

MICROSOFT COPILOT IN USE:

# Unlocking measurable value

Did you know that on average, people who use Microsoft Copilot save 10 hours every month?<sup>1</sup> Over a year, that's three weeks of reclaimed time for other business activity.

1 <https://www.microsoft.com/en/customers/story/22699-somerset-council-microsoft-365-copilot>



## 10 hours

saved every month, per employee<sup>1</sup>

**Here's how one organisation is enjoying the benefits of Copilot and delivering a significant productivity boost across their teams – all built within the guardrails of a zero-trust security environment.\***

\*This is an **illustrative example** intended to demonstrate the potential impact of Copilot, based on aggregated customer insights and documented use cases. Individual results may vary.

## THE ORGANISATION

# A 4,500-employee engineering and operations firm

## THE CHALLENGE

**Due to growing workloads and disconnected systems, time was spent:**



Searching for information across emails, meetings, and documents



Switching between systems to complete simple tasks



Writing repetitive reports and communications



Summarising long documents and meetings



Preparing bids and project responses

## THE TURNING POINT

While the team felt overwhelmed by admin, leadership questioned whether AI would deliver genuine business value – or simply be another unused tool.

So, they launched a **90-day Copilot pilot** across operations, sales, and customer support, with the aim of reducing time on low-value work to increase productivity and measure impact.

## THE RESULTS

### 93%

**reduction**  
in research time for customer outreach

### 45

**minutes saved**  
per employee per day through document summarisation and meeting recaps

### 26%

**faster**  
completion of administrative and operational tasks

### 20–30%

**reduction**  
in customer response times

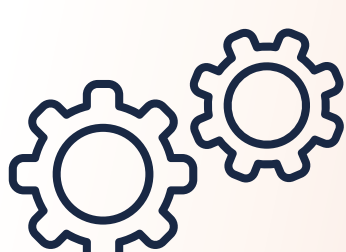
### 10%

**reduction**  
in bidding and proposal preparation costs

### 50%

**decrease**  
in case resolution costs within customer support teams

## DEPARTMENTAL IMPACT – AFTER 90 DAYS



### Operations

*Five hours saved per week (approx.)*

Copilot was used to summarise, highlight actions, and surface project risks.



### Sales and bid management

*30% reduction in proposal turnaround times*

Copilot pulled key information, created first drafts, and accelerated response times – removing the need to search disconnected files or reuse old proposals.



### Customer support

*50% reduction in resolution costs*

By summarising history, drafting responses, and recommending next actions, Copilot reduced costs and resolution times.



### Leadership and strategy

*Accelerated decision-making and reduced reporting overhead*

Copilot generated concise summaries and highlighted critical insights automatically, freeing time for executives.

## BUSINESS IMPACT – AFTER SIX MONTHS

### \$4.8M

in annual productivity savings

### 12,000+

hours returned to employees manually

### 20–30%

**faster** customer response times across departments



### Increased employee satisfaction

through less repetitive work



### Improved operational efficiency

without increasing headcount

## KEY TAKEAWAYS

Copilot's value didn't come from a major transformation, but from making everyday tasks easier. By embedding it into the flow of work it cut admin and 'remove the blank page problem' to help teams create first drafts of communications and documents faster.

## What could Copilot do for your business?

If you'd like to find out what Copilot, as part of a secure IT environment, could do for your business, then please get in touch. From identifying use cases to readiness and rollout, we can help you every step of the way.

<Insert Partner details>