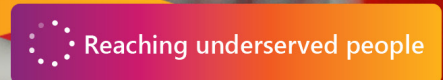
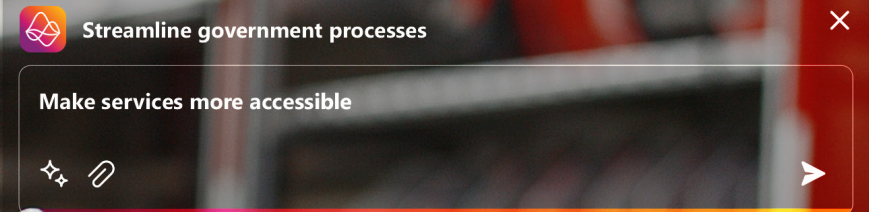




Do what matters



Microsoft Copilot for Government and Public Services Guide

Imagine what your agency will do with AI and Microsoft Copilot

Discover how Microsoft Copilot powers productivity and turns data into knowledge

A photograph of four diverse professionals (three men and one woman) sitting around a table in a meeting. They are engaged in a discussion, with one woman gesturing while speaking. A laptop is open on the table. The background shows a wall with several documents pinned to it. A large, stylized orange and red wave graphic overlays the image and the text.

Be more with copilot by your side

We are in that early stage of innovation: after a new technology wows us with its promise but before it becomes integral to our new ways of working and living.

We have seen some of what AI and generative AI can do, but its true potential for government lies ahead. We already see governments around the world using AI to create better policies, improve citizen relations, ensure the security of their data and empower their staff with copilots to make them more efficient and effective.

Governments also need to consider how AI is used by their citizens and develop responsible AI frameworks and, where possible, early AI and digital literacy education if we are to bring everyone with us on this incredible journey.

This can all feel overwhelming-but Avanade is here to help you take the first steps. We integrate unrivaled AI expertise, strategic collaboration with Accenture and Microsoft, and proven frameworks to elevate innovation with copilot-enabling governments around the world to enhance employee experiences, boosting citizen engagement and fortify data security.



Demand is rising

Aging citizens are requiring increasing amounts of government services and support. AI can be leveraged to automate government services, making them more easily accessible to the elderly.

Working Age per senior

46% increase

46% increase in 60–90-year-olds in the next decade, with 17% fewer working age individuals per senior (in the US.)

By 2060

2x

By 2060, the number of people over age 65 is projected to double.

Source: [US Census Data](#)

Expectations are higher

“Consumerized” citizens increasingly expect digital public services to be at least on par with leading private sector organizations.

Surveyed citizens

39%

39% of surveyed citizens want more digital interaction with their respective governments

Inaccessible public services

53%

53% said accessing public services is frustrating

Source: [Accenture Survey, 2022](#)

How generative AI can put governments in front of the change curve.

We know that public confidence in government and its service delivery is not where we would like it to be. This challenge for governments is often exacerbated by outdated legacy systems, which struggle to cope with heightened demand. IT modernization endeavours often falter, amid a world rapidly embracing digitization, which prioritizes swift, seamless, uncomplicated and secure citizen service.

This disparity in citizen experiences between the private sector and government further compounds the issue.

While dissatisfied customers in the private sector can easily switch to competitors, those relying on government services lack viable alternatives. This highlights the need for comprehensive reform to enhance public trust and optimize government service delivery.

However, we believe that governments and public service agencies have an opportunity to shed their image as technology laggards to become early adopters in this space. Generative AI, when used strategically and thoughtfully, can transform how agencies operate internally and interact with the citizens they serve. And as Microsoft Copilots puts AI at our fingertips, we face a catalyst moment to revolutionize the future of work.

Be more with Microsoft Copilot

In this guide, you will learn how Microsoft Copilot can be implemented to help government workers boost productivity and save precious time. You will read how this AI digital assistant makes work easier because it is in the applications many public service workers already use every day. You will also find out how government agencies can transform mounds of disparate data into useful knowledge in a matter of seconds.

What is Microsoft Copilot?

Microsoft Copilot combines the power of large language models (LLMs) with your agencies data – all in the flow of work – to turn your words into one of the most powerful productivity tools on the planet.



Your copilot for the government workplace

[Microsoft Copilot for M365](#), referred to as 'copilot', allows users to interact with their crucial tools, from Microsoft Word to PowerPoint, using everyday language "prompts" or inputs. Its fundamental purpose is to act as a digital assistant.

Dynamics 365 Copilot for sales and service can empower governments looking to prioritize the citizen experience. We know that organizations that prioritize their customers (or citizens in the case of government) are 3x more likely to exceed their goals. Copilot for Dynamics 365 can empower citizen service teams to save time, streamline tasks, and connect with citizens in ways that help accelerate the impact of initiatives.

What would you do with a copilot?

