



Do what matters

Avanade

The AI Revolution, Making it Real

Nov 2025

Freeing you to reach your full potential by unlocking the power of Microsoft

We believe the most exciting organizations occupy a sweet spot—big enough to have global scale, small enough to retain local personality.

For 25 years we've helped clients of every shape and size make the most of their Microsoft investments. To rethink work, create experiences for customers and drive growth safely and securely.



As Microsoft's closest innovation partner and client zero, we see what works, as soon as it works.



We're big enough to stretch your ambitions, lean enough to move at pace with straight-talking, pragmatic support.



We care about helping you solve your problems, not just selling technology. Helping you chase impacts, not trends.



#1

World's leading Microsoft expert

25

Years' proven track record

5,000+

Clients of every shape and size

19x

Winner of Microsoft Global
SI Partner of the Year

**Unparalleled
Data & AI
expertise
through a
unique,
market
leading
partnership**

2x winner

Zero Trust Champion Award

Everest Group Leader

For Microsoft Azure Services
PEAK Matrix® Assessment 2024

AI leadership

Best AI Consulting Service
provider by the AI Breakthrough
Awards

CIO 100 Award

Awarded the 2025 CIO Awards for
our work on Disrupt Avanade –
our company wide program to
harness AI at scale to boost
productivity, efficiency, and
innovation across our business



300+

Generative & Agentic
AI Projects delivered
globally.



2000+

AI/ML Projects delivered
globally.



2025

Databricks Global
Partner of the Year, 7th
year in a row.



5000+

Data & AI specialists,
covering engineering,
data science, AI
solutions and more.



1500+

Databricks engineers
trained, 100 Databricks
Technical Champions



90+

Microsoft Partner of the
Year Awards, including
Microsoft Alliance Partner
of the Year 19 times



Microsoft's Early Launch Partner & Customer Zero



Product Engineering Partner for Microsoft Fabric



Leading Microsoft's AI Innovation Labs Globally



Do what matters

Avanade Trendlines:

AI Value Report 2025

Global highlights

Avanade Trendlines: AI Value Report 2025



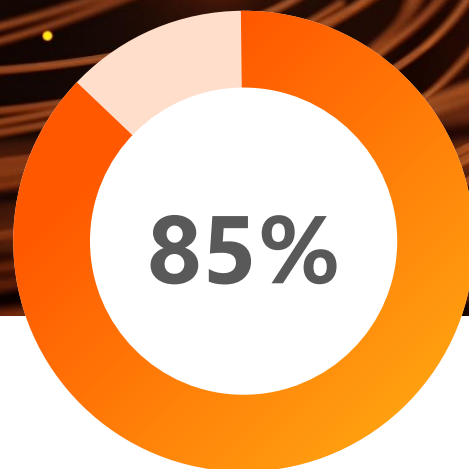
Our research highlights the excitement and challenges of AI adoption, exclusively for mid-market organizations wanting to get more out of AI on Microsoft. It combines data from 4,100 leaders whilst drawing on our experience as one of Microsoft's early innovators on AI. The full report offers detailed insights, including industry perspectives and practical strategies to drive your AI journey forward.

Key Findings



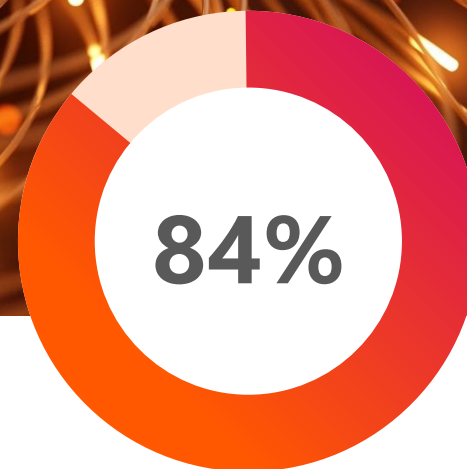
59% expect up to 4X return for every \$1 spent on AI copilots and agents

With most expecting a return in under 12 months



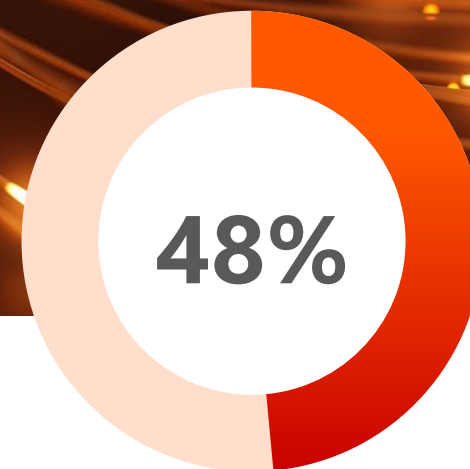
agree they are at risk of falling behind through not moving fast enough with AI

Most are implementing AI out-of-the-box or in specific functions



agree AI investment is to replace employees for cost savings

Although few are measuring value in this way



are still developing the AI business case

And 44% are stuck at proof of concept



Key takeaways

Decision-makers have high levels of enthusiasm for rapid AI adoption and excitement for the value it offers. But it is crucial to close the gaps between near-term goals and a more strategic approach that addresses foundational challenges in workforce dynamics, data quality and governance.



