



# Power your AI Transformation with the Microsoft Cloud

Balamurugan Balakreshnan Cloud Solution Architect  
[babal@microsoft.com](mailto:babal@microsoft.com)

Microsoft corp.  
LinkedIn: [Balamurugan Balakreshnan | LinkedIn](#)  
Profile: [My Information \(balakreshnan.github.io\)](#)  
Medium: <https://medium.com/@balabala76>



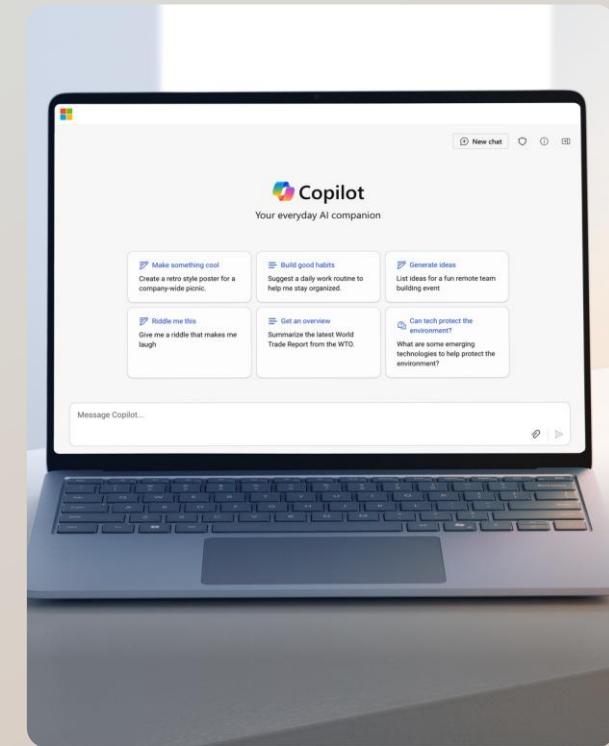
Client server



Internet



Mobile/Cloud



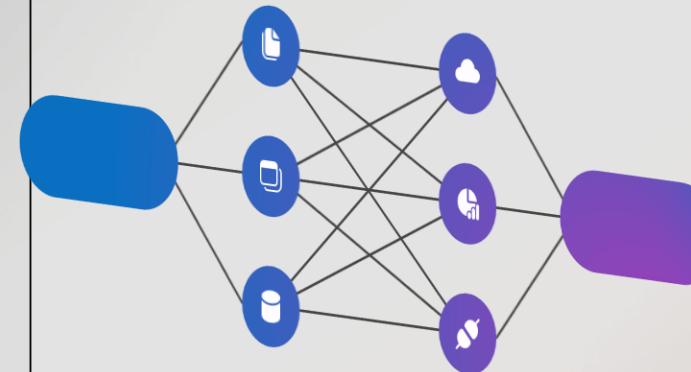
AI

## Universal interface

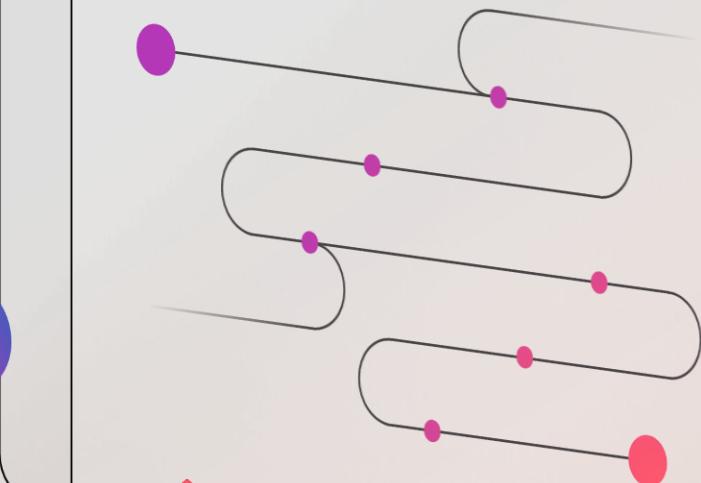
Ask me anything...



