Copilot respond to best meet your expectations?

Source

Expectations

Prompts are how you ask Microsoft 365 Copilot to do something for you — like creating, summarizing, editing, or transforming. Think about prompting like having a conversation, using plain but clear language and providing context like you would with an assistant.

Learn how to prompt

3. Keep the conversation going

Following up on your prompts help you collaborate with Copilot to gain more useful, tailored responses.

Generating content ideas
Lead with broader requests, then give specific details about the content.

Enabling insightful meetings
Request a meeting recap, then ask for more information about what you should know.

Storytelling assistance
Ask Copilot to write a story, then guide it by giving more specific, relevant details.

Gaining insights
Ask for a summary of a specific file, then ask relevant questions to gain deeper insights.

Translating languages
Ask Copilot to translate a sentence to one of the supported languages, then ask for more context or a regional dialect.

Solving technical problems
Present a technical problem, then narrow it down, or ask for step-by-step guidance.

Helpful hints to keep in mind

Know Copilot's limitations
Copilot is limited to your current conversation, so give lots of details.

Use quotation marks
This helps Copilot know what to write, modify, or replace for you.

Be professional
Using polite language improves Copilot's response.
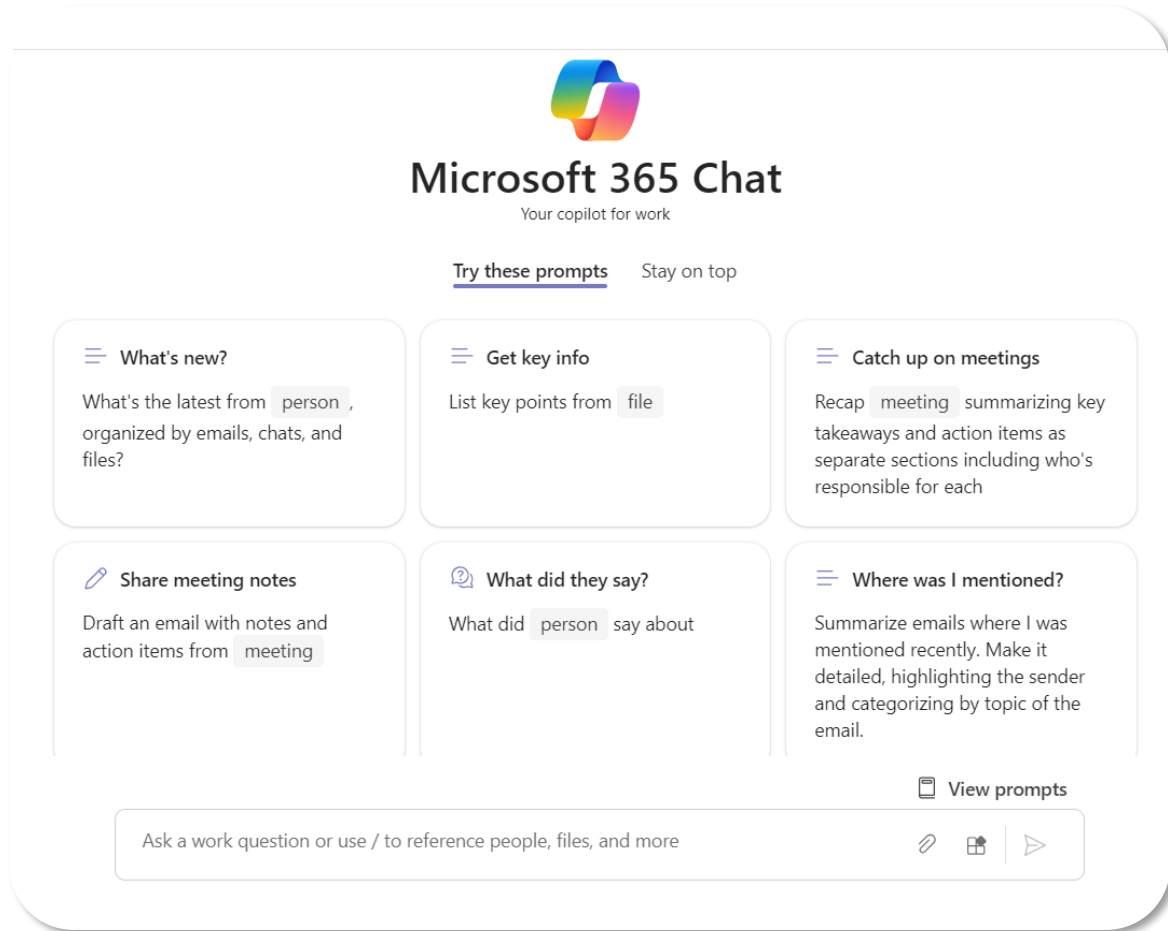
Communicate clearly
Pay attention to punctuation, grammar, and capitalization.

Start fresh
Avoid interrupting and type "new topic" when switching tasks.

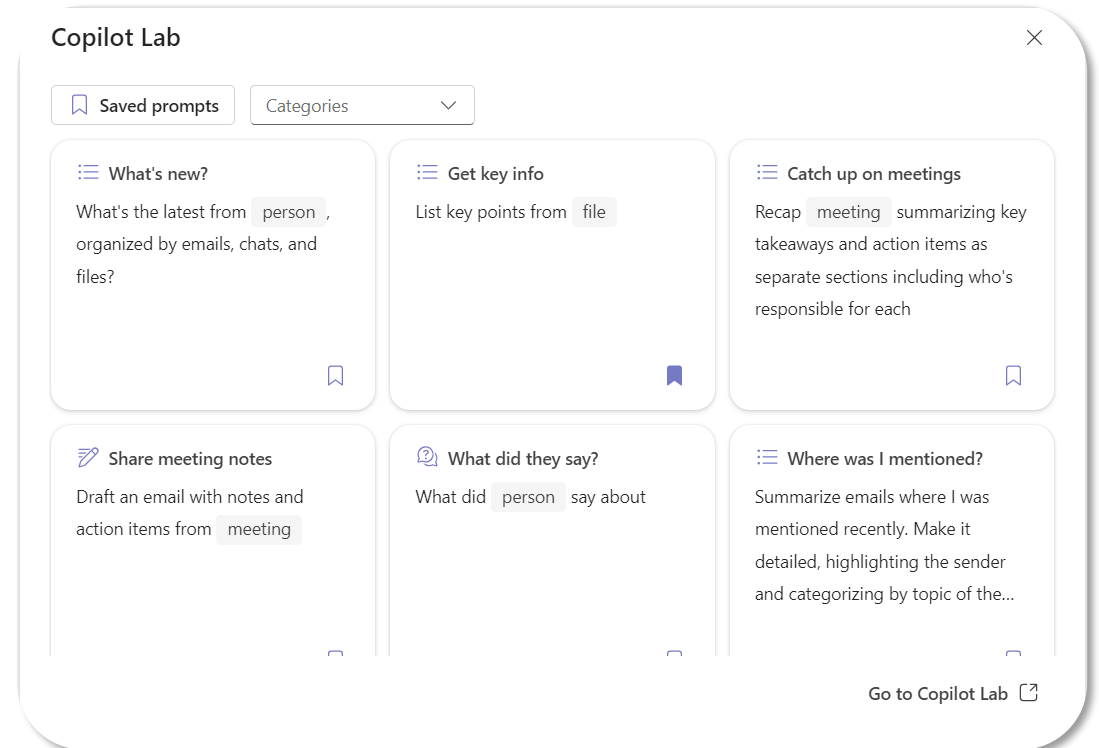**Learn more on our [Microsoft Copilot help & learning page](#).**

Learn how to prompt

Microsoft 365 Chat
Your copilot for work

Try these prompts   Stay on top

What's new?

What's the latest from `person`, organized by emails, chats, and files?

Get key info

List key points from `file`

Catch up on meetings

Recap `meeting` summarizing key takeaways and action items as separate sections including who's responsible for each

Share meeting notes

Draft an email with notes and action items from `meeting`

What did they say?

What did `person` say about

Where was I mentioned?

Summarize emails where I was mentioned recently. Make it detailed, highlighting the sender and categorizing by topic of the email.

View prompts

Ask a work question or use / to reference people, files, and more

---

Provides prompt suggestions directly in product

Stay on top – Personalized recommendations for Copilot prompts

View prompts – Catalog of other prompts by category

Copilot Lab

Saved prompts   Categories ⌄

What's new?

What's the latest from `person`, organized by emails, chats, and files?

Get key info

List key points from `file`

Catch up on meetings

Recap `meeting` summarizing key takeaways and action items as separate sections including who's responsible for each

Share meeting notes

Draft an email with notes and action items from `meeting`

What did they say?

What did `person` say about

Where was I mentioned?

Summarize emails where I was mentioned recently. Make it detailed, highlighting the sender and categorizing by topic of the...

Go to Copilot Lab

Top 10 to try first with Copilot

1

Recap a meeting

– let Copilot keep track of key topics and action items so you can stay focused during the meeting and avoid listening to the recording after.

➡ Draft an email with notes and action items from meeting

2

Summarize an email thread

– get quickly caught up to a long, complex email thread.

➡ Click on the Summarize icon

3

Draft email

– personalize the tone and length.

➡ Draft an email to [name] that informs them that Project X is delayed two weeks. Make it short and casual in tone.

4

Summarize a document

– get right down to business by summarizing long documents and focusing on the relevant sections.

➡ Give me a bulleted list of key points from file

5

Tell me about a topic/project

– provide insights and analysis from across multiple sources to get up to speed quickly.

➡ Tell me what's new about topic organized by emails, chats, and files?

6

Give me some ideas for …

– boost your creativity with ideas for your work such as agendas, product names, social media posts, etc.

➡ Suggest 10 compelling taglines based on file

7

Help me write …

– jumpstart creativity and write and edit like a pro by getting a first draft in seconds.

➡ Generate three ways to say [x]

8

What did they say …

– when you vaguely remember someone mentioning a topic, have Copilot do the research.

➡ What did person say about topic

9

Revise this content

– when you've got a rough draft of an idea, turn it into usable text and then vary the length and tone.