Ambitions for short-term cost savings balanced with longer-term, sustained value



The desire for speed while taking a more deliberate approach to AI fundamentals



How to welcome AI to the team while taking care of people and changing workforce dynamics



How to close the gap between the trust we place in AI and the value we anticipate



Disrupt Avanade

Our approach & learnings from an AI first pivot

Legal Team Executive Summary

Change in work and look to the future

Before Copilot for M365

The Legal team dedicated many of their working hours towards summarization, analysis, and generation of text-based documents, including **Contract Reviewing, Contract Redlining, and Drafting Policy 110 Risk Escalations (P110)**, the last of which is cited as the most tedious and as a priority use case to address.



Copilot's main value-add was around **summarizing and analyzing contracts** (MSAs, SOWs) as their workflows are **heavily skewed** towards these use cases. Copilot had the **greatest impact for legal team members more junior in their careers** and/or are less familiar with Avanade-specific policies and processes. The legal team can expect to see an estimated time savings of **30–60min** per day.

With Copilot for M365

- Quicker identification of risks within a contract and ideating mitigations against those risks
- Streamlined surfacing of any non-standard clauses that require attention
- Enhanced researching and surfacing of information (e.g files on SharePoint, legislation research, Avanade-specific policies).





















Looking ahead

The Legal team will greatly benefit from custom GenAI tools that leverages Avanade-specific policies, processes, and contracts to analyze and generate insights for contracts. Copilot's intellectual reasoning ability in its outputs are not fully meeting the team's needs. A key challenge with Copilot's out-of-the-box functionality is that the output quality heavily depends on the readability of reference documentation (e.g., Contract Guideline, Risk Mitigation Library), which are comprehensive and uniquely formatted, posing a challenge to Copilot's analysis. However, Copilot's intellectual reasoning may improve with the implementation of OpenAI's new reasoning model (o1).

“Generative AI is rapidly reshaping legal work. Lawyers using Gen AI will outperform those who do not. This workshop experience has been a crucial step in our Gen AI journey. We want more!”

Legal Team Personas

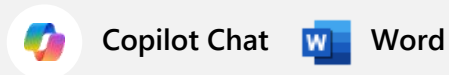
Copilot for M365 Persona Summary

		Top Use Cases	Top Behaviors	Top apps	Copilot Value
	Contracts Attorneys They are responsible for drafting, reviewing, and negotiating various types of contracts, including MSAs, SOWs, Change requests. Their work ensures that Avanade's interests are protected and that all contractual obligations are met.	 Contract Review (MSA, SOW, CR)  Contract Redlining  Drafting P110 Escalations	 Evaluate  Ideate  Transcribe	 Word  Copilot Chat  Teams	The ability to analyze a contract and obtain insights across the document and provide suggestions for alternative language and positions
	Global Counsel Responsible for supporting the company's global offerings, plays, and IP assets. The team develops templates, guidance, and training, coupled with SME support, to streamline deal cycles, foster sustainable growth, and drive innovation.	 Surfacing Avanade Policies  Researching Policies, Legislation and Analyzing Impact  Generate Guidance Assets	 Assist  Evaluate  Ideate	 Copilot Chat  Word  PowerPoint	The ability to surface policies from Avanade tenant & third-party legal databases and assess the impacts of those policies

Contract Review – MSA/SOW/CR

Understanding Technical Terms

Develop understanding of technical terms.



Prompt:
I am a contracts attorney who does not understand [insert IT technical term]. Please explain in layman's terms.

Reference/Source Materials:
AVN Data

Additional Prompt:
Can you please explain the IT Acronym CVE in a cybersecurity context to me?

Reference/Source Materials:
AVN Data

Understanding MSA/SOW sections

Explain technical statements / entire sections (scope, assumptions, client responsibility) in a document



Prompts:
Can you explain the following statement in simple language? [insert statement]

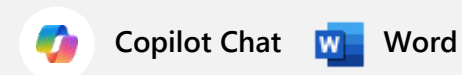
Reference/Source Materials:
AVN Data

Prompt:
Can you please explain the In Scope Services section of the SOW in layman's terms? [insert file].

Reference/Source Materials:
AVN Data

Revising Language

Update any language / terms within the document



Prompt (Word):
The following clause within the In Scope Services Section is too technical: [insert clause]. Can you please rewrite this clause in a way that a non-technical stakeholder can understand while maintaining the same legal effect

Reference/Source Materials:
AVN Data

Prompt (Copilot Chat):
Can you modify the Limitations of Liability section of this client's MSA [insert] to align closer to the language in Avanade's MSA? [insert]. Please also reference the Limitation of Liability section of Avanade's contracting guidelines [insert link].

