



Maximising Microsoft 365 for Hospices

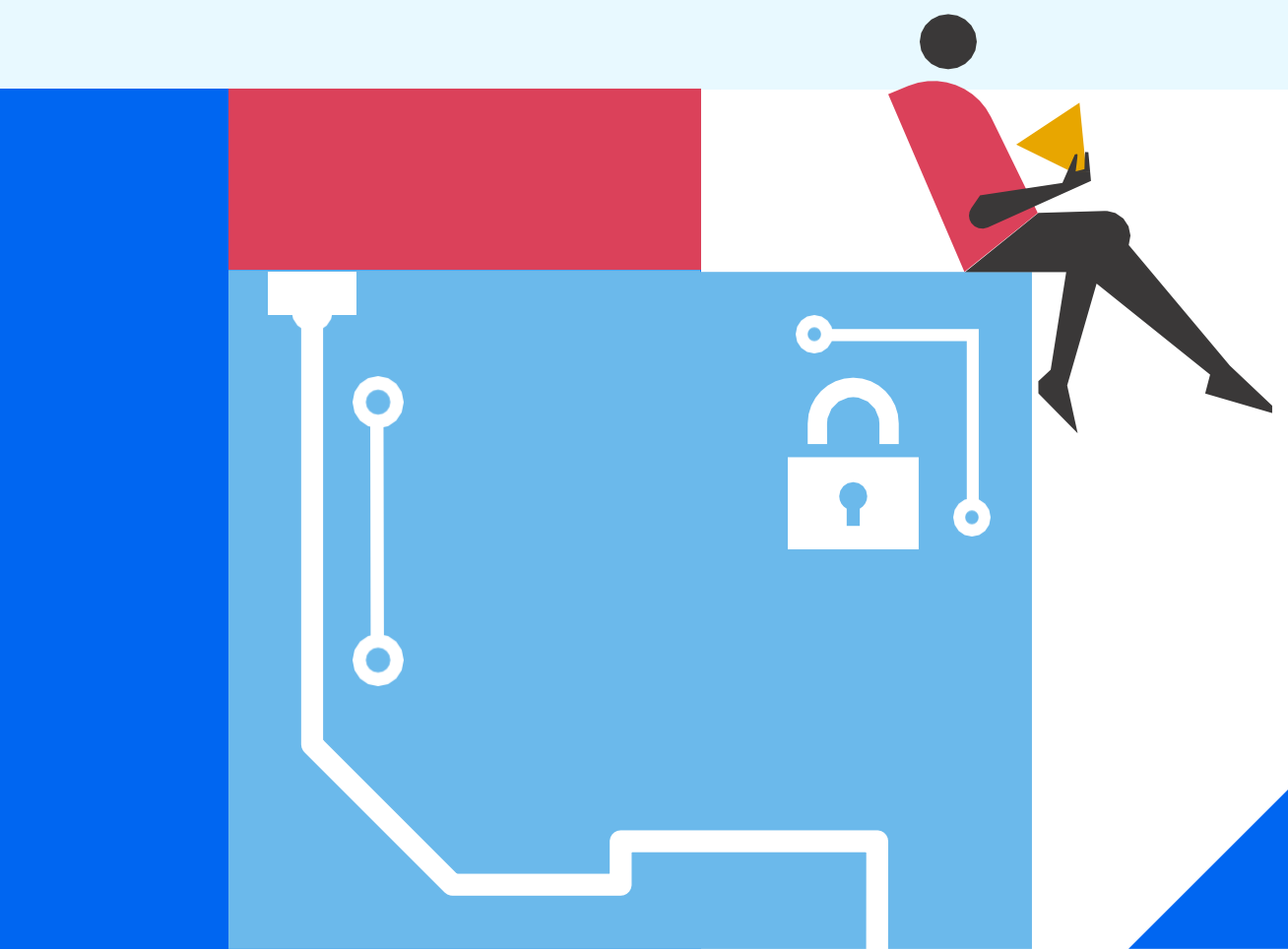
Episode 4: Utilising Copilot for Hospice Care



