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AI-powered success—with more than 1,000 stories of customer transformation and innovation

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AI business impact: Microsoft AI use cases

We have come a long way with <u>more than 85% of the Fortune 500</u> using Microsoft AI solutions to shape their future. With 66% of CEOs reporting measurable business benefits from generative AI initiatives, particularly in enhancing operational efficiency and customer satisfaction, according to <u>IDC's 2025 CEO Priorities</u> research.[1] <u>IDC</u> predicts investments in AI solutions and services are projected to yield a global cumulative impact of $22.3 trillion by 2030 representing approximately 3.7% of the global gross domestic product (GDP). Every new dollar spent on AI solutions and services by adopters is expected to generate an additional $4.9 in the global economy, underscoring the significant multiplier productivity and business acceleration effect of AI investments in the coming years.[2]

Organizations large and small, across various industries and geographies, are designed to achieve one of four business outcomes:

1. <u>Enriching employee experiences</u>**:** Using AI to streamline or automate repetitive, mundane tasks can allow your employees to dive into more complex, creative, and ultimately more valuable work.
2. <u>Reinventing customer engagement</u>**:** AI can create more personalized, tailored customer experiences, delight your target audiences while lightening the load for employees.
3. <u>Reshaping business processes</u>**:** Virtually any business process can be reimagined with AI, from marketing to supply chain operations to finance, and AI is even allowing organizations to go beyond process optimization and discover exciting new growth opportunities.
4. <u>Bending the curve on innovation</u>**:** AI is revolutionizing innovation by speeding up creative processes and product development, reducing the time to market and allowing companies to differentiate in an often crowded field.
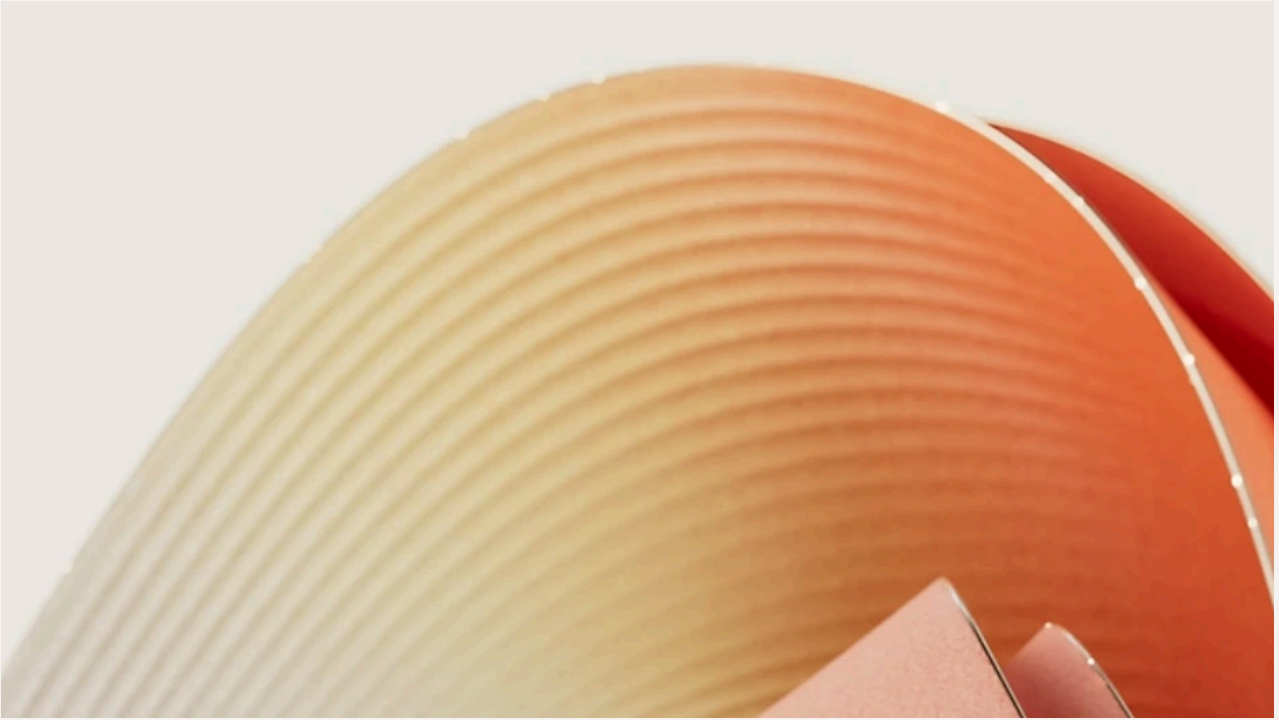
AI use cases

Achieve your business goals with Microsoft AI

> **Explore examples**

In this blog, we've collected **more than 1,000 real-life examples** of how organizations are embracing Microsoft's proven AI capabilities to drive impact and shape today's platform shift to AI. I'm sure you will find an example or two that resonates with you and inspires your business transformation journey.

Enriching employee experiences

Generative AI is truly transforming employee productivity and well-being. Our customers tell us that by automating repetitive, mundane tasks, employees

are freed up to dive into more complex and creative work. This shift not only makes the work environment more stimulating but also boosts job satisfaction. It sparks innovation, provides actionable insights for better decision-making, and supports personalized training and development opportunities, all contributing to a better work-life balance. Customers around the world have reported significant improvements in employee productivity with these AI solutions:

Architecture and engineering

1. **Arup Group** utilized Microsoft Entra Verified ID, and other security solutions to develop Face Check, powered by Azure AI Services. Employees register a photo to maintain high-confidence biometric assurance for quality and audit purposes, whether it's a remote or face-to-face transaction, to deepen their layers of defense and security.

Cable and satellite

2. **EchoStar** Hughes division leveraged Microsoft Azure AI Foundry to create 12 new production apps, including automated sales call auditing, customer retention analysis, and field services process automation. These solutions are projected to save 35,000 work hours and boost productivity by at least 25%.

Education

AI TOOLKIT FOR K-20 EDUCATION LEADERS

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3. **Brisbane Catholic Education** equips Microsoft 365 Copilot and utilizes Microsoft Copilot Studio to develop a generative AI tool that helps integrate Catholic traditions and values into the classroom. Educators reported saving an average of 9.3 hours per week.

4. **Education Authority of Northern Ireland (EANI)** introduced Microsoft 365 Copilot to reduce administrative work, enabling teachers to focus more on students. The partnership with Microsoft ensures secure and

responsible AI use, while teacher training emphasizes prompt writing and effective tool adoption.

5. <u>Physics Wallah</u> utilized RAG and Azure OpenAI Service architecture to develop "Gyan Guru" a hyper-personalized conversational study companion tailored to meet the unique needs of each student.

6. <u>Sikshana Foundation</u> is collaborating with Microsoft Research India to introduce an AI copilot for teachers that shortens preparation time for lessons from an hour or more to just minutes.

7. <u>University of Hong Kong</u> adopted Microsoft 365 Copilot to boost productivity by automating administrative tasks and providing intelligent assistance, enabling faculty to focus more on teaching.

8. <u>University of Oxford</u> embraced Microsoft 365 Copilot to assist the IT department in saving time on summarizing documents, creating content, supporting meetings, and managing tasks.

Energy and resources

9. <u>Aker BP</u> implemented Microsoft 365 Copilot and Copilot Studio to create AI agents that streamline daily tasks, enhance tool accessibility, and establish a foundation for scalable automation.

10. <u>BKW</u> developed Edison, a platform using Microsoft Azure, Azure AI Foundry, and Azure OpenAI services, to securely and effectively tap into internal data. Within two months of its roll-out, 8% of staff were actively using Edison, media inquiries were processed 50% faster, and more than 40 use cases were documented.

11. <u>Centrica</u> use of Microsoft Power Platform grown from 300 apps in 2019 to more than 800 business solutions today, ranging from simple productivity tools to advanced, enterprise-wide solutions. A center of excellence helps maintain governance and supports nearly 330 makers and 15,000 users across the company. They are also evaluating Copilot in Power Apps and see significant time savings in developing new apps and improving their existing Power Platform solutions.

12. <u>Colbún</u> adopted Microsoft 365 Copilot to assist employees with daily tasks, allowing executives to focus on client interactions instead of spending 30 minutes understanding an email. Copilot can access

historical information about clients, projects, or contracts, improving the quality and clarity of written communications and optimizing preparation times.

13. <u>E.ON</u> is focused on Germany's energy transition, leveraging Microsoft 365 Copilot to manage the complex grid in real-time, increasing productivity and efficiency for its workforce.

14. <u>Enerjisa Üretim</u> used Microsoft 365 Copilot to streamline meeting summaries, reformat documents, and compile reports. Copilot significantly reduced administrative work and increased mental bandwidth, enabling employees to focus on more strategic and fulfilling activities instead of spending six hours in meetings.

15. <u>General Combustibles Company (GCC)</u> deployed Security Copilot to improve security outcomes. Access to consolidated information and analysis that previously took hours is now delivered in seconds. Security analysts no longer have to invest long hours in operational tasks and can generate more value, accelerate processes, or implement new mechanisms using the tool.

16. <u>HELLENiQ ENERGY</u> partnered with PwC to introduce Microsoft 365 Copilot and Copilot Studio to boost its productivity by 70% and reduced email processing time by 64%.

17. <u>Ma'aden</u> used Microsoft 365 Copilot to enhance productivity, saving up to 2,200 hours monthly. Tasks like drafting emails, creating documents, and analyzing data become more efficient, helping Ma'aden achieve its growth goals.

18. <u>MAIRE</u> leveraged Microsoft 365 Copilot to automate routine tasks, saving more than 800 working hours per month and freeing up engineers and professionals for strategic activities. This supports MAIRE's green energy transition by reducing its carbon footprint.

19. <u>Motor Oil Group</u> achieved remarkable efficiency gains by integrating Microsoft 365 Copilot into its workflows, allowing staff to complete tasks in minutes that previously took weeks.

20. <u>Petrobras</u> used Azure OpenAI Service to create Chat Petrobras, streamlining workflows, reducing manual tasks, and summarizing reports for its 110,000 employees.

21. **Petrochemical Industries Company** automated work processes with Microsoft 365 Copilot, reducing time from weeks to days, and hours to seconds.

22. **Scottish Water** implemented Microsoft 365 Copilot, minimizing mundane tasks and freeing up time for employees to focus on more meaningful work.

23. **Tüpraş** prioritized Microsoft 365 Copilot for AI-powered insights and automation, streamlining employees' daily tasks through enhanced functions in collaboration and productivity applications. It estimates that employees save more than an hour daily while also seeing IT resource efficiency gains.

24. **Uniper SE** implemented Microsoft 365 Copilot to reduce time spent on manual and repetitive tasks, helping workers focus on more pressing work, such as developing enhanced solutions to speed up the energy transition.

Financial services

25. **Access Holdings Plc** adopted Microsoft 365 Copilot, integrating generative AI into daily tools. As a result, writing code now takes two hours instead of eight, chatbots launch in 10 days instead of three months, and presentations are prepared in 45 minutes instead of six hours.

26. **Allpay** uses GitHub Copilot to help engineers and developers write code faster and with less effort, increasing productivity by 10% and delivery volume into production by 25%. It has also adopted Microsoft Copilot to help share information on its SharePoint wikis.

27. **ANZ** invested in Microsoft 365 Copilot, GitHub Copilot, and Copilot in Microsoft Edge to boost productivity and innovation across its workforce.

28. **Architecht** used Azure OpenAI Service and GitHub Copilot to develop OBA Suite, a cloud-based platform built on a microservices architecture. The platform also integrates advanced AI capabilities. With low-code or no-code capabilities, UI/UX prototyping takes 25 minutes instead of two days. OBA Suite enhances user experience with AI-powered assistants and personalized service.

29. **AXA** developed AXA Secure GPT, a platform powered by Azure OpenAI Service that empowers employees to leverage the power of generative AI while targeting the highest level of data safety and responsible use of the tool.

30. **Aztec Group** boosted productivity and improved client experience by piloting Microsoft 365 Copilot with 300 employees. They discovered numerous use cases and are planning a broader rollout.

31. **Bancolombia** is leveraging GitHub Copilot to enhance its technical team's productivity, resulting in a 30% increase in code generation. This has led to an average of 18,000 automated application changes per year and 42 productive daily deployments.

32. **Bank CenterCredit** deployed Microsoft Fabric and Power BI, optimizing analytics, securing data, automating reports, and providing real-time insights for employees. They reduced errors in reports by 40%, cut analytics time, accelerated decision-making by 50%, and empowered employees to save 800 hours per month, enabling faster, insight-driven decisions.

33. **Barclays Bank PLC** decided to integrate Microsoft 365 Copilot into its colleague productivity tool, creating a single agent that enables 100,000 employees to access the bank's broad ecosystem, portals, and online resources. This integration aims to improve productivity and enhance the employee experience. The Colleague AI Agent will assist employees in performing a wide variety of tasks, checking compliance, and finding answers to HR-related questions.

34. **BOQ Group** implemented Microsoft 365 Copilot, enabling 70% of employees to save 30 to 60 minutes daily. This deployment also allowed the completion of business risk reviews in one day instead of three weeks, the creation of training programs in one day instead of three weeks, and the improvement of report quality while accelerating sign-off processes from four weeks to one week.

35. **BlackRock** acquired more than 24,000 Microsoft 365 Copilot licenses for all employees, functions, and locations. This acquisition enhances the Copilot experience and includes collaboration on developing new features and functions.

36. <u>BNY</u> adopted GitHub Copilot, with over 80% of its developer community now relying on it daily, increasing the speed of code development. BNY also uses Eliza, a virtual assistant, to empower employees to innovate, streamline workflows, and deliver enhanced value to clients. Additionally, Microsoft 365 Copilot helps transform operations and company culture.

37. <u>**British Columbia Investment Management Corporation (BCI)**</u> leverages Microsoft 365 Copilot and the Azure ecosystem to enhance the employee experience and transform operations. By automating manual tasks, BCI increased productivity by 10% to 20% for 84% of Copilot users and boosted job satisfaction by 68%. The organization saved more than 2,300 person-hours through automation, reduced the time spent on writing internal audit reports by 30%, and saved a month of processing time to analyze 8,000 survey comments.

38. <u>**Commercial Bank of Dubai (CBD)**</u> leveraged Microsoft 365 to democratize AI, streamline tasks, and foster innovation. By doing so, CBD saved 39,000 hours annually, enhancing workflows, improving collaboration and employee experience, and expanding AI literacy across teams.

39. <u>**Commonwealth Bank of Australia (CommBank)**</u> introduced Microsoft 365 Copilot and GitHub Copilot in a structured training initiative to equip employees with the knowledge and tools to apply AI effectively across the organization. With 84% of 10,000 users reporting that they wouldn't go back to working without Copilot and approximately 30% of GitHub Copilot code suggestions adopted, the initiative has driven efficiency and smarter decision-making.