➡ Rewrite with Copilot

10

Translate a message

– with business becoming increasingly international, it's important to be able to read or write messages in other languages.
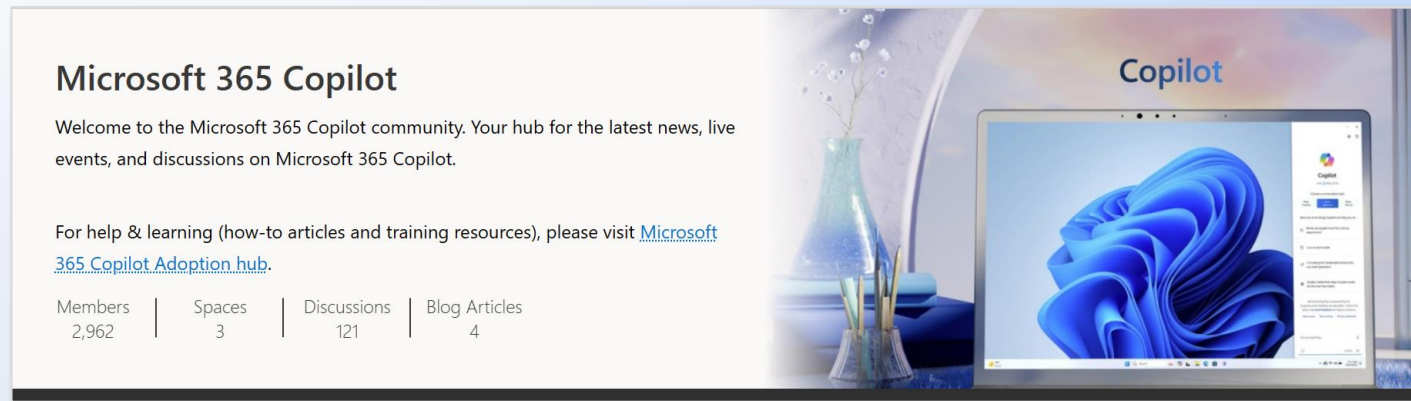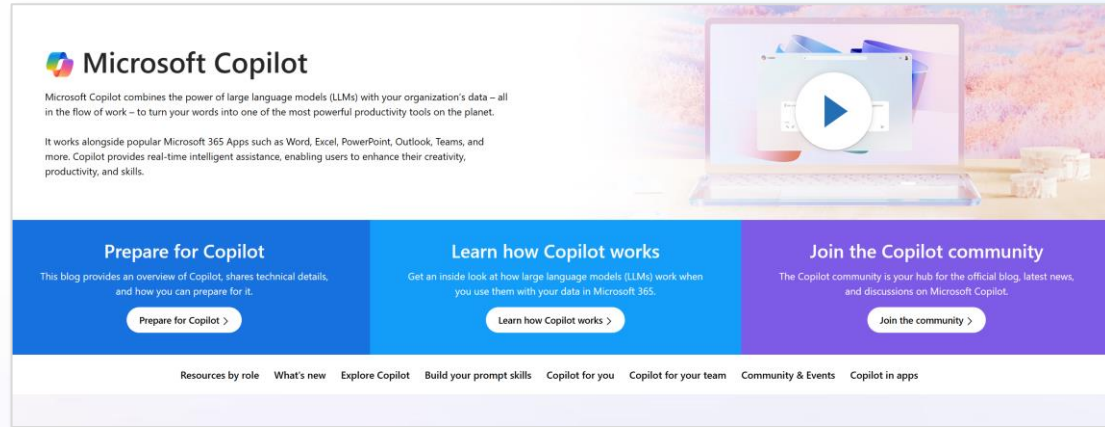
➡ Translate the following text into French:

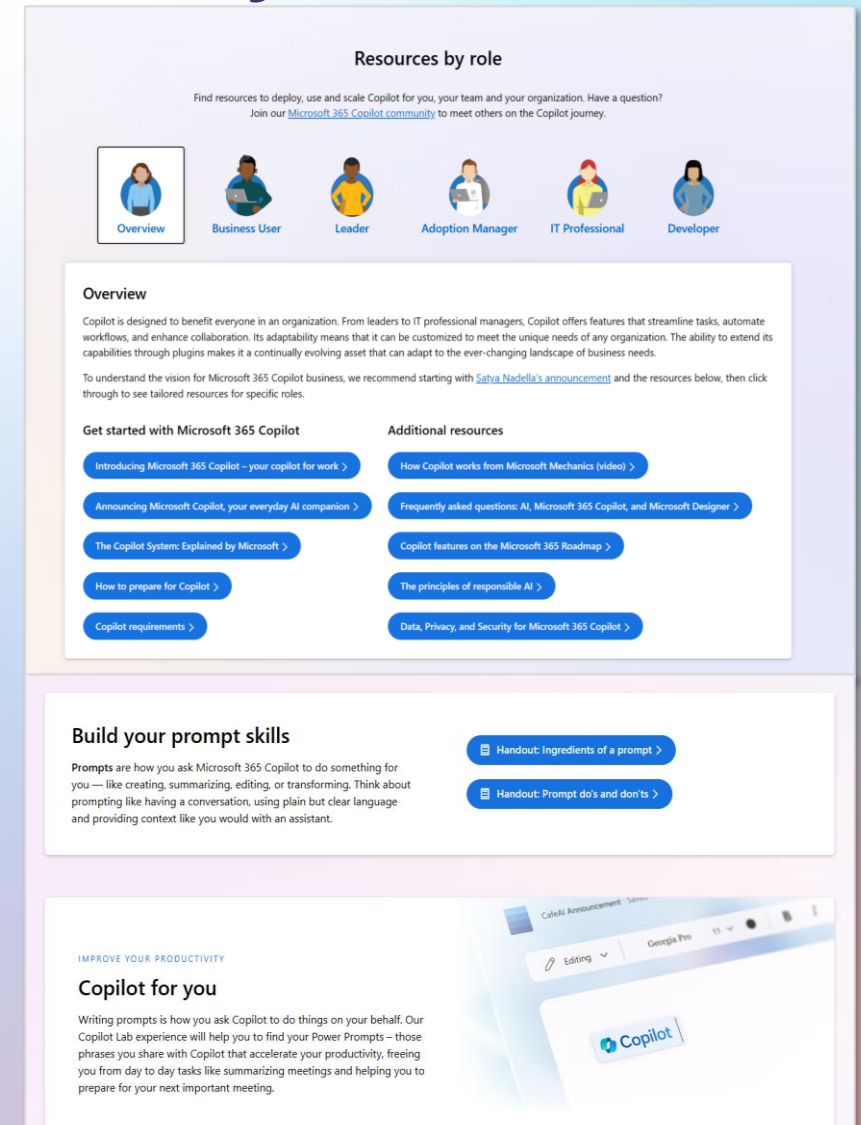## For more prompts, visit Copilot Lab at: aka.ms/CopilotLab

Visit the Copilot readiness hub & community

adoption.microsoft.com/copilot

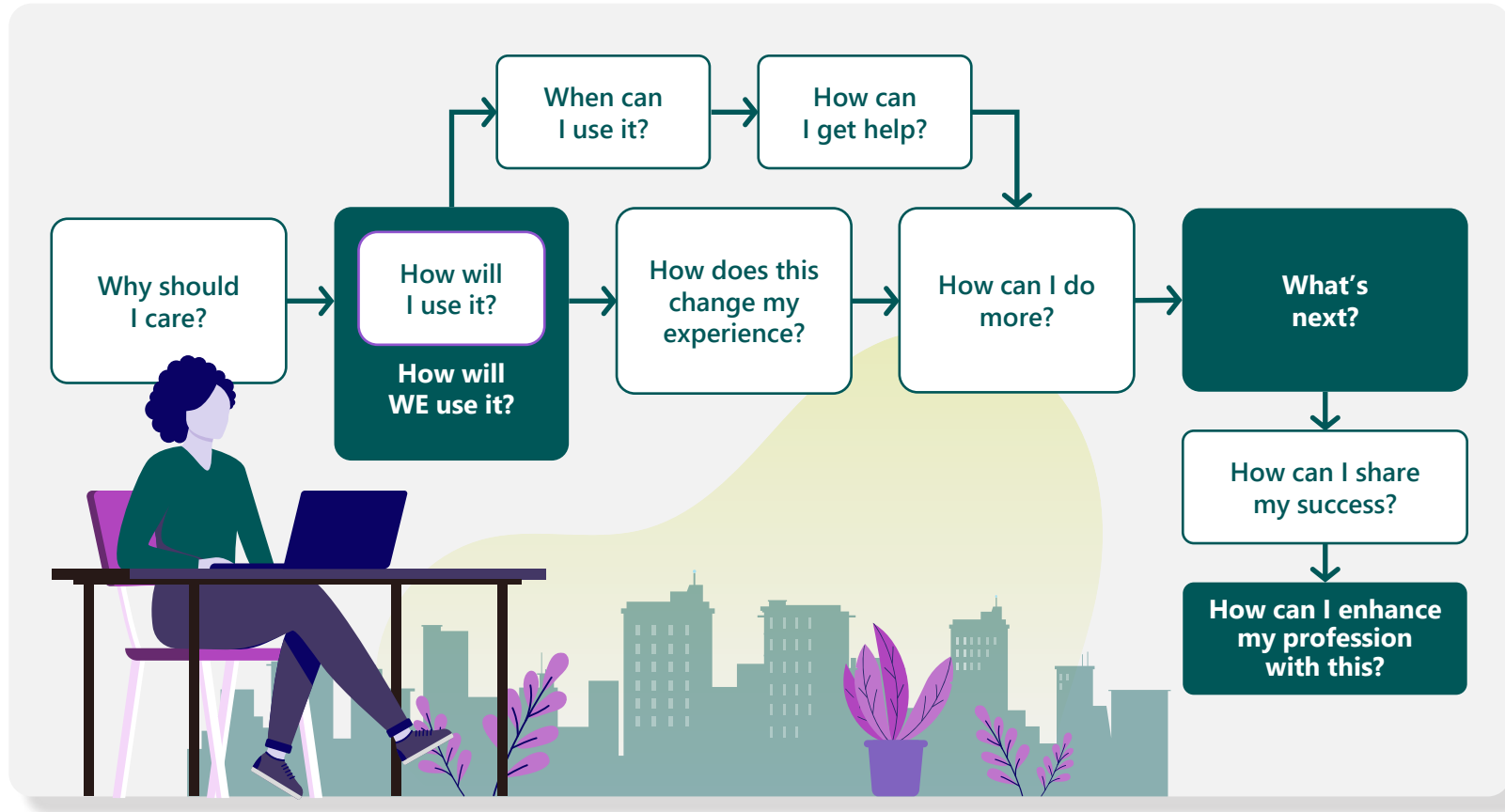Deployment, adoption, and usage guidance for Microsoft Copilot

Ask questions and get answers in our community aka.ms/M365CopilotCommunity

Understanding the User Journey

Identify the "Aha!"

When can I use it? → How can I get help?

Why should I care? → **How will I use it?** / **How will WE use it?** → How does this change my experience? → How can I do more? → **What's next?**

What's next? → How can I share my success? → **How can I enhance my profession with this?**

An aha moment is defined as *"a moment of sudden insight or discovery".*

Where do you start?

