Insurance

Insurance Client M365 CoPilot Adoption

Cognizant successfully deployed Microsoft 365 Copilot for Insurance Client

Challenge

Insurance Client encountered significant technical, security, and governance challenges during the deployment and adoption of Microsoft 365 Copilot. Consequently, they required expert assistance to ensure the successful deployment and adoption of Copilot, enabling the customer to fully realize the value of M365 Copilot.

Solution

Cognizant provided a comprehensive solution to address these challenges and ensure the successful deployment and adoption of Microsoft 365 Copilot.

- Engaging and Training Champions: Cognizant trained Champions on key Microsoft 365 Copilot scenarios.
- Activating User Cohorts: Cognizant activated user groups using core and advanced scenarios.
- Technical Remediation Support: Provided support for technical issues identified in the Copilot Optimization Assessment.
- Assessing Privacy Concerns: Addressed privacy and oversharing issues.
- Building a Center of Excellence: Established a support center for Copilot champions.
- Implementing Copilot Dashboard: Set up the Copilot Dashboard and permissions.
- Providing Onboarding Assistance: Rolled out Copilot and assisted with onboarding.
- Executing User Enablement Strategy: Developed and implemented training and engagement strategies.
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Expected Outcomes

~1000

Users trained on basic, advanced & use cases

30%

Reduction in time invested on repetitive tasks through automation and AI-driven solutions

Security

~61 recommendation were implemented to ensure data security readiness and data compliance

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