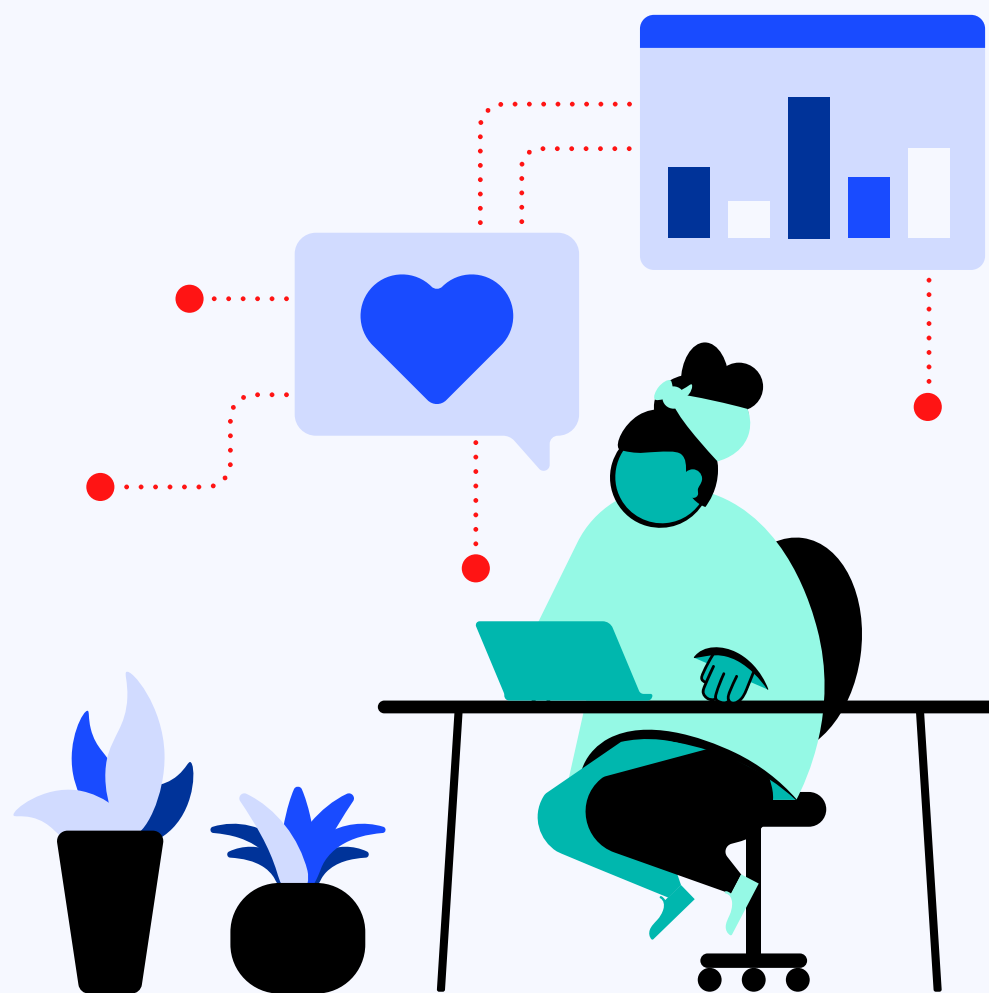


# A three-step guide to AI automation in business

## Step one

### Start with **productivity**

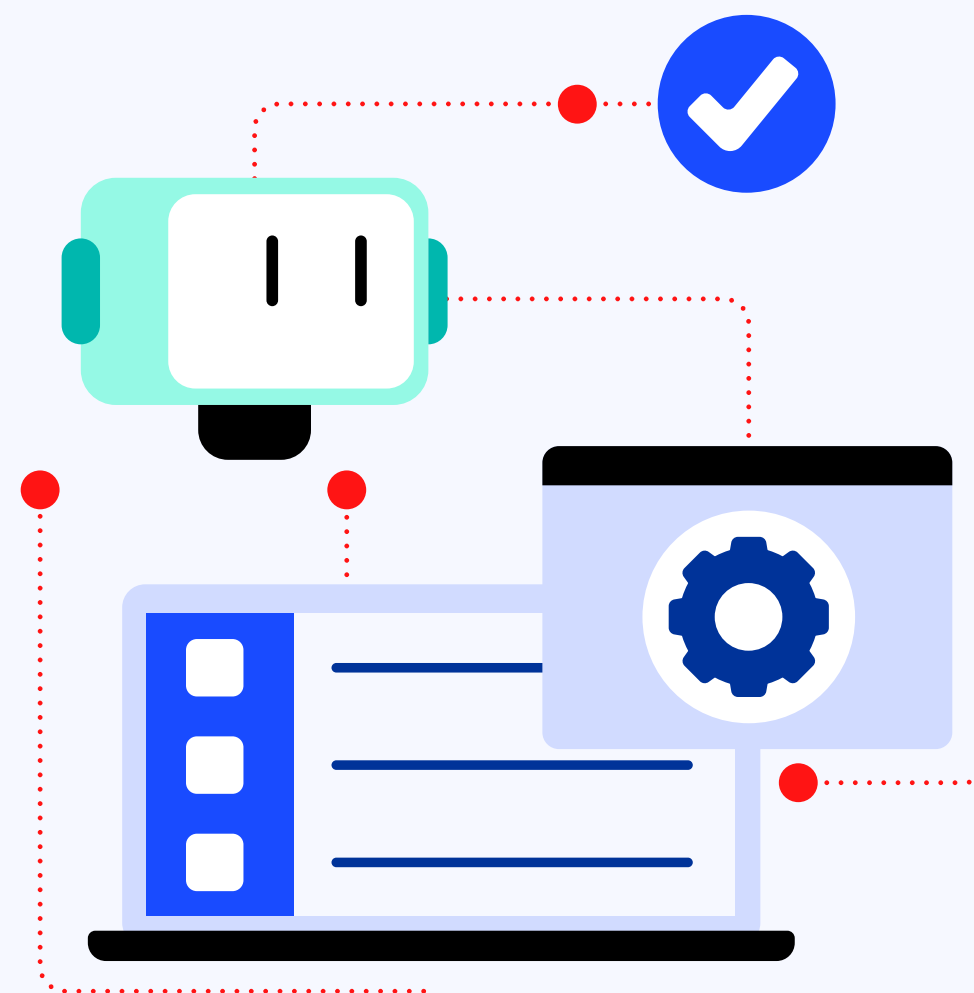
- ▶ **Empower your people** with AI tools such as Microsoft 365 Copilot to integrate AI into everyday apps (Teams, Outlook, Excel and Word).
- ▶ Focus on demonstrating **real use cases** by identifying pain points and inefficiencies from leadership (top-down) and frontline staff (bottom-up).
- ▶ Achieving quick wins means you can **celebrate early successes**, creating momentum for broader AI strategies across the business.



## Step two

### Automate **key processes**

- ▶ Use Copilot Studio to **create automated workflows** for structured business processes, such as onboarding and certain elements of customer interaction.
- ▶ **Demoncratise AI creation** by enabling users to build their own AI-powered processes with low-code tools.
- ▶ IT teams should set security and governance guardrails, ensuring actions are logged and access is controlled, creating **a balance between innovation and control**.



## Step three

### Scale **for the Enterprise**

- ▶ Advanced to **enterprise-grade AI** by using Azure AI Foundry for building, managing and governing scalable AI systems.
- ▶ **Choose the right model** for your needs such as Microsoft OpenAI, open-source, or a custom model.
- ▶ Ensure **AI agents are integrated and secure** across work platforms and maintain security, compliance, and operational resilience.

