

Driving impact as a Frontier Organisation with Microsoft Copilot



From AI experimentation to enterprise transformation

As a Microsoft Frontier Organisation, Logicalis is not simply adopting AI tools – it is embedding Microsoft 365 Copilot into daily workflows to drive measurable productivity gains, accelerate innovation and build a culture of AI-enabled work.

Logicalis began its Copilot journey through a structured pilot involving circa 50 employees across sales, delivery, project management, legal and support functions. The objective was to evaluate how AI could enhance productivity across a broad range of business workflows and collaboration styles.

Within the first 30 days, adoption exceeded expectations:

90% of pilot users were
using Copilot daily

Users reported significant
productivity gains in
document creation,
meeting summarisation
and data analysis

The pilot generated
measurable time savings

Turning productivity into business value

Rather than focusing solely on technology deployment, Logicalis concentrated on practical business outcomes. The most frequently used Copilot capabilities included:

Document creation

Meeting summaries

Data analysis

Task management

These use cases enabled employees to reduce administrative effort, improve information access and spend more time on higher-value work. The pilot demonstrated that AI adoption is most successful when aligned to real business challenges and measurable outcomes

Real-world impact across the business

Logicalis employees quickly identified opportunities to transform everyday work:

Accelerating go-to-market development

One pilot participant used Copilot to synthesise emails, SharePoint content and previous presentations into a complete service proposal, pitch strategy and pricing model, creating a full go-to-market package in under a minute.

Speeding up content creation

An HR presentation that traditionally required four hours to create was completed in approximately one hour using Copilot-generated content and presentation development.

Reducing effort on complex bid responses

Copilot was used to draft responses to a 100-page RFP, significantly reducing manual writing effort while improving consistency across the submission.

Improving collaboration and project execution

Teams used Copilot to extract meeting summaries, decisions and action items from recordings, improving visibility, accountability and follow-through.

Scaling AI across the organisation

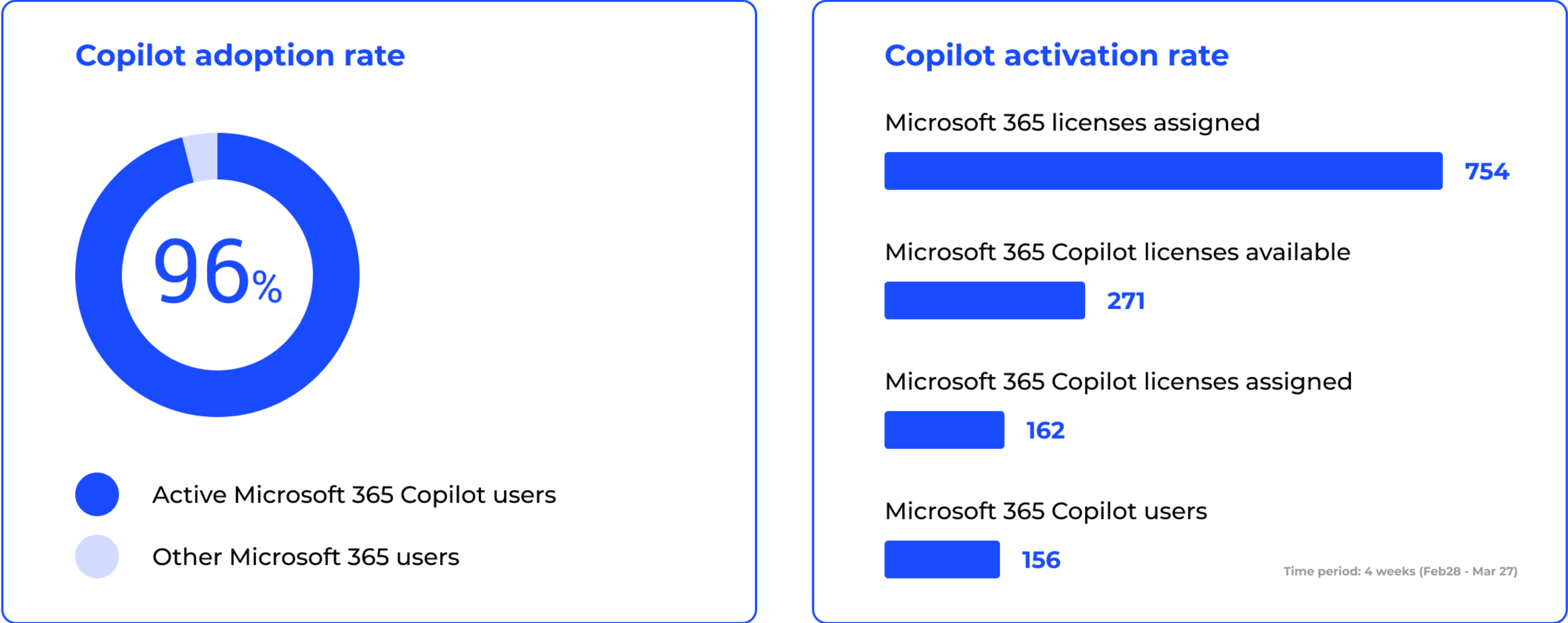
One year after the pilot, Logicalis expanded Copilot adoption across the business and established a structured framework for enablement, governance and ongoing optimisation. The organisation achieved:

