

# inTEC IMPACT

Chris Lines

Microsoft Territory Channel  
Manager EMEA/APAC

Mark Armstrong

inTEC Director of Modern  
Workplace





# Introductions, Housekeeping & Agenda



# Technology and Social Impact

Chris Lines

Territory Channel Manager

Microsoft Tech for Social Impact



# Microsoft mission

Empower every person  
and every organization on  
the planet to achieve more.



# The pace of change is raising challenges and intensifying existing inequities



Support inclusive economic opportunity



Protect fundamental rights



Commit to a sustainable future



Earn trust



# Tech for Social Impact

## A NEW BUSINESS MODEL

Affordable Technology  
& Solutions



Capacity  
Building



**Investing in:**  
Humanitarian action  
AI for Good  
Skills & employability  
Affordable housing

Social  
Investment Model



Partner  
Ecosystem



Integrating philanthropy and affordable commercial sales

# In fiscal year 2023, Microsoft provided

Supporting  
nonprofits  
is a part of  
our DNA



**\$3.8 billion**

In grants or discounted software and services



**\$242 million**

Donated by over 105k Microsoft employees (including company match) to support over 35k nonprofits in 116 countries around the world



**325,000**

Nonprofit organizations equipped with modern, secure, and scalable Microsoft cloud solutions

# The world is **changing**

Industries are transforming rapidly

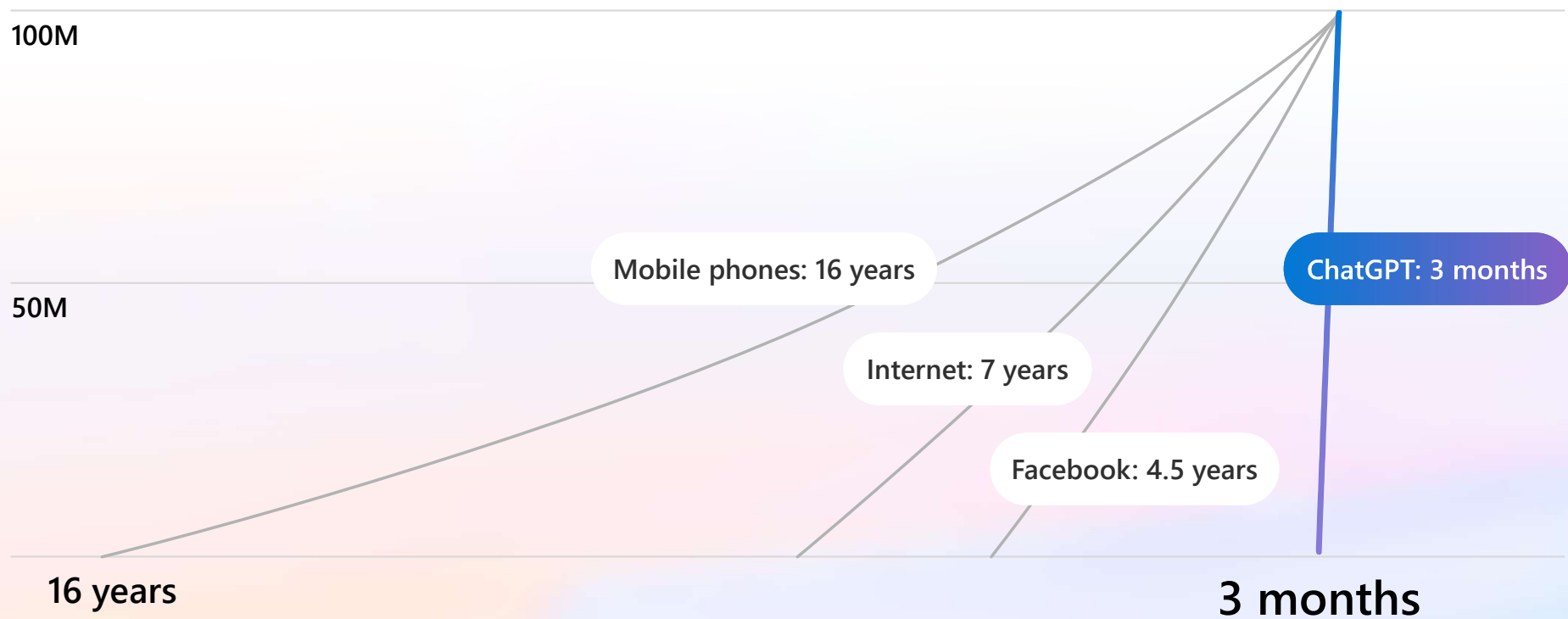
The drivers for economic growth are evolving