3 steps to build a successful Copilot practice

01
Get customers AI ready

Lead with Business Premium

Envision value, and drive customer intent with the SMB Briefings

Execute an AI evaluation

Define the customer journey and Copilot adoption timeline

02
Sell and deploy Copilot

Attach Copilot

Standardize customers on Microsoft 365

Consolidate and restrict data

Apply security policies to protect and encrypt data

Configure automatic data labeling to ensure confidentiality classifications

03
Adoption and services

Offer managed services

Offer Copilot services with security, compliance and productivity

Drive Copilot optimization and adoption with the Copilot Dashboard

Drive end user adoption and extend to Copilot Studio to enable LOB scenarios

Microsoft 365 Lighthouse
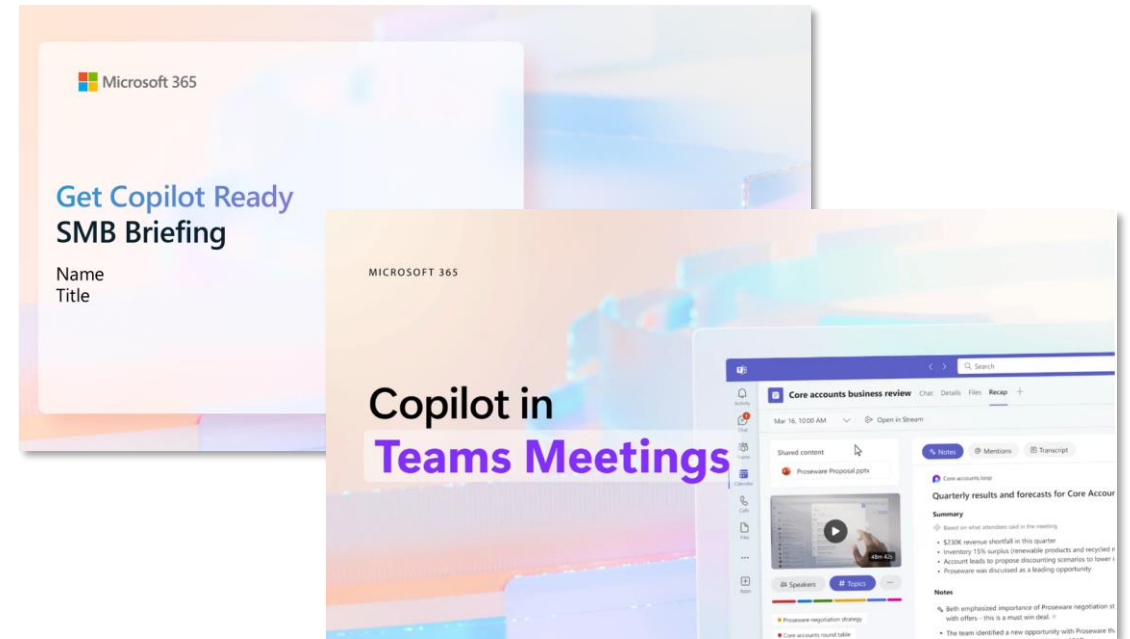Multi-customer management and AI driven customer targeting

Start with a SMB Briefing

What is a SMB Briefing?

- A Microsoft SMB Briefing is a 90-minute, one-to-many, partner-led demo event where customers can experience a small-business scenario live in a demo tenant of Microsoft 365 Business Premium.

- Partners are responsible for identifying and recruiting attendees and running the event.

How to get started?

- Microsoft and TD SYNNEX provides a full briefing package, including facilitator script and supporting slide content, along with instructions to set up the demo environment.

- Completing all activities makes you eligible for special incentives*

- TD SYNNEX may be able to facility skilled experts to help you execute your first workshops*

- Consult TD SYNNEX today to plan your first customer SMB Briefing

How to demo Copilot?

01
Use your Copilot License

Use prebuilt Copilot guided click-through simulations available from the Get Copilot Ready SMB Briefing.

Use SMB demo scripts and files to run your own live Copilot demos.

02
Microsoft Tools

Use Microsoft 365 E3 Copilot demos (CDX Secure Productivity content):
- Unleash Creativity guided demo
- Unlock Productivity guided demo
- Uplevel Skills guided demo

Use Microsoft 365 BP Copilot demos (CDX Secure Productivity content):
- Unleash Creativity guided demo
- Unlock Productivity guided demo
- Uplevel Skills guided demo

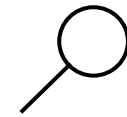Leverage Copilot for Work | Microsoft 365 video demos.

03
TD SYNNEX CloudLab

Use TD SYNNEX CloudLab Experience to demo free-style in a clean Microsoft tenant with Microsoft 365 E5 and Copilot license.

Preloaded with demo content.

Demo scripts and documentation to help you do a successful demo.

What is your customer offer?

Package Copilot Services

Drive innovation and business transformation for customers around the world with Microsoft 365 Copilot offers. Tap into the millions of Microsoft customers and bring generative AI to the productivity suite they know and trust, setting them up for success with pre-sales and post-sales support alongside best-of-breed protection and education. Take innovation to a new level and amplify the capabilities of Copilot with the power of plugins and Microsoft Graph.

AI + Microsoft 365 Copilot Advisory

- Lead business transformation conversations with Copilot
- Provide guidance for the responsible use of AI
- Identify personas and scenarios that would deliver the most value if reimagined with AI

Microsoft 365 Copilot Readiness

- Assess licensing and technical readiness
- Assess customer data protection and governance
- Showcase the benefits of Copilot
- Identify high-value scenarios

Microsoft 365 Copilot Deployment

- Close readiness gaps
- Build a business case
- Plan customer success with Microsoft account teams
- Evaluate Microsoft 365 tenant usage and configure security and compliance
- Launch pilot

Adoption & Change Management

- Drive change management programs
- Establish employee communication channels
- Measure business impact
- Conduct employee training
- Continuously support and optimize

Microsoft 365 Copilot Extensibility

- Conduct line-of-business app assessments
- Extend value with Copilot plugins and connections
- Connect data to Microsoft Graph and Dataverse
- Deliver integration, customization, and configuration services

Partner practice development resources
https://aka.ms/AIFutureOfWorkPartner

Solution offers

	AI Advisory	Deployment and readiness	Adoption and change management	Microsoft 365 Copilot extensibility
Target audience	C-suite	BDM and End Users, ITDM	BDM and End Users	BDM and End Users, ITDM
Value proposition	• Help customers build AI transformation strategies • Identify top personas and processes that would deliver value if reimagined with AI	• Assess customer licensing and technical readiness and address gaps • Assess customers data protection and governance posture and address gaps • Showcase value of M365 Copilot and identify high-value scenarios	• Deliver end-user readiness to enable proficient use of Copilot • Drive change management programs to transition processes and adapt behaviors	• Leverage Copilot plugins and connectors • Connect data to Microsoft Graph and Dataverse
Key outcomes	• Identify key business scenarios • Create a benefits realization plan and establish KPIs to track • Recommend next steps to prepare the organization for Microsoft 365 Copilot, including migration approaches for non-cloud data	• Evaluate and support Microsoft 365 Copilot technical readiness • Identify key personas, high-value use cases, and impact estimates • Build a business case • Plan customer success with Microsoft account teams • Evaluate Microsoft 365 tenant usage and configure security and compliance	• Deploy a Microsoft 365 Copilot CoE • Develop champion programs • Facilitate end-user communications • Measure business impact • Conduct trainings • Stay up to date with the Microsoft 365 Copilot community	• Identify key personas, high-value use cases for Copilot extensibility • Conduct line of business application assessments • Deliver integration, customization, and configuration services
Differentiators	• Thought leadership • Industry and persona specialization • Cost management • Participation in Microsoft programs • Local and/or virtual delivery	• Industry and persona specialization • Security, data governance, and information protection expertise • Participation in Microsoft programs • Local and/or virtual delivery	• User training, adoption, and change management specialization • Specialization in industry or solution • Local and/or virtual delivery	• Industry and persona specialization • Innovative solutions • Certifications and expertise • Participation in Microsoft Programs • Local and/or virtual delivery • Sustainability initiatives

AI + Copilot advisory
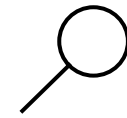
AI + Copilot Advisory

Preparing for the era of AI

What are your organization's **goals** for using AI?

What are your organization's **pain points** that AI can address?

What are your organization's **current capabilities** in terms of AI?
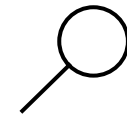
Does your organization have a **data strategy** in place?

Does your organization have the necessary **infrastructure and resources** to support AI initiatives?
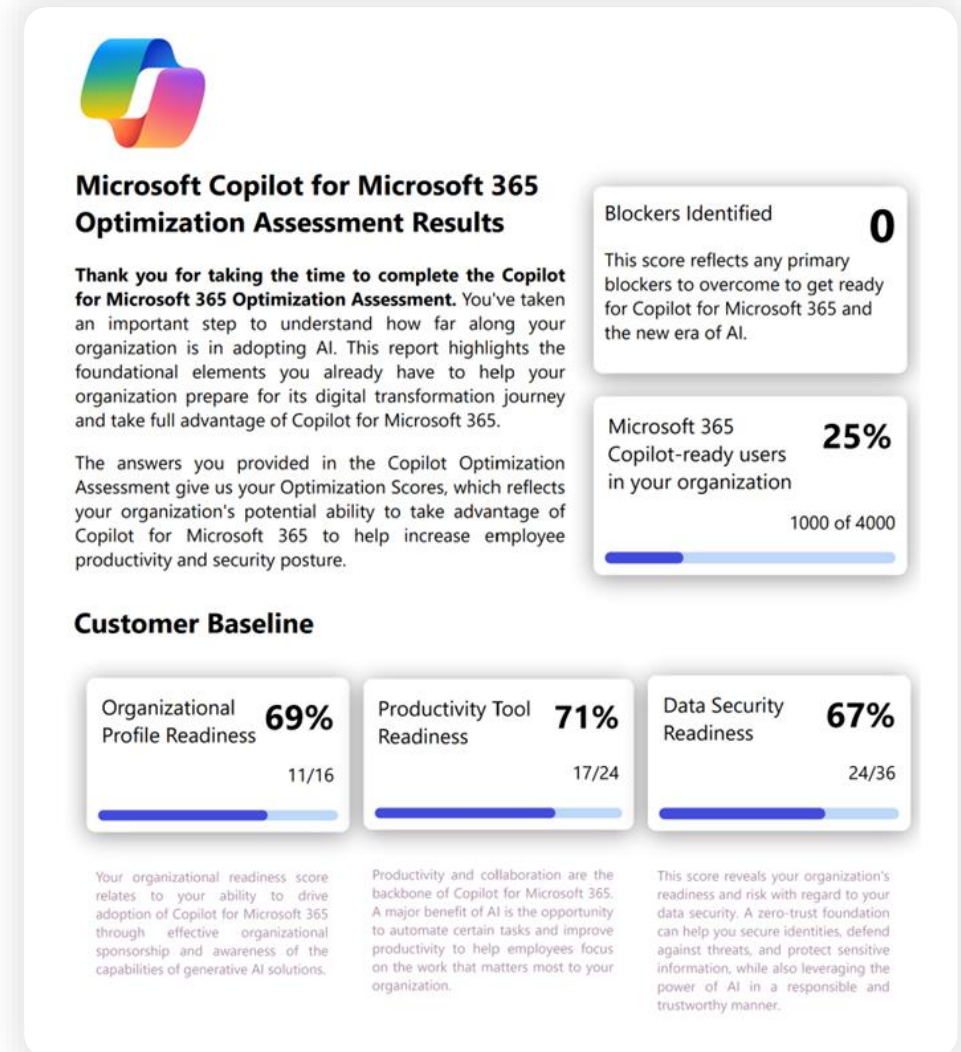
Technical Readiness