40. <u>Commonweatlh Bank of Australia (Commbank)</u> developed ChatIT using Azure and Copilot Studio. Integrated with the bank's internal knowledge base, ChatIT can receive employees' questions in natural language, provide solutions, and take direct action to fix issues.

41. <u>**Crediclub**</u> saved 96% per month in auditing expenses and analyzed 150 meetings per hour with Azure OpenAI Service, freeing up time for 800 sales advisors and 150 branch managers to interact directly with customers.

42. <u>Farm Credit Canada</u> implemented Microsoft 365 Copilot, resulting in significant time savings on routine tasks for 78% of users. Specifically, 30% of users saved 30 to 60 minutes per week, while 35% saved more than an hour per week. This allowed employees to focus on more value-added tasks.

43. <u>Finastra</u> leveraged Microsoft 365 Copilot to streamline tasks, improve content creation, enhance analytics, and personalize customer interactions. Employees reported saving between 20% and 50% of their time.

44. <u>Flagstone</u> is exploring GitHub Copilot for code development and review, Microsoft 365 Copilot to save time and boost productivity, and Azure OpenAI Service to run advanced AI models on their enterprise data.

45. <u>Floww</u> used Microsoft 365 Copilot to collate data and collaborate easily across different resources, saving 10% to 20% of their time to achieve better and faster communication with customers.

46. <u>FM</u> introduced Microsoft Copilot to boost productivity in various tasks, including email management and risk assessments. Engineers leverage AI-powered tools to analyze numerous locations globally, identifying hazards that might be overlooked and recommending preventative measures to avert disasters.

47. <u>Generali</u> deployed GitHub Copilot to support its team of developers, accelerating productivity, improving efficiency, and increasing the delivery rate of software projects.

48. <u>Hiscox</u> deployed Microsoft 365 Copilot to its employees across 14 countries to streamline the complex claim work process and simplify information, resulting in significant time savings and productivity gains. What used to take up to an hour to process a new claim now takes just 10 minutes, allowing them to speed up customer transactions and serve customers faster and more accurately.

49. <u>Kuwait Finance House</u> used Microsoft AI solutions to build RiskGPT, an in-house AI engine connected to Microsoft 365 Copilot, Power BI Copilot, and Fabric. This integration makes it easier for risk management executives and employees to interact with data, gain useful insights, handle complex risk models, and receive early warning notifications.

Evaluating credit cases used to take an average of four to five days, but with RiskGPT, they can carry out dynamic risk rating in less than an hour.

50. <u>LGT</u> introduced Microsoft Copilot to enhance efficiency, with users saving an average of one hour per week during the pilot phase.

51. <u>Markerstudy Group</u> developed a call summarization app for its claims department using Azure OpenAI. This app saves claim handlers approximately four minutes per call. Considering the company handles 840,000 calls annually, this translates to a savings of 56,000 hours or nearly 7,500 working days. This time savings enables employees to resolve issues more effectively and allows agents to handle more complex queries.

52. <u>Members 1st Federal Credit Union</u> adopted Microsoft Fabric, a comprehensive data analytics platform with AI-powered capabilities that seamlessly integrates with its M1-360 solution built on Azure services. M1-360 enables the credit union to derive valuable data insights for more informed decision-making and to refine marketing campaigns, offering members the services they need most.

53. <u>National Australia Bank</u> implemented Microsoft 365 Copilot for daily productivity, data analysis, and insights. Additionally, they are utilizing Microsoft Copilot for Security to quickly analyze millions of security event logs, allowing engineers to focus on more critical areas.

54. <u>Nsure.com</u> utilized Copilot Studio to develop copilots that handle routine and repetitive tasks, allowing employees to focus on more valuable responsibilities and better align customers with insurance carriers.

55. <u>Paytm</u> used GitHub Copilot when they launched Code Armor, a solution designed to improve the time taken to secure cloud accounts. This resulted in an efficiency increase of over 95%, significantly boosting productivity.

56. <u>PIMCO</u> developed Chat GWM using the Azure AI Studio Foundry portal, a comprehensive platform that enables users to ask questions, receive responses, and verify answers all in one place. This allows teams to spend more time engaging with clients and having deeper conversations.

57. **Placing Platform Limited (PPL)** launched an intuitive trading platform and intelligent data hub, integrated with Microsoft 365 Copilot and Fabric, to accelerate data-driven trading. This integration enables brokers and carriers to be more responsive, analyze and compare data to gain real-time insights, and provide clients with easy access to structured, secure data to inform and support business decisions.

58. **PNB** introduced the PNB SuperApp, leveraging Azure OpenAI Service and integrating it into Microsoft Teams. This app assists employees with queries and ensures adherence to internal guidelines. Additionally, employees utilize Microsoft 365 Copilot to enhance workflows, save time, and boost productivity.

59. **Quilter** identified Microsoft 365 Copilot as a key tool to help empower its teams to do more. They believe Copilot can make them 20% more effective, with tasks that took days now taking hours. Copilot is even helping their 174 investment managers simplify client interactions by reducing the amount of time it takes to write up meeting notes. They do an average of 100 meetings, and for each meeting, that's 45 minutes saved, allowing them to reinvest that time into supporting their clients.

60. **Raiffeisen Bank International** built its own RBI ChatGPT using Azure OpenAI Service to automate repetitive tasks such as documenting intelligence and quickly summarizing legal, regulatory, and banking documents.

61. **Ramp** built a custom OCR tool using Microsoft Azure AI and Document Intelligence that automates finance workflows, saving 30,000 hours of manual work, processing 400,000 invoices, and 5 million receipts monthly with 90% accuracy on OCR fields. They also use GitHub Copilot and DevOps in their platform processes to enhance development speed, enabling engineers to ship code faster.

62. **SACE** is leveraging Microsoft 365 Copilot and Microsoft Viva to enhance productivity and unlock employee potential while improving overall well-being. Data from the first nine months of implementation shows a 23% increase in productivity.

63. **Sanabil Investments** deployed Microsoft 365 Copilot to help employees reduce the time spent on manual everyday tasks, allowing them to focus

on more strategic and valuable work. Within two months, approximately 70% of employees were regularly using Copilot.

64. **Sanlam** engineers use GitHub Copilot, which provides suggestions, optimizes code, refactors into modern languages, and generates unit test data sets on the go. Engineers have saved up to 30% of their time while also improving code quality.

65. **Saxo Bank** embraced Microsoft 365 and GitHub Copilot to help their 700 developers accelerate their coding rate by around 30%. They also developed a chatbot without needing to involve client services, and developers use AI-written code in almost every new application, saving time and making them more efficient.

66. **SC Ventures** collaborated with Insead to develop Project Eduverse, a secure, AI-powered platform that delivers tailored learning experiences using Azure OpenAI Service. This initiative aims to enhance workforce skills and readiness while enabling leaders to manage critical conversations more effectively.

67. **SimCorp** developed SimCorp Copilot using Azure and Azure AI to enhance employee capabilities, enabling them to perform their tasks more efficiently and access relevant data securely and reliably.

68. **Standard Bank of South Africa** adopted a low-code approach to automate processes, conduct analyses, and develop solutions for various business requirements. They also developed an IT help desk bot built in Copilot Studio that now resolves 99% of all employee queries.

69. **UBS** leveraged Azure OpenAI Service and Azure AI Search to develop the Legal AI Assistant (LAIA), enabling employees to quickly and easily find information, thereby boosting productivity.

70. **Unum Group** developed a custom AI application to efficiently search through 1.3 terabytes of data with an impressive 95% accuracy, leveraging the capabilities of Azure OpenAI Service.

71. **Wells Fargo** developed a Microsoft Teams app integrated with advanced language models for 35,000 bankers across 4,000 branches. This app provides instant access to guidance on 1,700 internal procedures, allowing employees to quickly find the information they need without seeking help from colleagues. Now, 75% of searches are conducted

through the app, reducing response times from 10 minutes to just 30 seconds. Additionally, Wells Fargo created an AI virtual assistant tool to help Treasury sales teams proactively engage in relevant conversations with customers. AI is also being applied in Wells Fargo's Corporate and Investment Bank to transform their end-to-end processes. AI will streamline interactions between the front office, underwriters, and operations, while Copilot-powered dashboards will help teams track loan statuses, keeping everyone involved throughout the deal lifecycle.

72. <u>WTW</u> embeds security practices and principles in everything it does to increase productivity and enhance its security edge. They believe Microsoft Security Copilot will greatly accelerate the way their internal threat hunting team develops and understands incidents.

73. <u>XP Inc.</u> uses leverages Microsoft 365 Copilot to automate tasks, significantly boosting productivity by saving more than 9,000 hours and increasing audit team efficiency by 30%. Additionally, Copilot enhances inclusion and accessibility at work by providing real-time transcriptions for employees with disabilities.

Government

74. <u>Aberdeen City Council</u> turned to Microsoft 365 Copilot as a holistic, AI-powered solution that could help offload tasks, freeing up workforce capacity to more responsively manage the care of residents.

75. <u>Axon Enterprise</u> has created an AI tool named Draft One using Azure OpenAI Service. This innovation has led to an 82% reduction in the time officers spend on reports, allowing them to engage more with their community.

76. <u>Barnsley Council</u> earned the title of 'Double Council of the Year in 2023' for its successful implementation of Microsoft 365 Copilot. This initiative modernized operations, reduced administrative tasks, and significantly improved job satisfaction and creativity among employees.

77. <u>Buckinghamshire Council</u> implemented Microsoft 365 Copilot, leading to significant productivity improvements, enhanced quality, and time savings. This allowed various teams to achieve more with fewer resources.

78. <u>Colombia Justice System</u> has launched a Copilot beta program to help reduce backlog rates, perform daily transcriptions, summarize hearings, and draft various judicial documents. Copilot also assists in reviewing grammar and wording, comparing draft rulings, and managing internal data.

79. <u>Designated Areas for Sustainable Tourism Administration (DASTA) in Uthong, Suphanburi</u> uses Microsoft Copilot to double-check proposals, streamline workflows, and reduce redundant tasks. They also use AI to generate images of success that allow decision-makers to see the impact and transform complex project management into strategic achievements that benefit local communities.

80. <u>Gemeente Breda</u> leveraged Microsoft Copilot to explore its capabilities and boost efficiency and productivity. Many tasks saved multiple hours per month, up to 28 hours per employee. Additionally, Microsoft Security Copilot has assisted with 717 incidents by summarizing large amounts of information.

81. <u>Geographic Solutions</u> developed VOS Sapphire AI using Microsoft Azure OpenAI to streamline content creation for job seekers, employers, and state employment agencies. This tool has significantly increased resume creation by job seekers by 70% and boosted productivity for staff members at state agencies by 65%.

82. <u>La Poste</u> utilized Microsoft 365 Copilot across 15 key functions to spark creativity, enhance compliance with rules and processes, save time, and contribute to employee well-being.

83. <u>Ministry of Human Resources and Emiratisation (MOHRE)</u> migrated to Microsoft 365 E5, enhancing security with Microsoft Intune, Microsoft Purview, and Microsoft Defender. This migration boosted productivity by 20% and secured their environment.

84. <u>Public Investment Corporation</u> adopted Microsoft 365 Copilot to assist employees with manual tasks, reducing the time spent on generating meeting notes by 95% and doubling the speed of investment decision-making. They can now access and approve investments in six months instead of twelve.

85. __Région Sud__ used Azure OpenAI Service to develop a chatbot called "Allo Region" to help call agents respond more effectively to citizens' queries. They also automated the verification of documents required for jobseeker skill training grants. Employees use Microsoft 365 Copilot for notetaking, report writing, and email processing.

86. __Sandia National Laboratories__ used leveraged Microsoft Azure and Azure OpenAI in Foundry Models to create a customer chat tool within eight months for 17,000 employees. This tool has saved employees countless hours each month and streamlined research and business processes, all while meeting strict security requirements.

87. __Singapore Civil Defence Force (SCDF)__ developed Power Platform apps to automate rostering and manage catering for thousands of frontliners, reducing waste. In significant news for emergency services, using Microsoft AI, their firefighters will also be able to predict fire risk. Additionally, Copilot is reducing administrative tasks for SCDF personnel by summarizing emails, reviewing presentations, and helping write proposals, freeing up time for their crucial responsibilities of keeping Singapore safe.

88. __Somerset Council__ leverages Microsoft 365 Copilot to enhance performance. Employees save 10 hours per month, with 87% of users reporting positive benefits. These efficiencies enable employees to reinvest their time into more demanding tasks.

89. __Stavanger Kommune__ worked with Bouvet to build its own Azure data platform and implement Power Platform governance, including Power BI, Power Apps, Microsoft Power Automate, and Azure OpenAI to remove sensitive personal information from data submitted by citizens and elevate the services it offers residents.

90. __Torfaen County Borough Council__ utilized Microsoft 365 Copilot to streamline back-office processes, resulting in significant time savings and enhanced productivity for both business and children's services teams, with further rollouts planned.

Healthcare

91. **Acentra Health** created MedScribe using Azure OpenAI. The solution has saved 11,000 nursing hours and nearly $800,000. It also helped each nurse process 20 to 30 letters daily, while achieving a 99% approval rate for MedScribe-generated letters.

92. **Bader Sultan & Bros. Co. W.L.L.** implemented Microsoft 365 Copilot to enhance employee productivity and speed up customer response times.

93. **Baptist Care Community Services** is using Microsoft 365 Copilot to save employees time as they navigate workforce shortage challenges, allowing them to focus more on the people they care for.

94. **Bupa APAC** enhanced its workforce skills using Microsoft 365 Copilot, GitHub Copilot, and other AI-powered tools to automate tasks, refine workflows, and boost efficiency. With GitHub Copilot, employees generated more than 410,000 lines of AI-assisted code, initiated more than 30,000 Copilot chats, and accelerated more than 100 AI use cases to improve patient care.

95. **Cancer Center.AI** developed a platform on Azure. The solution enables physicians to digitize pathology scans, rely on AI models for analysis, and collaborate remotely with other physicians. After using the solution, healthcare organizations have reported higher pathologist productivity, quicker diagnosis processes, and a reduction in diagnostic errors in initial pilot studies.

96. **Chi Mei Medical Center** is lightening workloads for doctors, nurses, and pharmacists with a generative AI assistant built on Azure OpenAI.

97. **eClinicalWorks** developed a tool using Azure AI services and Azure AI Document Intelligence to help healthcare workers scan, sort, and match thousands of faxes each year to match the faxed data with current patient files.

98. **Medigold Health** uses Azure OpenAI to significantly reduce the time that clinicians spend writing reports during their consultation and administrative time.

99. **Morula Health** is using Microsoft 365 Copilot to enhance productivity, streamline medical writing tasks, and ensure data security, ultimately improving efficiency and client satisfaction.