Technology is at an inflection point



# Generative AI technology is here

Time to reach 100M users



# Employees and leaders are ready to embrace AI

2x

likelihood of a leader to say AI will provide value by boosting productivity versus cutting headcount

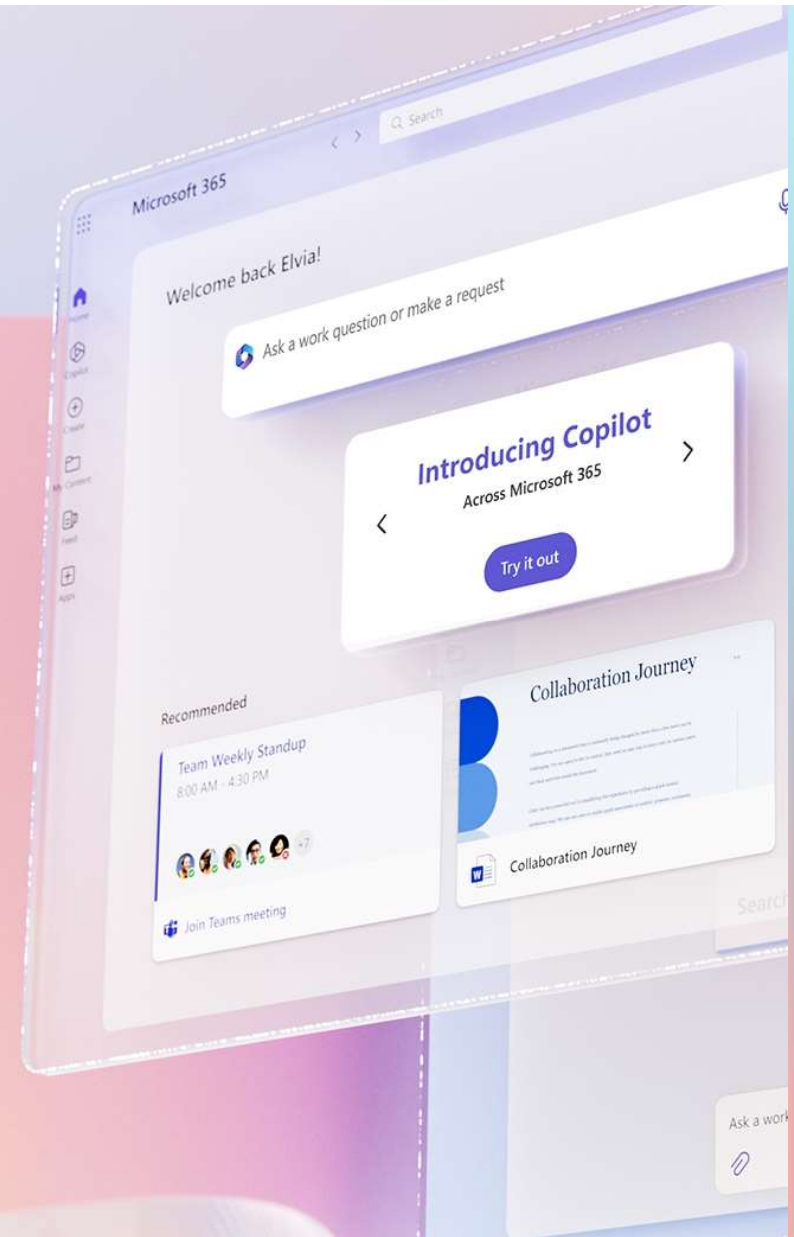
64%

of employees lack time and energy to do their job

70%

of employees willing to delegate work to AI

Source: 2023 Work Trends Index



# Early findings – Microsoft 365 Copilot

Internal Microsoft 365 Copilot users across Sales, IT, HR, Engineering, and Marketing

