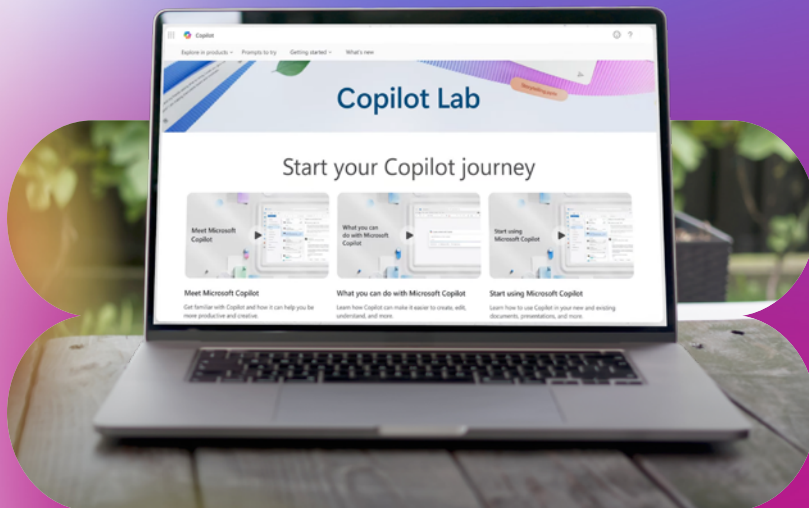


# Agent Labs

Unlock the Real Value  
of AI, Faster



## Business Challenge

AI is evolving, but most organisations are still figuring out where it fits. Agent Labs is a structured engagement where we work with you to explore, validate, and implement high impact use cases for Microsoft Copilot across your business. It's not a showcase. It's a test bed for real outcomes.

## How we help

In 15 days, we will work with you to:



### Validate

high-impact  
use cases  
tailored to  
your business



### Accelerate

experimentation  
in a safe,  
supported space



### Launch

production-  
ready use  
cases to  
unlock value



### Embed

sustainable  
AI adoption  
techniques

## Duration

- 15 days

## Benefits

### Discover high-value use cases

Facilitated sessions to uncover where AI can drive efficiency, reduce complexity, or elevate experience, aligned to your business priorities.

### Rapid experimentation and launch-ready agents

Hands-on trials and launch-ready agents built in your environment. We move quickly, test real scenarios, and fail fast where needed, minimising risk and maximising insight.

### POVs and real-world insights

We bring you market trends, adoption lessons, and best practices across industries—so you can lead, not follow.

### Build capability, not dependency

We co-design with your team, embed best practices, and support your architecture and governance to enable sustainable AI adoption.



Week

1

### Align & Identify (Days 1–5)

**Goal:** Understand the landscape, prioritise high-impact agent use cases, and align on success measures.



Week

2

### Prototype & Validate (Days 6–10)

**Goal:** Build quick, testable prototypes in your environment and capture early feedback.



Week

3

### Embed & Scale (Days 11–15)

**Goal:** Define scalable patterns and capability uplift needed for broader rollout.

# Explore the Possibilities: Discover experimental Agent Labs

## What It Looks Like in Practice

Jumpstart your journey by leveraging our library of real-world design patterns and pre-built agents for employee and customer experience.

### Employee Experience

- Voice and Chat IT Self-Service using the ServiceNow Copilot integration
- Clinical Note Summarisation through voice for healthcare practitioners
- Submission Summarisation to reduce time spent on internal reporting and documentation
- HR and tailored Employee onboarding

### Customer Experience

- Agentic Search Experience across enterprise platforms and knowledge bases for faster, more accurate customer responses
- Retail Web Chat with natural language pricing and purchasing flows to streamline digital e-commerce

**Let's Get Started. Ask us about Agent Labs and how we can turn your curiosity into capability.**

## Why Insight for Microsoft?

Few can compare with our relationship with Microsoft. Partners for 30 years and counting, we are the largest Microsoft global partner with more than 5,000 consultants and 1000 dedicated Microsoft resources globally. Our best-in-class capabilities, unmatched expertise, and ability to successfully deliver solutions built across all areas of Microsoft technology have earned us numerous recognitions.

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### Microsoft Solutions Partner Designations, including:

- Business Applications
- Modern Work

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### Specialisation, including:

- Low Code Application Development
- Intelligent Automation



### Microsoft Partner Awards, including:

- 2023 Microsoft Country Partner of the Year Australia
- 2023 Microsoft Country Partner of the Year Hong Kong
- 2023 Worldwide Microsoft Solution Assessments Partner of the Year
- 2022 Surface Hub Reseller Microsoft Worldwide Partner of the Year
- 2022 Surface PC Reseller Microsoft Worldwide Partner of the Year



**3,000+**

**Microsoft certifications globally**

## 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 optimized 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 [insight.com](https://insight.com).