Copilot Readiness Assessment

Optimization Assessment

The assessment is designed to understand your current licensing profile, your collaboration tools, sensitive data handling, and security controls implemented today in your organization, helping you identify a clear path to deploying Copilot for Microsoft 365. The assessment consists of 26 questions and takes about 30 minutes to complete.
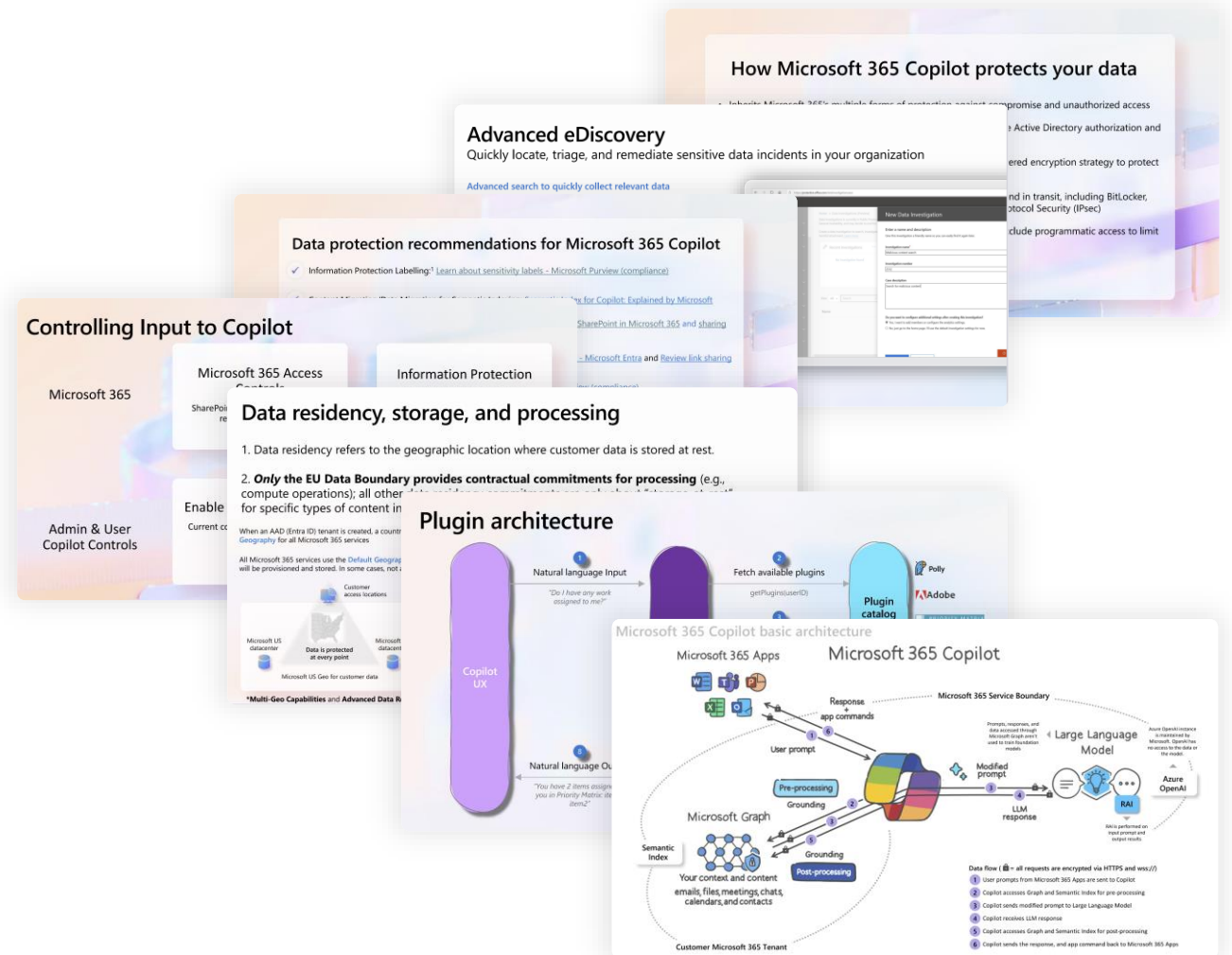
- Complete the Microsoft Copilot for Microsoft 365 Optimization Assessment
- Understand current licensing
- Understand of identity management
- Understand current collaboration tools
- Understand current data locations
- Uncover opportunities to implement data security measures and improve data security posture to optimize user experience with Copilot for Microsoft 365

Microsoft Copilot for Microsoft 365 Optimization Assessment Results

Thank you for taking the time to complete the Copilot for Microsoft 365 Optimization Assessment. You've taken an important step to understand how far along your organization is in adopting AI. This report highlights the foundational elements you already have to help your organization prepare for its digital transformation journey and take full advantage of Copilot for Microsoft 365.

The answers you provided in the Copilot Optimization Assessment give us your Optimization Scores, which reflects your organization's potential ability to take advantage of Copilot for Microsoft 365 to help increase employee productivity and security posture.

Blockers Identified **0**
This score reflects any primary blockers to overcome to get ready for Copilot for Microsoft 365 and the new era of AI.

Microsoft 365 **25%**
Copilot-ready users in your organization
1000 of 4000

Customer Baseline

Organizational Profile Readiness **69%**
11/16

Productivity Tool Readiness **71%**
17/24

Data Security Readiness **67%**
24/36

Your organizational readiness score relates to your ability to drive adoption of Copilot for Microsoft 365 through effective organizational sponsorship and awareness of the capabilities of generative AI solutions.

Productivity and collaboration are the backbone of Copilot for Microsoft 365. A major benefit of AI is the opportunity to automate certain tasks and improve productivity to help employees focus on the work that matters most to your organization.

This score reveals your organization's readiness and risk with regard to your data security. A zero-trust foundation can help you secure identities, defend against threats, and protect sensitive information, while also leveraging the power of AI in a responsible and trustworthy manner.

Address security, governance, and data access questions

Access the **IT Professional admin resources** for additional documentation and to help address deeper questions you may have about Copilot for Microsoft 365, such as:

- How does **Copilot with commercial data protection**, AI-powered chat for the web, work? How is it different from Copilot for Microsoft 365?

- Is this AI-powered chat available for **eligible Entra ID users** at no additional charge?

- How does Copilot for Microsoft 365 work?

- How does the Semantic Index work?

- Where does my data go?

- How do Copilot plugins and connectors work?

- What permissions and policies should I think about to prepare?

- What is Microsoft's responsible AI commitment?

- AND MORE….

Copilot Success Kit

Accelerate your path to value

→ **Implementation Summary Guide for Leaders**

→ **User Enablement Guide**

→ **Technical Readiness Guide**

→ **Business Leaders Guide to AI Adoption**

→ **Accelerating Copilot enablement with Microsoft Viva**

→ *Additional resources and templates*:

- **Get ready** – Scenario Library, Optimization Assessment, implementation plan template

- **Onboard & engage** – Community and Champion guide, onboarding email kit with onboarding and training email templates, approved graphics and usage guidance, Business User one-pagers

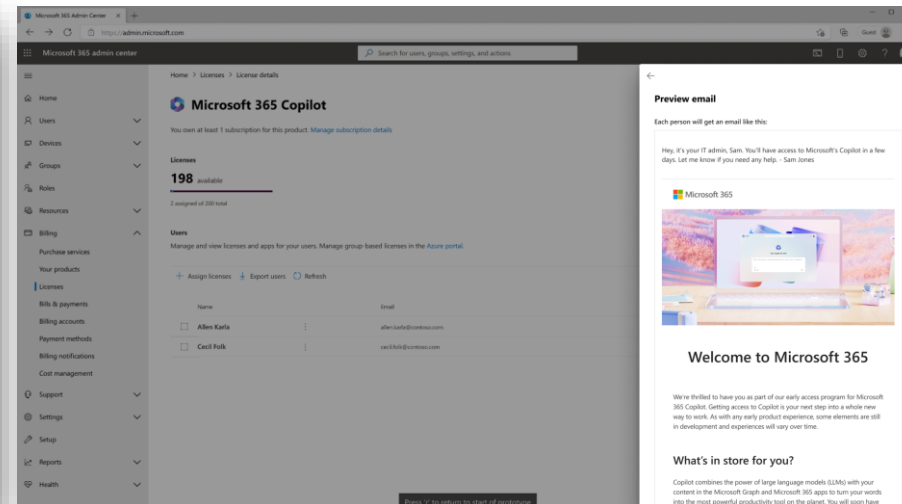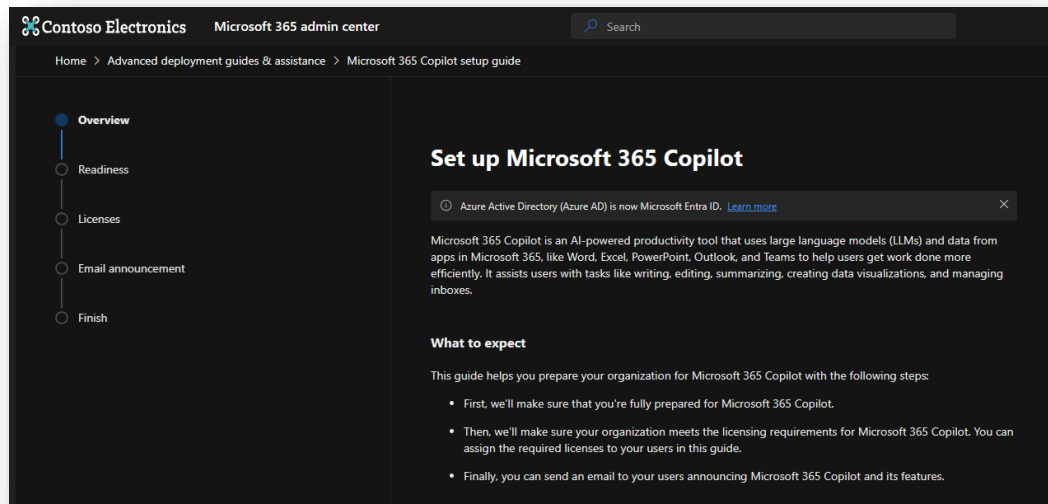- **Deliver impact** – Copilot Dashboard guidance
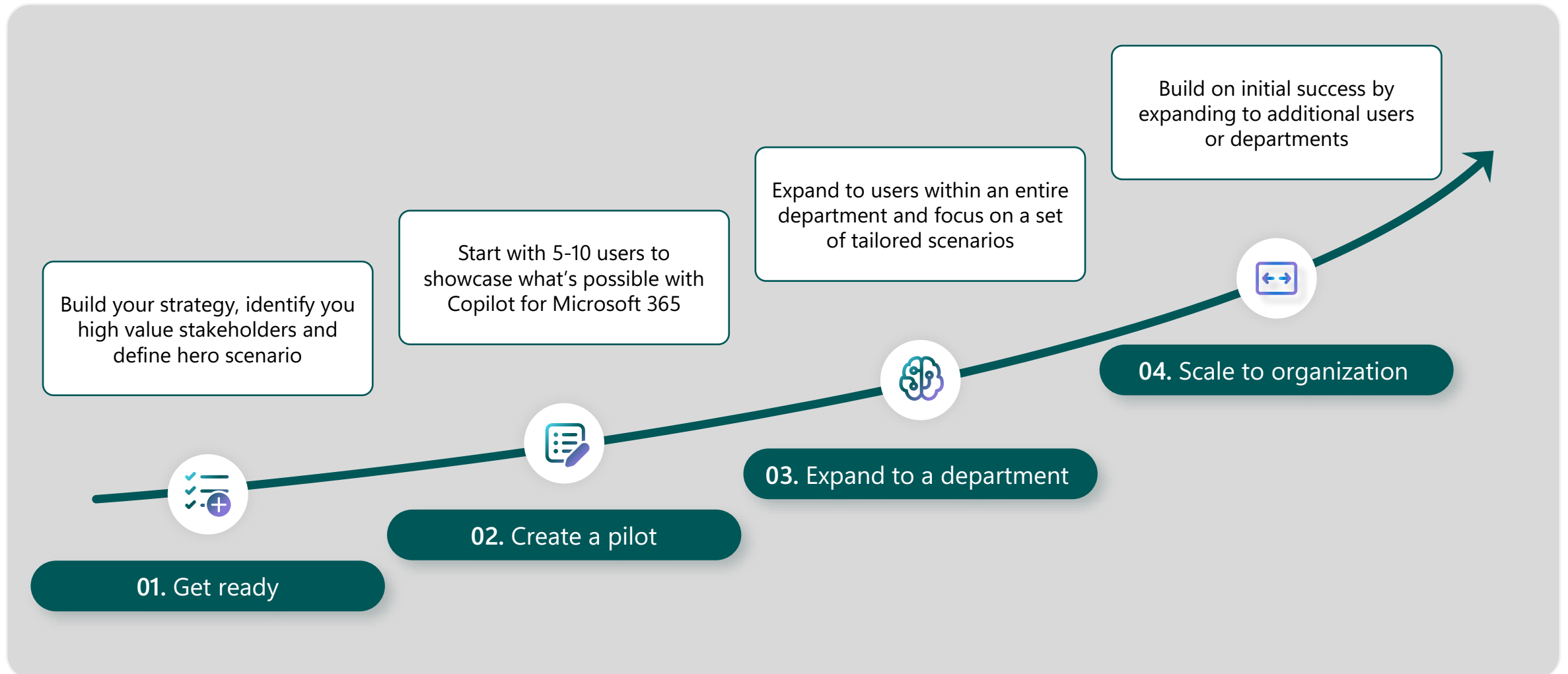
Deployment of Copilot