Reference/Source Materials:
AVN Data

Copilot Use Case Impact On Business

Legal

Copilot Use Case	Impact on Business Metric	Est Frequency per user	Est Hours Saved/Use Case**	Organizational Value
Contract Review – MSA/SOW/CR	<ul style="list-style-type: none"> Increased speed to identify and respond to contracts Ensure overall quality of delivery and mitigate risk 	Daily	30min – 1hr per contract	<ul style="list-style-type: none"> ✓ First mover advantage for Copilot services in the market ✓ Increased creative thinking and innovation ✓ Improved work quality ✓ Increased cross-functional collaboration ✓ Improved company perception as “AI-First”
Contract Redlining – MSA/SOW/CR	<ul style="list-style-type: none"> Increased speed to identify and respond to contracts Ensure overall quality of delivery and mitigate risk Enhanced customer relationship 	Daily	30min – 1hr per contract	
Identifying & Drafting P110 Escalation	<ul style="list-style-type: none"> Reduced legal and contractual risk Increased speed to identify and address delivery risk Enhanced customer relationship 	Weekly	30min – 1hr per escalation	
General Productivity, Content Generation, and Surfacing Information	<ul style="list-style-type: none"> Increased speed to respond to proposals Ensure overall quality of delivery and mitigate risk 	Daily	45min – 1.5hr / day	

**Time Savings contingent on complexity of contract & party template (AVN vs Client)

Our journey building a data platform with Microsoft Fabric

2022

Moving to Azure Synapse

In 2022 Avanade started to consolidate and optimize our own data estate, moving to a platform based on Azure Synapse



2024 and beyond

Story continues using Microsoft Fabric

We continue to develop using Microsoft Fabric as the core platform for Avanade as the platform grows and we completely migrate from Azure PaaS based services to Fabric

2023

Setting the stage using Microsoft Fabric



Microsoft Fabric now introduced as the technical backbone of Avanade's internal data strategy and platform



Microsoft Fabric Training for 10,000+ data professionals across Accenture and Avanade

We have implemented and are evolving the **world's largest Microsoft Fabric Platform** across Avanade/Accenture

Continuous evolution of Fabric Offerings across security, data migration, and modernization enablement

Dedicated Microsoft Fabric practice to help clients plan, architect, develop, pilot, and deploy Microsoft Fabric

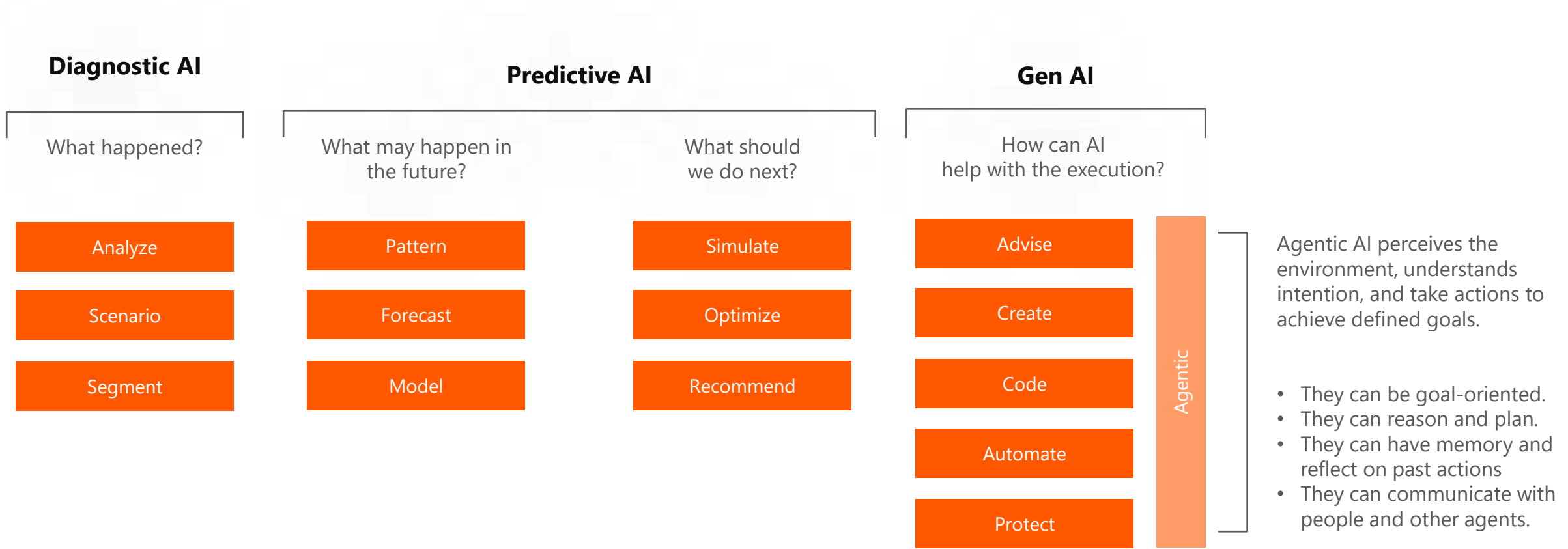


Mind the AI value gap: 4 practical takeaways

Takeaway #1:

Not all AI is GenAI

Most real-world solutions use a combination of techniques



Helping one of the largest global non-profit's build an AI platform to light up better knowledge management (1/3)

20
years

37,000
grants

1 million+
documents



Legal Ownership

- Which projects and research that can be leveraged worldwide?
- Each legal agreement could include a Global Execution Rights clause, and in some cases a License To The Foundation clauses



Grants social impact

- How are the grants impacting regions, people, vaccines, education, etc.?
- **Example:** During the grant execution, metrics on vaccines applied, regions, people results are reported.