Mike Owen,
Modern Workplace Director
yoko:10



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CEO,
Central Technology





Central Technology – IT services for businesses across the UK

- Founded in 2002, with over 20 years' experience in IT Managed Services
- Working with over 30 hospices, charities and healthcare organisations since 2019
- Supporting organisations across the UK from our Head Office in Derbyshire, with additional branches in Leicester and Dorset
- Strategic, partnership approach to IT



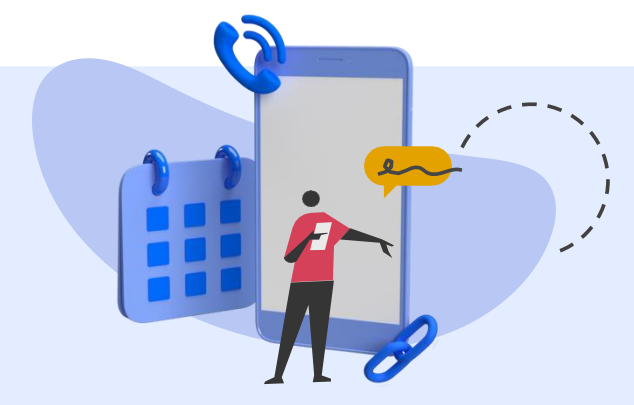
IT Support



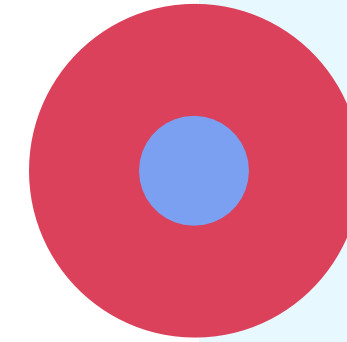
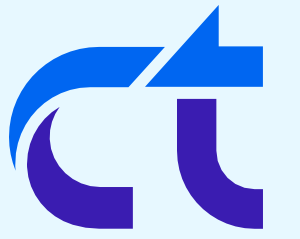
Cyber Security