Imagine the breadth of applications for a copilot within government. A case worker could ask a copilot to help them with real-time recommendations around risk profiles-to help them attend to the most vulnerable in society first. A supervisor can ask copilot to generate reports to highlight where their team need to focus their time to meet project deadlines. **The use cases for government agencies are overwhelming. Let's explore a few in this guide.**

Microsoft 365 Copilot

Embedded across Microsoft 365 apps



Entirely new experience that works across all your data and apps

Business Chat

Access to your business content and context



calendar, emails, chats, documents, meetings, and contacts

Built on Microsoft's comprehensive approach



Security



Privacy



Compliance



Responsible AI

Imagine what you could do with AI



Government Worker

- **Copilot for Task optimization**

Copilot embedded into Microsoft 365 and Dynamics 365 apps you use every day increasing productivity, creativity, and efficiency. Optimize resource allocation by automating tasks such as data entry, report generation, or administrative work, agencies can free up staff time and focus on more strategic and impactful activities. We see government employees partnering with an AI copilot in their everyday, gaining as much as 20 hours per week by being released from mundane tasks. And whilst the benefits start with efficiency, the possibilities are boundless.

- **Finance & Operations**

Fast track internal reporting and analysis while predicting external factors like inflation and geopolitical issues on program budgets. Utilize predictive templates in knowledge work for operations and finance, which are pre-designed structures or frameworks that aid in making predictions or forecasts related to operational and financial aspects of a business.

- **Program Design and Delivery**

Aggregate services data (i.e., 211 public assistance) and automate access to service through voice automation. Provide citizen assistance through conversational AI. Leverage speech recognition and voice assistance to speed up and standardize program participant intake.

- **Grant Making and Grant Seeking**

Streamline the grant making process by automating tasks such as eligibility criteria. Streamline the grant seeking process by analyzing data from previous applications.



Citizen Experience

- **Citizen Services & Education**

Self-service with “ChatGPT”-like chatbots in all government channels, including smart routing, automatic email answering, e.g., employment questions (maternity leave, redundancy, etc.) service questions (e.g., waste pickup, care services, etc.) , complaints, etc. Provide recommendations around services, policies, answering questions (in multiple languages) regarding options, etc.

- **Adaptive Decision-Making and Eligibility**

Real-time recommendations and insights that can help government make better decision regarding citizens e.g., making real-time eligibility decisions based on vulnerability data. In the reverse, citizens can determine wait times for services such as housing and care.

Governments and agencies are moving to an AI-first world fast, but urgently need to address skills challenges

95%

of Government respondents (to our Avanade AI Readiness Research) believe their staff will need some new or completely new skills to gain the benefits from AI.

Source: [Avanade AI Research 2023](#)





Make sure your data is secure and protected

Copilot is integrated into Microsoft 365 and automatically inherits all your company's valuable security, compliance, and privacy policies and processes. Two-factor authentication, compliance boundaries, privacy protections, and your data never leaves its secure partition, and it is never used for training purposes.

Ensuring data is protected and primed for AI requires operating within a cloud environment. [Avanade Cloud Impact](#) is a service powered by a dynamic platform that helps you get the best value from your cloud investment. It uses AI and machine learning to understand your cloud usage, benchmark against external sources and identify your unique challenges and opportunities.

On average we save our clients **22%** of their Azure spend, with clients typically saving up to **50%** on their overall cloud costs.

Avanade can unlock cost efficiencies at every step of your cloud journey. We offer solutions in migration acceleration, workload prioritization and application modernization, as well as consultancy to discover savings and reinvestment opportunities. Through a series of assessments and insights based on your cloud usage, the Avanade Cloud Impact platform proactively identifies opportunities for cost optimization.

Unlock your true potential.

To get started, Avanade provides a [free, two-hour virtual workshop](#) to help organizations define the best pathway forward.

Home Group keeps customer data safe

Business situation

As one of the UK's largest housing providers with over 50,000 properties, a social mission for Home Group is to provide good quality homes to those who can't afford rentals. There's a lot of data that goes into delivering on this promise and that data needs to be easily accessible so employees can focus on their mission.

The existing data center reached its end of life and was slow to operate. Rather than employees spending time working on a system upgrade, management wanted to ensure their teams were available to work on things that make a real difference to customers. They faced a decision: invest in an expensive infrastructure upgrade or move to the cloud. Home Group partnered with Avanade to help find a defined, reliable path to the cloud that would release the costs of operating a large data center and open new opportunities for future innovations.

Solution

After analyzing Home Group's existing environment, we helped design and build the target landing zone for the organization's data and workloads. We then built a hybrid cloud solution for a quick and complete lift and shift to a [Microsoft Azure](#) platform that also offers private cloud hosting. This flexible mix ensures any incompatible workloads are supported. With legacy data centers fully retired, Avanade [Managed Services](#) will allow Home Group to realize continuous value from its cloud operations by capitalizing on new technologies. The end-to-end approach simplified the process and removed any friction in the journey to the cloud. It also enabled more access and control at lower costs by delivering the solution through Avanade's nearshore [Advanced Technology Center](#).