100. **Oxford University Hospitals NHS Foundation Trust** implemented Microsoft 365 Copilot to improve staff report productivity by saving one to two hours a week, or reducing simple formatting tasks to a matter of seconds, enabling more resources to deliver frontline services.

101. **Sayvant** used Azure OpenAI to build an AI solution that generates acute care charts to comply with data security standards for the healthcare industry and align with documentation requirements. The solution saved 50,000 hours of clinician time, as the AI solution transcribes and generates personalized discharge instructions in more than 30 languages, to help clinicians focus more on face-to-face patient care instead of manual documentation.

102. **Shriners Children's** developed an AI platform allowing clinicians to easily and securely navigate patient data in a single location, enhancing patient care, and improving the efficiency of their healthcare services.

103. **Teladoc Health** uses Microsoft 365 Copilot to revolutionize its telehealth operations, automating routine tasks, boosting efficiency, and increasing productivity.

104. **Vail Health** streamlines clinician workflows using Microsoft Dragon Copilot, enabling them to quickly complete customizable notes with the relevant billing and coding details in place, boosting efficiency without compromising quality.

105. **Virtual Dental Care** developed an AI application, Smart Scan, that leverages Azure to reduce paperwork for mobile dental clinics in schools by 75% and frees dentists to devote more time to patient care.

Legal services

106. **Clifford Chance** adopted Microsoft 365 Copilot to streamline tasks, automate processes, and enhance collaboration. Lawyers use it to draft and manage emails and ensure compliance, allowing them to focus on complex legal work and improve productivity.

107. **ContractPodAi** is developing innovative AI solutions for legal, procurement, regulatory, and compliance use cases. These solutions are powered by Microsoft's platform, including Azure OpenAI in Foundry

Models, to support legal teams, automate complex workflows, and enhance efficiency and compliance in legal operations.

108. **DLA Piper** chose Microsoft 365 Copilot to boost productivity for operational and administrative teams, saving up to 36 hours weekly on content generation and data analysis.

109. **DWF** deployed Microsoft 365 Copilot to experience a variety of productivity and quality improvements to better support their client experiences.

110. **Harvey** uses Azure OpenAI to simplify routine tasks across hundreds of law firms and legal teams, with one corporate lawyer saying he saved 10 hours of work per week.

111. **Rajah & Tann** leverages Microsoft Copilot for their daily operations. By utilizing Teams and Copilot, the firm's employees can generate meeting minutes within two to three hours, significantly reducing the time from one to two days. Additionally, they have developed an AI-powered assistant, Ask HR, using Azure OpenAI to autonomously handle common employee human resources inquiries.

112. **Sirion's** Redline Agent, powered by Azure OpenAI, delivers precise, context-aware edits via an agent that generates issue-specific, surgical redlines grounded in the enterprise playbook.

113. **Three Crowns** rolled out Microsoft Copilot across its legal and business services teams, confident that their data would remain secure, inaccessible to third parties and never used for public training. The firm now uses simple natural-language searches to efficiently access information across Outlook, Teams chats, and meeting recaps. The time savings for lawyers enable them to deliver value more efficiently to clients.

114. **Trilegal** has been investing significantly in an enterprise-grade, bespoke AI-powered document management solution (DMS). This is the center piece of a law firm's delivery capability. The DMS offers end-to-end features and functions relevant to the key tasks of its lawyers and helps them focus on the strategic and high-end parts of the value chain. The AI-powered DMS uses AZURE OpenAI and Azure AI services.

Manufacturing

AI USE CASES TO ADVANCE SUSTAINABILITY

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115. <u>Brandix</u> adopted the Microsoft 365 Copilot suite to enhance productivity and streamline operations for executive staff.

116. <u>Eaton</u> adopted Microsoft 365 Copilot to automate the creation of 1,000 standard operating procedures to streamline customer service operations and improve data access across teams, cutting creation time from one hour to 10 minutes.

117. <u>Fater</u> has integrated Microsoft Copilot into Microsoft Sustainability Manager's external reporting solution to comply with CSRD and GRI standards. This feature enables the automatic retrieval of factual data points by uploading customer documents containing quantitative and qualitative information. This helps the team quickly identify data that can be used to accelerate external regulatory reporting duties, resulting in savings in report preparation.

118. <u>Florida Crystals Corporation</u> uses Microsoft 365 Copilot to create process efficiencies with meeting-generated content, indexing, and searching. It's also exploring Copilot Studio to automate and improve industrial control systems, with the goal of improving overall productivity and reducing costs.

119. <u>Honeywell</u> employees are saving 92 minutes per week—that's 74 hours a year. Disclaimer: These statistics are based on an internal Honeywell survey of 5,000 employees, with 611 responses.

120. <u>Joyson Electronics</u> uses Microsoft 365 Copilot to help employees achieve a leap in efficiency across multiple workflows, such as meeting minutes, mail processing, and document conversion.

121. <u>Kodak Alaris</u> uses Microsoft Copilot in Dynamics 365 Customer Insights to streamline tasks and save time. Copilot suggests text for common emails, event invitations, newsletters and campaigns.

122. <u>Kwong Cheong Thye (KCT)</u> uses Microsoft Copilot to automate sales analysis and procurement planning. By doing this, the brewery has saved significant time on these tasks, effectively doubling its efficiency. This

transformation has freed up valuable resources, empowering it to focus on customer relationships and revenue growth.

123. **Michelin** has implemented Microsoft 365 Copilot and an in-house generative AI chatbot named "Aurora" powered by Azure OpenAI. This initiative aims to help employees enhance their work and team performance, significantly increasing productivity.

124. **PGP Glass** introduced Microsoft 365 Copilot internally to help with repetitive tasks. The team estimated a 30 to 40 minutes per day increase in productivity, enabling employees to focus more on priorities and strategic tasks.

125. **Sabanci Holding** implemented Fabric, Power BI and Microsoft 365 Copilot in Fabric to automate data collection, analysis, and visualization into financial sales. Employees can now access consolidated data on a single platform, enabling a comprehensive understanding of business and operational performance. By eliminating inefficiencies, it has seen significant improvements.

126. **Sandvik** created the Manufacturing Copilot, built with Azure OpenAI and Azure AI Search, to provide easy access to years of product documentation. By using it, employees have improved productivity by up to 30%, enhanced customer support, and accelerated training processes.

127. **Sandvik Coromant** is using Microsoft Copilot for Sales to drive efficiency and accuracy, shaving at least one minute off each transaction, allowing sellers and account managers to focus their expertise on responding to customer's needs with analysis, creativity, and adaptability.

128. **Topsoe** achieved 85% AI adoption among office employees in seven months, significantly enhancing productivity and business processes.

129. **Toshiba** deployed Microsoft 365 Copilot to 10,000 employees to optimize their usage and effectiveness. In addition, Microsoft 365 and Viva Insights logs were combined and analyzed to promote further utilization. Savings of 5.6 hours a month per employee were confirmed. Copilot also identified process areas for improvement, such as procurement and related document searches.

130. **Volvo Group** developed a solution using Azure AI services and Azure AI Document Intelligence to simplify document processing and meet the

objectives of data extraction from images and translation. The solution has saved Volvo Group more than 10,000 manual hours.

131. **Würth Group** leverages Microsoft 365 Copilot to enhance IT team efficiency, streamline routine tasks, and facilitate multilingual communications.

132. **YAMASHITA** adopted Fabric as its new data platform, attracted by intuitive AI-based data visualization and analytics capabilities for democratizing data.

Media and entertainment

133. **Bennett, Coleman & Co. Ltd./The Times Group** introduced Microsoft 365 Copilot across human resources, sales, finance, and merger and acquisition to automate routine tasks, streamline workflows, and empower teams to work more efficiently.

134. **Games Global** used Copilot Studio to develop a chatbot to handle frequent employee inquiries about human resource-related topics. They also used Microsoft Power Platform and Copilot Studio to automate processes for a variety of business groups like finance and compliance that are now saving hundreds of hours, giving them more time to focus on higher value responsibilities.

135. **Globo** adopted Microsoft 365 Copilot, which saved two hours monthly per employee, but it also resulted in greater autonomy and precision in operations, fostering a culture of innovation and literacy in AI and automation that aligned with the company's business goals.

136. **InMobi** embraced Azure AI and Microsoft 365 Copilot to streamline employees' business workflows. Integrating GitHub Copilot into engineering, they generated 50 to 60 million predictions per second with its 15 to 20 machine learning models.

137. **KRAFTON** leverages Microsoft 365 Copilot and Azure OpenAI to transform its operations. These tools facilitate communication with publishers and partners globally through emails, documents, and meeting minutes. Additionally, they enable real-time translations for clearer communication and assist in interpreting and extracting data in Excel for reporting.

138. **Leviatan Group** use Microsoft 365 Copilot to optimize existing workflows and get even more from its key business platform. This allows it to access critical information in a matter of seconds. The continuous improvement team is also innovating with Copilot Studio.

139. **MultiChoice** embraced Microsoft Copilot for its IT Project Management Office (PMO) to automate meeting minutes, accelerate project timelines, and ensure clear and unbiased communication. The team can now make more informed decisions and save time to perform more strategic and proactive risk management.

140. **OPAP** integrated Microsoft 365 Copilot to transform its daily workflows, using Copilot for a wide range of tasks—from summarizing emails to gathering data and enhancing operational efficiency.

141. **Sanoma** used Azure OpenAI's GPT-4 to generate local weather reports from data provided by the Finnish Meteorological Institute. These forecasts are read by a lifelike synthetic voice, created using Custom Neural Voice (CNV), part of Azure AI Speech Service. This automated system allows Sanoma to produce localized forecasts across 26 regions. The system significantly reduces costs, enabling local ad revenue growth, and their synthetic voice outperforms others on the market 70% of users said they found it well-suited for news.

142. **Square Enix** adopted Azure OpenAI Service to develop a Slack-integrated chatbot, "Hisui-chan," to provide game developers with instant answers to their questions about game engines.

143. **WPP** T&Pm used Microsoft Azure OpenAI and the Sora video generation model to bring early creative concepts to life and streamline the creation of high-quality, personalized video content at scale. This approach not only accelerates production timelines but also reimagines the role of technology in creativity—enabling teams to experiment, iterate, and build ideas in ways that weren't previously possible.

Nonprofit

144. **British Heart Foundation** is currently testing Microsoft 365 Copilot. Early results suggest that this tool could save users up to 30 minutes each day.

145. <u>Centro de la Familia</u> used Power Apps to build a solution that integrates customizable reports and analytics with secure, role-based access to data, and an agent built with Copilot Studio that automates report generation. They have achieved a fivefold reduction in time spent on administrative processes and a 54% reduction in costs, while their AI-powered agent has reduced report generation from hours to minutes.

146. <u>Goodwill of Orange County</u> created an AI-powered app using Azure AI capabilities to assist more individuals, including those with developmental, intellectual, and physical disabilities, in securing unfilled e-commerce positions.

147. <u>Head Start Homes</u> teamed up with ONGC Systems to integrate Microsoft 365 Copilot. This AI assistant drafts content, enables virtual team collaboration, facilitates hiring, and completes repetitive tasks. Copilot boosts the leadership team's productivity by over 30%, allowing staff to focus more on client services and help more clients become homeowners.

148. <u>Make-A-Wish</u> has transitioned to the Azure cloud and Microsoft Fabric, unifying its data and rebuilding vital applications. The organization has implemented Microsoft 365 Copilot across its national office and regional chapters. A cohesive security strategy ensures the protection of sensitive family data. Microsoft technology enhances staff efficiency and productivity, allowing them to focus on mission-critical work. Improved data visibility enables leadership to support chapters, increase revenue, plan for the future, and maximize the number of wishes granted.

149. <u>Malteser</u> implemented Microsoft 365 Copilot, significantly saving staff time. The AI assistant helps streamline administrative tasks, evaluate new projects, automate repetitive processes, and quickly answer questions. By delegating these tasks, staff can focus more on high-impact work. They now have more time and energy to coach their teams, collaborate with colleagues, improve service projects, and innovate solutions that benefit people globally.

150. <u>McKnight Foundation</u> has implemented Microsoft 365 Copilot for all its staff, resulting in significant time savings, increased productivity, and more opportunities to focus on strategic priorities.

151. **NFL Players Association** integrated Azure AI services and Azure App Service into their video review process. This integration has reduced review time by up to 73%, significantly increasing efficiency and enhancing player safety through consistent rule enforcement.

152. **RTI International** adopted Microsoft 365 Copilot to enhance productivity, enabling staff to focus on their areas of expertise and deliver even better science-backed solutions for clients.

153. **Special Olympics** implemented Copilot throughout the organization to help staff save thousands of hours annually on administrative tasks—time which it can reinvest back into supporting the athletes.

Pharmaceuticals

154. **Daiichi Sankyo** leveraged Azure OpenAI Service and Azure AI Search to create its in-house generative AI system, DS-GAI, within a month. Over 80% of respondents in a company-wide survey reported that DS-GAI has enhanced productivity and accuracy. Additionally, the company developed Copilot Chat and introduced Microsoft 365 Copilot.

155. **Indegene** used Microsoft 365 Copilot to significantly reduce time spent, enhance overall efficiency, and improve productivity in tasks like scientific content writing and coding.

Professional services

156. **Accenture** and **Avanade** have launched a Copilot business transformation practice, supported by Microsoft. They have co-invested in new capabilities, solutions, and training to help organizations securely and responsibly reinvent their business functions using generative AI and Copilot technologies.

157. **Accenture** used Copilot Studio and Power Platform to grow its Center of Excellence team and achieve significant savings each year with this new model. They now have more than 50,000 newly skilled citizen developers and have reduced IT demand for short-term applications by 30%, allowing professional developers to focus on more complex projects.

158. **Adobe** is integrating Adobe Experience Cloud workflows and insights with Microsoft 365 Copilot to deliver generative AI-powered capabilities that enable marketers to enhance collaboration, efficiency, and creativity.

159. **Advanced IT** used Microsoft Copilot for PowerPoint, teams meeting minutes, RFP bullet points, and Excel to boost its sales and marketing efficiency by over 50%.

160. **Amey** leverages SharePoint agents to enable employees to quickly find answers via a chat interface on their mobile devices. Offering real-time troubleshooting and multilingual support minimizes risks and ensures employees return home safely each day.

161. **ANS** leverages Microsoft Copilot and agents to enhance the selling process. Sellers can request an agent to gather and summarize information from various data sources, gaining valuable insights from past customer interactions while ensuring the protection of customer data. This enables sellers to prioritize their time and focus on the most critical accounts and opportunities, which is expected to boost ANS's closing ratio by 6.25%.

162. **Arthur D. Little** leveraged Azure OpenAI Service to create a solution that enables consultants to efficiently analyze and understand complex document formats while ensuring strict data confidentiality. This innovation allowed consultants to prepare for client meetings more quickly and curate presentation content 50% faster.

163. **Arup** uses Microsoft 365 Copilot to improve productivity and efficiency across the organization. They also use AI to develop proprietary applications built by their analytics and AI team.