## Reasoning & planning



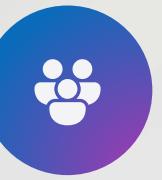
## Memory & context



# Building an agentic world



Personal  
agents



Organizational  
agents



Business process  
agents

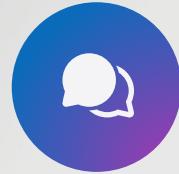


Cross-org  
agents

# AI-driven business transformation



Enrich  
employee  
experiences



Reinvent  
customer  
engagement



Reshape  
business  
processes



Bend the  
curve  
on innovation

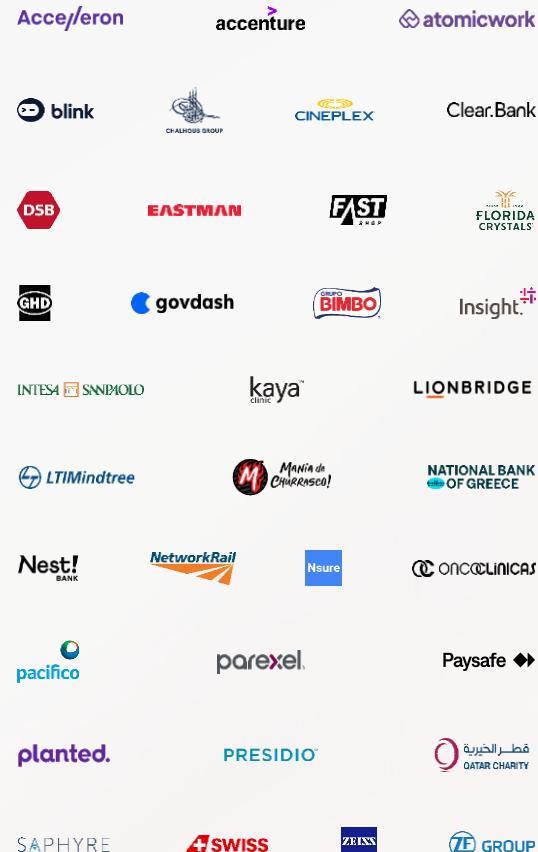
## Enrich employee experiences



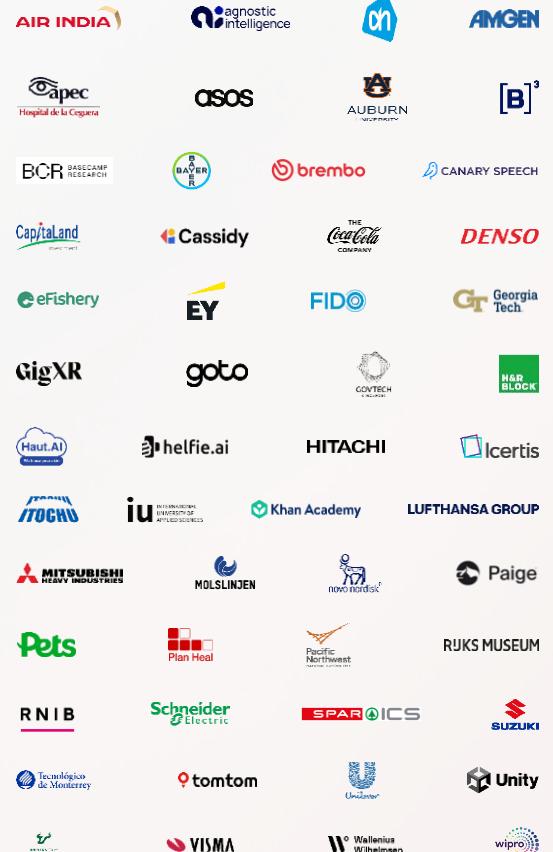
## Reinvent customer engagement

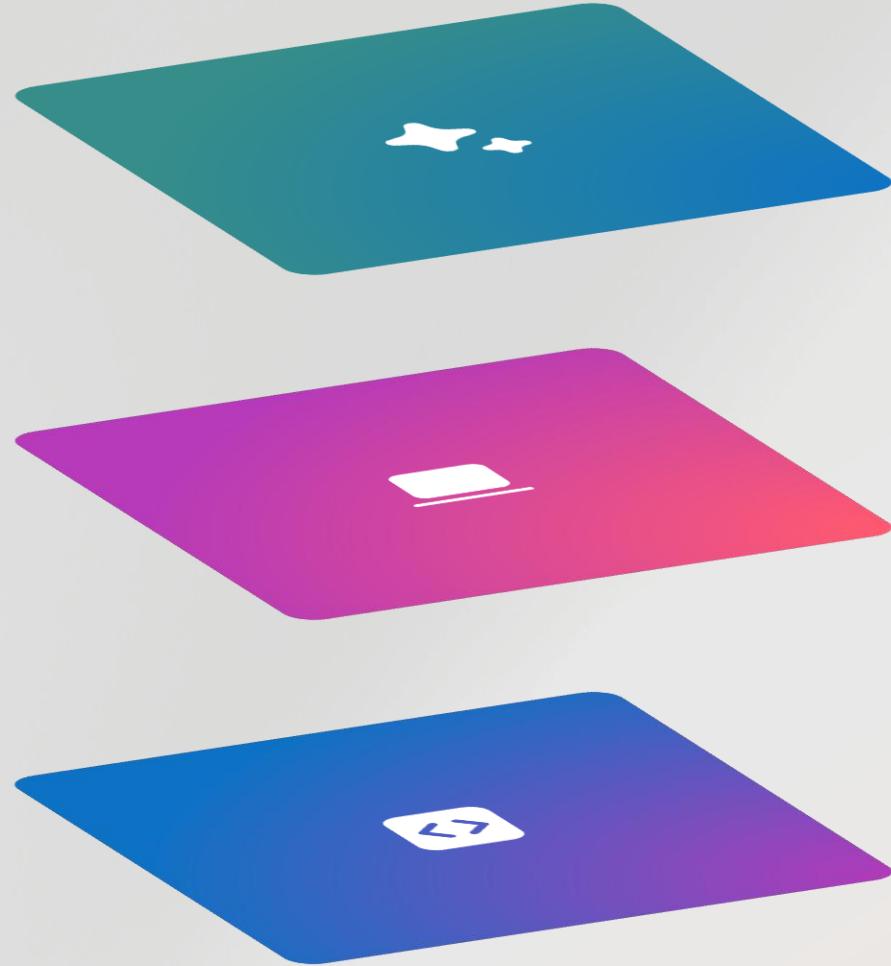


## Reshape business processes



## Bend the curve on innovation

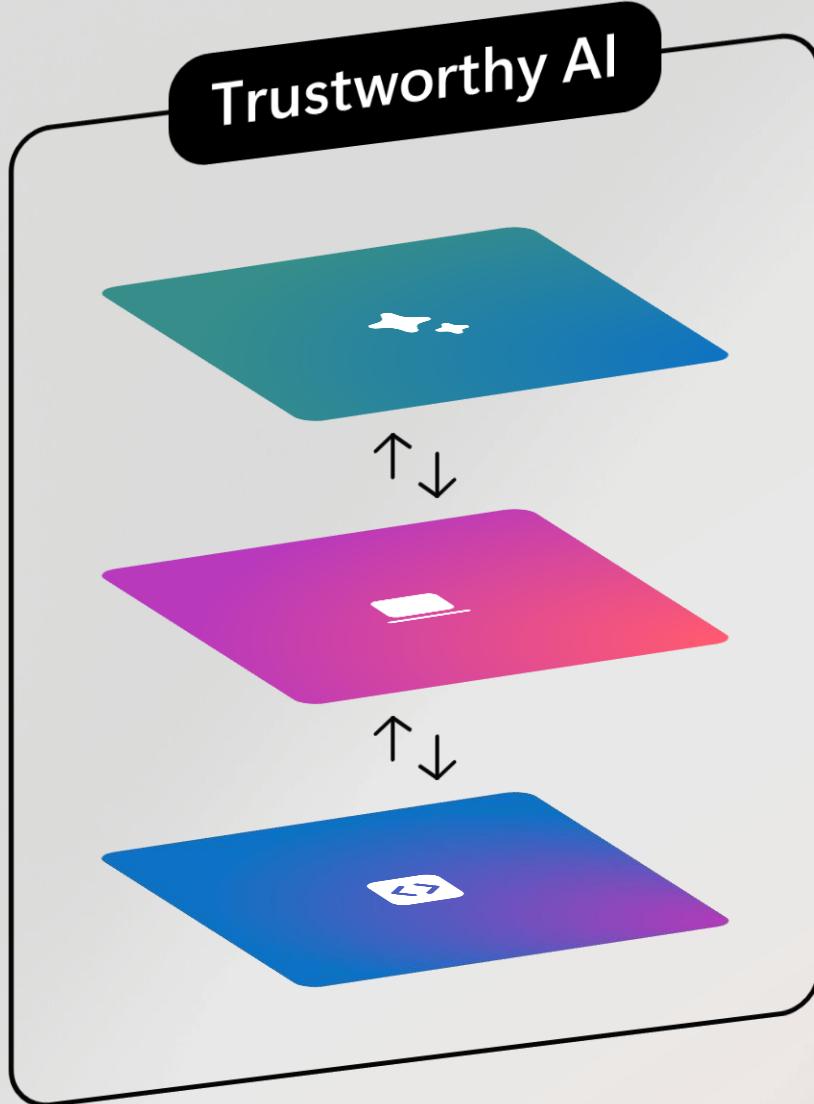




**Copilot**

**Copilot devices**

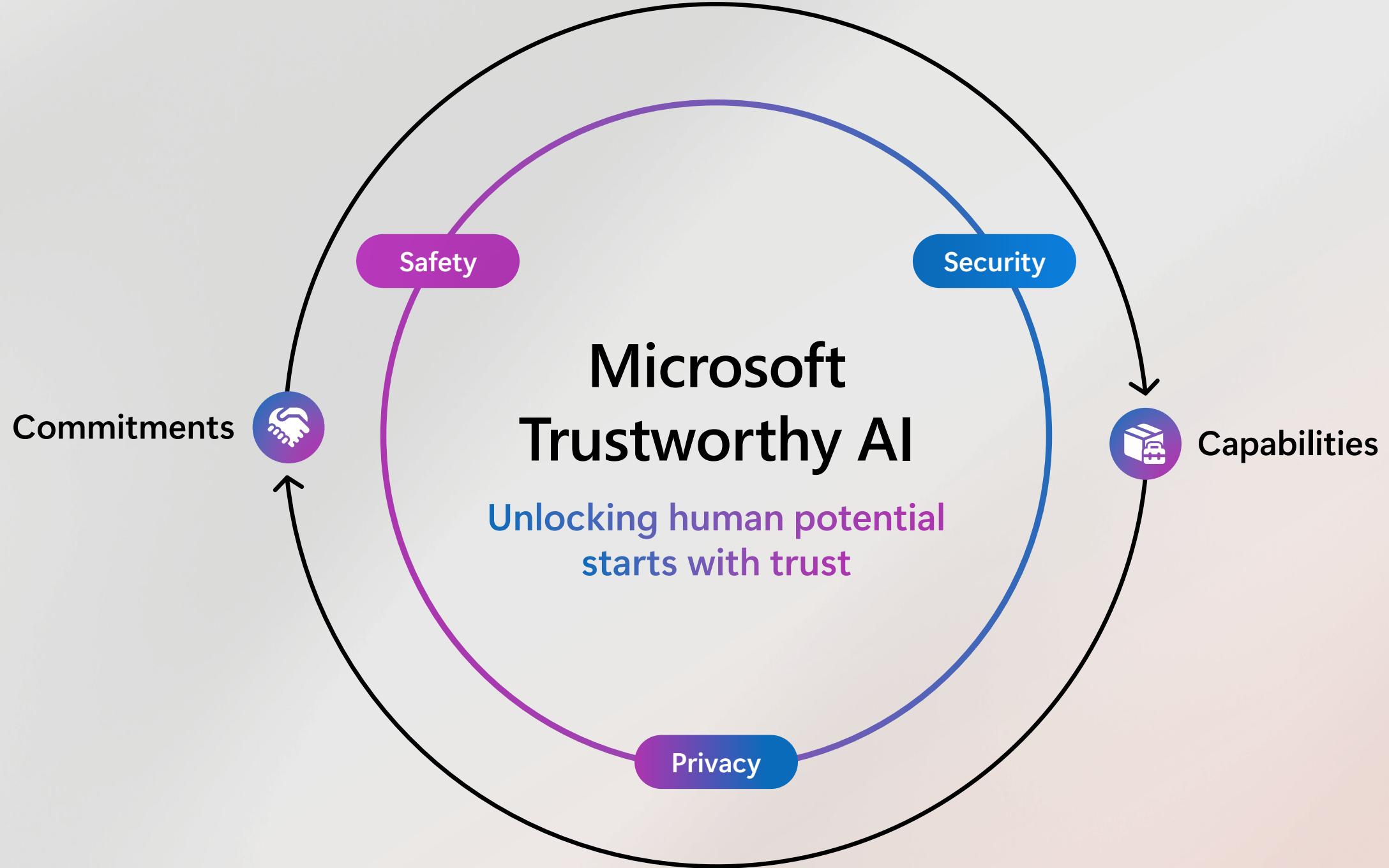
**Copilot & AI stack**



**Copilot**

**Copilot devices**

**Copilot & AI stack**



Secure Future  
Initiative

Privacy  
Principles

Responsible AI  
Principles