## All Up Value

- 87% agree more **productive**<sup>1</sup>
- 79% focus on **more important work**
- 70% able to stay in the **flow**
- 69% focus on more **satisfying work**
- 79% spent less time on **mundane tasks**

## Value by Workflow

- 81% allows to spend **less time searching** for information
- 73% makes **meetings more efficient**
- 79% allows me to spend **less time processing email**
- 94% makes all **easier to get started** on a first draft

## Value by Role / Function

- 1 in 3 had **>30 min** time savings per day (MCAPS)
- 88% complete **tasks faster** (MCAPS)
- 63% **simplify** complex tasks (MCAPS)
- 58% **reclaim time** for more important work (managers)

## How much is Copilot worth to users?

96% would be disappointed if they no longer had access to Copilot

83% would not want to go back to working without Copilot

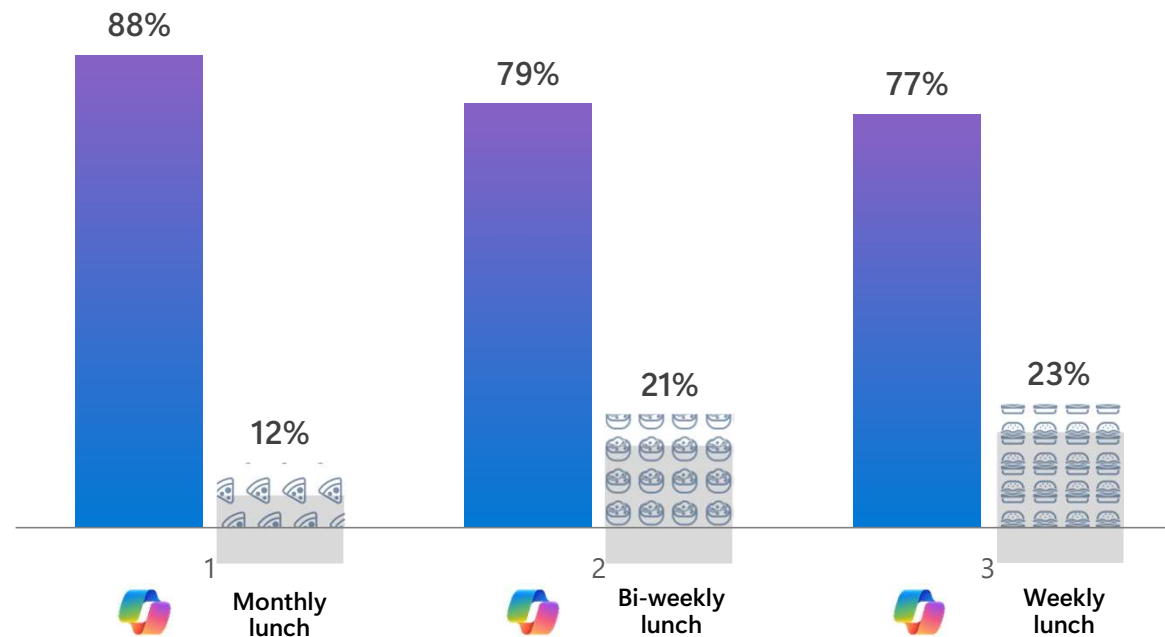
47% access to Copilot would influence my choice of employer

Microsoft Confidential – Internal Only

Source: PRELIMINARY findings from Survey of MS internal users of Microsoft 365 Copilot, n-size 155 Oct 9, 2023. 1) Respondents were asked, To what extent do you agree with the following statement: when using Copilot, I am more productive.

