

Copilot for Microsoft 365

Harness the power of next-generation AI in your everyday work

We are proud to be one of the first selected Microsoft partners bringing the power of next-generation AI to work. Recognized by Microsoft as a trusted advisor and one of their top solution partners, NTT DATA's Copilot solutions and services are designed to help your business, and your workforce get the most out of harnessing this powerful productivity tool.

Get started with assessment services designed for an end-to-end Microsoft suite of applications and create a strategic roadmap for Microsoft 365 Copilot transformation.

Modern Work and Copilot Engagement Program

Generative Artificial Intelligence (GenAI) is transforming Modern Work. Are you modernizing your communications whilst leveraging GenAI.

Together with Microsoft, we've developed this unique program to help you prepare your organization to make the most of Copilot in your workplace. Get a customized Copilot and Teams calling solution, based on your requirements and readiness. We'll work with you to develop use cases for these applications and uncover how our Managed Services can support you in achieving your business goals.

What you get:

- Trial calling experiences with an understanding of how to incorporate upcoming Copilot capabilities.
- Users enabled with cloud calling, user numbers, and advanced use cases to replace your existing features and functionalities.
- Service numbers set up with Auto Attendant and Call Queues configured.
- Alignment with Microsoft around Copilot enablement steps and access to future features.
- Funded by Microsoft for eligible customers.

Introducing Copilot for Microsoft 365

Generative artificial intelligence (AI) enables extraordinary, new ways of working to enhance employee experience and boost productivity. With NTT DATA and Microsoft, you can transform your workplace by adopting Copilot for Microsoft 365 services.

Combining the power of large language models (LLMs) and the Microsoft 365 ecosystem, Copilot is a powerful everyday AI tool that provides seamless workplace collaboration and communication techniques.



Maximise your Microsoft investment with our Copilot-ready offers

Microsoft 365 Copilot 3 Week Advisory Workshop

We guide enterprises in exploring generative AI's potential in the digital workplace. We evaluate their readiness for Microsoft 365 Copilot, provide recommendations, and deliver an organization readiness report, use cases, roadmap, and recommendations for integrating it into their existing Microsoft productivity suite management.

Unleash the full potential of everyday AI to enhance collaboration, boost productivity and elevate the employee experience.

EX Managed Services Essentials

Leverage NTT DATA as your single point of contact and receive accelerated incident resolution with carriers and UC platform vendors from NTT DATA's expert L1, L2, and L3 engineers.

We'll remotely support your IT teams with troubleshooting, triage and escalation of incidents relating to Copilot for Microsoft Teams.

EX Managed Services Premium

Accelerate growth and focus on your core business initiatives by offloading the day-to-day management and operation of your unified communications and productivity estate.

NTT DATA delivers fully managed services across multivendor cloud and hybrid environments with SLA-backed operations, proactive monitoring, reporting, and built-in automation.

Cloud Voice Readiness Assessment

Microsoft 365 Copilot Calling

& Meetings Workshop

Gain a thorough understanding of how Copilot's generative AI capabilities can be leveraged with calling and meeting solutions to improve your business outcomes.

We will assess your organization's processes, demonstrate use cases and scenarios, and provide customized, actionable recommendations you can follow.

Topics covered include:

- Overview of Copilot (what it is used for, how does it work)
- Data sovereignty of Copilot (what it can and cannot access)
- Copilot in future Calling and Meetings (enabling in Calling and Meetings mode)
- Prompt engineering for Copilot (how to ask questions to get the best outputs)
- Pre-requisites and setups
- Extensibility of Copilot, including integration to other apps and APIs

Introducing Microsoft Copilot Studio and Power Platform

With Microsoft's Copilot Studio, you can now code and create custom Copilots, including automation with Power Automate, and extend Copilot for Microsoft 365 to your own business data and scenarios.

Accelerate innovation by leveraging Microsoft's Power Platform to build custom apps, automate workflows and analyze data. Streamline your processes, gain insights and develop solutions to meet your specific business needs.



NTT DATA AI-DX Agent

Leveraging Microsoft Copilot Studio and Power Platform.

Leverage our partnership with Microsoft and expertise to design and build custom AI agents and integrated digital experiences (DX) for your employees and customers.

Your virtual agent or bot can handle both internal administrative or external customer service tasks.

Leveraging GenAI, the AI-DX Agent engages in natural conversation through your choice of channel - voice, chat, messaging, and email.

Simplify your processes by automating tasks that can be self-serviced and actioned by your AI-DX Agent. Alleviate pressure on your receptionists and human agents. Free up your skilled resources from simple, administrative tasks so they can focus on advanced requests and core priority activities.

For a seamless end-to-end experience, we can integrate your agent with our service numbers, or your choice of legacy or modern cloud contact center, including Dynamics 365 Contact Center and Teams Queue App.

Tailor and customize your Agent to suit your specific business, or a variety of industry-specific needs including Information Technology, Retail, Financial and more.

Universal Calling Plans

Available in 40 countries, providing global coverage and 99.99% availability backed by NTT DATA's resilient telephony platform. Let us simplify administrative tasks with our 24/7/365 service desk, incident management, configuration asks (MACDs) and proactive voice quality tracking.

Operator Connect

Integrate NTT DATA Calling Plans and Audio-Conferencing services directly into Microsoft Teams. It's simple and quick to deploy - activate and assign Teams user numbers from the Teams Administration portal. Direct peering powered by Azure creates a 1:1 network connection for enhanced reliability.

NTT Extend for Microsoft Teams

Extend your existing telephony solution to mobile users with a single number and contract for a range of profiles in your organization, including frontline workers and temporary employees.

Managed Customer Experience (CX)

Bridge the gap in skills, knowledge and capabilities to deliver on your CX management requirements and meet the challenges of your customers. We can design, integrate and manage your entire Dynamics 365 Contact Centre CX ecosystem, using leading cloud hosted, on-premises and hybrid platforms. Simplify your CX management operations and ensure end-to-end security of your data. Our services help you leverage the potential of omnichannel customer journey management applications, robotic process automation and AI.

Cloud Voice for CX

Get seamless connectivity in your cloud contact center with leading services. We deliver on-premise or native cloud contact-center-as-a-service integrations that are globally available and highly resilient, running on our ultra-fast global network backbone.

Why NTT DATA is the ideal Microsoft partner for your business



Deep expertise as a trusted partner

- We are a Microsoft Global System Integrator Partner and Managed Service Provider.
- We are a recognized Microsoft Solution Partner across Modern Workplace, Infrastructure, Security, Data and AI, and Digital and App Innovation.
- We have received over 20 global Microsoft partner awards over the last decade.
- Our experience is rooted in a history of 100 years as a telephone service provider and a provider of more than 11.9 billion minutes of cloud voice per year.



Leading Microsoft Operator Connect Partner

- Seamless, integrated calling and audioconferencing using our high quality and reliable voice backbone.
- Simple and quick deployment, taking just minutes to activate users from the Teams Administration Portal.
- Enhanced technical support and shared SLAs.
- Direct peering powered by Azure creates a 1:1 network connection for enhanced reliability.



Reliable global network

- Tier 1 global network and 99.99% SLAs
- Complete PSTN replacement services in 40 countries and internet traffic to over 190 countries



Breadth of solutions

- Advisory, adoption and migration services
- Change management
- Managed services
- Collaboration and productivity
- Telephony and compliance recording
- Integrated contact center

Get in touch

For full details on Microsoft 365 Copilot or to discuss your requirements, please speak to your Account Manager or visit our website: services.global.ntt