164. **Atera** has integrated the Azure OpenAI Service into its AI-powered platform to offer a comprehensive view of IT activities. This integration helps in proactively identifying issues and providing immediate solutions. The AI engine also enables end users to troubleshoot and auto-resolve tickets without the need for IT intervention, significantly enhancing the efficiency of IT professionals.

165. **Atos** adopted Microsoft 365 Copilot to improve employee well-being by simplifying time-consuming tasks. This allows employees to concentrate

on more important aspects of their work, fostering creativity and efficiency.

166. **Aurigo** used GitHub Copilot to enable its developers to focus on the logic and architecture of their code, allowing them to create functional prototypes more efficiently.

167. **Avanade** transitioned to Microsoft Fabric to consolidate all data into a single platform, eliminate redundant data, simplify processes, save time, and enhance the employee experience.

168. **AvePoint** deployed Microsoft 365 Copilot, enabling 95% of participants to save one to three hours per week by automating repetitive tasks. This allowed them to focus on higher-value work.

169. **AvePoint** developed ChatAVPT using Copilot and Azure OpenAI, integrating data from various sources to assist support teams. AVA, a self-service support assistant, has reduced support response times and improved issue response efficiency, helping customers find answers faster. The team also uses GitHub Copilot to accelerate code development, streamline debugging and documentation, ultimately reducing time to market and improving developer productivity.

170. **AvePoint** utilizes GitHub Copilot to accelerate its development lifecycle, reduce time to market for new features, and ensure continuous innovation. They also used Azure AI to develop ChatAVPT, which provides real-time information and guidance to employees.

171. **Balfour Beatty** uses AI agents to identify quality assurance, particularly in how it tests what it builds and installs. AI's ability to decipher, reason, and streamline decision-making is particularly valuable. They see this come to the forefront in both quality control and safety management.

172. **baseVISION AG** implemented Microsoft 365 Copilot, Microsoft Purview, and Microsoft Defender to centralize AI usage control, enhance data protection, boost efficiency, reduce data protection risks, and save up to CHF 70 per employee per month by exclusively using Copilot.

173. **Birlasoft** deployed Microsoft 365 Copilot and developed a bot to manage 94% of policy-related queries and ten applications, significantly enhancing operational efficiency.

174. <u>C3IT (SAXON)</u> used Microsoft 365 Copilot when it they developed Copilot PM Assist to help project managers prepare project documentation 30% faster and reduce the time to create project kick-off presentations by 60%.

175. <u>Cactus Communications</u> leveraged Microsoft 365 Copilot to automate routine tasks and enhance content generation under human supervision, achieving a 15 to 20% increase in efficiency.

176. <u>Capita</u> is leveraging GitHub Copilot to enhance productivity, boost developer satisfaction, and improve recruitment and retention.

177. <u>Capita</u> adopted Microsoft 365 Copilot to empower employees and drive innovation across the business. The most prominent agent is AskMeAnything (AMA), a search tool that helps employees navigate its vast SharePoint estate. To date, Copilot has saved 9,000 employee hours per month and increased accessibility and inclusivity.

178. <u>Capita</u> developed CIVA—the Capita intelligent virtual assistant, using Azure AI service and Azure AI Bot service to handle first-line support, resolving 70% of the workload for human service desk workers.

179. <u>CapitaLand Investment</u> deployed GitHub Copilot to automate the development process. It has halved infrastructure costs, boosted developer productivity by 35%, and delivered updates 50% faster.

180. <u>CDW</u> leveraged Microsoft 365 Copilot to enhance work quality for 88% of users, enabling 77% to complete tasks more efficiently, and boosting productivity for 85% of users.

181. <u>Cognizant</u> uses Copilot to streamline the client quarterly business review (QBR) workflow. They now use Copilot to automate research, compile insights, and build presentations, saving 90 minutes per task. This efficiency empowers client success managers to apply a consistent approach across all reviews and frees up their schedules to spend more time with more customers.

182. <u>Dar</u> built PARA Copilot, a multi-agent conversational user interface (CUI) using Azure OpenAI services, Microsoft Azure AI Vision, and Azure AI Foundry. Employees can interact with data via text or speech to get answers, insights, or directions in three seconds or less, with a 25% higher accuracy for document processing. Engineers noted a 50%

improvement in discoverability of information, enabling operators and other stakeholders to have a real-time conversation with their buildings about operational performance.

183. <u>Embee</u> adopted Microsoft Copilot Studio to develop tailored plug-ins that redefine productivity and efficiency. By using GitHub Copilot for code validation and testing automation, their developers experienced a 30% productivity boost.

184. <u>EPAM</u> is implementing Microsoft 365 Copilot to streamline information management and create content and documents.

185. <u>EY</u> is deploying Microsoft 365 Copilot and Microsoft Dynamics 365 Copilot for Sales in the Oceania region to enhance productivity and collaboration, streamline processes, and provide faster access to meaningful insights. They are also integrating AI into daily operations to reimagine processes for growth and enrich customer experiences.

186. <u>EY</u> Global Tax practice developed a tax and legal research agent in Copilot Studio that offers instant access to 21 million documents, including EY publications, internal know-how, and templates. The agent quickly understands users' questions and intent, finding the most relevant information in seconds. It adapts to different countries to meet local needs, providing comprehensive answers anchored in the company's curated content and direct links to source materials. Now, tax professionals can find insights more efficiently and offer richer, more informed advice to their customers.

187. <u>EY</u> Global Tax developed a plugin to extend the capabilities of Microsoft 365 Copilot to meet the specific needs of the tax organization. This allows them to spend less time searching for information and more time using relevant data to make smarter business decisions for themselves and their clients.

188. <u>EY</u> adopted the Purview SDK to embed policy-based controls into AI applications. This includes applying sensitivity labels, monitoring AI interactions, and logging activities to support compliance and secure-by-design deployment at scale. By using the Purview SDK early in development, EY reduced secure feature build time by 25% to 30%. Teams are now designed with data security and compliance in mind,

reducing delays and enabling faster rollout of generative AI tools in regulated environments.

189. **Four Agency Worldwide** increased boosted employee productivity with Microsoft 365 Copilot. This tool helps generate creative ideas, supports administrative tasks, analyzes data, and generates reports. As a result, staff can focus more on outreach and spend less time on paperwork.

190. **Grant Thornton Australia** leverages Microsoft 365 Copilot to enhance employee productivity, from drafting presentations to researching tax issues. Copilot saves employees two to three hours per week.

191. **GroupeActive** partnered with Witivio to develop an AI agent based on Microsoft Copilot Studio that drafts sales proposals saving an average of 75% on drafting time.

192. **HCLTech** leveraged Microsoft 365 Copilot and GitHub Copilot to create TeamSight, a platform designed to accelerate engineering processes, track progress, and fine-tune key performance indicators (KPIs).

193. **HP** incorporated GitHub Copilot into its software development workflow, and developers quickly found that they code faster and solve issues more quickly without getting bogged down in tedious code scaffolding and syntax. Since embracing GitHub Copilot, their developers feel more supported and are better able to collaborate, reporting substantial increases in productivity.

194. **Infosys** leveraged GitHub Copilot to accelerate the development of features and bug fixes, resulting in higher quality code.

195. **Insight Enterprises** employees using Copilot gain four hours of productivity per week through data summarization and content creation.

196. **Insight Enterprises** adopted Microsoft 365 Copilot, transforming its organization by incorporating features such as meeting summaries, content creation, and standardization into its daily workflow. They have also developed Insight GPT using Azure OpenAI to boost business productivity.

197. **Intertech** leveraged GitHub Copilot and Azure OpenAI Service to enhance DenizBank's IT operations. The team experienced a significant increase in coding accuracy, improved collaboration, and elevated

software quality with meticulous documentation. Additionally, they reduced daily emails by 50%.

198. **Jersey Business** leverages Microsoft 365 Copilot to enhance team productivity, reducing application time by 40 minutes and allowing the team to spend more face-to-face time with Jersey Business leaders.

199. **Kantar** is leveraging Microsoft 365 Copilot to streamline IT processes and enhance employee productivity.

200. **KMS Lighthouse** has improved its knowledge management platform by integrating with Microsoft Teams and Dynamics 365. This allows users to utilize KMS Lighthouse without needing to switch applications. Additionally, with Azure OpenAI Service, companies can generate relevant content more efficiently within the KMS Lighthouse application.

201. **KPMG** used Microsoft AI to develop a team member onboarding agent that guides new hires, providing templates and historical references to speed up onboarding and reduce follow-up calls by 20%.

202. **KPMG Australia** leverages Microsoft Azure OpenAI, Azure AI Search, and Microsoft 365 Copilot to conduct advanced text analysis on numerous client documents. This enables them to quickly identify compliance levels, significantly reducing the time needed compared to manual assessments.

203. **KPMG Australia** used Azure OpenAI to develop KymChat, a conversational AI assistant. It added Azure Cosmos DB for MongoDB vCore to the solution to increase the quality and speed of its query responses from 50% to 91% in under a second.

204. **KVL Bauconsult** collaborated with quality hosting to deploy Microsoft 365 Copilot and fully integrate it into the company's data. This integration allows KVL employees to delve deeper into projects more quickly and efficiently. Transfer errors are reduced, the quality of information improves, and collaboration benefits from greater transparency.

205. **LambdaTest** integrated GitHub Copilot into its workflow, resulting in a significant 30% reduction in development time.

206. **Linker Vision** developed Observ, built on the VisionAI platform and integrated with Azure AI. This solution enables real-time streaming and

monitoring of personnel in highly labor-intensive manufacturing environments, enhancing workplace safety.

207. **LTIMindtree** introduced Copilot declarative agents to address challenges faced by senior leadership and presales/transition teams with request for proposals (RFPs) and requests for information (RFIs). It also used GitHub Copilot to increase development speed and improve test coverage.

208. **LTIMindtree** leverages Microsoft Security Copilot to establish a unified command center for investigations, threat intelligence, and incident response. This empowers them to build a next-generation Security Operations Center (SOC). Consequently, they have experienced a 30% boost in overall employee efficiency, with 20% less time spent on emails and daily task allocation.

209. **Lucy** selected a range of Azure services, including Azure AI video indexer, Azure Kubernetes Service (AKS), Translation, Azure OpenAI, Azure AI Language Studio, and Azure AI services to develop Lucy®, the answer engine® that reinvents knowledge management. Lucy operates across various industries and departments, enhancing productivity by eliminating the countless hours teams spend searching for shared drives, scouring documents, distracting colleagues, and re-creating existing resources.

210. **McGee Property** utilized Microsoft Copilot to analyze documents, create summaries, support event preparation, and address general marketing needs.

211. **mci group** uses Microsoft 365 Copilot to enhance the use of AI and other technological advances, boosting employee efficiency.

212. **Moveworks** utilized Azure OpenAI to enhance its conversational AI platform, enabling enterprises and government agencies to receive support in seconds. This service delivers rapid, personalized responses in their native language, minimizing workflow disruptions.

213. **Mphasis** used Microsoft 365 Copilot across finance, human resources, legal, marketing, and IT to enhance productivity and creativity within their operational processes.

214. **Noventiq** used Microsoft 365 Copilot to improve operational efficiencies. Within four weeks of implementation, it saved 989 hours on routine tasks,

boosting productivity that resulted in an estimated value of INR 989K.

215. <u>NTT DATA</u> introduced AI services using Microsoft Copilot Studio, Power Platform, and Azure AI Foundry to deliver high-performance AI solutions, enhancing efficiency and scalability for clients and employees. They achieved up to 65% automation in IT service desks and up to 100% automation in certain order workflows.

216. <u>NTT DATA</u> adopted Fabric data agents and Azure AI Foundry Agent Service to build conversational AI tools that help employees retrieve, interpret, and act on real-time data. This allows for more intuitive, role-based access to insights and enables a 50% faster time to market.

217. <u>Nykaa</u> leveraged GitHub Copilot to speed up development cycles. By automating repetitive tasks like code completion, developers boosted productivity by 20%, resulting in significant cost savings and faster feature releases.

218. <u>Onepoint</u> created a secure conversational agent using Azure OpenAI, resulting in productivity gains of 10% to 15% across all business lines.

219. <u>PA Consulting</u> revamped its sales operations using Microsoft 365 Copilot and Copilot for Sales. This transformation allows its team to dedicate more time to high-impact activities for clients, thereby maximizing the strategic value they deliver.

220. <u>PageGroup</u> leveraged Azure OpenAI to develop tools that assist consultants in creating job postings and advertisements, saving up to 75% of their time.

221. <u>Perplexity.AI</u> used Azure AI Studio and Azure OpenAI services to help it try out large language models and prototypes in hours. It also supported a faster time to market, serving as a force multiplier for its lean staff, providing the scale to support millions of users, and delivering security and reliability at a cost-effective price.

222. <u>Persistent Systems</u> developed Contract Assist, an AI-powered agent built using generative AI and Microsoft 365 Copilot, to reduce emails during negotiations by 95% and cut navigation and negotiation time by 70%.

223. <u>PKSHA Technology</u> is optimizing their time on critical work by increasing efficiency in meeting preparations, data analytics, and ideation with the help of Microsoft 365 Copilot.

224. <u>PRICEWATERHOUSECOOPER (PwC)</u> developed ChatPwC using Azure OpenAI, GitHub Copilot, and Microsoft 365 Copilot to provide employees access to proprietary generative AI plugins that help it increase productivity and the capacity to realize additional value for customers.

225. <u>Rau Consultants</u> leverage Microsoft 365 Copilot to streamline their interview process, transcribe interviews, create candidate profiles, translate, and draft job listings or proposals, resulting in significant time savings

226. <u>Roland Berger</u> implemented a central knowledge hub using Azure. Specialized AI agents retrieve information from Azure AI Search, while Azure OpenAI provides access to pre-trained AI models for analysis. These agents are integrated into Microsoft 365 Copilot, making it easier for consultants to access knowledge and streamline processes.

227. <u>Siemens</u> is using Azure OpenAI to enhance efficiency, reduce downtime, and tackle labor shortages.

228. <u>Siemens Digital Industries Software</u> used Azure OpenAI and Azure AI Foundry to create a Teams app for its industry-leading product lifecycle management (PLM) solution, Teamcenter. This app uses natural language processing for real-time issue reporting. It can translate informal speech data in any language, automatically creating a summarized problem report and routing it within Teamcenter to the appropriate design, engineering, or manufacturing experts—in the specific language they require.

229. <u>Silverlake Group</u> introduced CatgWorkz, a solution designed specifically for financial institutions. Powered by Azure and AI, CatgWorkz seamlessly integrates with existing systems, enabling organizations to automate up to 80% of routine tasks, thereby reducing costs and boosting productivity.

230. <u>Softcat</u> leveraged Microsoft 365 Copilot to achieve significant time savings and quality improvements. The sales teams reported a 20% reduction in administrative tasks, allowing them to focus more on sales activities.