# Is Copilot worth more than a free lunch?

If offered the choice, users overwhelmingly said they would pick Copilot



# Employees and leaders are ready to embrace AI

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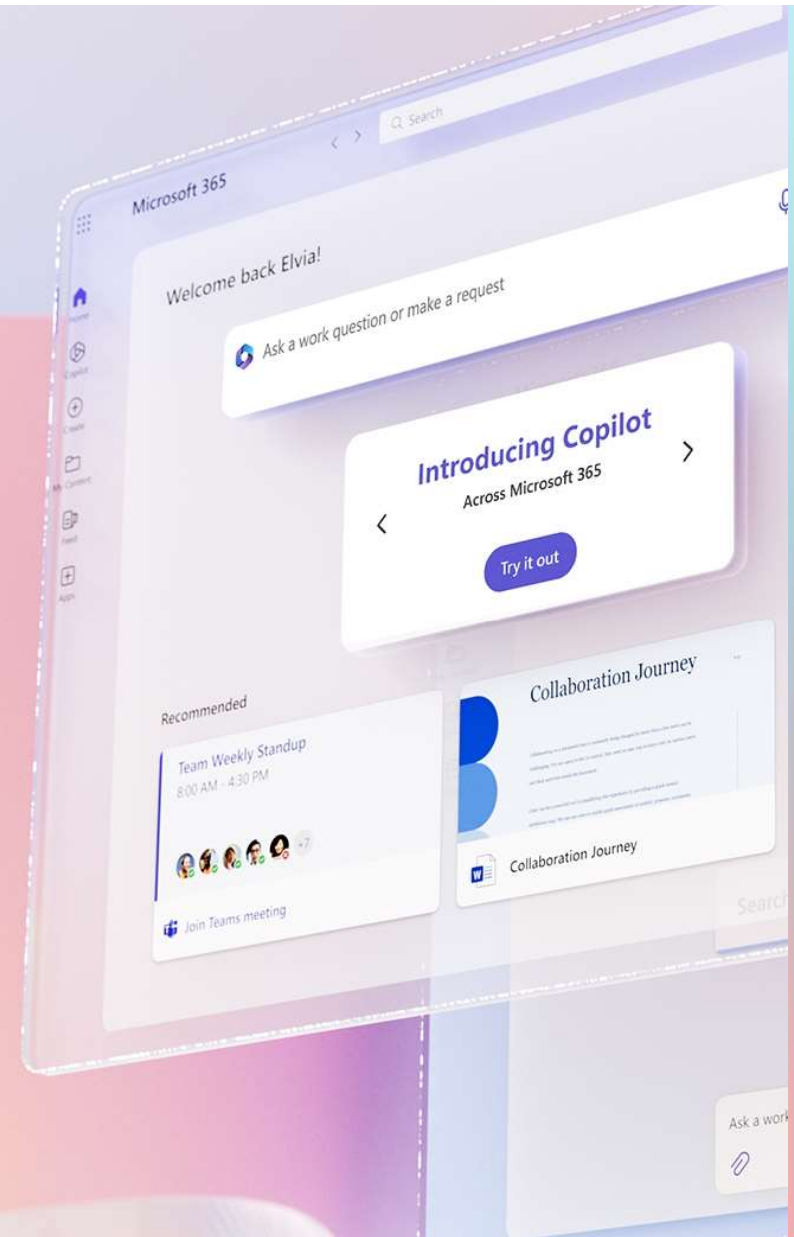
64%

of employees lack time and energy to do their job

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Source: 2023 Work Trends Index