Configure Copilot with the onboarding wizard

Encourage your customers to leverage the M365 Copilot onboarding wizard directly in the Microsoft 365 Admin Center to set up Copilot and walk through the steps on:

- Data privacy, security and compliance readiness ahead of enablement

- Assigning licenses to end users

- Sharing email announcement to end users to drive awareness and adoption

- Ability to easily request FastTrack assistance during wizard onboarding process as needed
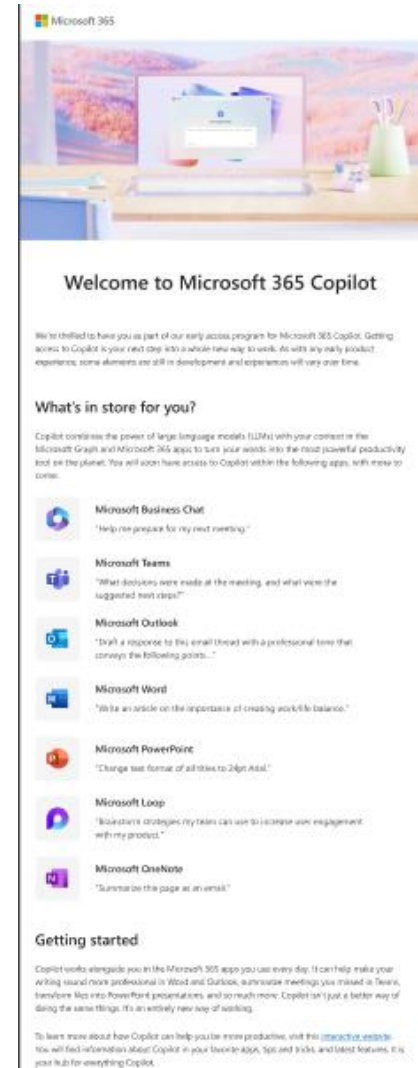
Copilot for Microsoft 365

TD SYNNEX

Configure Copilot with the onboarding wizard

Build your strategy, identify you high value stakeholders and define hero scenario

Start with 5-10 users to showcase what's possible with Copilot for Microsoft 365

Expand to users within an entire department and focus on a set of tailored scenarios

Build on initial success by expanding to additional users or departments

01. Get ready

02. Create a pilot

03. Expand to a department

04. Scale to organization

Interpret the Copilot Dashboard data

Deliver impact: Access usage reports

The Copilot for Microsoft 365 usage report includes two sections: Readiness and Usage.

In the **Readiness section,** you can review technical eligibility, license assignment, and users who are in a strong position to get value from Copilot for Microsoft 365.

In the **Usage section**, you can view a summary of Copilot for Microsoft 365 adoption with visibility into users' last Copilot for Microsoft 365 activity.
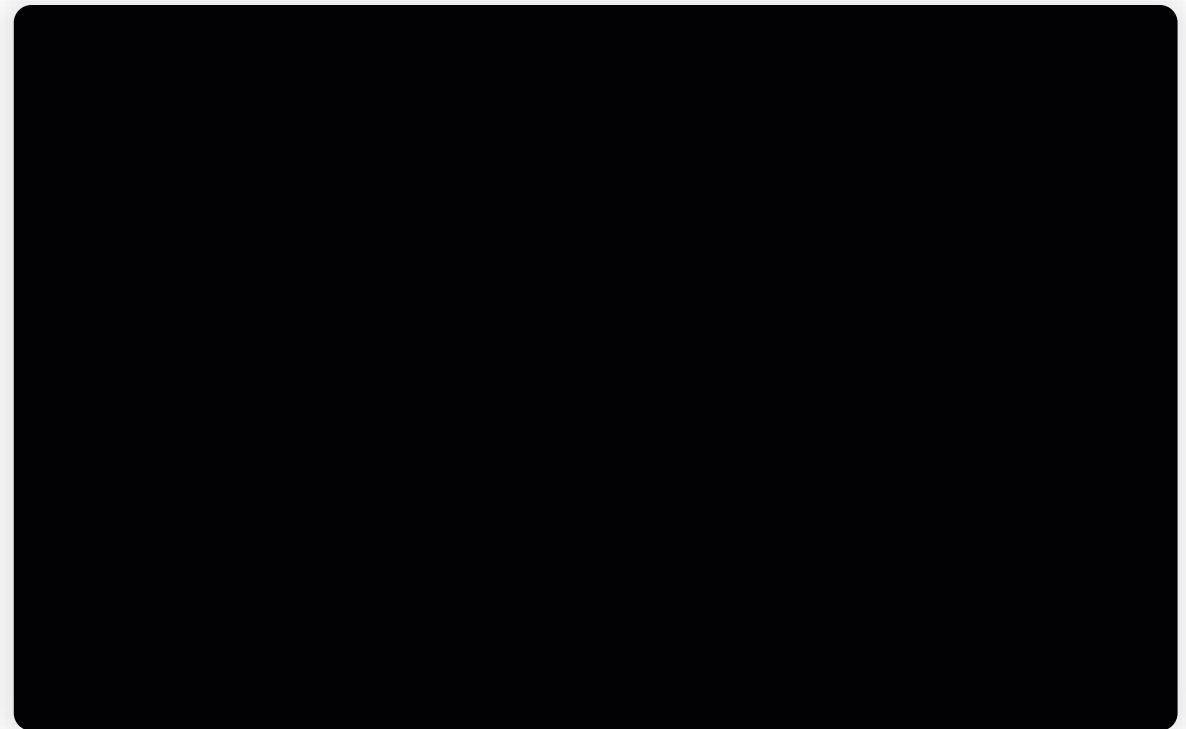
Interpret the Copilot Dashboard data

Deliver impact: Analyze usage reports

In the **Readiness tab**, you assess your organization's overall readiness for Copilot rollout based on technical eligibility requirements and overall Microsoft 365 app usage.
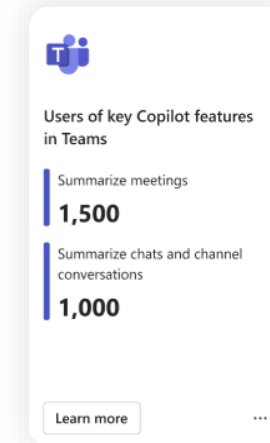
In the **Adoption tab**, you track user adoption trends per Microsoft 365 app and Copilot feature.

In the **Impact tab**, you assess Copilot impact by layering the results of Microsoft's quantitative and qualitative research on top of your organization's Copilot and Microsoft 365 usage patterns.
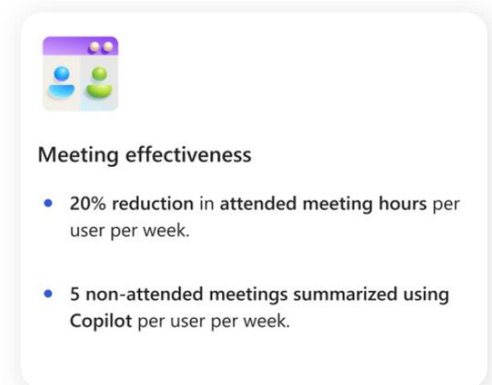
The **Sentiment tab** provides information that helps you assess Copilot impact from users' perspective.
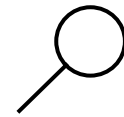
Readiness

Total Microsoft 365 app users ⓘ

5,000
Number of active users over the past 28 days

Your admin can manage Microsoft 365 Copilot licenses from the Microsoft 365 admin center.

Enable users for Microsoft 365 apps
To get the most out of Copilot, users should be actively using Microsoft 365 apps with Copilot capabilities, such as Microsoft Teams and Outlook.

- Teams meetings: 2.7K
- Teams chats: 2.5K
- Outlook emails: 2.3K
- Office documents: 1.8K

Adoption

Users of key Copilot features in Teams

Summarize meetings
1,500

Summarize chats and channel conversations
1,000

Learn more

Impact

Meeting effectiveness

- 20% reduction in **attended meeting hours** per user per week.

- 5 non-attended meetings summarized using **Copilot** per user per week.