231. <u>Sonata Software</u> developed the IntelliPipe accelerator, which is part of its Lighting Data Suite that uses Fabric and Microsoft Copilot to create

comprehensive business-360 views for customers to access the multi-department data they need for faster reporting and forecasting.

232. **Syensqo** used Azure OpenAI develop a custom AI chatbot in three months, which improved their internal data management, decision making, and overall efficiency.

233. **Synechron** utilized Azure OpenAI to develop Synechron Nexus Chat, which provides secure, enterprise-grade multilingual capabilities for global teams in human resources, finance, marketing, and legal. The solution led to a 35% productivity increase for these teams.

234. **Talan** deployed Microsoft 365 Copilot to its client-facing professional services and business support professionals, significantly increasing productivity and engagement across its human resources, marketing, and consulting teams.

235. **Tata Elxsi** integrated GitHub Copilot into its video distribution platform and testing process. This integration improved code generation quality, reduced effort, and accelerated the delivery of products and solutions, providing seamless video experiences to its end customers.

236. **TeamSystem** adopted Power Platform, integrating applications like Power Apps and Copilot Studio with legacy apps to help developers quickly build new prototypes and address business client needs. They have started creating agents using Copilot Studio to help employees better utilize their suite of products. The plan is to build agents to enhance productivity across various departments, from marketing to finance.

237. **TekSynap** used Azure AI Services to streamline internal workflows, reduce IT complexity, and equip employees with AI-powered tools. As a result, they cut search time by 75%, eliminated outages, and saved $99,000 in hardware costs.

238. **Thinkbridge** utilized Azure OpenAI, GitHub Copilot to develop a fully integrated AI-based "Digital Recruiter" within the existing Application Portal, which is used daily by recruiters.

239. **Thread** deployed Azure OpenAI to help automate time-consuming tasks, saving technicians more than an hour per day in manual data entry and other administrative duties.

240. **Top Ledger**, a cutting-edge blockchain analytics platform, uses Azure OpenAI Service to train a model tailored to understand Solana blockchain data. This accelerates query creation and fosters a better understanding of decentralized protocols.

241. **Trace3** uses Microsoft 365 Copilot to streamline and enhance processes across the business and with clients. This includes reducing the time it takes human resources recruiting managers to respond to applicants from several weeks to just a couple of days.

242. **TVS Next** utilized Azure OpenAI services and Microsoft Copilot to develop NexAA, which seamlessly integrates with human resources systems to enhance employee engagement, foster innovation, and promote continuous learning.

243. **UiPath** leverages Azure OpenAI to enhance its products, including communications mining and document understanding. These tools automatically triage customer communications, prioritize and route underwriting requests, increase transaction throughput by sevenfold, and have saved one insurance industry customer more than 90,000 hours through more efficient operations.

244. **Unifonic** adopted Microsoft 365 Copilot to streamline operations, automate workflows, and secure data within a single platform. The unified Microsoft ecosystem enabled employees to reduce audit time by 85%, save $250,000 in costs this year, and save two hours per day on cybersecurity governance.

245. **Unifonic** leverages Copilot to enhance efficiency across the organization. The sales team swiftly analyzes conversations across various platforms, extracting insights in minutes rather than hours. Copilot also simplifies content creation for proposals, email campaigns, and social media, leading to a 20% increase in sales outreach. Organization-wide, Copilot has reduced research, documentation, and summarization time by up to 40%.

246. **Urban Company** used Azure OpenAI services to use chatbots deploy chatbots, resolving 85% to 90% of queries. This increased customer satisfaction by 5% and improved audit and decision accuracy to over 80%.

247. **Visier** developed a generative AI assistant using Azure AI and Azure OpenAI to provide workforce analytics and actionable insights for more than 50,000 customers.

248. **Wipro** utilized GitHub Copilot to streamline code writing for developers. They also leveraged Azure OpenAI to enhance their generative AI solutions, enabling large-scale AI transformation across the organization.

Retail and consumer goods

249. **Albert Heijn** leveraged Azure OpenAI to create a conversational assistant within its @AH Employee App for store employees. This assistant answers questions related to their tasks and customer requests. Since adopting the app, they are already seeing improvements in the efficiency of labor-intensive processes, such as restocking shelves, and in how employees assist customers directly.

250. **Almdudler** deployed Microsoft 365 Copilot to assist employees with everyday work. Whether in marketing, key account management, controlling, accounting, supply chain, pricing, or people and culture—Microsoft 365 Copilot helps teams work more efficiently.

251. **Asahi Europe & International (AEI)** has adopted Microsoft 365 Copilot, helping employees save up to 15% of the time they previously spent on administrative tasks.

252. **Campari Group** adopted Microsoft 365 Copilot to help employees integrate it into their workflow. This resulted in time savings of about two hours a week by supporting routine activities such as email management, meeting preparation, content creation, and skill acquisition.

253. **Canadian Tire Corporation** moved its data from on-premises systems to Microsoft Azure and built digital assistants using Azure OpenAI. As a result, more than 3,000 corporate employees now save 30 to 60 minutes daily with the ChatCTC digital assistant.

254. **Dairy Farmers of America (DFA)** used Microsoft 365 Copilot to help employees' efficiency and improve customer connections. Employees experienced substantial time savings on routine tasks—some as high as 20 hours per month.

255. **ECE Group** deployed Microsoft 365 Copilot to help employees quickly and easily search the company's entire knowledge base. The solution also supports repetitive tasks and efficiency in processes, in fact 70% of employees want to keep using Microsoft Copilot.

256. **ESW** uses GitHub Copilot to boost productivity by 25% and enable developers to concentrate on higher-level components of their code— ultimately making them feel more fulfilled.

257. **HEINEKEN** used Azure AI Foundry to create a multi-agent platform that enables employees to access data and information across the company in their native language. With the help of Hoppy, an AI assistant, employees can now access intelligent and secure insights. Hoppy has significantly reduced the time required for simple tasks, from 10-15 minutes to just 5-10 seconds.

258. **HEINEKEN** leveraged Azure AI to develop a voice bot to help its on-site sales representatives in logging the status of retail locations, raising technical issues, and initiating necessary processes on the HEINEKEN side. The app is also multilingual thanks to Azure AI Speech, letting representatives speak in either Greek or English. Other AI projects for the field include the use of Azure AI Document Intelligence for intelligent document processing in multiple areas, including for sales representatives.

259. **HoMie** uses Microsoft Copilot to be more efficient in creating products, allowing more time and money to be spent on social impact programs.

260. **Joos** uses Microsoft 365 Copilot to enhance its brand through global collaboration, streamlining meetings, optimizing presentations, and improving communications.

261. **McDonald's China** chose Microsoft Azure AI, GitHub Copilot, and Azure AI Search to transform its operations. This transformation led to a substantial rise in AI adoption, usage, and retention, with employee transactions increasing from 2,000 to 30,000 per month.

262. **MediaMarktSaturn** developed MyBuddy, a multi-language, real-time, voice-enabled AI agent using Azure OpenAI. This tool enables store associates to converse with customers while seamlessly interacting with

an advanced AI assistant. As a result, retail conversations are more natural and confident—ultimately driving better outcomes in-store.

263. **Newman's Own** is using Microsoft 365 Copilot to improve employee productivity and reduce costs. By summarizing industry news, they save 70 hours per month, and preparing marketing briefs saves them another 50 hours per month. This has significantly boosted employee engagement and retention.

264. **Otto Group** developed ogGPT based on Azure OpenAI to help employees streamline and simplify their daily operations and internal processes.

265. **Roquette** developed a chatbot called RoqGPT using Azure OpenAI to assist employees in providing relevant audit trails and identifying risks. This enables them to process this information in a secure environment, which is crucial in their line of business.

266. **Softchoice** employees are experiencing firsthand how Microsoft 365 Copilot can transform daily workflows. They have seen a 97% reduction in time spent summarizing technical meetings and up to 70% less time spent on content creation.

267. **SPAR** used Microsoft 365 Copilot to streamline tasks, resulting in a 67% active user base among employees, saving approximately 715 hours—equivalent to 89 workdays or the output of four full-time employees. In addition, 93% of Microsoft 365 Copilot users reported increased productivity, and 88% felt empowered to complete tasks faster.

268. **Unilever** is transforming their marketing process with Microsoft 365 Copilot. This tool saves time on briefing tasks by automatically pulling in relevant market data, content, and insights, accelerating campaign launches.

Telecommunications

269. **AT&T** used Azure OpenAI to automate IT tasks and provide employees with quick responses to basic human resource requests—leading to increased efficiency, improved work-life balance, and reduced costs.

270. **KT** adopted Microsoft 365 Copilot to improve work efficiency. Employees can now quickly organize important schedules, summarize email threads,

and search for internal documents using AI. New hires have improved their understanding of their roles. Data analysis and information accessibility have improved, making existing documents valuable knowledge assets.

271. Lumen uses Microsoft Copilot to summarize past sales interactions, generate recent news, identify business challenges, track broader industry trends, and provide insights and recommendations for next steps. This process traditionally took up to four hours per seller. In 2024, Lumen reduced that time to just 15 minutes, projecting annual time savings worth USD50 million.

272. NTT Communications implemented Microsoft Security Copilot to upskill a more diverse talent pool faster while helping senior analysts work more efficiently. They have automated identification, prevention, detection, response, and recovery—improving security operations efficiency without increasing labor costs.

273. O2 Czech Republic boosts productivity and streamlines meetings with Microsoft 365 Copilot, transforming information sharing and integrating automation into daily tasks.

274. Orange Group has more than 40 use cases with Azure OpenAI and GitHub Copilot across business functions. These tools support employees in their daily tasks, allowing them to focus on more valuable activities.

275. Sunrise adopted Microsoft 365 Copilot to reduce its employees' risk of digital debt and saw this as another opportunity to stay one step ahead of the competition. Microsoft 365 Copilot eliminates tedious tasks and empowers employees to do more of the tasks they love.

276. Telstra developed two cutting-edge generative AI tools based on Microsoft Azure OpenAI. The One Sentence Summary tool is utilized by 90% of employees, leading to a 20% reduction in follow-up customer contact. Additionally, 84% of customer service agents are using the Ask Telstra solution.

277. Telstra deployed Microsoft 365 Copilot for its 21,000 employees, who are using it to draft content, summarize meetings, and emails or chat threads. Users reported saving between 1 to 2 hours per week with 90% reporting that Microsoft 365 Copilot improved their experience at work.

They also developed Ask Telstra to help frontline employees better serve their customers.

278. **Vodafone** deployed Microsoft 365 Copilot to their 68,000 employees. This deployment has resulted in a four-hour time savings per user each week, enabling employees to focus on more valuable tasks.

279. **Amadeus** empowers its teams to focus their time and skills on value-added tasks with Microsoft 365 Copilot. This tool summarizes email threads, chats, and transcripts, and consolidates information from various sources.

280. **Cathay** uses Microsoft 365 Copilot to streamline meetings and manage information more effectively, reducing time-consuming tasks and fostering creativity.

281. **CATRION** used Copilot Studio and Azure AI services to build internal AI bot agents and a chatbot. The bots handle everyday tasks such as answering policy questions and guiding employees through workflows directly in Microsoft Teams. The chatbot can access policy documents in Teams, allowing employees to quickly and easily find the resources they need.

282. **Global Travel Collection (GTC)** used Azure AI Foundry and Copilot Studio to design and deploy an AI-powered travel information system called Atlas for its network of corporate and luxury travel advisors. Atlas is saving Global Travel Collection (GTC) nearly 2,000 independent travel advisors a total of more than 1.5 million hours annually on client booking activities—saving the advisors an average of 3 hours per trip.

283. **Localiza&Co**, a leader in the mobility industry in Latin America, implemented Microsoft 365 Copilot to automate processes and improve efficiency. This implementation resulted in a reduction of 8.3 working hours per employee per month

284. **Lotte Hotels & Resorts** is transforming its work culture by adopting Microsoft Power Platform for automation. This change enables employees to work more efficiently and focus on their core tasks.

285. **Nagel-Group** uses Azure OpenAI to help employees quickly access information which saves time, creates efficiency and transparency, and leads to higher-quality answers overall.

286. Prague Airport with support from SoftwareOne, deployed Microsoft 365 Copilot, Azure AI services, and Copilot Studio to reduce repetitive work. Employees save at least two hours per week and can focus on higher-value tasks.

287. Sensei implemented Microsoft 365 to streamline internal applications and enhance system connectivity for improved collaboration. Additionally, Sensei is leveraging Microsoft 365 Copilot to boost efficiency.

288. Textron Aviation used Azure OpenAI and Microsoft Cloud for Manufacturing to deploy TAMI, Which assists frontline technicians in quickly parsing 60,000 pages of maintenance documentation for fast access to technical maintenance instructions. This helps reduce troubleshooting time from 20 minutes to 1 to 2 minutes, aiming to decrease aircraft time under maintenance.

289. The Rider Firm uses Microsoft 365 Copilot to manage tasks and track details that would otherwise get buried in emails and chats. With Copilot in excel, it can organize inventory data feeding directly into its e-commerce listings, making daunting tasks more manageable and freeing up employees to focus on more strategic work.

290. Virgin Atlantic adopted Microsoft 365 Copilot and GitHub Copilot, experiencing significant business benefits such as increased productivity and the introduction of new working methods.

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Reinventing customer engagement

We have seen great examples of how generative AI can automate content creation, ensuring there's fresh and engaging materials ready to go. It personalizes customer experiences by crunching the numbers, boosting conversion rates. It makes operations smoother, helping teams launch campaigns faster. Plus, it drives innovation, crafting experiences that delight customers while lightening the load for staff. Embracing generative AI is key for organizations wanting to reinvent customer engagements, stay ahead of the game, and drive both innovation and efficiency.

Education

291. <u>Berlitz</u> used Azure AI Service and Azure AI Speech to offer new products, allowing the company to serve tens of thousands of new customers with language training. By reducing development costs, they were able to improve speed to market, enabling the team to reinvest in other areas of product innovation and improve customer support.

292. <u>International University of Applied Sciences (IU)</u> has adopted Azure OpenAI Service to transform learning with a personalized study assistant that interacts with each student in a human-like manner.

293. <u>Milpark Education</u> integrated Microsoft Copilot and Copilot Studio, and within four months, significantly enhanced the efficiency and accuracy of student support. This integration led to a 50% reduction in average resolution time and a more than 30% decrease in escalation time.

294. <u>PeopleCert Hellas AE</u> used Microsoft Copilot Studio and Azure OpenAI to build an AI chatbot called CertyPal to improve customer experience. This initiative resulted in a 142% increase in customer satisfaction and a 61% improvement in first contact resolution.

295. <u>Torrens University</u> chose to use Azure OpenAI services to uplift its online learning experience, saving 20,000 hours and $2.4 million in time and resources.