Commitments



**Microsoft**  
**Trustworthy AI**

Unlocking human potential  
starts with trust

# Microsoft Trustworthy AI

Unlocking human potential  
starts with trust



## Capabilities

### Security

Data security and governance for AI  
AI security posture management and threat protection  
Compliance management for AI regulations and standards  
Prompt Shields to block attacks

### Privacy

Privacy Assessments  
Consent Management  
Data encryption  
Confidential computing

### Safety

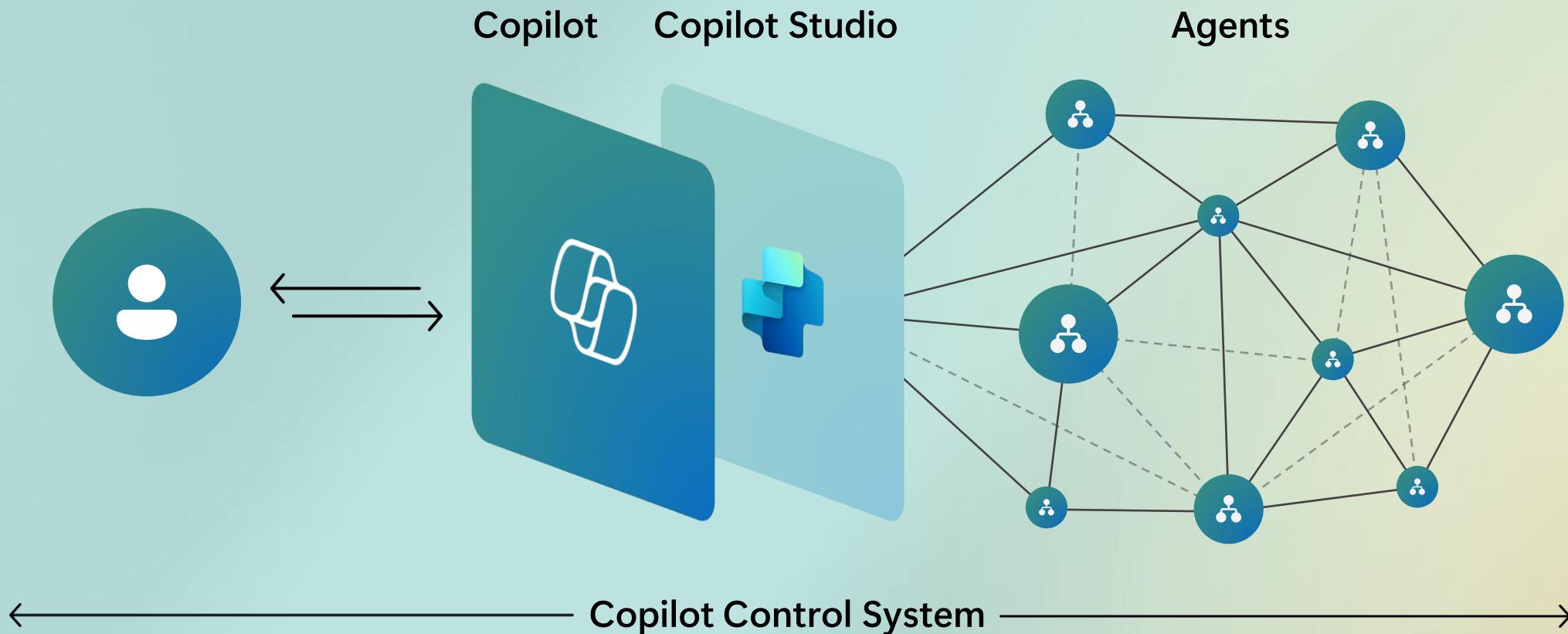
Groundedness detection and correction  
Filters for harmful inputs and outputs  
Evaluations to assess the quality and safety of AI outputs



Copilot

Copilot Studio

# Copilot is the UI for AI





97%  
reduction in summarizing time

Softchoice

>30K hours  
saved annually in manual  
processing time

CINEPLEX™

7 weeks  
for creative production  
instead of 7 months

FINAS

[aka.ms/MicrosoftAIStories](http://aka.ms/MicrosoftAIStories)