90% of pilot users were using Copilot daily

Strong engagement across multiple business units

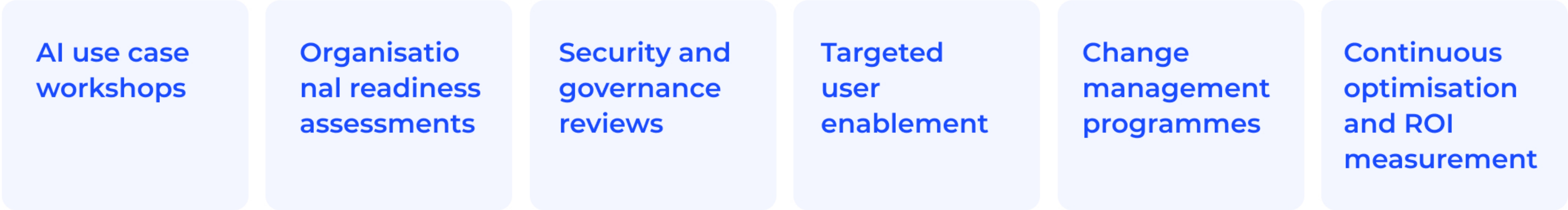
Consistent use across Teams, Outlook, Word, Excel and Copilot Chat workflows

Overall adoptions



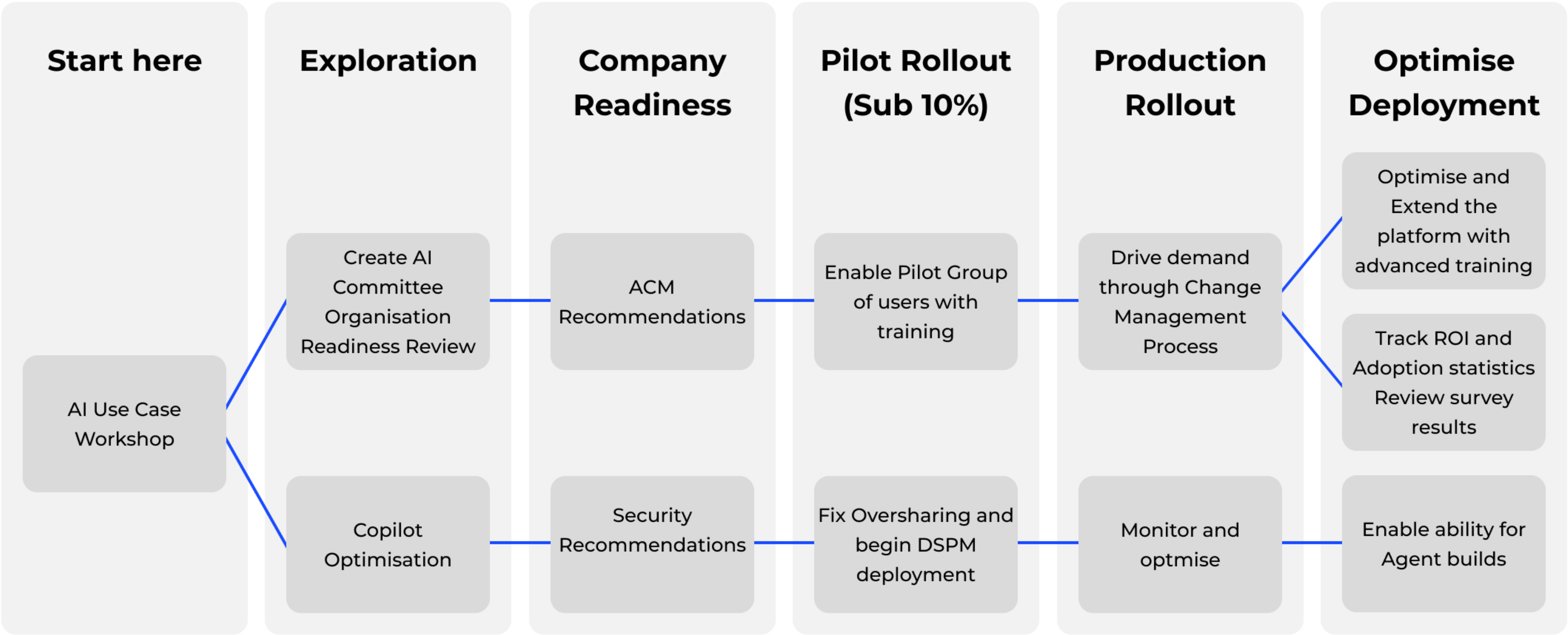
Building a sustainable AI operating model