296. <u>University of California, Berkeley</u> used Azure OpenAI services to deploy a custom AI chatbot that supports student learning and helps students with complex coursework.

297. <u>University of Sydney</u> created a self-serve AI platform powered by Azure OpenAI Services, to enable faculty to build custom chatbots for enhancing student onboarding, feedback, career simulation, and more.

298. <u>Xavier College</u> is updating its student information systems using Microsoft Dynamics 365 and Microsoft Azure. This modernization aims to unlock valuable insights, drive innovation, and support data-driven decision-making.

Energy and resources

299. **Aydem Energy** and Microsoft partner Softtech, used Azure OpenAI Service to create an AI assistant for WhatsApp. This assistant offers customers real-time updates and manages tasks such as meter readings, bill checks, and claims.

300. **DTEK's YANSO** has implemented an AI-powered assistant powered by Azure OpenAI service and Azure AI search to help YASNO agents retrieve information faster. Handling more than 300 customer inquiries daily, AI-powered recommendations help agents respond to each in 3.5 minutes on average instead of 4.5 minutes. The AI assistant is expected to automatically process 80% of inquiries.

301. **Eneco** develop a new AI-powered agent using Copilot Studio. The multilingual AI agent was deployed on the company website in just three months, including integration with Eneco's live chat platform. The AI agent handles 24,000 chats per month and can manage 70% more customer conversations without needing a handoff to a live customer service representative.

302. **National Grid** has implemented Azure AI and Microsoft Copilot to enhance customer experience and improve NPS scores. This initiative also supports their ambitions for achieving net zero targets.

303. **Pacific Gas & Electric** built a chatbot using Microsoft Copilot Studio, that saves $1.1 million annually on helpdesk support.

Financial services

304. **ABN AMRO Bank** moved to Microsoft Copilot Studio to develop two AI assistants for both customers and employees. 'Anna,' the AI agent for customers, now supports more than two million text conversations and 1.5 million voice conversations annually, automating over 50% of interactions with multiple AI agents. The employee agent 'Abby' provides easier access to a wide range of IT-related and other internal resources.

305. **Absa** has adopted Microsoft Copilot to streamline various business processes, significantly reducing the time spent on administrative tasks each day.

306. **Aditya Birla Capital Limited** is integrating Azure OpenAI services to develop solutions such as Sales Pitch Assistant, Service Assist, Intelligent

Search for customers, Audit Compliance Assist, and AI-powered Voice Bots for inbound calls. These innovations aim to enhance productivity and deliver consistent customer experience.

307. **Aditya Birla Capital** built the SimpliFi using Microsoft Azure to streamline financial services information and offers. The chatbot leverages intelligent search and proactive nudging, ensuring minimal latency and high scalability.

308. **AIA** is using Copilot in Dynamics 365 customer service to allow customer service representatives to handle more cases in less time by automating time-consuming tasks like drafting customer emails and summarizing lengthy chats and case histories.

309. **Ally Financial** is using Azure OpenAI services to automate manual tasks for its customer service associates, allowing them to spend more time engaging with customers.

310. **AP Pension** has implemented Microsoft Fabric to achieve a previously unattainable level of data organization, making information more accessible and meaningful. These efficiency gains will allow them to dynamically scale their operations, effectively addressing customer needs. The platform's analytical capabilities will empower the firm to forecast trends and plan strategies with new insights and accuracy.

311. **Bank Rakyat Indonesia (BRI)** has enhanced its chatbot, Sabrina, with ChatGPT technology through Azure OpenAI Services. This upgrade enables Sabrina to understand various Indonesian regional languages, including Javanese, Sundanese, and Padang. Additionally, Sabrina is now integrated with BRImo, simplifying customer access to BRImo features. An AI-powered search engine is revolutionizing the way customer Service and BRI Call Center Agents manage customer service, significantly reducing the time needed to address customer inquiries and complaints.

312. **Bradesco Bank** integrated Azure OpenAI Services into its virtual assistant, BIA, significantly reducing response times from days to hours. This integration has enhanced operational efficiency and increased the client retention rate by 89%.

313. **Capitec Bank** uses Azure OpenAI Services and Microsoft 365 Copilot to power their AI chatbot. This tool helps customer service consultants access product information more efficiently, saving employees significant time each week.

314. **ClearBank** used Microsoft Azure's AI capabilities to train its system to apply payment scheme rules, assess claims, and either validate or reject them more quickly. This reduced the time taken for the payment recovery process by 80%.

315. **ClearTax** leveraged the Azure OpenAI-powered Generative AI Agent, integrated into WhatsApp, to address various challenges and better serve Indian taxpayers. This initiative enabled 75% of users to file for the first time, unlocking INR 300 million in tax refunds and enhancing access to credit opportunities.

316. **Commercial Bank of Dubai** used Microsoft Azure to upgrade its application infrastructure, improving transaction security and speed. As a result, individual customers can now open an account and start banking in approximately two minutes.

317. **Datasite** used Azure AI service developed Reaction AI to assist their customers with Mergers and acquisitions. The solution streamlines the redaction process using AI while still safeguarding its customers' information. Now, the lawyers and investment bankers who coordinate sales can reduce redaction times by up to 80%, helping to move deals forward faster and support successful outcomes.

318. **Federal Bank** adopted Microsoft Copilot to enhance employee productivity, ensuring that the focus remains on customers and their needs.

319. **First National Bank (FNB)** leveraging Microsoft Copilot for Sales to assist bankers in crafting professional and thoughtful emails in 13 native South African languages. This initiative aims to enhance customer interactions, streamline communications, and reinforce First National Bank (FNB's) commitment to innovation and customer service.

320. **Groupama** deployed a virtual assistant powered by Azure OpenAI Service, providing reliable and verifiable information with an impressive 80% success rate.

321. <u>HYPE</u> uses Dynamics 365 customer service, Copilot in customer service, and AI-powered agents created in Copilot Studio to assist with daily customer interactions. These agents read customer emails, trigger automatic replies, and handle calls about common issues using voice-enabled technology. They also use Copilot Studio agents for customer self-service and onboarding new customers to the app. In the past year, customer agents have reduced human customer service intervention by 70% and increased the first call resolution rate to 90%.

322. <u>Investec</u> is leveraging Microsoft 365 Copilot for sales to enhance client relationships, saving an estimated 200 hours annually. This boost in productivity ultimately delivers a personalized and seamless customer experience.

323. <u>LAQO Insurance</u> collaborated with Infobip to create a digital assistant named Pavle using Azure OpenAI service. Pavle supports customers around the clock, enhancing customer experience and fostering loyalty. Currently, Pavle resolves 30% of customer queries, allowing agents to concentrate on complex cases and customer acquisition.

324. <u>Lowell</u> used Azure AI Service and AI Bot Service to develop a chatbot that now manages 40% of all inquiries—making it easier for service agents to deliver greater value to consumers and better outcomes for their clients.

325. <u>Lloyds Banking Group</u> developed the Branch Translation App using Microsoft Power Apps and Azure AI services with a goal to improve communication with non-English speaking customers. This innovation has enhanced service delivery and received positive feedback from both employees and customers.

326. <u>Milliman</u> implemented Microsoft Fabric to create an all-in-one analytics solution. This comprehensive suite includes data lake, data engineering, and reporting services, which help reduce latency and costs. Additionally, Milliman sought advanced analytics capabilities to enable their clients to quickly understand and mitigate business risks.

327. <u>MONETA Money Bank</u> worked with NTT Czech Republic to create Tom, a voicebot powered by Feedyou Platform and Azure AI, capable of conversing fluently in Czech. Tom engages with 1.5 million customers to

address their concerns and perform simple tasks, reducing call center operational costs by 10% and enhancing customer satisfaction.

328. **Nasdaq** used GitHub Copilot for coding, unit testing, and code reviews. They also utilize AI-powered tools to automate document generation, translation, and communications, saving time for engineers and business leaders. To enhance the client experience, they developed Nasdaq Boardvantage® to equip corporates and board members with the ability to automate document management, allowing customers to save more than 100 hours of manual work annually.

329. **Nasdaq** developed AI agents with Azure Foundry to assist customers in answering questions about risk, governance, board meetings, and industry insights. Customers have reported a 25% decrease in the time corporate secretaries spend summarizing meeting notes or preparing for meetings.

330. **Nationwide** used GPT-4 within Azure OpenAI Service to enhance customer support. By automating letter generation, response times improved significantly, dropping from 45 minutes to just 10 to 15 minutes —a remarkable efficiency boost of approximately 66%.

331. **Nationwide Building Society** turned to Microsoft Marketplace, and Microsoft Partners to help them clean up their data portfolio. They are utilizing Azure OpenAI to explore more advanced solutions to better serve their members.

332. **NFU Mutual** used Dynamics 365 and Copilot for sales to record every customer interaction, providing a comprehensive view of customers for exceptional service—in a fraction of the time.

333. **PKO Leasing** used Microsoft Dynamics 365 Contact Center and Copilot to enhance all call center interactions within a single automated platform. This integration saves the team 550 hours each month and boosts customer satisfaction, reflected in a 5-point increase in their Net Promoter Score.

334. **Pockyt** is using GitHub Copilot and expects a significant boost in productivity, potentially up to 500%, as they continue to integrate AI and optimize their software development life cycle.

335. **Rabobank** used Copilot Studio to create a virtual agent that delivers friendly and efficient customer service. This innovation has streamlined operations, reduced costs, and enhanced the overall customer experience.

336. **Recordsure** transitioned to the Azure stack, leveraging Azure OpenAI and AI Foundry to cut production environment costs by 25%, speed up innovation cycles, and launch new products in just two weeks.

337. **RHB Bank** uses Azure OpenAI services to streamline processes and foster innovation across functions, while maintaining the highest level of security. The use of AI has simplified information retrieval for RHB employees, ensuring customers enjoy a more seamless and efficient banking experience.

338. **TMBThanachart (ttb)** uses Azure OpenAI service to develop a virtual assistant named 'Yindee' that answers questions in both Thai and English, enhancing the customer experience. Yindee has successfully reduced the number of customers contacting the TMBThanachart (ttb) service center by 10% and has achieved a satisfaction score of 80%.

339. **Trusting Social** integrated Microsoft Azure services to launch AI-powered agents that are revolutionizing banking operations and enhancing customer experiences.

340. **UBS** is using Azure AI solutions, including Azure AI search and Azure OpenAI services, to power 'Smart Assistants' that streamline content access and provide real-time information to client advisors, enhancing efficiency and client engagement.

341. **UniSuper** leverages Microsoft 365 Copilot to enhance operational efficiency and deliver personalized retirement outcomes. With Copilot, financial advisors save 30 minutes per client interaction by using AI to summarize key details of each conversation. This innovation is projected to save advisors 1,700 hours annually and increase the number of members they can advise by 7%.

342. **Van Lanschot Kempen** uses Microsoft 365 Copilot to streamline daily tasks, freeing up time for crucial personal connections.

343. **Virgin Money** developed an award-winning virtual assistant using Copilot Studio to enhance customers' confidence in their digital products

and services.

344. <u>Visionary Wealth Advisors</u> leveraged the CellTrust SL2 communication platform on Microsoft Azure with Microsoft 365 E5 and Microsoft Purview to balance compliance and security while innovating ways to meet customer needs through mobile text messaging and other digital communication. Now, the firm can respond to clients at a moment's notice.

345. <u>Welcome Account</u> developed a banking application with a conversational agent powered by Azure OpenAI Service to help people manage their finances and administrative procedures. This multilingual agent already assists more than a thousand refugees daily.

346. <u>Yes Bank</u> developed the RM Assist Chatbot (Ask Genie), powered by Azure OpenAI Services, to empower relationship managers with instant, accurate responses to customer queries.

347. <u>Zavarovalnica Triglav</u> leveraged Microsoft Dynamics 365 and Azure OpenAI Services to streamline its operations with automated responses and smart rerouting of customer inquiries.

348. <u>Zurich Insurance Group</u> leveraged Azure OpenAI Services to develop advanced AI applications, leading to more accurate and efficient risk assessment evaluations. This accelerated the underwriting process, reduced turnaround times, and increased customer satisfaction.

349. <u>Zurich Insurance (Hong Kong)</u> leveraged Dynamics 365 Customer Service, Marketing, and Contact Center to integrate communication channels, streamline case management, and automate processes. Agents were also created in Microsoft Copilot Studio to simplify customer support, reduce email and call volumes, offer deeper insights into customers, and streamline marketing campaigns and activities.

Government

350. <u>Abu Dhabi government services</u> have utilized the Tamm App to bridge the gap between government workers and the citizens, residents, and businesses who require services. The TAMM platform is powered by Microsoft Azure OpenAI Services and G42 Compass 2.0.

351. <u>City of Buenos Aires</u> developed Boti with ChatGPT using Azure OpenAI Services to manage multiple service channels and personalize key services for residents and tourists. The chatbot centralizes data, enables natural language interactions, and scales to handle high demands. It manages 2 million queries per month without human intervention, alleviating the operational burden by 50%, improving the citizen experience, and increasing efficiency.

352. <u>City of Burlington</u> developed two AI-powered solutions the MyFiles system, which uses Microsoft Power Platform for building permits, and CoBy, an all day, every day customer support assistant powered by Microsoft Copilot Studio.

353. <u>City of Kelowna</u> leverages Zammo.ai's native interoperation with Azure OpenAI Services to create a digital-friendly 311 information service, available all day, every day. This service delivers accurate answers to a wide range of questions, reducing the need for repetitive work for both citizens and government employees.

354. <u>City of Madrid</u> developed an AI virtual assistant using Microsoft Azure OpenAI Services to offer tourists accurate, real-time information and personalized responses in more than 95 languages.

355. <u>Cradle Fund</u>, dedicated to nurturing startups in Malaysia, introduced an AI-powered chatbot to enhance user interaction and increase public engagement. User engagement quadrupled, and resolution time was reduced from two days to just a few clicks. Cradle also decreased customer service costs by 35%, increased international interactions by 40%, and increased daily average visits tenfold.

356. <u>Dubai Electricity and Water Authority</u> has significantly boosted productivity and customer satisfaction by integrating various Microsoft AI solutions. This integration has reduced task completion time from days to hours and achieved a 98% customer happiness rate.

357. <u>Montgomery County</u> collaborated with Microsoft and Zammo.ai to enhance its chatbot using Microsoft Azure OpenAI. More than 10 months, they developed Monty 2.0, which can handle multiturn conversations on 3,000 topics in 140 languages. It facilitated 20,000 constituent conversations, achieving a customer satisfaction rate of 50%. Now,

constituents have personalized, instant access to information about public services.

358. **National Gallery Singapore** leveraged Azure OpenAI to develop an AI Docent named G(ai)le, with the assistance of technology partner NCS. This AI Docent provides interactive, multilingual, and personalized art experiences for visitors.