Conversational updates for Copilot in Excel	Language Expansion for Copilot in Excel	New ways to input prompts with Copilot in Excel	Save your file to OneDrive or SharePoint to use Copilot in Excel	Visualizations	Dashboard	Use Copilot to add formula columns to an Excel table	Use Copilot to generate insights about your data	Use Copilot in Excel to highlight, filter, and sort data in Excel tables
Copilot App	Copilot for Microsoft 365: Bing web experience	Visual updates to the Loop Copilot Block	Loop Copilot can now produce richer results	Rewrite existing content with Loop Copilot	Copilot for Microsoft 365 app in Teams Chat list	Intelligent Recap now available for Copilot users	Microsoft 365 Chat in Teams	Microsoft Teams: Intelligent Meeting Recap on Teams Mobile (Premium)
The Microsoft 365 Chat in Teams is now replaced with the Copilot app	Copilot in Microsoft Teams Channels: Summaries and Q&A	1:1 Group Calls	Meetings Copilot	Copilot in Microsoft Teams Chat: Summaries and Q&A	Copilot in Microsoft Teams	Provide in-app	Microsoft Viva: Viva Goals – Copilot	Share Word documents with AI Summary
Classic Outlook for Windows: Coach by Copilot	Draft with Copilot						Outlook Android & iOS: Email Coach with Copilot	Android: Conversation summarization
Tier 1 language support in Excel	Outlook iOS: Draft with Copilot						Copilot can organize the flow of your PowerPoint presentation	Use your organization's template with Copilot in PowerPoint
Copilot can answer questions about a PowerPoint presentation	Copilot can help you edit your PowerPoint presentation						Rewrite with Copilot	Rewrite (Chat)
Create (Chat)	Comprehend (Chat)	Summarize (On-canvas + Chat): Windows	Rich artifacts in Pages	Pane (GPT-chat and commanding)	Categorize – Idea Organizer	Suggest – Text Idea Generator	Summarize: All Platforms	Copilot with Commercial Data Protection in Windows Copilot
Copilot Dashboard in Viva Insights (free/basic version)	Copilot with Commercial Data Protection in Bing Apps	Copilot for Consumers	Enable Actions in Microsoft 365 Chat Message Extensions	Microsoft 365 Chat Discoverability and User Education	Teams screen understanding	BizChat: Grounding via Context IQ	Improvements to data insights	Microsoft 365 Chat: Extend to third-party Graph connectors
Microsoft 365 Chat: Eliminate Copilot	Microsoft 365 Chat: Access to Web content and URLs	Microsoft 365 Chat: Teams chatbot client	Eliminate Copilot from the UI	Microsoft Copilot (Microsoft 365): "Help" Copilot	Licensing support: Copilot Pro for	DLM retention and deletion of M365	eDiscovery and content search of M365	Teams Copilot org message in M365

2x speed

Nearly 3x quality



# Copilot Studio

## Autonomous agents



Sales  
Qualification



Supplier  
Communications



Account  
Reconciliation



Time and  
Expense

# Third-party agents



[aka.ms/ThirdPartyAgents](https://aka.ms/ThirdPartyAgents)