Cloud Solutions



Communications



Agenda

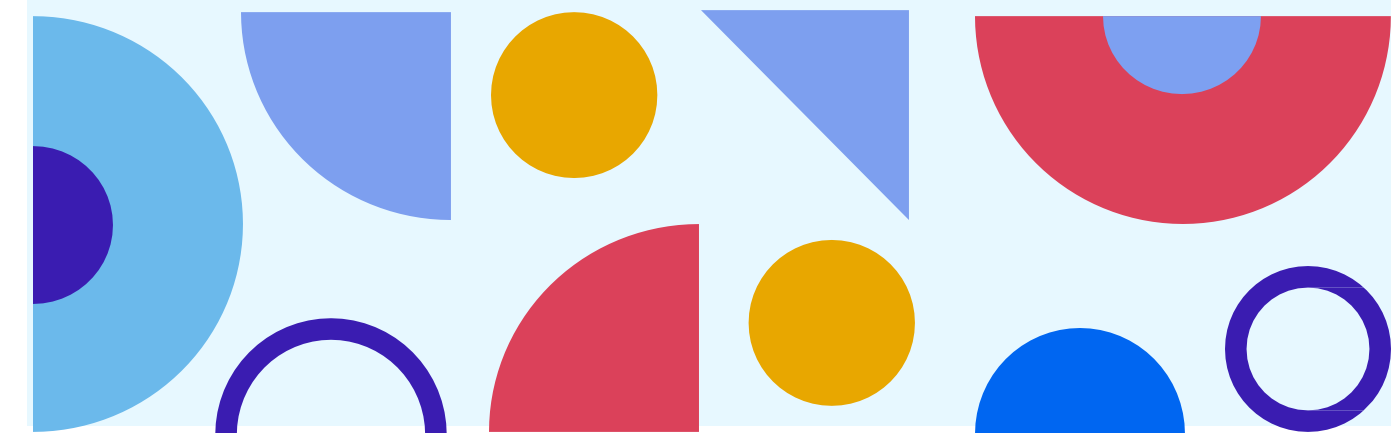
Introduction to Microsoft Copilot

Licensing and Pre-requisites

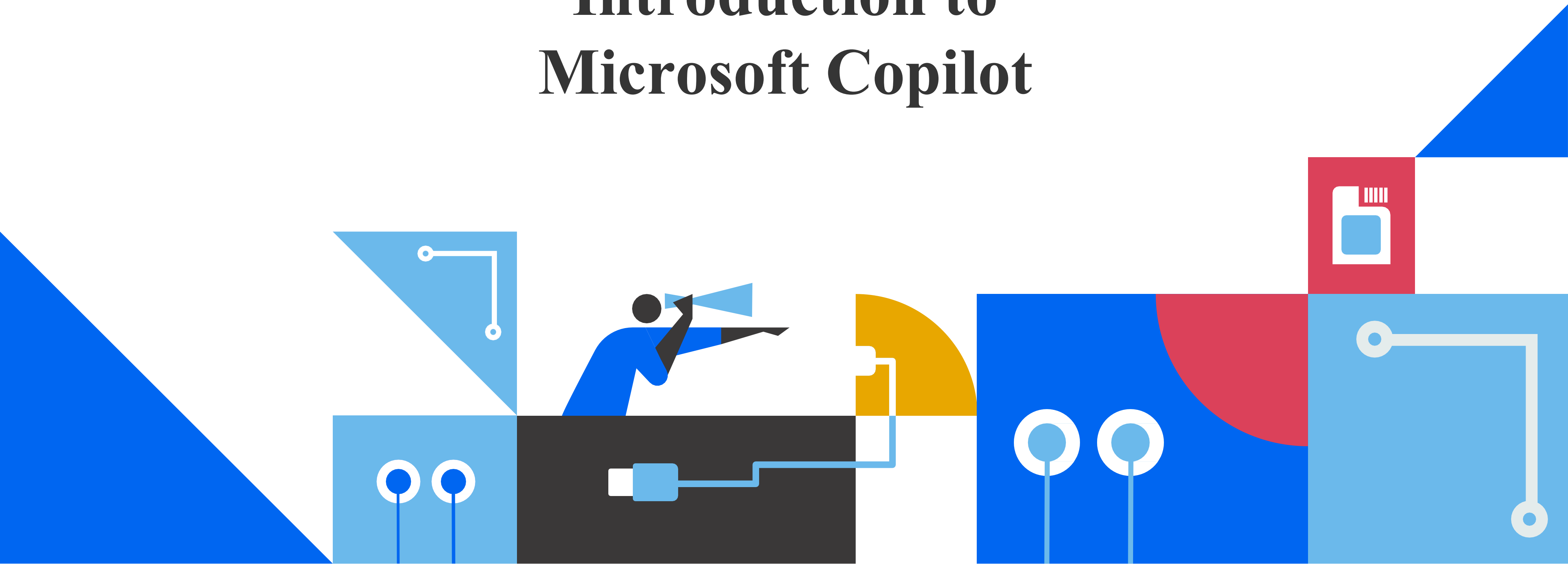
Content, Security and Compliance

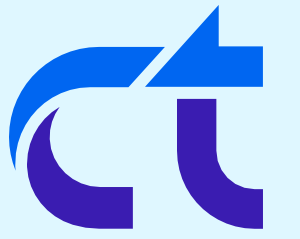
Usage Scenarios

Live Q&A



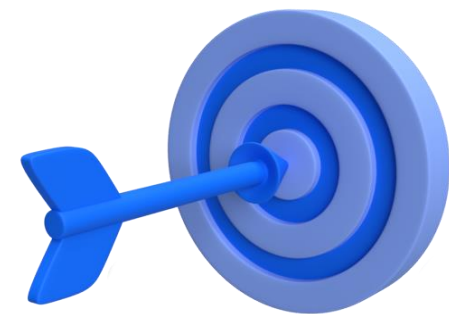
Introduction to Microsoft Copilot





What is a Copilot? What can it do?