359. **Oslo Kommune** adopted Microsoft Fabric to centralize its existing data and develop insights to better understand citizens' needs and how to best serve them.

360. **South African Revenue Service** deployed a chatbot integrated with Azure Cloud Services and enabled with Azure OpenAI Services. This system provides personalized guidance based on individual records and has generated approximately 300,000 tailored responses to date.

361. **South Australia Department for Education** launched an AI-powered educational chatbot to help safeguard students from harmful content while introducing responsible AI into classrooms.

362. **Ville de Laval** integrated Azure AI and machine learning into its 311 non-emergency hotline. The system employs a virtual agent to expedite citizen-agent interactions and autonomously handle basic inquiries. Ville de Laval anticipates that the system will pay for itself within its first year of operation.

363. **YoungWilliams** developed an AI agent named Priya using Azure AI Foundry to automate, secure, and enhance customer service interactions for government health and human services. Priya improved customer satisfaction scores by 41% and reduced wait times by 50%.

364. **Acentra Health** developed Medscribe, a web application that leverages Azure OpenAI Services to generate draft letters in a secure, HIPAA-compliant enclave. This application responds to customer appeals for healthcare services within 24 hours, reducing the time spent on each appeal letter by 50%.

365. **Beth Israel Lahey Health (BILH)** adopted Azure OpenAI services to develop a solution that provides fast, accurate access to more than 3,800 critical care guidance documents in real time. ChatPPGD has demonstrated 98% accuracy in its responses to attending staff, handling

more than 800 queries per week and enhancing efficiency and compliance in delivering outstanding patient care.

366. **Carillon Clinic** deployed DAX Copilot to enhance patient engagement, allowing clinicians to focus on meaningful interactions without being tethered to extensive notetaking. The solution facilitates conversations with patients or their parents without the distraction of a keyboard and mouse, thus improving the provider-patient dynamic and overall care experience.

367. **CentraCare** adopted DAX Copilot and Dragon Medical One to offer clinicians a customizable, streamlined, and automated approach to documenting patient encounters, allowing them to build workflows that suit their preferences. Clinicians have dramatically reduced their administrative workload and risk of burnout, allowing them to focus more on their interactions with patients.

368. **City of Hope** leveraged Azure OpenAI Services to develop a responsible large language model (LLM) platform, giving valuable time back to doctors and their patients. The solution processes and summarizes hundreds of pages of patients' medical history documents. For doctors, it has reduced the time and burden of reviewing documents, empowering them to provide faster and more personalized patient care.

369. **Doctolib**, a leading eHealth company in France, leverages Microsoft technology to develop an AI-powered medical assistant that integrates both Azure OpenAI Service and Mistral Large on Azure.

370. **Healow** leveraged Azure OpenAI in Azure AI Foundry Models to develop a contact center solution that automates real-time conversations with patients at scale, in a highly secure environment. By automating routine tasks and providing real-time responses to patient inquiries, the solution reduces healthcare staff workload and supports improved patient care.

371. **Intermountain Health** has its AI infrastructure on Azure, enabling the development and deployment of responsible AI products while ensuring visibility, security, and scalability for consistent patient outcomes. With the help of Azure AI and Azure OpenAI Service, their DTS caregivers save 40 hours per quarter per AI product. Additionally, by using Microsoft 365 and Microsoft Copilot, they saved 4,300 hours of work last year alone.

372. <u>Medgate, a telehealth subsidiary of Otto Group</u> developed a medical Copilot powered by Azure OpenAI Service. This Copilot summarizes consultations, supports triage, and provides real-time translations.

373. <u>Relias</u> leveraged Microsoft Purview and Azure Synapse Analytics to build a platform that generates actionable insights for its clients, helping to deliver life-saving healthcare education with greater speed, efficiency, and effectiveness.

374. <u>South London and Maudlsey NHS Foundation Trust</u> leveraged Microsoft 365 Copilot to automate routine tasks and spend more quality time treating patients.

375. <u>TatvaCare</u> integrated an AI-led chatbot, AskAI, into its MyTatva app, leveraging the capabilities of Azure OpenAI Service. AskAI efficiently handles patient inquiries and provides daily nudges to encourage healthier lifestyle choices.

376. <u>Veradigm</u> leveraged Azure AI Search, Azure OpenAI Services, and other tools in a Zammo.ai software solution to develop Billerbot. This self-help chatbot is designed to handle basic queries about medical terms, processes, and billing, deflecting 5% of customer billing queries and providing faster support for customer questions.

Legal services

377. <u>Disparti Law Group</u> leveraged Microsoft 365 Copilot to streamline processes. Employees are now reporting improved experience metrics, reduced IT calls, and routine tasks are up to 50% faster, enhancing collaboration and efficiency for their clients.

378. <u>Relativity</u> updated its legal platform using Azure and Azure AI to provide enhanced security, scalability, and efficiency, empowering legal professionals to tackle complex data challenges with confidence.

379. <u>BMW Group</u> optimizes the customer experience by connecting 13 million active users to their vehicles with the MyBMW app on Azure. This app supports 450 million daily requests and processes 3.2TB of data.

380. <u>Cemex</u> leveraged Azure OpenAI Services to launch Technical Xpert, an AI tool that provides sales agents with instant access to comprehensive

product and customer solution information, significantly reducing search time by 80%.

381. <u>Coats Digital</u> leveraged Azure AI services to develop a customer-facing virtual assistant within Docs. This assistant responds with the most applicable training materials or documentation from the company's extensive catalogs. By understanding user intent, Docs delivers highly relevant results, significantly improving the customer experience compared to traditional keyword searches.

382. <u>HARTING</u> implemented an AI-powered assistant powered by Azure OpenAI and Microsoft Cloud for Manufacturing. This solution interoperates with Siemens NX and Simcenter, part of the Siemens Xcelerator portfolio, to enable rapid design and simulation. The AI solution reduced configuration time from 15-20 minutes to just 1 minute, significantly improving efficiency and accelerating the creation of custom prototypes.

383. <u>Hexagon</u> rebuilt its SDx platform on Microsoft Azure, leveraging Azure AI services to automate and scale data workflows. With SDx2, Hexagon customers are achieving faster outcomes at scale, realizing more than 90% reductions in facility onboarding, and saving millions in productivity improvements and data processing.

384. <u>Intralox</u> leveraged Microsoft 365 Copilot for Sales, Copilot in Dynamics 365 Customer Service, and Copilot in Dynamics 365 field service to streamline operations. These solutions improved access to information, reduced inefficiencies, and saved time for both Intralox and its customers, leading to enhanced overall customer satisfaction.

385. <u>Legrand</u> leveraged Azure OpenAI Service to reduce the time required to generate product data by 60% and enhance customer support interactions with fast, accurate information.

386. <u>MediaTek</u> selected Phi models from Microsoft Azure AI Foundry that power highly secure, low-latency AI on handheld devices. The deployment led to 50% faster AI processing, 80% improved prompt performance, and 30% greater power efficiency, enhancing real-time device interactions and the user experience.

Media and entertainment

387. **BBC** leveraged Azure AI to create a bespoke digital voice assistant that embodies its brand identity and fosters a new conversational relationship with its diverse audiences.

388. **Cricket Australia** is leveraging AI to enhance fan engagement by providing richer, personalized content, aiming to improve the overall experience of the game.

389. **Gameloft** uses Azure AI Service to translate more than 100 languages in real time, allowing players to chat, strategize, and banter seamlessly.

390. **LALIGA** is enhancing the fan experience and providing AI insights with Azure Arc. They are using AI in Azure to optimize match scheduling and other key operations.

391. **National Basketball Association** is leveraging Azure OpenAI Service to accelerate their time to market. This helps fans connect with the league through personalized and localized insights, enhancing their overall experience.

392. **NC Dinos** uses two kiosks powered by Azure AI Service to support a game service called 'Find My Player Look-Alike' and a chatbot that answers sports fans' questions, providing a premium experience.

393. **NC Fusion** selected a comprehensive Microsoft solution to simplify marketing engagement activities and accurately target the best audience segments.

394. **Pacers Sports & Entertainment** leveraged Azure AI Foundry to create a real-time captioning solution. This solution is designed to match the fast pace and unique personality of live basketball, making it accessible for deaf, hard-of-hearing, and non-English-speaking fans on arena screens and in its mobile app.

395. **Premier League** has developed the Premier League Companion, powered by Microsoft Copilot, Azure OpenAI Service, and Microsoft Azure AI Foundry Services. Available on web platforms and a mobile app, this solution provides fans with access to Premier League information from both new and archival content. This includes 30 seasons of stats, 300,000 articles, and 9,000 videos, unlocking a whole new world of immersive

content about the clubs and players. This innovation ushers in a new era of intelligent and intuitive fan experiences.

396. <u>SVERIGES Television AB (SVT)</u> leveraged Azure AI Services to transcribe video content and generate closed captions, enhancing customer reach and promoting inclusion.

Nonprofit

397. <u>Agape Source</u> utilized Microsoft Copilot, a generative AI web chat assistant, to help employees and volunteers support clients from 19 countries in communicating, translating, and finding resources.

398. <u>Arapahoe Libraries</u> have adopted Microsoft 365 Copilot to streamline administrative tasks, enhance collaboration, and safeguard patrons' privacy. This AI-powered assistant enables employees to develop innovative solutions to better serve visitors now and in the future.

399. <u>De Alliantie</u> created a generative AI chatbot using Azure OpenAI Service to process information in their online knowledge base, enabling staff to receive accurate answers quickly. Additionally, another Azure AI-based solution transcribes and summarizes calls, categorizing them by theme.

400. <u>Kenya Red Cross</u> collaborated with Pathways Technologies to create a mental health chatbot using Azure AI.

Professional services

401. <u>Accenture</u> developed an autonomous agent for its clients to automate and streamline past-due payments, speeding up collections and boosting bottom lines. The agent, created in Copilot Studio, interprets customer data, automates follow-ups, and assists collectors with the next best actions. Accenture's clients can potentially recover outstanding debts faster, ultimately reducing Days Sales Outstanding—a key metric that measures the average number of days it takes to collect payment after making a sale—by up to 20%.

402. <u>Adobe</u> uses Microsoft Azure to enhance customer experience by utilizing connected cloud services, driving AI transformation across various industries.

403. **Aisera** provides a proactive, preemptive, and predictive platform using Azure Cognitive Services, Azure OpenAI, and Azure Machine Learning. This platform offers customers access to behavioral intelligence, benefiting global companies across various industries.

404. **ALLPLAN** collaborated with Obungi to migrate their on-premises data warehouse to Microsoft Fabric, enabling enhanced analysis and reporting on marketing and sales operations. Leveraging advanced cloud features and AI and machine learning capabilities, development cycles were significantly shortened, providing business departments with timely and precise analytics for informed decision-making.

405. **Atlan** leverages Azure OpenAI Services to assist data teams in automating documentation, summarizing lineage, and enabling users to query data in natural language. Data teams have reported a reduction of over 60% in the time required to complete tasks.

406. **August.ai** developed August, powered by Azure OpenAI Services, to outperform traditional symptom checkers by 25%, making it a reliable tool for symptom analysis.

407. **Avanade** uses Microsoft Fabric for advanced analytics from a unified data estate. This software-as-a-service solution includes Microsoft OneLake to eliminate data silos, Microsoft Copilot to foster developer innovation, and Copilot in Microsoft Power BI to make data accessible across the organization. This integration streamlines all data and analytics workflows, from data integration and engineering to data science, empowering employees to deliver exceptional services to customers. It also helps guide customers toward more effective management of their data estates, yielding valuable business intelligence for innovation.

408. **Avasoft** utilized Azure OpenAI Services to develop SuperInsight, an innovative tool that connects business users with their data. This tool enables users to effortlessly gain actionable insights, removing the need for analysts or technical expertise.

409. **Ayna** leveraged Azure OpenAI Services and Azure Infrastructure to train diffusion models, enabling brands to generate catalogue photo shoots and AI TryOn experiences for their customers within minutes, eliminating the need for setting up photo studios.

410. __BDO Belgium__ has developed a data analytics platform called Data Eyes on Microsoft Fabric. Since transitioning to Microsoft Fabric, BDO has achieved faster and clearer insights into mergers and acquisitions, along with a more reliable analytics platform. This has enabled them to guide customers towards better business decisions. They are also exploring the integration of Copilot in Fabric to automate the description of analysis and use outlier analysis to identify potential non-recurring transactions that could impact deals.

411. __BEMO__ leveraged Face Check, Microsoft Entra Verified ID, and Azure AI to develop a new verification tool. This innovation has reduced verification times from 5.5 hours to just 30 minutes, achieving a 90% reduction in average processing time.

412. __Blip__ selected Azure OpenAI services to enhance customer experience. The service provides personalized responses based on each customer's conversation history, enabling faster and more accurate support. It processes more than 1 billion messages monthly.

413. __Brio__ leverages Microsoft 365 Copilot within the Brio Customer Portal (CP) to enhance the reading and analysis of customer data. This integration streamlines operations, identifies upsell opportunities, and boosts business efficiency, ultimately enhancing the customer experience.

414. __BOTmantra__ leverages Azure OpenAI to provide innovative, scalable solutions that enhance customer operations, boost productivity, enable smarter decision-making, and ensure seamless scalability.

415. __Capacity__ selected Phi small language models through Azure AI Foundry to enhance its Answer Engine, enabling more accurate, context-aware, and multilingual answers from organizational knowledge. This scalable, secure, and cost-effective solution has already delivered 4.2x cost savings, 97% tagging accuracy, and faster document summarization, significantly improving performance and customer satisfaction.

416. __Capgemini Mexico__ integrated GitHub Copilot to support scalable AI implementations, leading to improved customer experiences and increased efficiency.

417. __Celebal__ creates tailored solutions with Microsoft Fabric to help customers eliminate data silos and gain valuable insights.

418. **CleverIT Group** leveraged GitHub Copilot and Azure AI Foundry to enhance customer support. By accessing diverse data and delivering actionable insights, they boosted developer productivity by 30% at customer organizations.

419. **Cloud Services** assist customers in transitioning to Revenue Grid, which integrates seamlessly with Fabric. This combination provides enterprises with data-powered revenue intelligence, enabling sales teams to optimize their processes, drive growth, achieve repeatable revenue, and reduce infrastructure costs by 60%.

420. **Cognition** utilized Microsoft generative AI technology with its TriZetto platform to help payers and providers reduce hidden costs and improve patient outcomes for millions of Americans.

421. **Cognizant** used Microsoft generative AI technology with its TriZetto platform to help payers and providers reduce hidden costs and improve patient outcomes for millions of Americans.

422. **Cognizant** is enhancing performance management with Microsoft Azure Machine Learning, helping clients across various industries to envision, build, and run innovative digital enterprises.

423. **Commerce.AI** has adopted Azure OpenAI Service and Azure Cognitive Services to create valuable solutions for its customers. These technologies have already started boosting productivity by 30 to 50%.