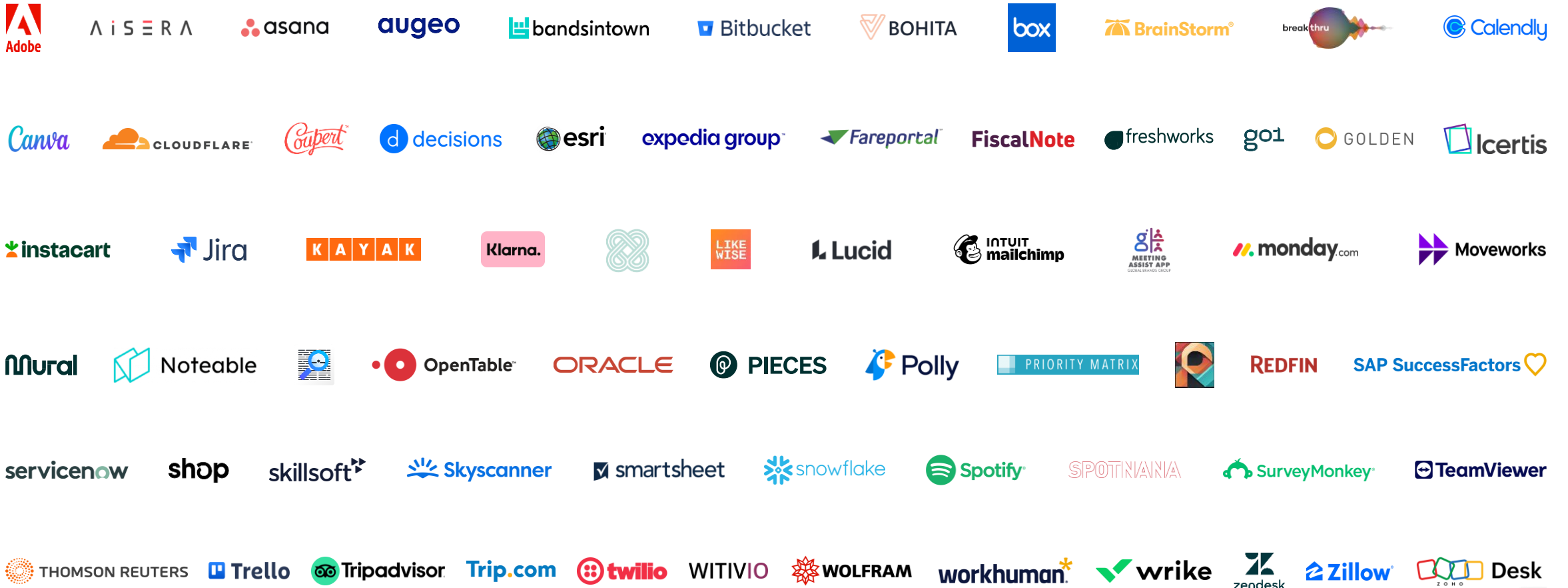Copilot Extensibility

Extend your users' skills

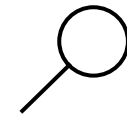## Plugins enable users to interact directly with third-party app & services from inside Copilot.
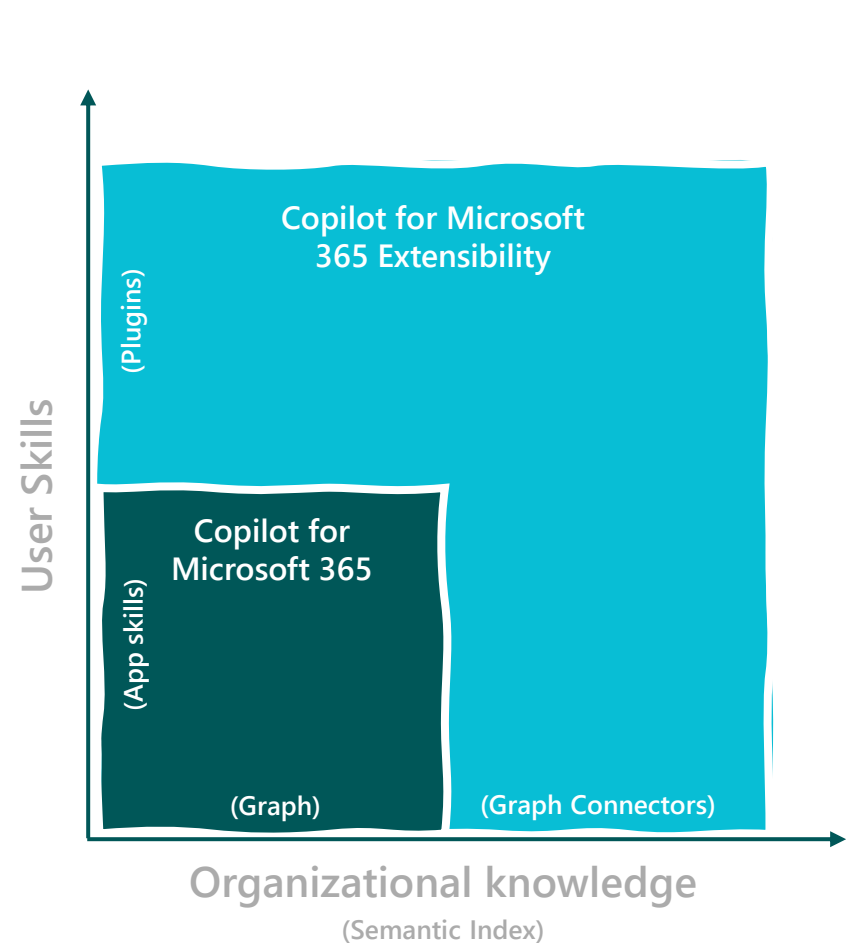
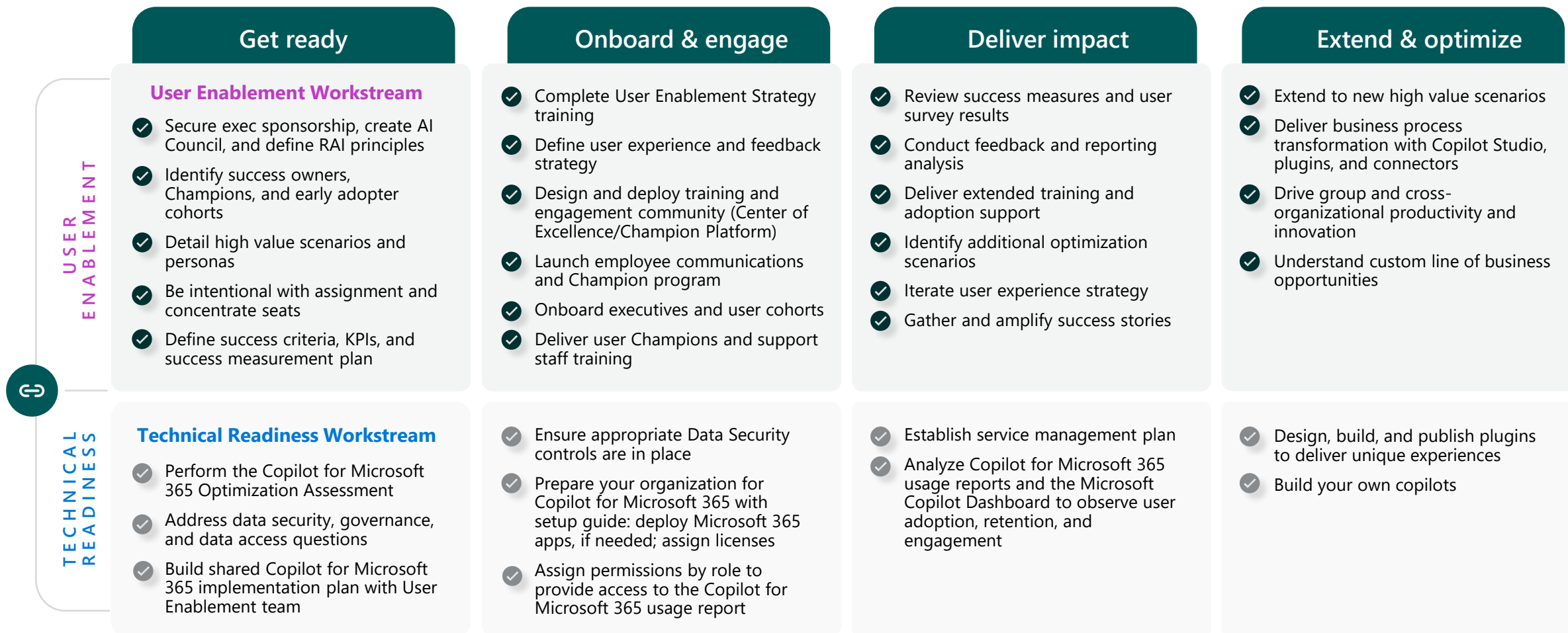|	Plugins
Keyword search and retrieve	✓
Perform actions on behalf of user	✓
Summarization & ideation via semantics and similarities around indexed content	
Ranking and relevancy of content	
Security, governance and compliance boundaries	✓
Responsible AI guardrails	✓
Available across Microsoft 365	Copilot for Microsoft 365, Teams, Outlook, Office

Extend your users' skills

Leading SaaS providers are building plugins

What is your customer offer?

Copilot for Microsoft 365

TD SYNNEX

Implementation overview

	Get ready	Onboard & engage	Deliver impact	Extend & optimize
USER ENABLEMENT	**User Enablement Workstream**	✓ Complete User Enablement Strategy training	✓ Review success measures and user survey results	✓ Extend to new high value scenarios
	✓ Secure exec sponsorship, create AI Council, and define RAI principles	✓ Define user experience and feedback strategy	✓ Conduct feedback and reporting analysis	✓ Deliver business process transformation with Copilot Studio, plugins, and connectors
	✓ Identify success owners, Champions, and early adopter cohorts	✓ Design and deploy training and engagement community (Center of Excellence/Champion Platform)	✓ Deliver extended training and adoption support	✓ Drive group and cross-organizational productivity and innovation
	✓ Detail high value scenarios and personas	✓ Launch employee communications and Champion program	✓ Identify additional optimization scenarios	✓ Understand custom line of business opportunities
	✓ Be intentional with assignment and concentrate seats	✓ Onboard executives and user cohorts	✓ Iterate user experience strategy	
	✓ Define success criteria, KPIs, and success measurement plan	✓ Deliver user Champions and support staff training	✓ Gather and amplify success stories	
TECHNICAL READINESS	**Technical Readiness Workstream**	✓ Ensure appropriate Data Security controls are in place	✓ Establish service management plan	✓ Design, build, and publish plugins to deliver unique experiences
	✓ Perform the Copilot for Microsoft 365 Optimization Assessment	✓ Prepare your organization for Copilot for Microsoft 365 with setup guide: deploy Microsoft 365 apps, if needed; assign licenses	✓ Analyze Copilot for Microsoft 365 usage reports and the Microsoft Copilot Dashboard to observe user adoption, retention, and engagement	✓ Build your own copilots
	✓ Address data security, governance, and data access questions	✓ Assign permissions by role to provide access to the Copilot for Microsoft 365 usage report		
	✓ Build shared Copilot for Microsoft 365 implementation plan with User Enablement team			

Implementation overview

USER ENABLEMENT

TECHNICAL READINESS

Get ready

- ✓ **Docs:** User Experience Strategy template (coming soon)
- ✓ **Video**: Copilot Experiences Explained

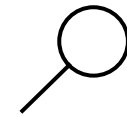
- ✓ **Course**: Get started with Copilot for Microsoft 365 (2 hrs)
- ✓ **Video**: How Microsoft 365 Copilot works (10 min)
- ✓ **Video**: How to get ready for Microsoft 365 Copilot (9 min)
- ✓ **Docs**: Data, Privacy, and security for Microsoft Copilot for Microsoft 365
- ✓ **Docs**: Microsoft Copilot for Microsoft 365 requirements

Onboard & engage

- ✓ **Course:** Copilot for Microsoft 365 User Enablement Specialist (coming soon)
- ✓ **Tool:** Copilot Lab (including app specific guidance)
- ✓ **Video**: Creating a User Experience Strategy (coming soon)
- ✓ **Docs**: User Experience Strategy template (coming soon)

- ✓ **Course**: Prepare your organization for Copilot for Microsoft 365 (1.5 hrs)
- ✓ **Video**: Admin steps to get ready for Microsoft 365 Copilot
- ✓ **Docs**: Apply principles of Zero Trust to Microsoft Copilot for Microsoft 365
- ✓ **Docs:** Enable users for Microsoft Copilot for Microsoft 365

Deliver impact

- ✓ **Course**: Empower your workforce with Copilot for Microsoft 365 Use Cases (7 business group use cases)
- ✓ **Course**: Craft effective prompts for Copilot for M365 (2 hrs)
- ✓ **Article**: Learn about Copilot prompts
- ✓ **Article**: Get better results with Copilot Prompts
- ✓ **Article**: Edit a Copilot prompt to make it your own
- ✓ **Article**: Share your best prompts

- ✓ **Docs**: Copilot for Microsoft 365 Documentation
- ✓ **Docs**: Copilot Dashboard implementation

Extend & optimize

- ✓ **Docs**: Modern Collaboration Architecture people-centric scenario guidance
- ✓ **Course**: Craft effective prompts for Copilot for Microsoft 365 (2 hrs)

- ✓ **Docs**: Extend Microsoft Copilot for Microsoft 365
- ✓ **Course:** Optimize and extend Copilot for Microsoft 365 (1 hr)
- ✓ **Course:** Create copilots with Microsoft Copilot Studio (4 hrs)
- ✓ **Course:** Extend and manage Microsoft Copilot Studio copilots (2 hrs)

More resources

Copilot Lab

A comprehensive learning resource that helps everyone begin their
Copilot journey with confidence and grow with Copilot.