“A copilot is a conversational, AI-powered assistant that helps boost productivity and streamline workflows by offering contextual assistance, automating routine tasks, and analysing data.”



Boost Productivity



Simplify Automation



Contextual Intelligence



How does it work?



User Interface



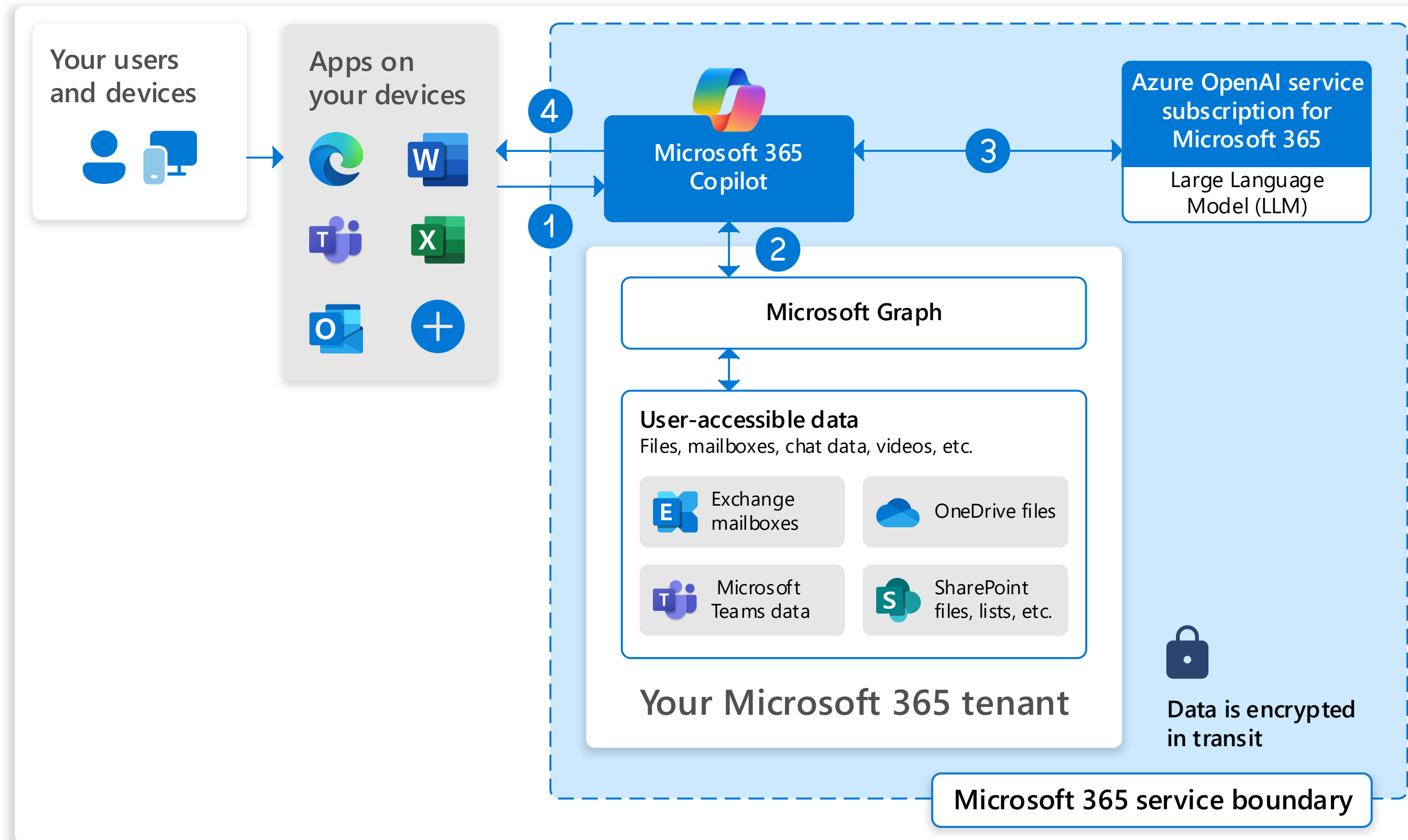
**Long Language
Model (LLM)**



Microsoft Graph

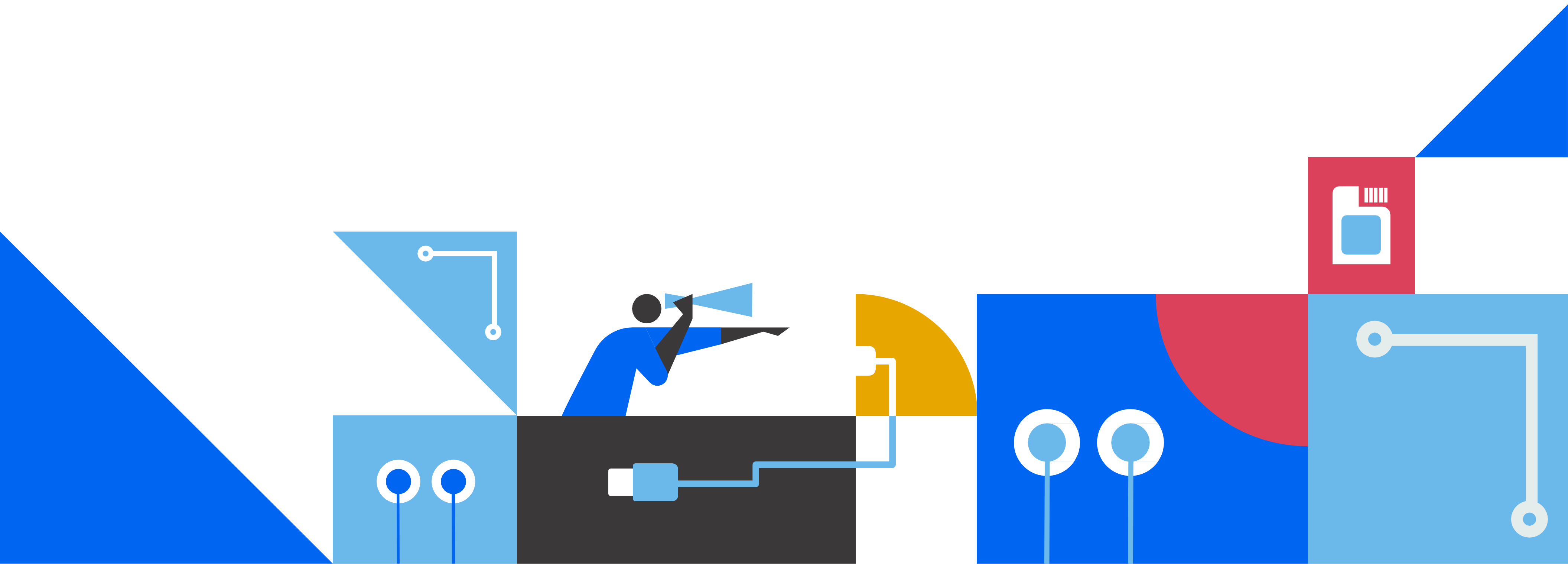


How does it work?