# Copilot & AI stack



Developer tools & app services

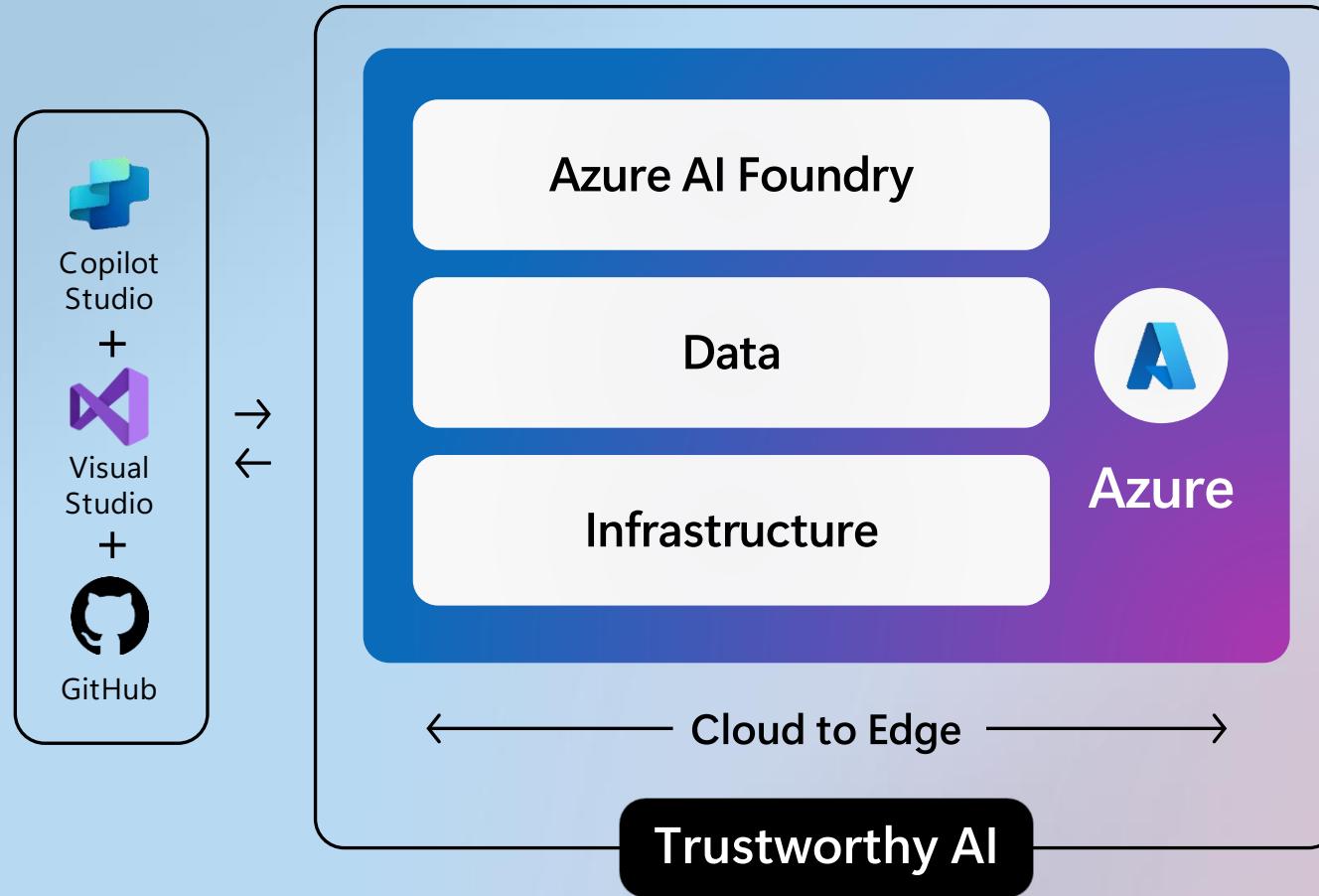
Azure AI Foundry

Data

Infrastructure

← Cloud and edge →

# Copilot & AI stack





Copilot Studio



Visual Studio



GitHub

World's **most loved** developer tools

# Building AI solutions with Copilot Studio and Azure AI

Rapid time to solution

Managed service

- Rapid authoring environment
- Fully managed SaaS stack



Copilot Studio

Control and customization

Code-first development

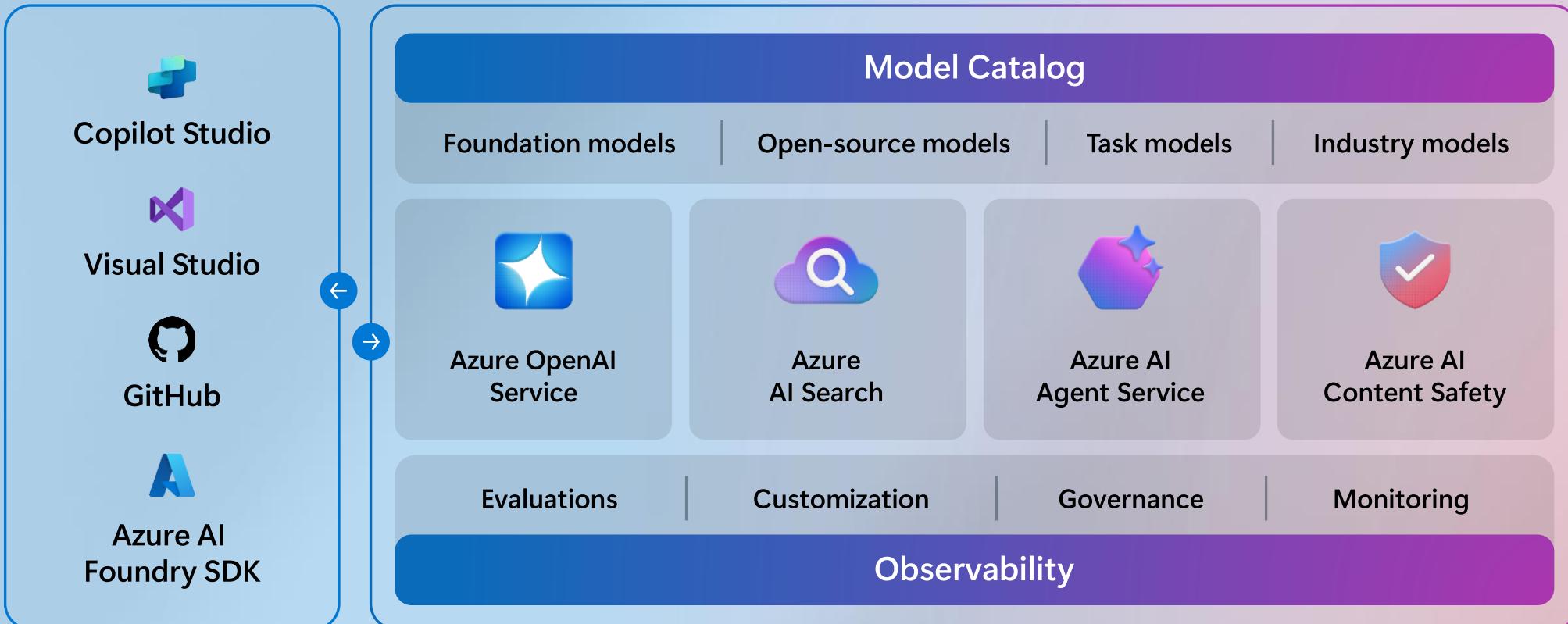
- Integrated into GitHub, Visual Studio
- Complete control of the stack



