

M365 Copilot Training & Adoption: A Structured Pathway to AI Maturity

Unlock the full potential of AI with a repeatable maturity model.



Solution Area

Digital Workplace

Business Challenge

Organisations often struggle to transition from initial AI curiosity to full-scale operational maturity. Without a structured approach, deployment can lead to security vulnerabilities, low user adoption, and fragmented workflows. Leaders need a clear roadmap that ensures the environment is 'Copilot-ready' from day one while providing tailored training that aligns AI capabilities with specific business roles to drive measurable value and competitive advantage.

Key Pain Points

- **Shadow AI and Visibility Gaps:**
Rapid, unmonitored agent deployment across the tenant prevents IT from tracking active agents and maintaining organisational accountability.
- **Security and Data Exposure:**
Lack of least-privilege identities and Purview DLP policies leaves sensitive corporate data vulnerable to improper access or agent compromise.
- **Operational Fatigue and Scaling Barriers:**
Rigid legacy ITSM models struggle to support the rapid lifecycle of AI, resulting in isolated pilots that fail to reach secure, production-grade scale.

How We Help

Insight's team of experts provides a structured pathway to AI maturity through five core offerings. We help you secure your foundation (Security Assessment & Setup), enable your workforce through curated training and build custom AI agents to drive real business outcomes.

Duration:

4 - 12 weeks

Benefits

1. **Secure Foundation:**
Validate tenant security, data governance, and compliance policies before activating licenses.
2. **Maximised Funding:**
Access up to 4 cycles of Microsoft partner-led funding if eligible.
3. **Tailored Adoption:**
Role-based 'Persona Training' ensures AI tools are relevant to how your specific teams actually work.
4. **Scalable Maturity:**
Transition from basic enablement to building real, testable AI agents in your own environment.

"Your environment is protected and Copilot-ready from day one."



Security Setup

01

"Teams and confidently using Copilot in their daily tools."



Horizon 1 Empower your Users

02



Horizon 2 Persona Training

Role-specific adoption deepens – Copilot is part of how people work.

03



Horizon 3 Agent Labs

Custom agents live in your environment – AI drives real outcomes.

04



Flight Academy

Full AI transformation. Competitive advantage realised.

05

Microsoft Highlights

22 Specialisations including:

- Adoption and Change Management
- Identity and Access Management
- Threat Protection

7 Partner Designations, including:

- Modern Work
- Security
- Data & AI (Azure)

About Insight

Insight Enterprises is a leading Solutions Integrator that helps clients solve technology challenges by combining the right hardware, software, and services. We're a global Fortune 500 technology company with a network of over 6,000 partners and experts around the world who provide access to end-to-end IT capabilities. For more than 35 years, we have delivered and optimised technology solutions for our clients efficiently, effectively, and safely. We are rated as a Great Place to Work, a Forbes World's Best Employer, and a Fortune World's Best Workplace. Discover more at au.insight.com. NSIT-M