Get started with ease

Find prompt inspiration directly in your favorite Microsoft 365 apps or visit the Copilot Lab website for a full collection of training videos, helpful articles, and ready-made prompts to get started quickly.

Build new AI skills

Discover what's possible with Copilot and learn prompting fundamentals to create effective prompts on your own and unlock the magic of Copilot.

Achieve more together

Explore our curated selection of suggested prompts or create, save, and share prompts of your own to help you and your team get more done and tackle any project or task at hand.

Get started today: aka.ms/Copilotlab

Copilot for Microsoft 365 training platforms

Microsoft Learn

- Free, on-demand training content for developing skills through interactive modules and learning paths
- Master core concepts at your speed and on your schedule
- Track your training progress and completions, earn achievements
- Step-by-step exercises guiding learners through common Copilot prompts and use cases
- Learner knowledge checks included throughout training content
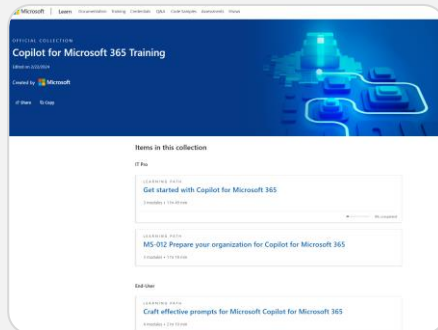
Viva Learning

- Requires additional licensing
- Employee learning in the flow of work with Teams integration
- Recommend and share content, and track completion
- Enable social learning
- Content includes pre-made playlists of how-to articles and videos
- Regularly updated with latest content
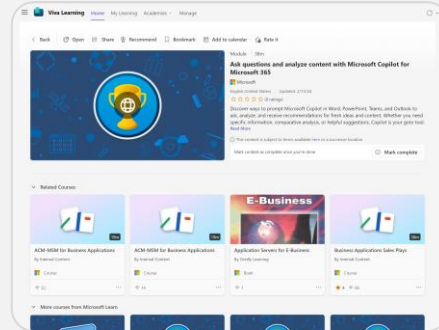
Technical Documentation

- Official and authoritative technical guidance from Microsoft
- Regularly updated with the latest information
- Topics include planning and readiness, getting started, security, privacy, and compliance, and more
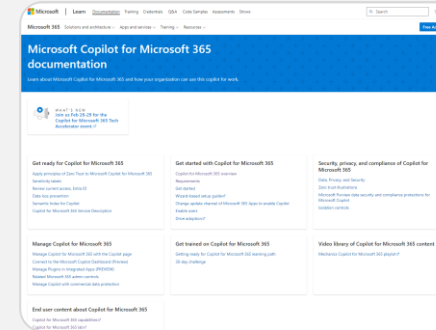
Microsoft 365 Learning Pathways

- Free, customizable, and on-demand learning solution built on SharePoint and integrated into Teams
- Easy to provision from the SharePoint Online Provisioning Service
- Create your own training playlists to meet the unique needs of your organization
- Content is provided through a Microsoft online content catalog so the content on your site is automatically updated
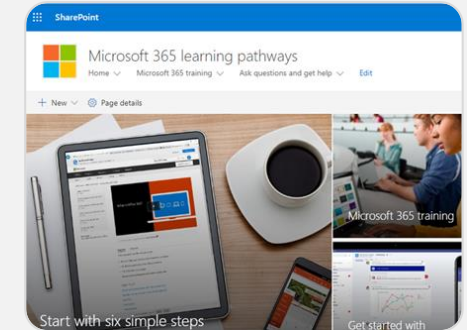
Downloadable assets for customization available at adoption.microsoft.com/copilot

Copilot Resources on Microsoft Adoption

One site for all your Copilot needs
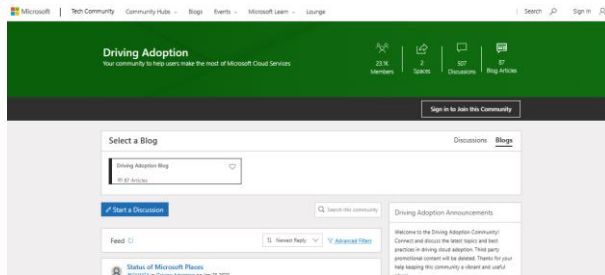
https://adoption.microsoft.com/copilot

- Resources by role

- Product announcements and news

- Links to all other Microsoft sites

- Extended links for Small/Medium business, Copilot in Sales, Microsoft Viva, and more
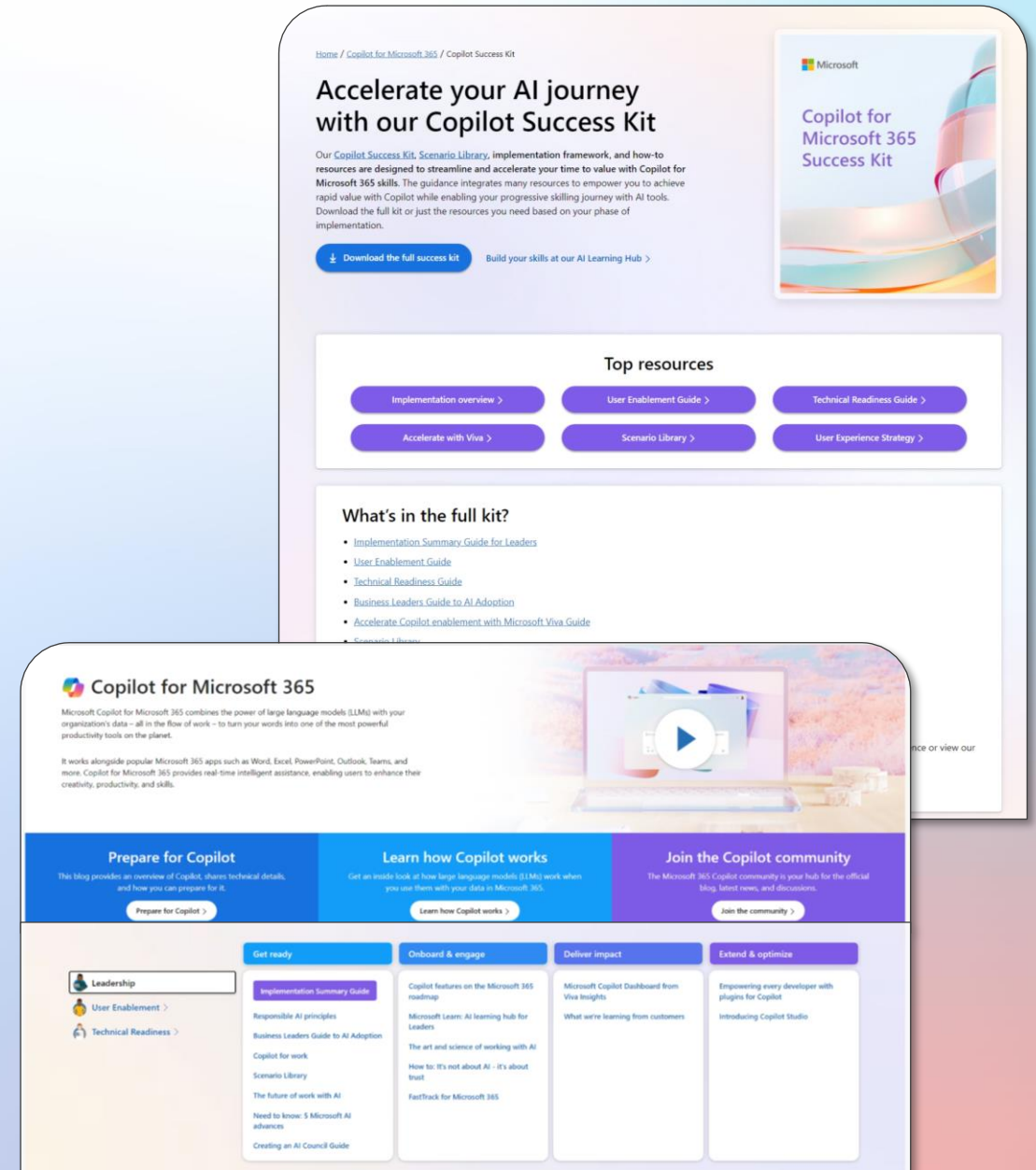
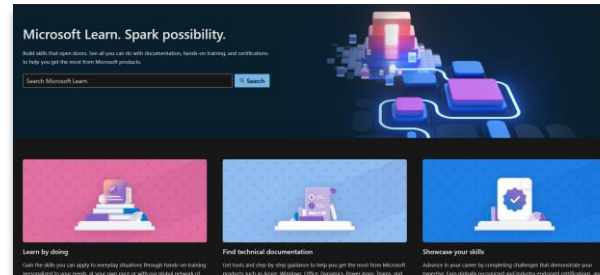# Bookmark Microsoft enablement resources

Join Driving Adoption Tech Community

https://aka.ms/DriveAdoption

Collaborate, share, and learn from experts

Microsoft Learn

https://learn.microsoft.com

Technical documentation for developers and IT professionals

Microsoft Adoption Hub

https://adoption.microsoft.com

Resources to help you drive adoption of Microsoft services

Microsoft Support

http://support.microsoft.com/copilot
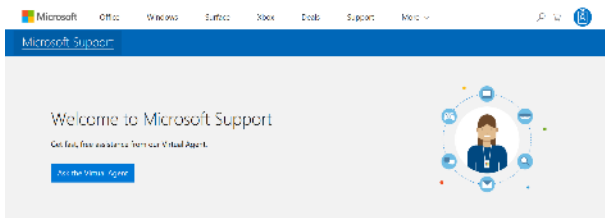
Access FAQs and user help and learning

Teamwork governance

https://aka.ms/TeamworkGovernance

Collaboration governance guidance for Microsoft 365

Join our communities

Utilize our resources

Achieve your goals

Links to learn more (1 of 2)

[Copilot Readiness Hub](#)

What is Copilot?
- [Introducing Copilot for Microsoft 365](#)
- [The Copilot System](#)
- [ChatGPT vs. Copilot for Microsoft 365: What's the difference?](#)

How Copilot works
- [How Copilot for Microsoft 365 works: Microsoft Mechanics video](#)
- [Semantic Index for Copilot](#)
- [Microsoft Graph](#)
- [Microsoft Graph connectors](#)
- Additional copilot experiences across the Microsoft Cloud
  - [Microsoft Dynamics 365 Copilot](#)
  - [Copilot in Power Platform](#)
  - [Microsoft Security Copilot](#)
  - [GitHub Copilot](#)
  - [Copilot in Microsoft Stream](#)

Privacy
- [Microsoft's privacy policy](#)
- [Microsoft Privacy Statement](#)
- [Trust Center data protection and privacy](#)
- [Data, privacy, and security for Copilot for Microsoft 365](#)
- [Data, privacy, and security for Azure OpenAI Service](#)
- [Role-based access control](#)
- [User permissions and permission levels in SharePoint Server](#)
- [Customer Lockbox requests](#)
- [Microsoft 365 isolation controls](#)
- [Data Protection Addendum](#)

Links to learn more (2 of 2)

Data residency and storage

- EU Data Boundary
  - Website
  - Blog
  - Documentation

Compliance

- Microsoft Compliance
- Service Trust Portal
- Compliance offering definitions
- General Dat Protection Regulation (GDPR)
  - Full summary
  - Short summary

Security

- Configure usage rights for Azure Information Protection (AIP)
- Universal Licensing Terms for Online Services
- Data Protection Addendum
- Isolation and Access Control in Microsoft 365

How to prepare for Copilot for Microsoft 365

- Learn about Microsoft feedback for your organization
- Manage Microsoft feedback for your organization
- How to manage Microsoft Search
- Microsoft 365 Product Terms
- Content management and security in SharePoint, OneDrive, and Teams

Responsible AI

- Responsible AI core principles
  - Videos
  - Documentation
- Microsoft Responsible AI Standard
- Governing AI: A Blueprint for the Future

Next steps

What is next for you?