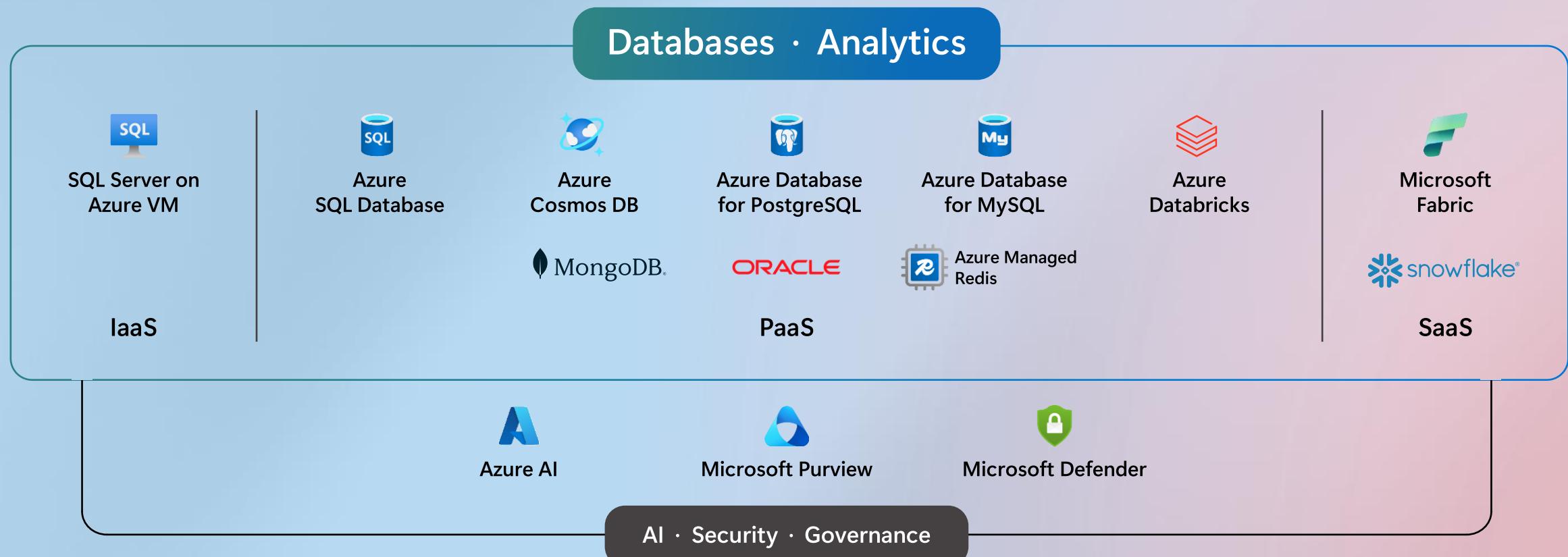
Azure AI

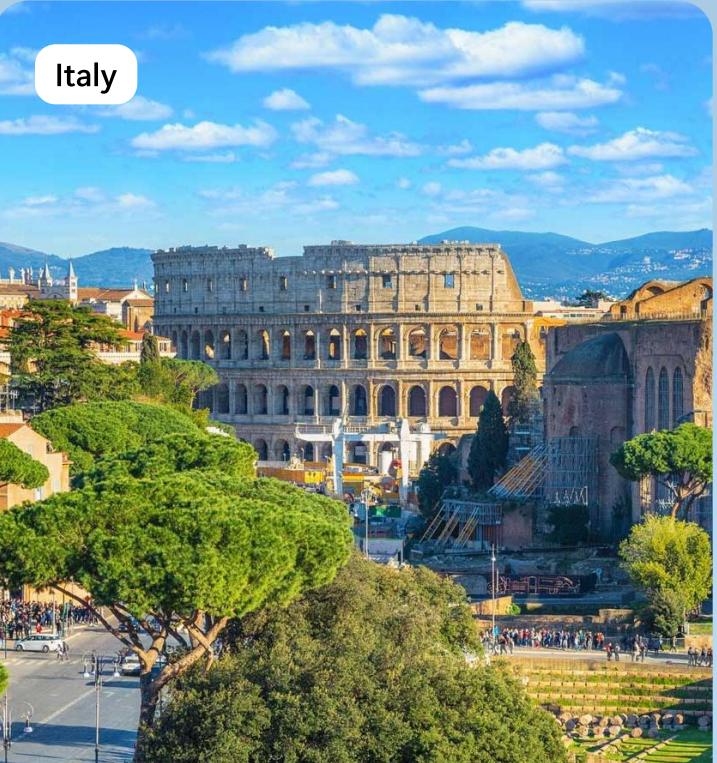


# Azure AI Foundry



# Microsoft Intelligent Data Platform

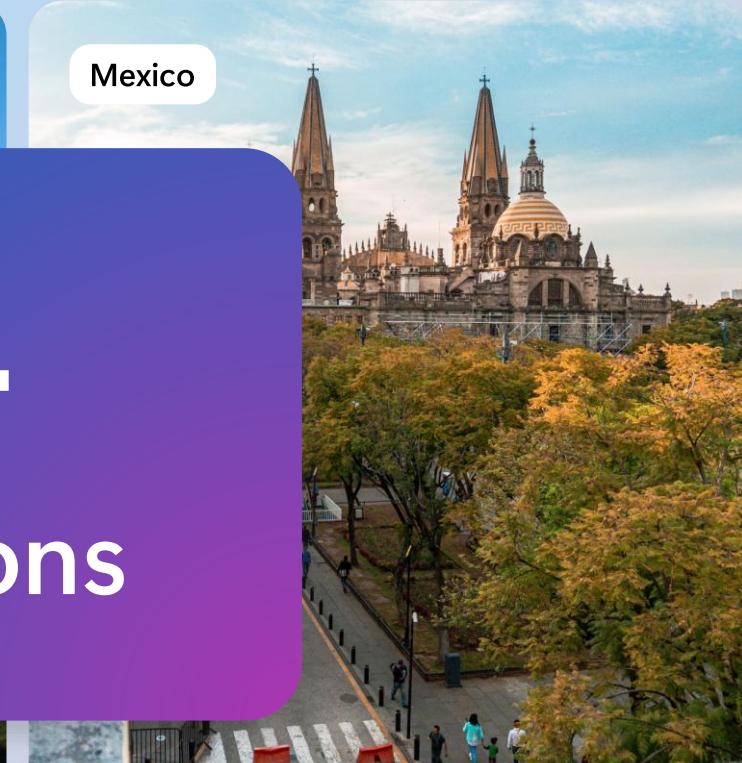




Italy



Brazil



Mexico



Sweden

# 60+

## Azure regions

€4.3B investment to boost  
AI infrastructure and cloud capacity

14.7B reais investment in  
cloud and AI infrastructure

US\$1.3B to enhance AI infrastructure

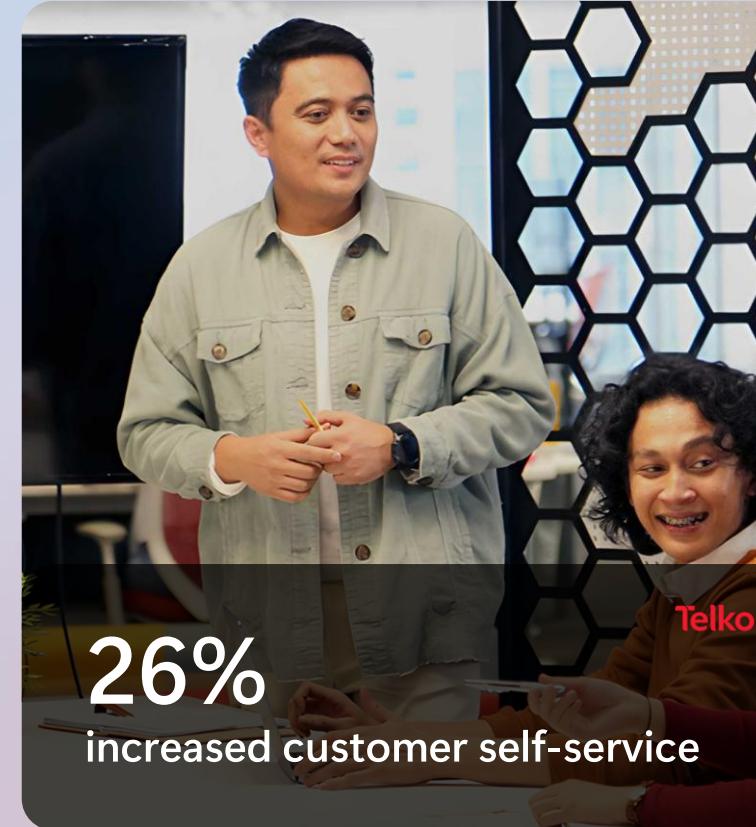
US\$3.2B  
cloud and AI



**30%**  
increased productivity



**20%**  
less follow-up contact



**26%**  
increased customer self-service

# Microsoft's AI advantage

The **proven leader** for AI transformation

AI-first apps integrated into the context of your work



Build your own transformational AI experiences



World's most loved developer tools



1,700+ frontier and open-source AI models



Unified data estate integrated with an end-to-end AI toolchain



Enterprise-grade security and compliance



Leaders in trustworthy AI



# The business case for investing in AI

75%

of knowledge workers already using AI at work (doubled in the past 6 months)<sup>1</sup>

30 min

saved a day, equating to 10 hours per month by Copilot users<sup>2</sup>

65%

of organizations using and deriving business value from gen-AI in 2024<sup>3</sup>

\$3.7

return on investment for every \$1 invested into Generative AI<sup>4</sup>

1. [Work Trends Index](#)

2. [Work Trends Index](#)

3. [McKinsey](#)

4. [IDC](#)

# The five drivers of AI value



Organization  
& Culture



Business  
Strategy



Applied AI  
Experience



AI  
Governance



Technology  
Strategy

[aka.ms/AIStrategyRoadmap](http://aka.ms/AIStrategyRoadmap)

# The five drivers of AI value



## Organization & Culture

- Do you have a defined operating model to industrialize the adoption and use of AI?
- Do you have top-down support?



## Business Strategy

- What business outcomes are you driving?
- How can AI help you achieve those outcomes?



## Applied AI Experience

- Do your people have diverse experiences and skills with AI?
- Is your organization collaborating to build experience?



## AI Governance

- Are you implementing processes and controls that are transparent?
- Are you governing data privacy and security?



## Technology Strategy

- Do you have access to quality data?
- Is your infrastructure set up to help you scale?

[aka.ms/AIStrategyRoadmap](http://aka.ms/AIStrategyRoadmap)

# Considerations for your AI transformation



Which  
**employees and  
teams** should  
you prioritize?



What **business  
processes** can  
you transform  
with AI?

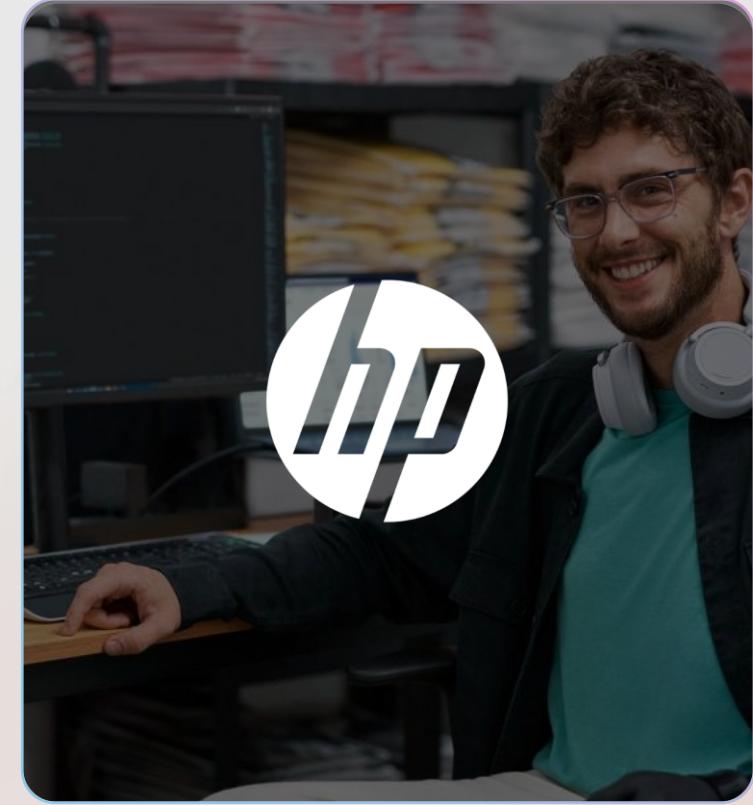


How can AI help  
you serve  
**customers and  
partners** better?