- 01** User enters prompt
- 02** Copilot pre-processing
- 03** LLM generates response
- 04** Copilot Responds to user

Licensing and Pre-requisites



Licenses



	Copilot Chat	Copilot	Copilot Studio
Cost	Free	£23.10 per user/month	Pay-as-you-go Or £153.80 per 25k messages/month
Features	<p>secure AI chat powered by GPT-4</p> <p>Access and use agents, priced on a metered basis</p> <p>Maintain IT control, including enterprise data protection and agent management</p>	<p>AI-powered chat grounded in your business data</p> <p>Access Microsoft 365 Copilot in apps such as Teams, Outlook, Word, PowerPoint and Excel</p> <p>Create and use agents with Copilot Studio</p> <p>Experience enterprise-grade security, privacy, and compliance</p>	<p>Copilot Studio offers a graphical development environment</p> <p>Build agents using generative AI, sophisticated dialog creation, knowledge & actions</p> <p>Built-in analytics that work with Microsoft conversational AI tools.</p>

Pre-Requisites

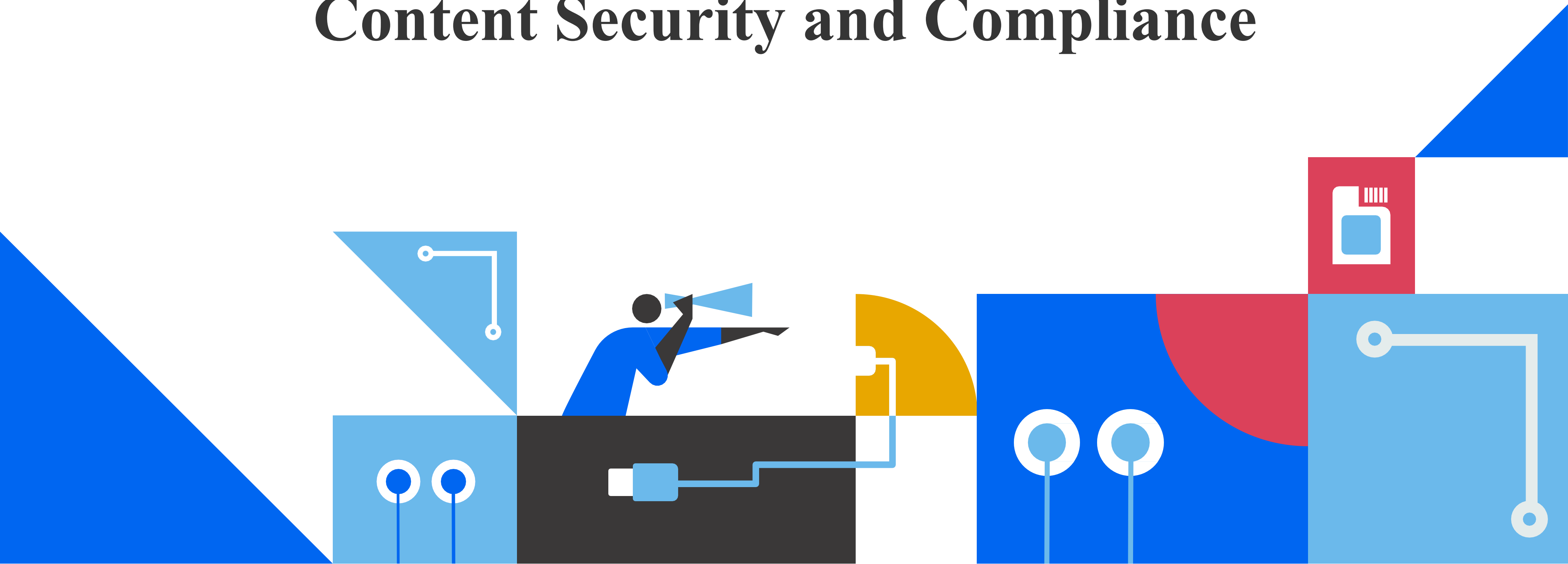


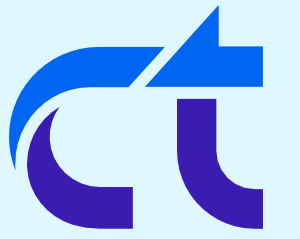
- 01** Compatible Microsoft 365 Plan
- 02** Access to Copilot (Azure Subscription)