Gender Equality

- Accelerate progress toward a more gender-equal world by measuring grants applications
- A gender equality index can be applied by different factors including the applicants, how the grant will be used, etc.

Extracting and classifying legal clauses from 37,000 grants



Step 3

Legal clauses extraction



Image to text extraction



Printed text recognition



Key phrase extraction



Location entity extraction



Paragraph detection



Legal entities recognition



Global Access clause classification

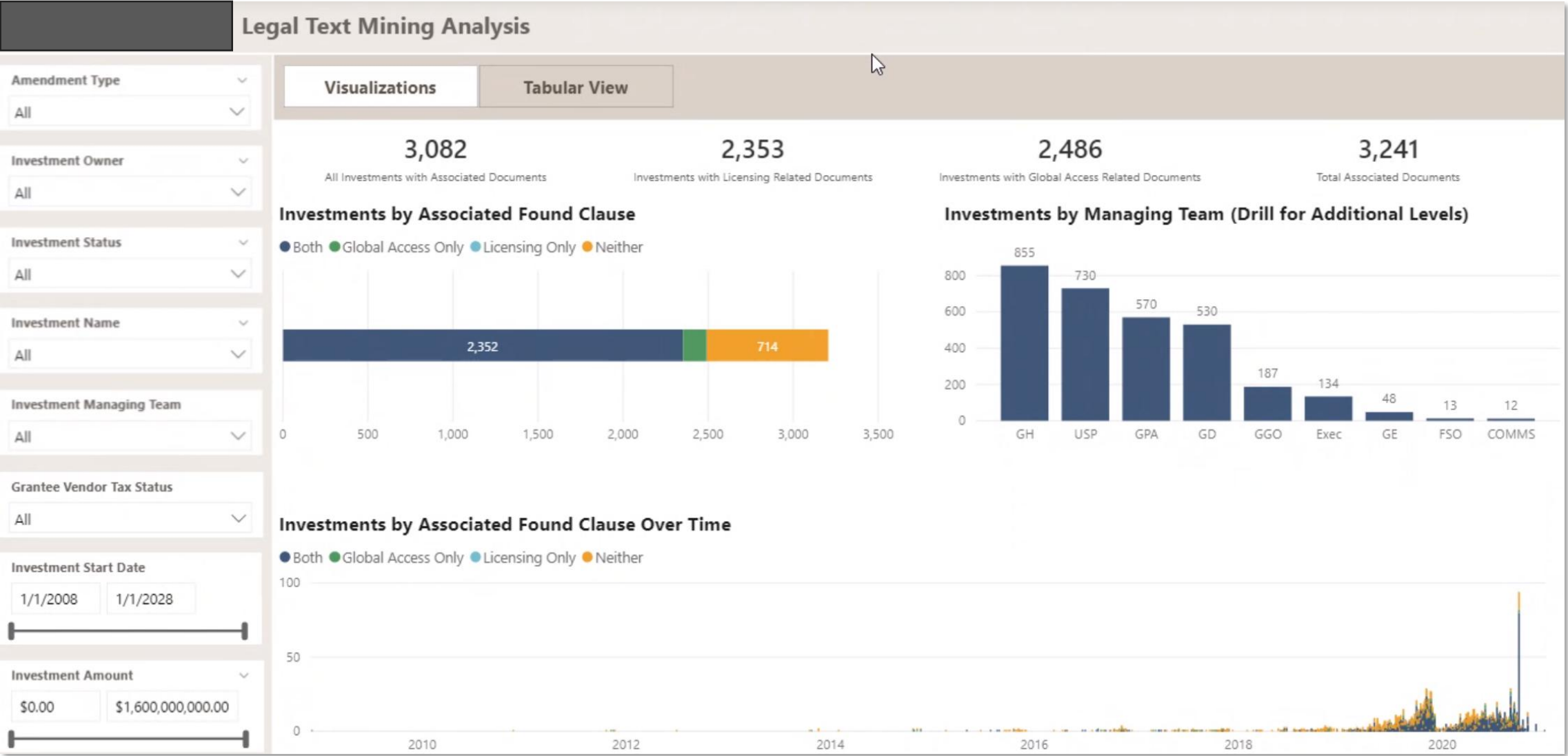


License clause classification



GLOBAL ACCESS CLAUSE

Example: Legal clauses analysis (3/3)



Piloting GenAI at the Corrupt Practices Investigation Bureau of an Asian country to accelerate their journey towards a corrupt free nation

The aim of the pilot was to implement a Large Language Model (LLM) with the primary objective of proficiently addressing investigation officer's queries. Officer's queries includes searching for document content and question & answer (Q&A) on the selected IP cases.



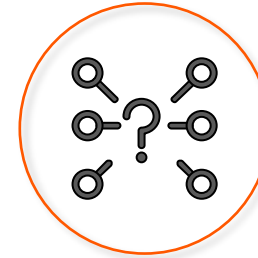
Document Storage and Retrieval Framework

- Creation of Elastic search index for efficient document storage and retrieval.
- Configuration and setup of the Elastic search database (DB).