Logicalis recognised that successful AI transformation requires more than licences. The organisation developed a comprehensive deployment lifecycle that includes:



To support long-term adoption, Logicalis also introduced a Department Champion model, creating local AI advocates who help drive capability development, training and user success within their teams.

Logicalis Copilot Deployment lifecycle



Beyond productivity: Creating AI-powered innovation

As adoption matured, Logicalis expanded its focus from assistant-based productivity to business-specific AI solutions. Future and emerging use cases include:

Service Desk agents that rapidly search knowledge bases and assist first-line support teams

Legal assistants that review contracts against organisational standards

Sales companions that help teams locate expertise, reference architectures and win stories

SOW and project planning assistants that accelerate delivery documentation creation

Through these investments, Logicalis is evolving from AI consumption towards AI-powered business transformation.

The Frontier Organisation advantage

Logicalis' experience demonstrates what is possible when AI adoption is approached strategically. By combining strong user engagement, measurable business outcomes, effective governance and a continuous innovation mindset, the organisation has created a repeatable model for AI-driven transformation.

The result is a workforce that can spend less time searching, summarising and creating routine content, and more time focused on customer value, innovation and growth.

As a Microsoft Frontier Organisation, Logicalis is showing how AI can move beyond productivity gains to become a catalyst for organisational performance and competitive advantage.

Key outcomes

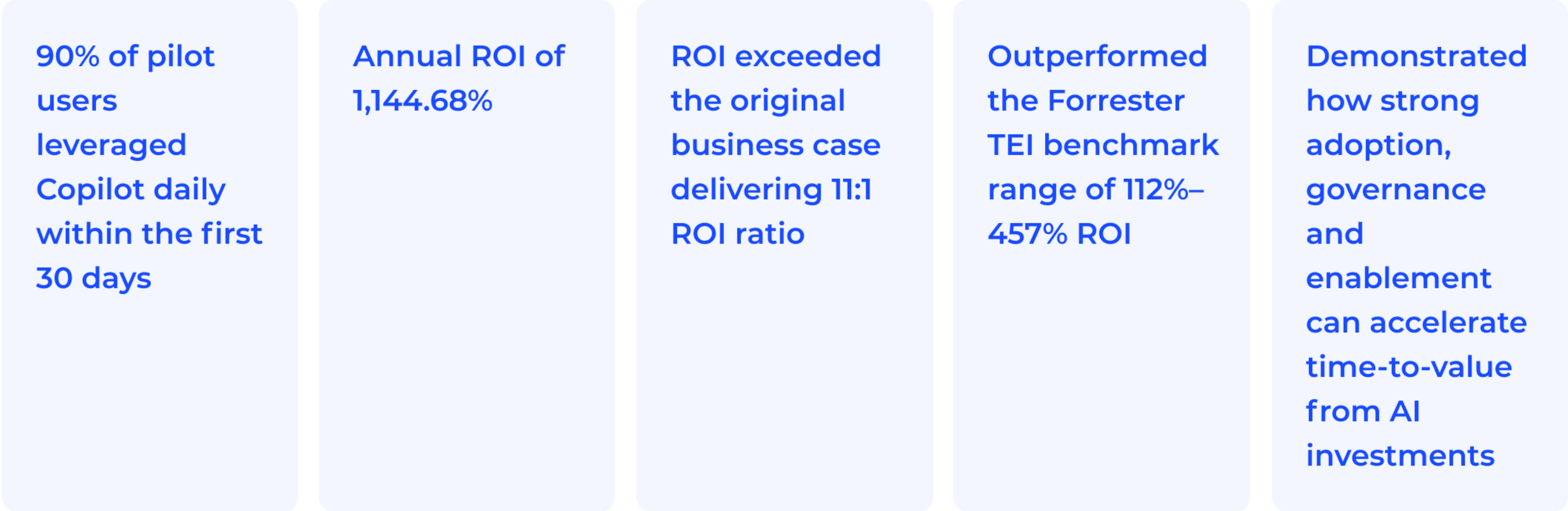
Logicalis' Microsoft 365 Copilot pilot delivered an exceptional return on investment, validating the business case for AI adoption and significantly outperforming industry benchmarks.