- 03** Internet Connection
- 04** Review Data Security & Privacy



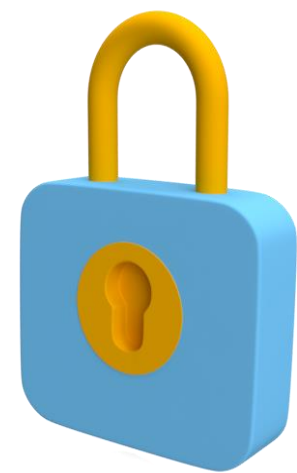
Content Security and Compliance





Microsoft Security Controls

Copilot is designed with multiple layers of security to ensure user safety, data privacy, and responsible use.



Data Privacy & Protection



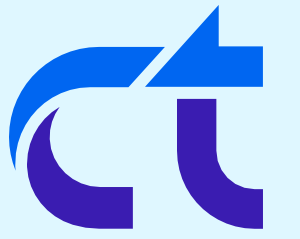
Responsible AI Use



Secure Architecture



Transparency & Control

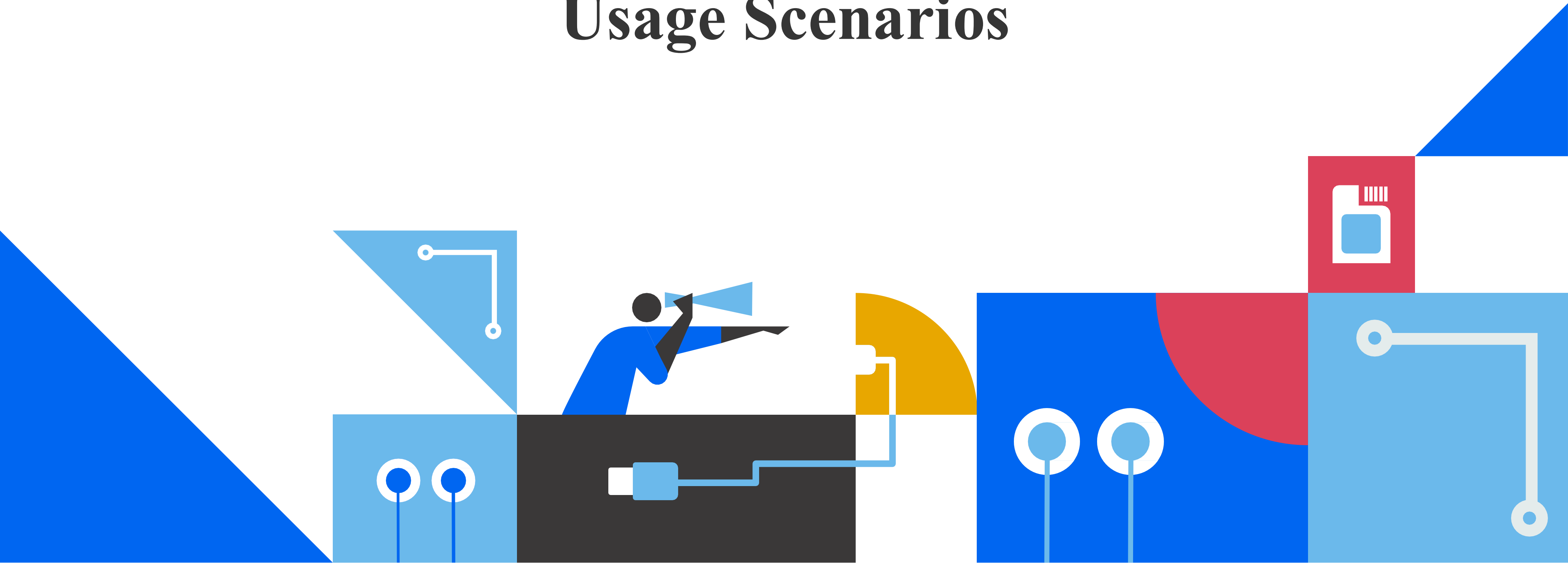


Preparing for Copilot

Whilst Microsoft provides many security and compliance controls, it is up to each organisation to implement them appropriately.