Where can you  
**innovate with AI**  
to differentiate?

# Enrich employee experiences



# Enrich employee experiences



## Access Holdings simplifies reporting with Copilot

- Reduced report prep time from 6 hours to 45 minutes
- Increased staff engagement during meetings by 25%
- Reduced development time for projects by 83%

[Learn how to drive business transformation with Copilot](#)

## PG&E saves \$75M per year with low-code AI agents

- Optimized agent workloads
- \$1.1M saved from customer service chatbot "Peggy"
- 40% of help desk demand fulfilled by "Peggy"

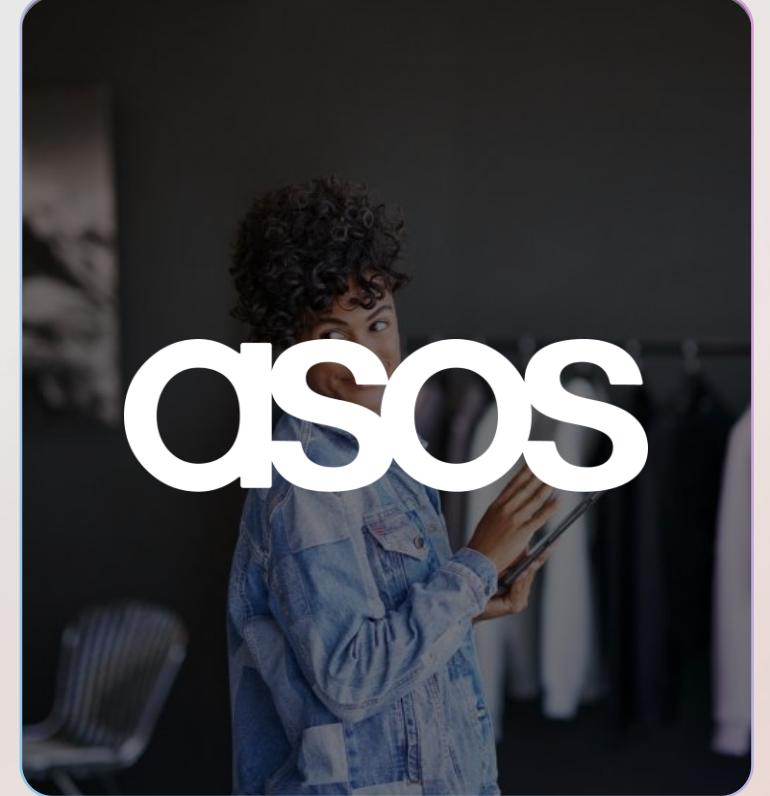
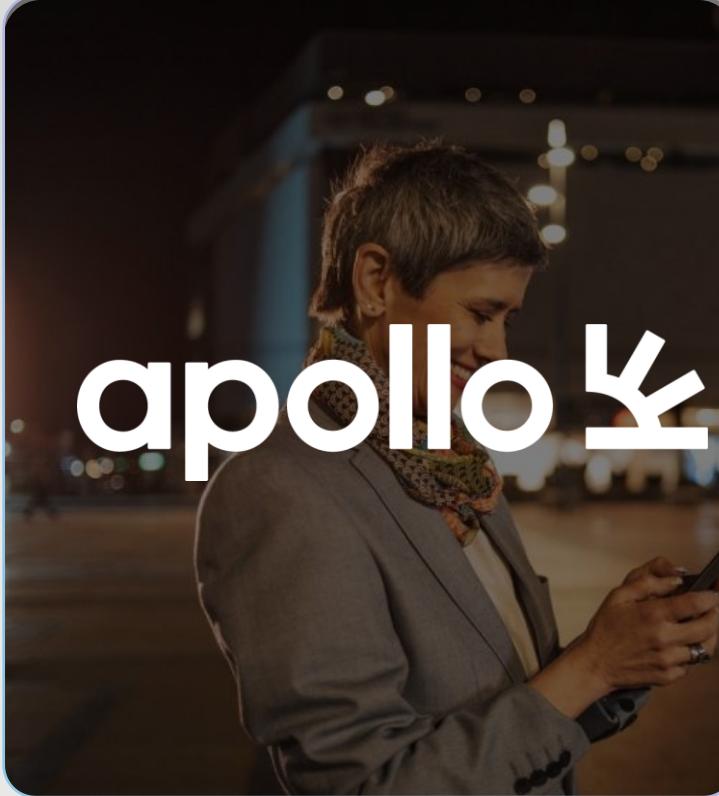
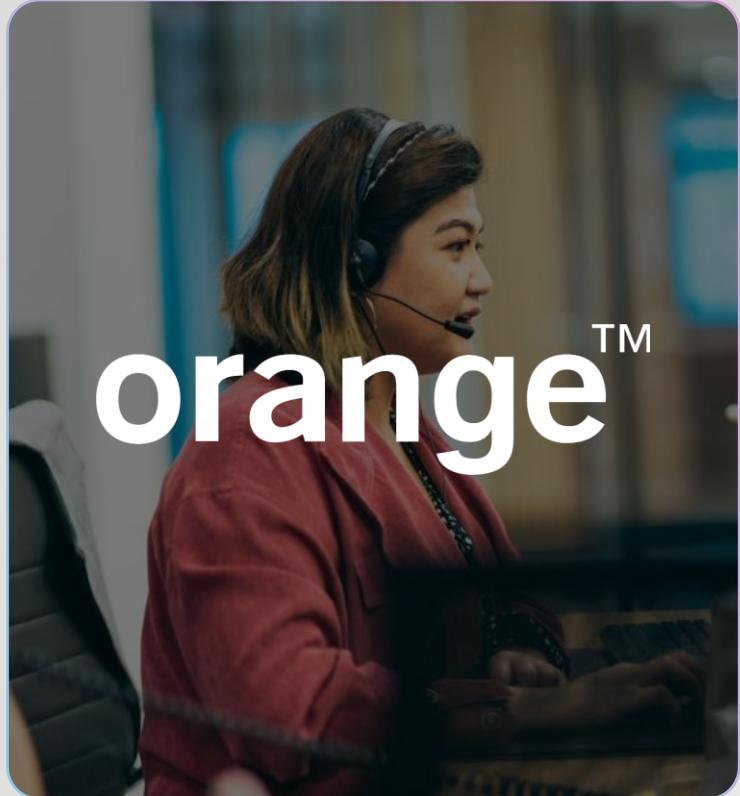
[Learn how to innovate with AI in low code](#)

## HP empowers developers with GitHub Copilot

- Improved coding efficiency
- Greater information sharing
- Accelerated innovation

[Learn how to accelerate developer productivity](#)