Integration of LLM with Fine-tuning Layer

- Inclusion of the LLM with a fine-tuning (RAG) layer for specific task optimization.



Integration with Elasticsearch for Q & A Response/Completion

- Integration of Elastic search for document indexing and retrieval.
- Utilization of LLM model with fine-tuning for accurate document search and query response (Q & A Completion/Response)

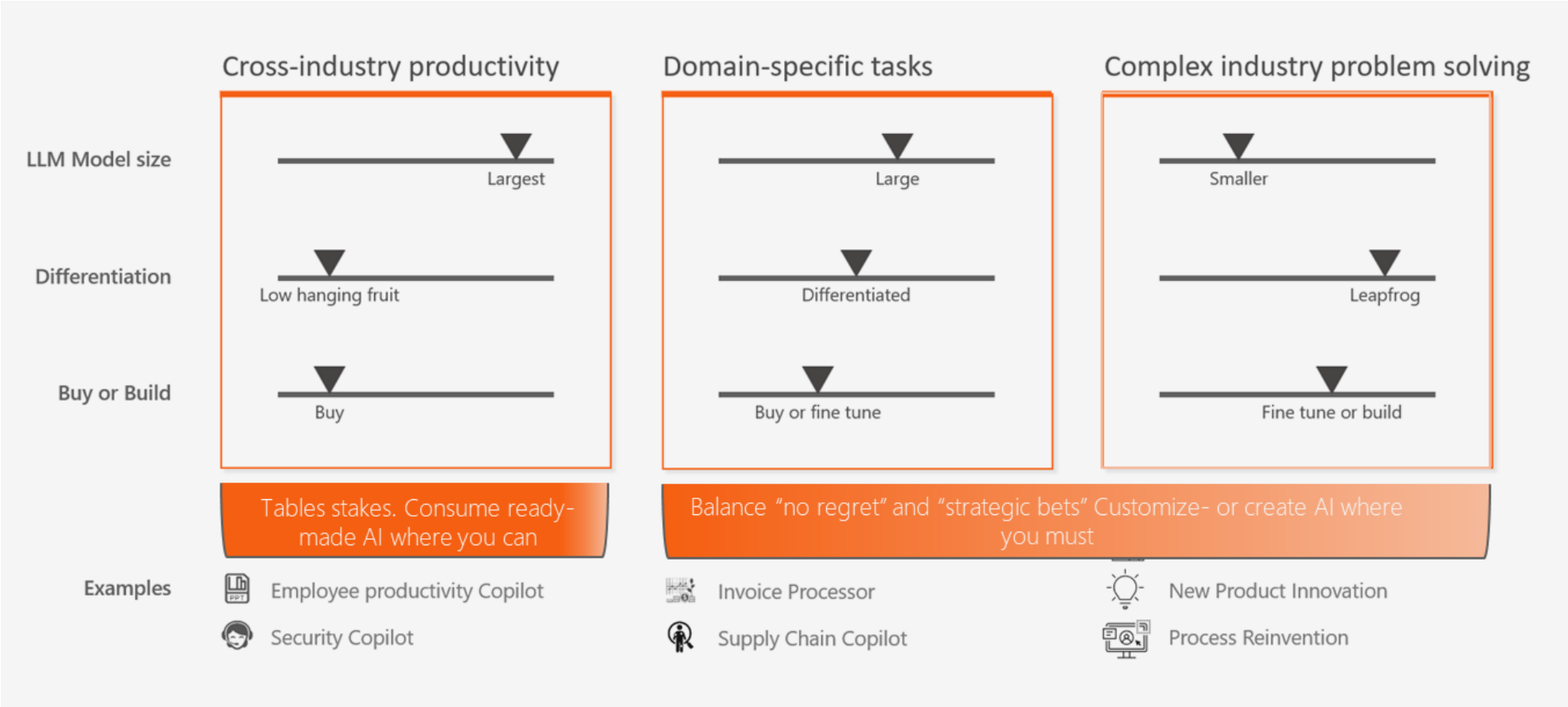


Development of Prompt Layer/Template

- Development of a prompt layer, a template for user query & LLM interaction.

Takeaway #2:

Look at the categories through a technology Buy/Build lens



Avanade Legal Extensibility Use Cases

We discussed extensibility use cases to gather information on what applications outside of M365 would be most valuable to extend Copilot capabilities. We have outlined three impactful tools that would create a significant time savings for the legal team.



Legal Position Escalation Tool

- **Use Case:** Analyze an MSA and identify any risks within the MSA to Avanade & generate Policy 110 mitigation to address those non-standard terms or risks based on a repository of prior P110 mitigations. For each of the risks identified, create a risk score based on the magnitude of the risk.



Contract Review Tool

- **Use Case:** Analyze any contract (e.g MSA, SOW) and provide deep insights and analysis that the attorney can leverage to ensure the contract conforms with Avanade policies and Avanade's interests are protected via redlining the contract. Providing alternate language in the negotiation process based off prior Avanade contracts.