- 01** Evaluate SharePoint Information Architecture
- 02** Review Team, Site & content security
- 03** Identify high risk content for exclusion
- 04** Determine the right license model

Usage Scenarios



Copilot Usage



Copilot Chat



**Copilot App
Integration**



Copilot Agents



Copilot Studio

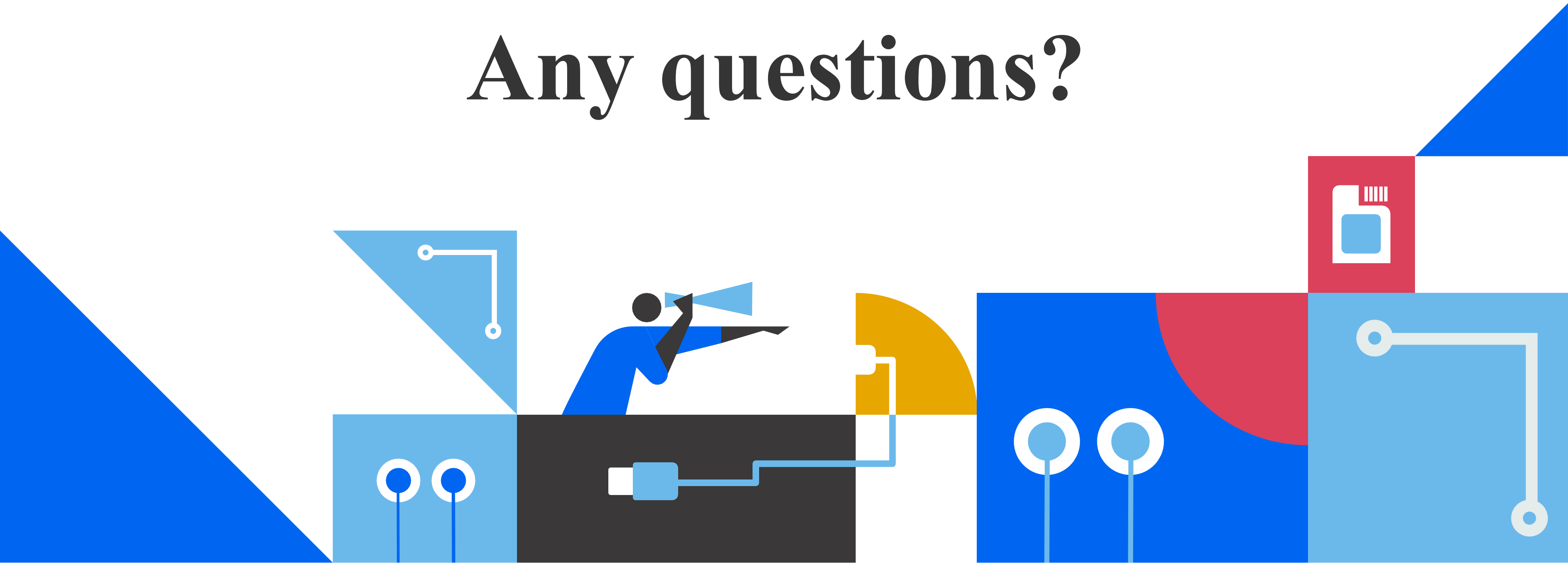


Copilot Demos

- Copilot Chat
- App Integration with Word
- Agent
- Copilot Studio



Any questions?





Thank you for attending!

Webinar recording will be sent out to everyone, including those who missed it!

Any feedback is welcome! Please contact **gavin.turnbull@ct.uk** with any additional questions you might have.

If you'd like any sessions going into more depth on anything we covered in the series, please let us know. Or if there's any other topics that you would find beneficial, we'd be happy to do another series in the future. Alternatively, you can arrange on one-on-one call with a member of our team.