87%

of organizations believe AI will  
give them a **competitive edge**

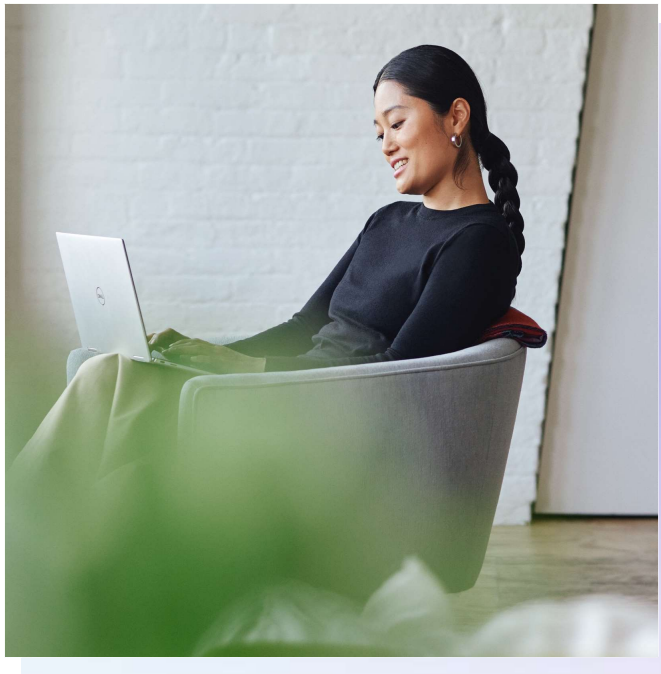


The opportunity is yours to  
lead the AI transformation

But AI will  
take our jobs?



# 70% of people would delegate as much as possible to AI to lessen their workloads



82% of leaders say employees will need new skills to be prepared for the growth of AI

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76% of people would be comfortable using AI for admin tasks

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Leaders are 2X more interested in using AI to increase productivity than to cut headcount

# Preparing for the era of AI



What are your organization's **goals** for using AI?



What are your organization's **pain points** that AI can address?



What are your organization's **current capabilities** in terms of AI?



Does your organization have a **data strategy** in place?



Does your organization have the necessary **infrastructure and resources** to support AI initiatives?

# The AI-powered business

01



## Foundational productivity

### Get AI-ready checklist



#### Empower employees with secure, AI-powered tools

Introduce employees to secure generative AI with Microsoft Copilot with commercial data protection to prepare them for the future workplace.



#### Standardize onto Microsoft 365

Enrich your Copilot for Microsoft 365 experience by getting your data into the Microsoft 365 Cloud.



#### Organize sensitive business data

Protect internal data from accidental leakage. Ensure users have the right access to the right internal content.

# AI changes work for the better, but it's still your work

AI on Autopilot



# AI changes work for the better, but it's still your work

AI as Copilot

Save time and  
energy

Get more  
done

Generate  
innovative ideas

# The AI-powered organization

01



**Foundational  
productivity**



02



**Copilot for  
Microsoft 365**

# Practical Nonprofit AI Use Cases



ChatGPT for recommended marketing and fundraising content



ML/AI for donor propensity and engagement forecasting



Predictive templates in knowledge work for operations and finance



Analysis and futurecasting for response-ready community programs





This is Laurie.

She volunteered at two different work events.  
She donated to both organizations.

But only one of them captured her heart and  
she continues to volunteer and give regularly.

How did they do it?



Dear Laurie,

Thank you for your generous \$50 gift.

Your donation goes to provide loving care and shelter for children in need.



Dear Laurie,

Thank you for making for your first donation to us! Your **\$50 towards Girls Who Code** will help bring new teachers and **technology** to young women every week.