Contract Search Tool

- **Use Case:** Search for a fully executed contract (MSA, SOW, CR, etc.) between Avanade and a client so that the legal team can retrieve any individual or group of Avanade contracts based off keywords, categories, clauses or industry terms.

Business Value

Streamline the identification and creation of risk mitigations, saving time and resources for the legal team.

Impact on Business Metric(s)

Reduced legal and contractual risk
Increased speed to identify and address delivery risk

Business Value

Mitigates risks by identifying potential red flags early and ensuring consistency and accuracy in contract reviews.

Impact on Business Metric(s)

Increased speed to identify and respond to contracts
Ensure overall quality of delivery and mitigate risk

Business Value

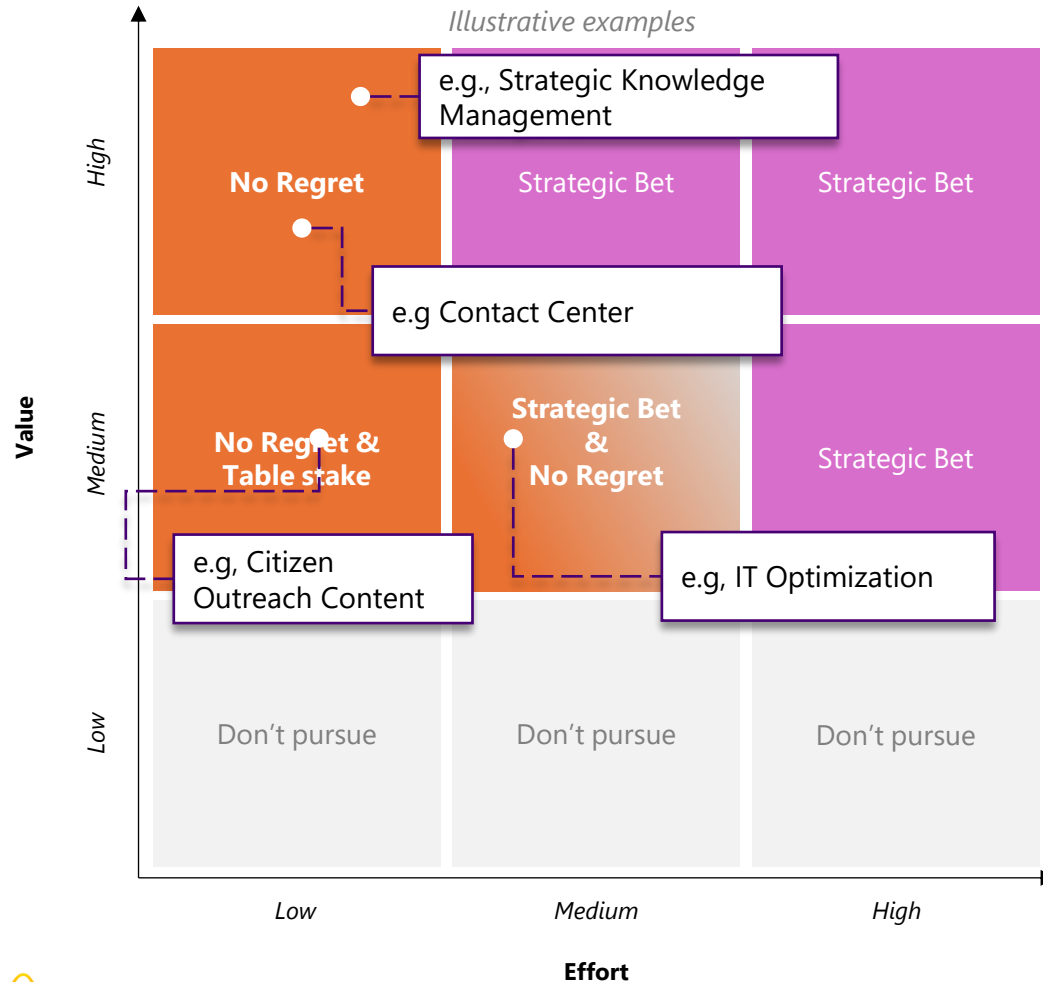
Mitigates risks by ensuring all relevant contract information is easily accessible and support better decision-making.

Impact on Business Metric(s)

Increased speed to identify and respond to contracts
Ensure overall quality of delivery and mitigate risk

Takeaway #3:

Start with 'No-Regrets' high value/low effort functional use-cases



Fundamentals

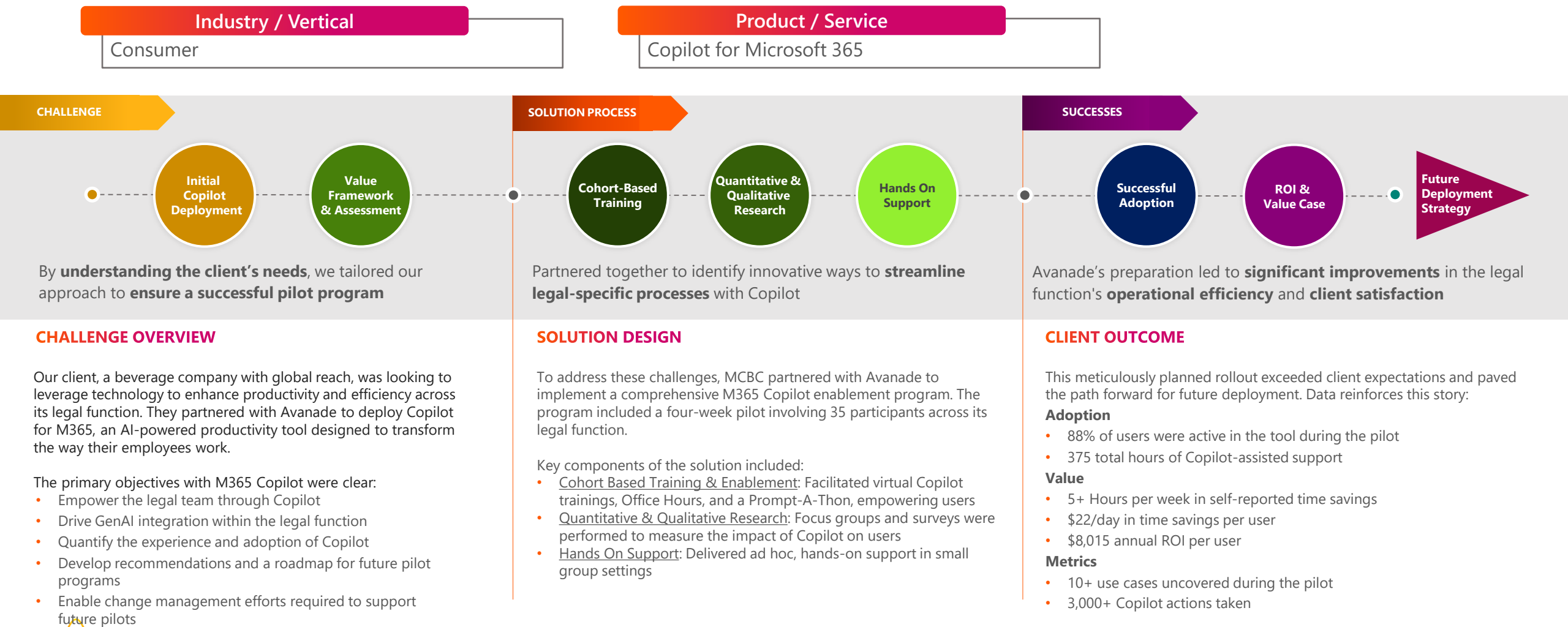
Value gains will be realized from process efficiencies and improvements

Risk, regulatory and compliance parameters typically do not restrict uses

Current model and application fidelity is primed for immediate scaled deployment

Solutions will depend on mature data foundation

Leading the Transformational Charge: Avanade Partners with Beverage Company's Legal Function for M365 Copilot Rollout



CHALLENGE OVERVIEW

Our client, a beverage company with global reach, was looking to leverage technology to enhance productivity and efficiency across its legal function. They partnered with Avanade to deploy Copilot for M365, an AI-powered productivity tool designed to transform the way their employees work.

The primary objectives with M365 Copilot were clear:

- Empower the legal team through Copilot
- Drive GenAI integration within the legal function
- Quantify the experience and adoption of Copilot
- Develop recommendations and a roadmap for future pilot programs
- Enable change management efforts required to support future pilots

SOLUTION DESIGN

To address these challenges, MCBC partnered with Avanade to implement a comprehensive M365 Copilot enablement program. The program included a four-week pilot involving 35 participants across its legal function.

Key components of the solution included:

- Cohort Based Training & Enablement: Facilitated virtual Copilot trainings, Office Hours, and a Prompt-A-Thon, empowering users
- Quantitative & Qualitative Research: Focus groups and surveys were performed to measure the impact of Copilot on users
- Hands On Support: Delivered ad hoc, hands-on support in small group settings

CLIENT OUTCOME

This meticulously planned rollout exceeded client expectations and paved the path forward for future deployment. Data reinforces this story:

Adoption

- 88% of users were active in the tool during the pilot
- 375 total hours of Copilot-assisted support

Value

- 5+ Hours per week in self-reported time savings
- \$22/day in time savings per user
- \$8,015 annual ROI per user

Metrics

- 10+ use cases uncovered during the pilot
- 3,000+ Copilot actions taken

By the Numbers



Takeaway #4:

Scaling AI continues to
come down to the same
challenges



**Lack of
strategic
vision**



**Challenges in
people
enablement**



**AI skills
competition**



**Risks in
governance
& compliance**



**Poor data
integrity,
data
platform
readiness**



Data readiness is foundational for AI & GenAI readiness

For today's data and technology leaders, the pressure is mounting to **create Data plans and capabilities that fully support the company's AI and Generative AI (GenAI) aspirations.**

Most organizations today need to be AI-empowered organizations, and the role that Data plays in making that happen cannot be understated. AI & GenAI will only be as good as the Data that it works with, which must be achieved in a controlled and governed way.



“Data is the lifeblood of any organization. It enables us to measure our performance, understand our customers, and make better decisions.”