Results

These solutions are providing numerous benefits to Home Group and its customers such as:



Helping to keep customers' data safe



Providing a steady cost profile



Strengthening Home Group's business continuity plan



Improving scalability and resilience



Find out more about how we can help you exploit the ever-expanding power of Azure cloud services.

[Home Group Cloud Migration Case Study | Avanade](#)

Get immersed in AI

Choose the path that is right for you

1

Two hours learn and discuss

Generative AI introduction and Microsoft products and use case overview based on OpenAI. Identify questions and brainstorm use cases for your industry.

2

Two days hands-on workshop / design thinking

Workshop focusing on deeper dive to prioritize use cases, journeys to explore, and building trust considerations.

3

Depending on Workshop Outcomes

Two weeks proof of concept (PoC) / two months minimum viable product (MVP)

Directly build a PoC or MVP to prove the technology and value for one use case based on readiness and use case.

OR

Six weeks strategy assessment

Strategy assessment to help define data readiness, and multiple complex use cases while also reviewing use cases through responsible AI frameworks, defining a roadmap, and return on investment.



Learn | Explore | Build

Avanade will join your team on-site (or remotely) to go in-depth on the business value of AI, the latest tools from Microsoft including the latest OpenAI technologies, the technical architecture and use cases that can be realized today.

We will partner with you to assess the readiness of your employees, providers, patients and ecosystem partners, so you can prioritize actions that enable them to adapt and evolve with AI. We also help you to establish governance and operating models to sustainably scale and realize value from AI.

Delight Citizens with Dynamics 365 Copilots



Dynamics 365 Copilot readiness assessment

Ensure the processes that support citizen engagement and your customer facing teams are Copilot ready to enable market leading experiences that drive competitive advantage. This assessment will help you understand what stage you're at in your Dynamics 365 journey, and outline the steps you need to take to drive value and differentiation from Dynamics 365 copilot.



Dynamics 365 Copilot value accelerator

Our Business Applications advisory team will help you identify the highest value opportunities to enhance and streamline citizen communications. With a tailored value framework, you'll be able to accelerate impact and drive innovation across your sales, service and field service teams, aligned to your agency goals.



Custom Copilot feasibility workshop

Turn your citizen engagement dreams to reality beyond the out-of-the-box capabilities of D365 Copilots. During this workshop we'll assess feasibility, third-party integrations and explore custom generative AI solutions that can transform business processes.



Security Copilot workshop

Discover the value of Microsoft Security Copilot and how it can enable you to rapidly modernize security operations. Join us for an in-depth, free 2-hour workshop.



Why Avanade?

Unparalleled Microsoft, data and AI expertise

Avanade has partnered with Microsoft on AI for almost a decade and hundreds of clients rely on us to help them responsibly innovate and work with AI to achieve things never possible before.

Our privileged access to the development of Microsoft's new Copilot solutions, combined with our long-standing experience of how to make the most of your existing Microsoft investments, enables us to bring unique capabilities to help you more quickly ready your people, processes and platforms for AI and to responsibly scale AI to unlock more value and growth and transform your business.

How can we help you

- Our collaboration with Accenture and Microsoft puts us at the forefront of how AI is being used to empower employee experiences across every industry
- We have the most comprehensive suite of Microsoft Copilot services and our work across 6000+ AI projects with over 350 clients offers unrivalled depth and breadth of AI expertise
- Our frameworks assess your people's readiness and help you choose the right Copilot solutions that best fit your organization and goals
- We can share our practical know-how and direct experience of how best to ready your people for AI through structured learning paths and ways of working
- We're experimenting with AI across our own business functions and can share what this means for teams in Sales, Knowledge Management, and IT

Data and AI Numbers

40K+

Data & AI professionals

20K+

Years of data management experience

4K

Data scientists

18x

Consecutively names Microsoft Partner of the Year 2022

2.2K

Certified data architects

6

4 Data Innovation Centers + 2 Data Studios



Imagine what you will do with AI

Contact Us

Avanade is a recognized leader in delivering Microsoft solutions to government and public service organizations. For more than 20 years, we have worked with agencies worldwide developing and implementing solutions.

Contact us today

[Government & Public Services | Avanade](#)

www.avanade.com/ai

Avanade is the leading provider of innovative digital, cloud and advisory services, industry solutions and design-led experiences across the Microsoft ecosystem. Every day, our 60,000 professionals in 26 countries make a genuine human impact for our clients, their employees and their customers. Avanade was founded in 2000 by Accenture LLP and Microsoft Corporation. Learn more at www.avanade.com

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