# Reinvent customer engagement



# Reinvent customer engagement



## Orange rethinks customer service with GenAI

- Over 30,000 QnA's adapted using AI-powered FAQ tool
- 85% reduction in service ticket analyzation time
- Shift to higher, value-add tasks for service teams

[Learn how to accelerate developer productivity and innovate with the Azure AI platform](#)

## Apollo deploys intelligent AI chatbot to aid customers

- 360° view of customers for all employees for quality service
- 5x increase in customer email clickthrough
- 66% reduction in support traffic with AI chatbot

[Learn about AI-powered business with Copilot and how to modernize service](#)

## ASOS helps customers find personalized style with AI

- Enhanced personalization and engagement
- Greater trend awareness
- Responsible AI experiences

[Learn how to innovate with the Azure AI platform and build and modernize AI apps](#)

# Reshape business processes



# Reshape business processes



## Cineplex deploys agents to streamline automation

- Reduced guest service handling time by up to 93%
- 5K automated refunds processed with CSAT increase
- 1.3K hours saved per year with faster, efficient service

[Learn how to innovate with AI in low code](#)

## QNET shields against cyber threats with Copilot

- Increased time savings 40% and efficiency 60%
- Improved secure score from 42% to 73%
- Enhanced security incident response

[Learn more about data security, threat protection, and Copilot for Security](#)

## EY simplifies the payment experience with AI

- Increase cleared automatic payments by 50%
- Increased accuracy resulted in 50% less in rebooking's
- Reduced training time from weeks to days

[Learn about Unifying your intelligent data and analytics platform and how to innovate with AI in low code](#)

# Bend the curve on innovation



# Bend the curve on innovation



## Kinectify taps AI to halt money-laundering

- Improved suspicious activity detection
- Reduced disposition time
- Decrease in investigative time per review by 90%

[Learn how to innovate with the Azure AI platform and build and modernize intelligent apps](#)

## PNNL accelerates scientific discovery with AI

- Ability to simulate and predict material behaviors
- Accelerated discovery of new materials (years to 80 hours)
- Up to 70% reduction in battery reliance on lithium

[Learn how to innovate with HPC and the Azure AI platform](#)

## Canary Speech enables real-time disease detection

- Reduced biomarker analysis from hours to 3 seconds
- Enabled unbiased, objective assessments
- Agility and flexibility to scale

[Learn about employee experience and how to innovate with the Azure AI platform](#)

# AI transformation in action

Copilot-powered solution to reduce reporting time

87.5% reduction in report prep time



Customized AI agent to answer employee inquiries

Estimated \$75M/year savings



Copilot-powered developer AI assistant

Used daily by thousands of HP developers



Custom-built AI agent to rewrite customer-facing content

30K+ QnA's adapted for customer FAQs



Low-code categorization and refund workflow automation

-90% guest handling time



Copilot-powered cyber security assistant

Increase in security scores by 74%



Low-code, custom built client payment processing agent

Increased cleared automatic payments by 50%



Custom-built risk analysis & mitigation tool

90% reduction in investigative review time



Custom-built AI tool for scientific discovery of materials

Accelerated discovery time from years to 80 hours



Custom-built voice processing for disease detection

Reduced analysis time from hours to 3 seconds



# Take the next step at a Microsoft Innovation Hub



Explore and prioritize



Define your strategy



Design your solution



Prove feasibility & value

We have an  
exciting future ahead.

# Top use cases for Azure OpenAI Service

Business Needs	Increase Productivity	Automate Process	Improve Customer Experience	Build Creative Content
Business Use Case – Technical Pattern	Internal Virtual Assistant Developer Efficiency Document Creation and Analysis Business Analytics Learning	Workflow Management/RPA Document Processing Fraud, Security & Threat Detection Digital Inspection & Comparison Supply Chain Optimization Compliance	Personalized Customer Experience Intelligent Contact Center Accessibility	Marketing, Advertising & Sales Content Generation Digital Asset Management Personalized Content Generation Product Design & Development Digital Art (including branded content)
What can Generative AI do?	Generate New Revenue Streams	Deliver Differentiated Customer Experiences	Modernize Internal Processes	

# Expanded Use Cases for Azure OpenAI Service

Business Needs	Increase Productivity	Automate Process	Improve Customer Experience	Build Creative Content
Business Use Case – Technical Pattern	<p><b>Internal Virtual Assistant (Multimodal)</b></p> <ul style="list-style-type: none"><li>• <i>Enterprise Conversational Knowledge Mining</i></li><li>• <i>Custom Copilot</i></li></ul> <p><b>Developer Efficiency</b></p> <ul style="list-style-type: none"><li>• <i>Code Generation and Documentation</i></li></ul> <p><b>Document Creation and Analysis</b></p> <ul style="list-style-type: none"><li>• <i>Chart and Diagram Understanding and Analysis</i></li><li>• <i>Q&amp;A within a document</i></li></ul> <p><b>Business Analytics</b></p> <ul style="list-style-type: none"><li>• <i>Business Intelligence</i></li><li>• <i>Forecasting</i></li><li>• <i>Social media trend analysis</i></li></ul> <p><b>Learning (incl. training EDU grading)</b></p>	<p><b>Workflow Management/RPA</b></p> <p><b>Document Processing</b></p> <ul style="list-style-type: none"><li>• <i>Report Summarization and Generation</i></li><li>• <i>Document Classification/Scoring</i></li><li>• <i>Claims Processing</i></li></ul> <p><b>Fraud, Security &amp; Threat Detection</b></p> <ul style="list-style-type: none"><li>• <i>Security and Threat Detection</i></li><li>• <i>Video Surveillance</i></li><li>• <i>Anomaly Detection</i></li></ul> <p><b>Digital Inspection &amp; Comparison</b></p> <ul style="list-style-type: none"><li>• <i>Defect Detection</i></li><li>• <i>Inventory Management</i></li></ul> <p><b>Supply Chain Optimization</b></p> <p><b>Compliance (incl. monitoring and governance)</b></p>	<p><b>Personalized Customer Experience</b></p> <ul style="list-style-type: none"><li>• <i>Conversational Knowledge Mining</i></li><li>• <i>Custom Copilot</i></li><li>• <i>Online Shopping Assistant</i></li></ul> <p><b>Intelligent Contact Center</b></p> <ul style="list-style-type: none"><li>• <i>Agent Assistance</i></li><li>• <i>Call Analytics</i></li><li>• <i>Conversation Summarization</i></li><li>• <i>Speech Analytics</i></li><li>• <i>Speech Translation</i></li><li>• <i>Conversational Knowledge Mining</i></li></ul> <p><b>Accessibility</b></p> <ul style="list-style-type: none"><li>• <i>Day to Day interactions (image &gt;text&gt;speech)</i></li><li>• <i>Shopping Experiences (image &gt;text&gt;speech)</i></li><li>• <i>Audio Description (image &gt;text&gt;speech)</i></li></ul>	<p><b>Marketing, Advertising &amp; Sales Content Generation</b></p> <p><b>Digital Asset Management</b></p> <ul style="list-style-type: none"><li>• <i>Media and Entertainment Image Description</i></li><li>• <i>Video Summarization</i></li></ul> <p><b>Personalized Content Generation</b></p> <ul style="list-style-type: none"><li>• <i>Customer-facing Content Generation</i></li><li>• <i>Personalized Recommendations</i></li></ul> <p><b>Product Design &amp; Development</b></p> <p><b>Digital Art (including branded content)</b></p>