—Satya Nadella, Chairman & CEO of Microsoft

Met Office untaps the value of real time meteorological and historical weather data

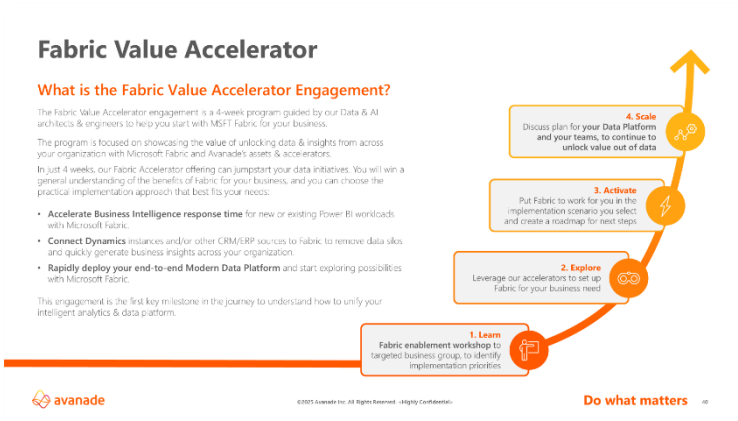
- **The Met Office** is the largest holder of meteorological and climate data in the UK, collecting, generating, verifying, interpreting and applying data. They have access to **billions of records of data** since the 1900s and each day 1M new records are generated.
- We used **MSFT Fabric** to make this data available, transforming it and dramatically simplifying the analysis of millions of **historical weather records** from UK that can now be easily **combined with global observational real time data** from two different systems.
- By using Fabric RTI, Met Office experts can now **explore in self-service** all this complex data in real-time dashboards; quickly and **securely analyze** current observations against historical data; identify patterns in real time data and creating new insights using the developed **data products**. All with a **scalable system** and an easy-to-use **Power BI** interface that remains responsive with this scale of data (to date, we have captured over 2.3B records).



[Avanade x Met Office Video](#)

Avanade Offers to accelerate your Data & AI journey

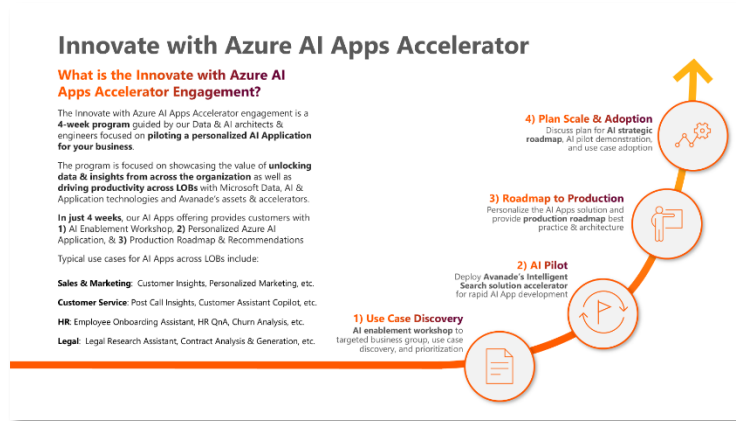
Quick ways to get started



Fabric Value Accelerator

- A **four-week engagement** with one of the following:
- **Accelerate Business Intelligence** for Power BI with Microsoft Fabric
- **Connect Dynamics instances** and other CRM/ERP sources to Fabric
- Rapidly deploy your **end-to-end Modern Data Platform** and start exploring possibilities with Fabric

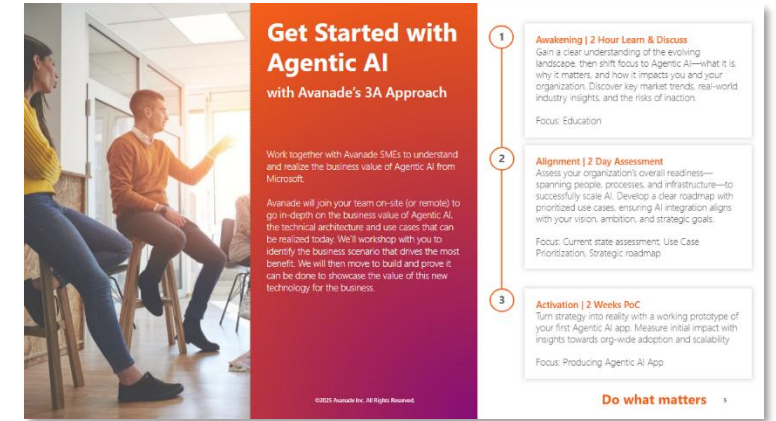
Azure Marketplace: [Avanade Fabric Accelerator – Modernize your Data Estate](#)



Azure AI Accelerator

- A **three-week engagement** that will prove the **value of generative AI** and provide customer with a **roadmap for future adoption**
- Enables a "chat with your data" **AI assistant** for one of your business use cases

Azure Marketplace: [Avanade Azure AI Accelerator – Intelligent Search / Chat with your Data](#)



Agentic AI Accelerator

- A **four-week engagement** that will prove the **value of Agentic AI** and provide customer with a **roadmap for future high value agents**
- Enables you with an **Agentic AI business flow** for one of your business use cases

Avanade Offering Site: [Avanade Agentic AI Accelerator](#)