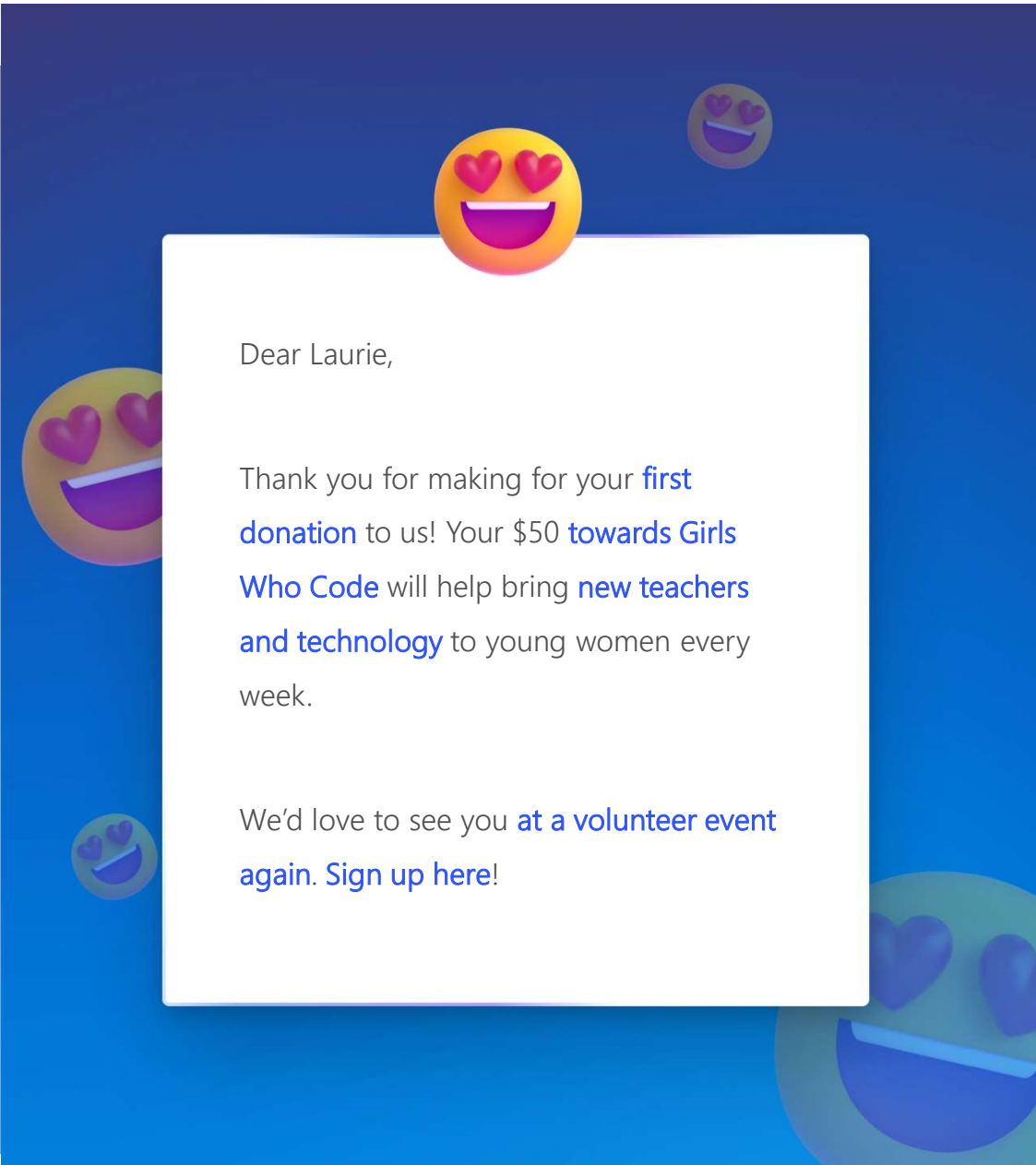
We'd love to see you at a volunteer event again. Sign up here!



## Why can't nonprofits do this without AI?

Pulling out the data out of the CRM and crafting a new narrative for every donor is too time-consuming.

All data that's **blue** on the right is AI-generated from CRM data **within seconds**.



Dear Laurie,

Thank you for making for your **first donation** to us! Your \$50 **towards Girls Who Code** will help bring **new teachers and technology** to young women every week.