Define your strategy

Leverage these resources to develop your Copilot for Microsoft 365 practice.

- Read the latest Work Trend Index AI trends and research
- Learn more about the Microsoft family of Copilot products
- Review partner Microsoft 365 Copilot services and solution opportunities
- Attend the 1/18 H2 Acceleration Moment event (AM and PM registration options)

Engage to develop skills

Empower your sales, pre-sales and technical teams to build their skills and capabilities and learn how to build a Copilot for M365 practice

- Participate in the Copilot for M365 sales and pre-sales bootcamp
- Register for the CSP Masters Go to market, sales and pre & post sales technical Bootcamps

Operationalize and go to market

Set your strategy in motion and accelerate your GTM efforts.

- Use the Offer Development Guide to build your Copilot offers
- Drive customer intent with SMB Briefings and Copilot Workshop content
- Create packaged offers using the Microsoft 365 Copilot Selling Guide

aka.ms/AIFutureOfWorkPartner

Engage with
TD SYNNEX
to build and accelerate
your plan
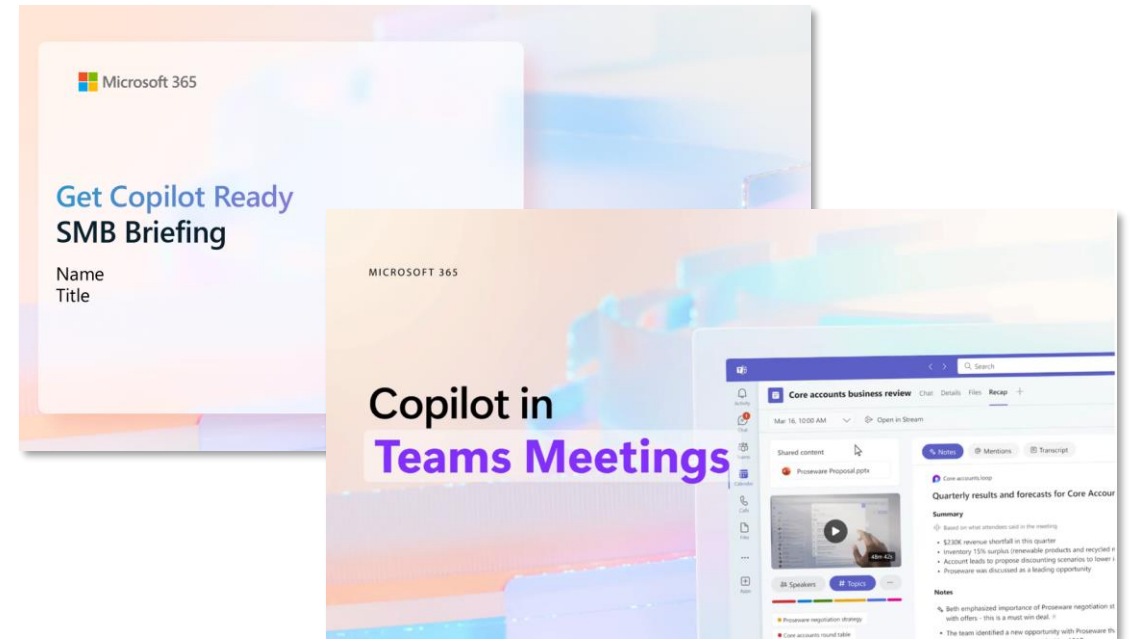
We are your Copilot
all the way

Start with a SMB Briefing

What is a SMB Briefing?

- A Microsoft SMB Briefing is a 90-minute, one-to-many, partner-led demo event where customers can experience a small-business scenario live in a demo tenant of Microsoft 365 Business Premium.

- Partners are responsible for identifying and recruiting attendees and running the event.

How to get started?

- Microsoft and TD SYNNEX provides a full briefing package, including facilitator script and supporting slide content, along with instructions to set up the demo environment.

- Completing all activities makes you eligible for special incentives*

- TD SYNNEX may be able to facility skilled experts to help you execute your first workshops*

- Consult TD SYNNEX today to plan your first customer SMB Briefing

Microsoft 365

Get Copilot Ready
SMB Briefing

Name
Title

MICROSOFT 365

Copilot in
Teams Meetings

* Limited slots available and vary by country. Terms and conditions apply.
  Engage with TD SYNNEX today to reserve your slot.

https://cloud.tdsynnex.se/blog/microsoft-ai-and-copilot-announcement/
https://cloud.tdsynnex.no/blog/copilot-for-microsoft-365-available-for-csp/

Microsoft 365 E3 promotion: Save 15%

- Available to new Microsoft 365 E3 customers only.

- Intended to upsell from ex. Office 365 E3 or from on-premises software.

- 15% of Microsoft 365 E3 annual price for eligible customers.

- Annual term subscriptions only (annual/monthly payment).

- Purchase from 1. February 2023 to **30. June 2024.**

- Read details

Please note:

- StreamOne does not yet support do display promotions during purchase and will show normal price regardless of customer is eligible for promotion or not.

- We do expect full support of Microsoft NCE promotions in StreamOne Ion within short time.

- Nevertheless, all invoicing will be correct, and if a promotion is applied, reseller will receive the discounted price on invoice.

- In case any doubt, if a customer is eligible or not, you can create a ticket to verify the customer eligibility or contact your TD SYNNEX agents.

- At subscription renewal date, the subscription with promotion renews into regular price, which includes any price increases that might have been announced.

- If the subscription has a promotion applied, the term and billing plans can be changed only at the end of the subscription's term.

Roadmap for legacy to NCE enforcement

January 2024 to June 2024

Education and Charity available in NCE

- Microsoft has announced educational SKUs and nonprofit SKUs will become available in NCE from ~~January 1, 2024~~ – now from **March 1, 2024**.
- Some products may not become available in NCE – ex, special old promotion offers – and may retire on renewal date after January 1, 2024. Please refer to Microsoft Retirement Guide.
- Please consult TD SYNNEX for assistance to plan your transition to Microsoft New Commerce.

January 2024

Automatic renewal of legacy subscriptions to NCE (Commercial Subscriptions)

- From **January 11, 2024,** Microsoft has started to enforce renewals of legacy subscriptions to NCE on annual term.
- The Microsoft-led migration will occur on the anniversary date, starting with all subscriptions renewing on **January 11, 2024,** and continuing throughout the 2024 calendar year.
- Resellers will have 7 days after migration is complete to change the subscription term, quantity or cancel the subscription if necessary.
- After 7 days, reseller will be committed for a full annual term with no change or cancellation option until next anniversary date.
- Resellers will not be notified by Microsoft upon or after renewal.
- Please consult TD SYNNEX if you prefer to manual manage migrations with the option to amend term and billing settings or change products.

July 2024

Automatic renewal of legacy subscriptions to NCE (Educational and Charity)

- From **July 2024** Microsoft will start enforce renewals of legacy subscriptions to NCE on annual term.
- The Microsoft-led migration will occur on the anniversary date, starting with all subscriptions renewing in July 2024 and continuing until June 2023.
- Resellers will have 7 days after migration is complete to change the subscription term, quantity or cancel the subscription if necessary.
- After 7 days, reseller will be committed for a full annual term with no change or cancellation option until next anniversary date.
- Resellers will not be notified by Microsoft upon or after renewal.
- **We recommend to renew in NCE as early as possible.**

Copilot for Microsoft 365

TD SYNNEX

Understand Copilot vs Copilot for Microsoft 365

Copilot

- Chat GPT like capabilities available to all at no cost on copilot.microsoft.com
- For customers with Entra ID, you can safely use commercial data in chat. Your data is protected and will not be used to train the AI model.

Copilot for Microsoft 365

- Available since January 16, 2024, for commercial and enterprise customers with eligible base offer subscriptions*
- Include Copilot capabilities within Microsoft Apps and Teams
- Available to purchase in all channels including CSP (USD 30 per user / month)

Copilot for Sales & Copilot for Service

- Available since March 1, 2024, for commercial and enterprise customers with eligible base offer subscriptions*
- Include same functionality as Copilot for Microsoft 365 plus adding roles specific features
- Available to purchase in all channels including CSP (USD 50 per user / month)

Microsoft Copilot

	Copilot	Copilot for Microsoft 365	Copilot for Sales	Copilot for Service
	Free*	$30	$50	$50
Foundational Capabilities	●	●	●	●
Web grounding	●	●	●	●
Commercial Data Protection	●	●	●	●
Enterprise-Grade Data Protection		●	●	●
Graph Grounding		●	●	●
Microsoft 365 Apps		●	●	●
Copilot Studio		●	●	●
Role Specific capabilities			●	●

* Eligible Business Subscriptions: Microsoft 365 Business Standard, Microsoft 365 Business Premium,
Eligible Enterprise Subscriptions: Microsoft 365 E3, Microsoft 365 E3, Office 365 E3, Office 365 E5

https://cloud.tdsynnex.se/blog/microsoft-ai-and-copilot-announcement/
https://cloud.tdsynnex.se/blog/copilot-for-microsoft-365-available-for-csp/

Copilot for Microsoft 365

Licensing and Pricing

Availabilitity and pricing:

- Available since January 16, 2024, for all customers in all sales channels (EA/MCA/CSP/WEB)
- MSRP Price 30 USD per seat per month (360 USD per seat per year)
- Only available as annual term with annual upfront payment
- Possible to align NCE renewal date to NCE base subscription (coterminosity)
- No minimum purchase requirements

Ready to order:

- Available to order in StreamOne and StreamOne Ion

Important:

- Copilot for Microsoft 365 is not just add-on license. It is all about solution sales.

Eligible Base Licenses are:

- Microsoft 365 Business Standard
- Microsoft 365 Business Premium
- Microsoft 365 E3
- Microsoft 365 E5
- Office 365 E3
- Office 365 E5

Education customers:

- Office 365 A3/A5 Faculty
- Microsoft 365 A3/A5 Faculty

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https://cloud.tdsynnex.no/blog/copilot-for-microsoft-365-available-for-csp/