Strong daily adoption, targeted use cases and a structured enablement programme enabled employees across sales, delivery, project management, legal and support functions to realise measurable productivity gains, streamline administrative tasks and spend more time on customer-facing and strategic activities.

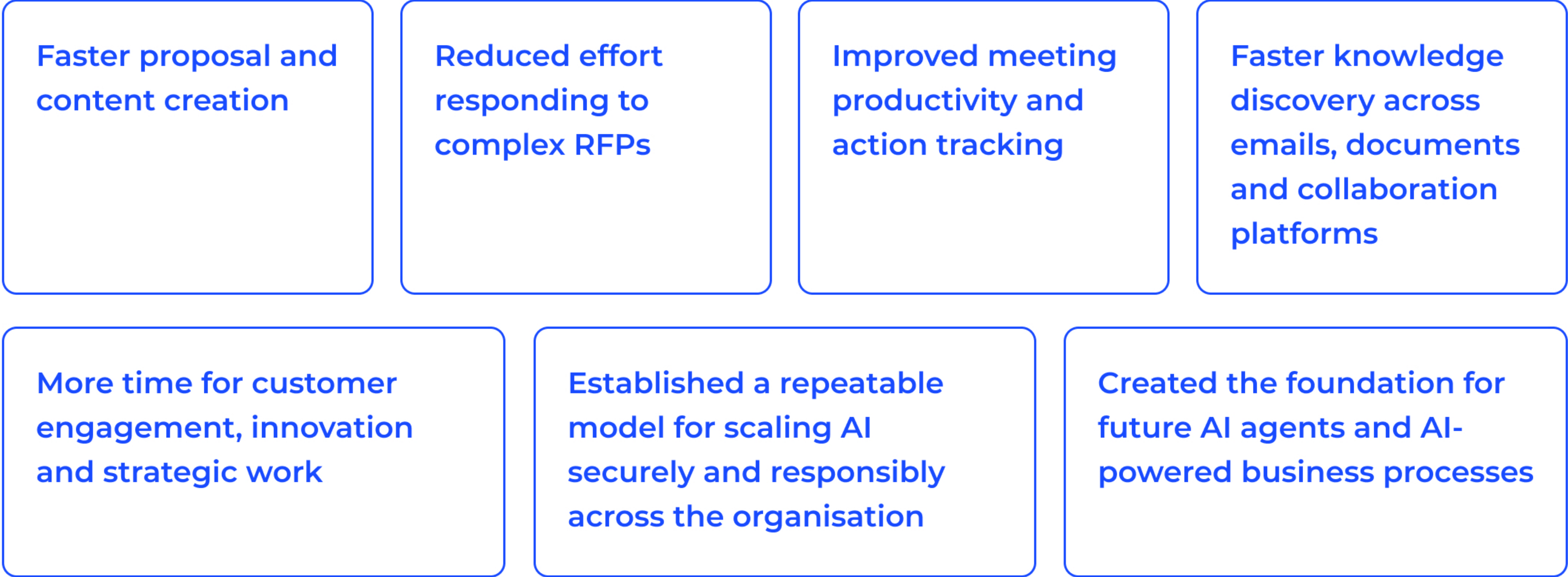
The pilot also demonstrated that value extends beyond productivity alone, with benefits seen in faster proposal development, more efficient bid responses, accelerated content creation, improved knowledge sharing and stronger collaboration.

Most importantly, the initiative established a scalable framework for enterprise-wide AI adoption, providing the foundation for ongoing innovation, intelligent agents and future business transformation.

Key figures



Key business benefits



What we can do for your organization?

Contact Logicalis to learn how we can help.

www.logicalis.com