We'd love to see you **at a volunteer event again**. **Sign up here!**



# The AI-powered organization

01



Foundational  
productivity



02



**Copilot for  
Microsoft 365**



Alexis Blackwell

**Arce** vol.10

Brooklyn, NY



# Copilot for Microsoft 365

Built on Microsoft's **comprehensive** approach



Security



Compliance



Privacy



Responsible AI

# Focus on what matters most



Running your business



Growing your customers



Building your brand



Scaling securely



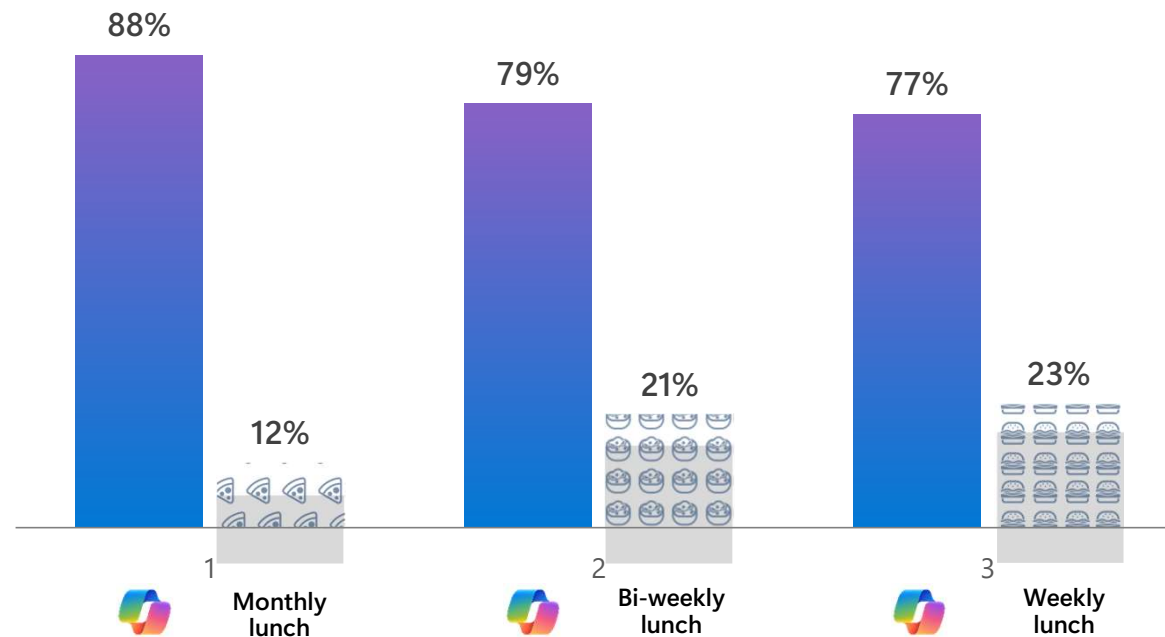
# Copilot for Microsoft 365

Embedded across Microsoft 365 apps



# Is Copilot worth more than a free lunch?

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# Companies that can do more, should



*At a time when many are calling attention to the role technology plays in society, our mission remains constant.*

*It grounds us in the enormous opportunity and responsibility we have to ensure that the technology we create **benefits everyone on the planet, including the planet itself.***

– Satya Nadella, CEO, Microsoft

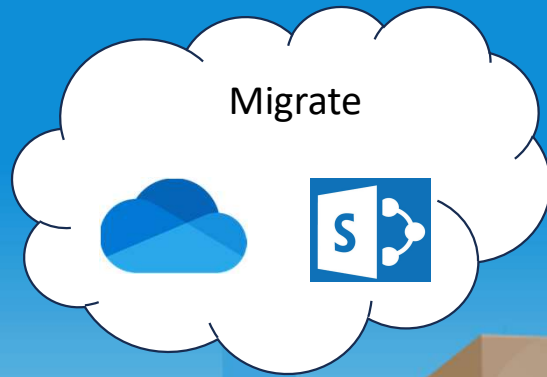
Thank You

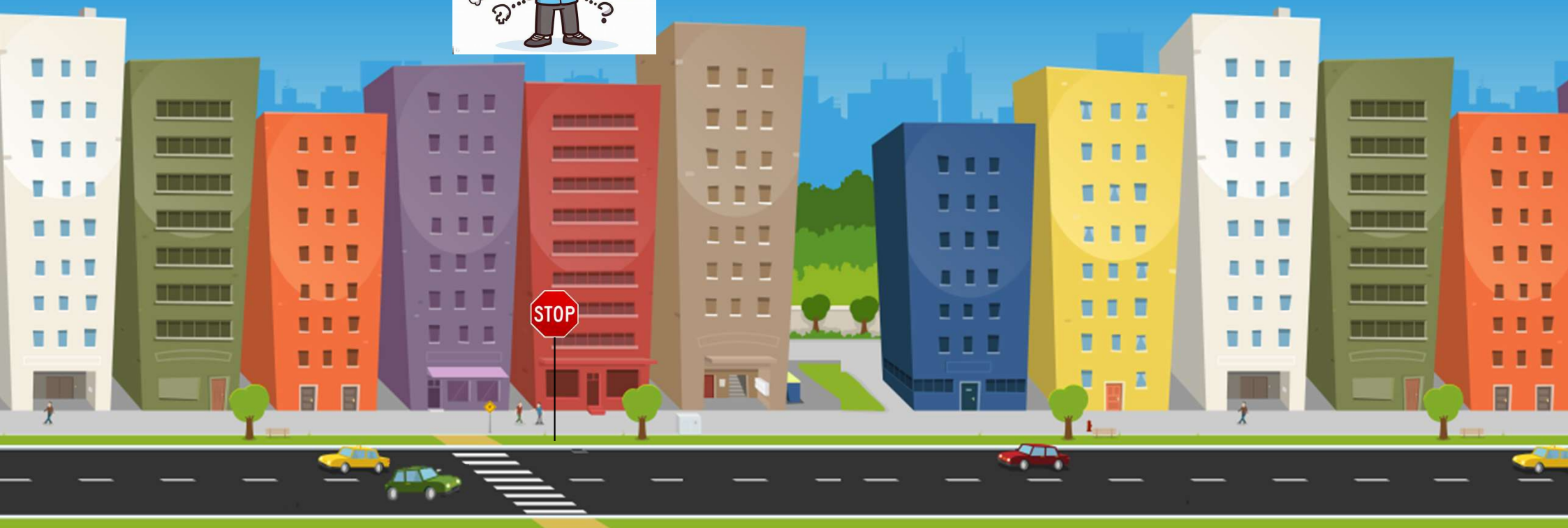


inTEC BUSINESS

Road to AI

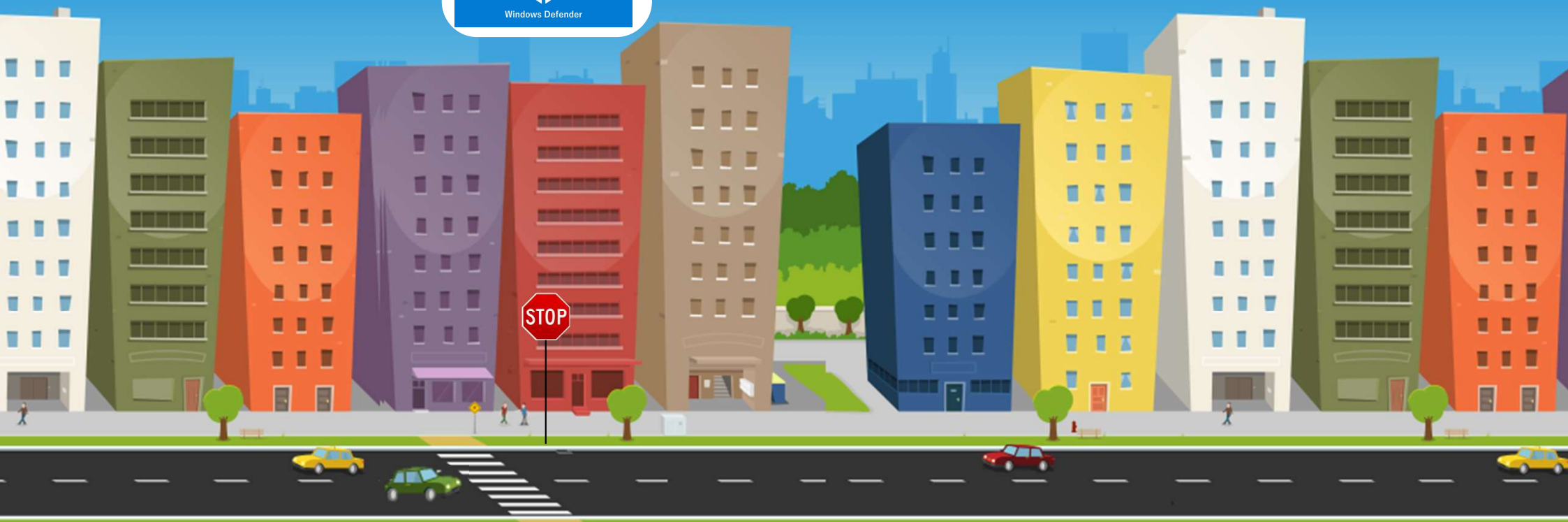








## Security



Train