424. **Congruent** leveraged Azure OpenAI Service to enhance retirement planning, resulting in customers saving up to four times per dollar spent. Additionally, they integrated GitHub Copilot into their development process, achieving a 40% reduction in costs.

425. **CoStar Group Inc.** developed an innovative conversational AI search experience using Azure OpenAI and the Mistral model in Azure AI Foundry Models. This enhances the home search and buying experience in a highly secure manner.

426. **Datadog** integrates seamlessly with all major Azure services, including Azure OpenAI Service. This integration allows customers to optimize costs, troubleshoot issues, and monitor the performance of their AI-powered applications more effectively. With no additional setup required,

customers can enjoy comprehensive visibility and instant visualizations for Azure OpenAI Service.

427. **Datamatics** enhanced their Intelligent Automation Platform with GenA, boosting document processing accuracy by over 90%, automating processes to increase productivity by 60%, and analyzing business performance to improve customer experiences.

428. **DeepBrain AI** avatars and solutions leverage Azure OpenAI Service to efficiently process data. By utilizing Azure Cognitive Services' speech capabilities, they have developed advanced NLP models. Integrating these solutions into their AI infrastructure enables them to perform language translation and create AI avatars with exceptional language understanding and translation capabilities for their customers.

429. **DEPT** leveraged Azure OpenAI in Azure AI Foundry to create an interactive retail app that allows children to receive personalized messages from Sinterklaas, a beloved Dutch holiday figure. The app attracted 300,000 users who interacted with Sinterklaas more than 3 million times, resulting in a 233% increase in engagement compared to the previous year's holiday campaign.

430. **Docusign** utilized Azure AI to create its Intelligent Agreement Management (IAM) platform. This platform supports millions of workflows, significantly reducing contract processing times and enhancing customer satisfaction through advanced AI-powered analytics.

431. **Dotdigital** leveraged Microsoft Copilot and Azure OpenAI Service to enhance its customer experience and data platform, meeting the expectations of brands and consumers for seamless, relevant, and instantaneous connections. This innovation enables users to quickly find inspiration, focus on what matters, improve engagement, and generate new ideas for campaigns.

432. **Elunic** developed a shopfloor GPT solution based on Azure OpenAI Service, which has led to increased productivity for customers, saving 15 minutes per request.

433. **Ema** offers specialized AI agents to manage enterprise customer support, sales, marketing, and employee experience. In customer support, Ema

achieved 98% accuracy in resolving over 80% of tickets. Additionally, Ema sped up proposal writing by 70%.

434. **Engagely.ai** leveraged Azure OpenAI to deliver instant, natural language support across various mediums, including voice, chat, and email, ensuring customer satisfaction. This resulted in an 80% increase in customer satisfaction (CSAT).

435. **Exela** has improved their business process automation stack using Azure OpenAI Service. This enhancement enables their customers to drive personalized engagement, optimize workflow automation, and reduce costs.

436. **EY Global** created EY Competitive Edge with Azure OpenAI Service to enable sector-specific data querying and deliver rapid, highly relevant insights, helping clients make critical business decisions.

437. **EY Global** leverages Microsoft 365 Copilot and Dynamics 365 Sales to offer recommendations, analyze conversation sentiment, and assess seller behavior. These tools help identify new ways to work and serve customers more effectively by focusing on their value drivers.

438. **EY Global** is co-developing a new tool, Microsoft Cloud for Sustainability (MC4S) Data Solution in Fabric (SDSF). This solution offers enhanced insights into environmental impact, enabling customers to better manage their data estates and meet reporting standards. Copilot for Microsoft Sustainability is integrated into the solution to deliver AI-powered predictive capabilities, anomaly detection, supply and demand forecasting, and automated, data-driven footprint reduction strategies.

439. **Faros AI** selected Microsoft Azure for its reliable and scalable cloud platform. The team leverages GitHub Copilot to accelerate deployment, ensure AI alignment, and empower customers to scale engineering insights more efficiently.

440. **Fluid AI** leveraged Azure OpenAI Service to transform customer and bank interactions, providing smarter, faster, and more human-like support across multiple channels. Impressively, 90% of queries were handled autonomously, resulting in a 3 to 4 times increase in customer service volume and a 30% boost in customer satisfaction.

441. **Gupshup** leveraged Azure OpenAI Service to enhance their ACE LLM and AI Agents, which are designed to manage consultative sales and support. As a result, a vehicle reseller saw a 60% reduction in human agent effort, and a digital bank automated 75% of incoming queries.

442. **Haceb** developed a virtual technical support assistant using generative AI, enabling technicians to troubleshoot, diagnose, and resolve product issues more quickly and efficiently.

443. **Hero FinCorp** used Azure OpenAI to handle more than 50,000 multilingual customer queries with the H.Ai bot, boosting productivity and reducing costs.

444. **Hero MotoCorp** leveraged Azure OpenAI Service to enhance customer experience. The bots have significantly improved the post-purchase experience by providing vehicle service schedules and detailed information about parts, actively engaging customers.

445. **Hexaware** leveraged AI to create tensai® GPT, enhancing efficiency, accuracy, and cost-effectiveness in aviation industry operations. This innovation ensures smoother operations and boosts customer satisfaction.

446. **IBM Consulting** leverages Microsoft Fabric, an AI-powered analytics platform, along with Catalyst to assist their customers in deploying Copilots. This collaboration helps customers accelerate the migration of their legacy data estates to modern platforms like Fabric.

447. **IndiGo** integrated Azure OpenAI Service's GPT-4 and GPT-4 Turbo models to create the 6Eskai platform, offering customers seamless conversational service.

448. **Insight** utilized Azure OpenAI to develop an interactive voice assistant (IVA) for customer call centers. They anticipate that 40% of calls will be routed to a human agent, down from the previous 90%. This change will allow their team to concentrate on higher-value tasks such as enhancing store operations and engaging with customers.

449. **INSPIRE Environmental** leveraged Azure AI to develop a solution that analyzes and interprets seafloor images more quickly and efficiently, reducing costs and turnaround times for clients.

450. **Intelligent Economics** developed a bot that uses Azure AI Foundry, Azure AI Search, and runs on Azure OpenAI to analyze economic data for customers in Puerto Rico.

451. **iPiD** developed iPiD Match, powered by Azure OpenAI, to quickly verify payees, enhance payment security, improve operational efficiency, and deliver better customer experiences.

452. **IWG** developed a solution using Microsoft Fabric and its real-time intelligence features to unify data from various sources. With real-time insights, IWG can quickly adjust marketing campaigns and detect fraud.

453. **Jacobs** developed Alluvial, utilizing Microsoft Fabric to offer seamless data management and advanced AI capabilities for a diverse range of clients.

454. **Jato Dynamics** leveraged Azure OpenAI Service to automate content creation, enabling dealerships to save around 32 hours monthly.

455. **JLL** collaborated with Databricks to implement Azure AI Services, streamlining and democratizing data. With JLL's expertise, clients can now discover innovative ways to achieve business goals using investment-specific data, reducing costs, enhancing sustainability, and making more informed decisions.

456. **KPMG** leverages Copilot and Azure OpenAI Service to assist clients in creating agent-based interactive models and presentations within hours, tasks that previously took days or weeks. Additionally, they utilize Copilot in Power BI in Fabric to generate narratives and speed up the development of visualizations.

457. **KPMG** leveraged Microsoft AI to create Comply AI, an agent designed to identify relevant obligations, generate obligation statements in natural language, assess control effectiveness, and redraft control descriptions. A leading telecom company, a client of KPMG, utilized Comply AI to enhance compliance maturity, accountability, and trust. This resulted in a 70% improvement in controls and risk descriptions, an 18-month reduction in compliance program timelines, and a 50% decrease in ongoing compliance efforts.

458. **KPMG** has chosen Microsoft Fabric for data management and analysis to provide enhanced insights to its clients. Power BI developers are

leveraging Copilot in Power BI within Fabric to generate narratives and create simple questions and answers for prebuilt prompts. AI is accelerating the development of visualizations within Power BI, allowing team members to focus on other strategic priorities. With Copilot and Azure OpenAI Service, they can help clients generate agent-based interactive modeling, presentations, and more within hours—tasks that previously took days or weeks.

459. LayerX developed its AI Workforce on Microsoft Azure, utilizing Azure OpenAI in Foundry Models, Azure Container Apps, Azure AI Search, and Azure Cosmos DB. This integration ensures seamless interoperability and scalability for automating document processing. One customer expects to save 570 hours annually.

460. LimeChat integrated bots with Azure OpenAI APIs to effectively address complex queries, enhancing customer experience and doubling revenue generation.

461. Linum leverages Microsoft Azure to accelerate the training of their text-to-video models, ensuring high performance and resource efficiency.

462. Locabuzz utilized Azure OpenAI Service with the Locobuzz CX platform. The Response Assist feature generates detailed responses instantly while adhering to brand guidelines and tone, reducing the time spent on ticket analysis and enhancing customer satisfaction.

463. Magicpin leveraged Azure OpenAI Service's real-time model to create an audio conversational bot that communicates with riders over the phone, assisting them in making proactive decisions. This customer support chatbot agent successfully resolved 60% of the tickets.

464. Mahindra Group utilized AI through two innovative programs a Multiagent AI System for marketing and a verification system for loan applications. These programs enabled the creation of hyper-personalized customer communication at scale, enhancing customer engagement.

465. Mars Science & Diagnostics leveraged the Azure AI catalog to develop generative AI applications that improve accuracy and swiftly extract data insights, enabling pets with critical, undiagnosed conditions to receive the necessary care more quickly.

466. **Mastek** has integrated Microsoft 365 Copilot, Azure OpenAI Service, Copilot for Sales, and Teams AI into its daily work practices. This integration has resulted in a 45% improvement in productivity and a 55% increase in response and delivery times, leading to an enhanced customer experience.

467. **McKinsey & Company** is developing an agent to streamline the client onboarding process, aiming to reduce lead time by 90% and administrative work by 30%.

468. **New Zealand Public Trust** has successfully implemented Dynamics 365 Contact Center, Customer Service, and Copilot. By integrating phone, chat, and email, they have streamlined customer interactions. This integration has enhanced customer engagement, resulted in faster issue resolution, improved call quality, and increased efficiency in will and power of attorney writing.

469. **Northrop & Johnson** sales teams leveraged Microsoft Dynamics 365 Sales, Microsoft Dynamics 365 Customer Insights, and Copilot to deliver a highly personalized sales experience tailored to the wants and needs of their clients, making an impact in minutes.

470. **Nurix** leveraged Azure OpenAI to enhance customer interactions, providing personalized engagement and scalable enterprise solutions.

471. **Orbital Witness** adopted large language models (LLMs) in Azure OpenAI Service to develop its AI Agent application, Orbital Copilot. This application can save legal teams 70% of the time required for property diligence work.

472. **OneDigital** utilized Azure to deploy an AI agent-building platform within their cloud environment. This platform integrates with Azure OpenAI Service and Azure AI Foundry to streamline research, enhance consultant productivity, and deliver smarter client insights. The solution saved consultants 1,000 person-hours annually, enhancing client engagement and improving retention through strategic, high-impact interactions.

473. **OYO's** app is used by guests worldwide for a seamless booking experience. OYO strategically deployed the Azure OpenAI Service AI stack, integrating Azure OpenAI Service and Azure AI services into post-

booking systems to enhance the accuracy of validated bookings and more.

474. **Parloa** adopted a voice-first strategy and developed an enterprise-grade AI Agent Management platform to automate customer interactions across phone, chat, and messaging apps.

475. **RepsMate** developed an AI assistant using Azure OpenAI Services and AI Foundry to help customer service agents understand customer needs and behaviors. This technology has enabled customers to reduce the size of supervisory teams by half, enhance agent efficiency, and elevate customer satisfaction.

476. **PRICEWATERHOUSECOOPERS (PwC)** leverages Microsoft Sustainability Manager, Dynamics 365, and Azure OpenAI Service to develop solutions that provide their customers with complete, accurate, and reliable sustainability data. These solutions have successfully enabled clients to save time and costs while gaining visibility into sustainability.

477. **Profisee** uses Microsoft Fabric as the foundation for their consumable Master Data Management to harmonize data across multiple disparate sources or data silos. They also use Power BI and Purview to help other enterprises match, merge, standardize, and validate data across different data silos.

478. **Sitecore** uses Microsoft AI to identify visitor segments, tailor content to specific visitors, and streamline manual personalization rules. This aims to drive higher engagement from target audiences.

479. **Space and Time** utilized Azure OpenAI Service to create a chatbot that reviews blockchain data, enabling users to quickly deliver results or generate queries, thus saving time. This empowers customers to find the data they need to train their AI models and ensure the information remains untampered by malicious actors.

480. **Square Yards** has integrated advanced generative AI technologies into their real estate listings. These technologies include SEO-friendly auto-descriptions, image tagging and enhancement, virtual tour creation, and 2D-to-3D floor plan conversions.

481. **Staffbase** offers its clients the Staffbase Companion, which enhances internal communication through quick content generation,

summarization, translation, and future capabilities, while ensuring data protection.

482. **Sweco** leveraged Azure AI Studio to quickly develop SwecoGPT, a digital assistant designed to automate document creation and analysis, and enhance search capabilities across the enterprise's global network. Consultants can now easily find critical project information, report increased productivity, and add value for clients.

483. **Sync Labs** is leveraging Microsoft Azure to develop AI-powered solutions, resulting in a significant 30x increase in revenue and a 100x growth in their customer base.

484. **Syndigo** leverages Azure to boost digital commerce for its customers by over 40%, significantly expanding its customer base.

485. **Tavant**, a leading provider of digital products and solutions, developed an Agentic AI Solution to enhance field service management. This innovation has resulted in a 40% faster resolution time, a 42% increase in the first-time fix rate, and a 90% rise in customer satisfaction.

486. **TCS** plans to integrate Microsoft Copilot Studio, Azure AI Foundry, Microsoft Fabric, and Power Platform into its TCS Cloud Exponence™, TCS Cloud Counsel™, TCS ignio™ for AIOps, TCS Cloud Migration Factory™, and the TCS Cloud Governance and Optimization Platform. Additionally, TCS will incorporate Microsoft Azure services into its engineering and solutions teams to deliver new solutions that provide integrated experiences and support customers in their cloud-enabled business transformation.

487. **Tiger Analytics** has developed an OpenAI-enabled knowledge base search tool using Azure AI Document Intelligence and Azure AI Search. This tool works with Inspiro to help airline agents find the answers to customers' needs and improve customer support. With faster search capabilities, Inspiro's Average Handling Time improved by 30% for non-voice support agents and 10.8% for voice-supported agents.

488. **Ubona** leveraged Azure OpenAI Services and large language models to provide scalable, intelligent automation that improves customer interactions and delivers robust data insights and operational efficiency.

489. **Upstox** used Azure OpenAI Services to create a Copilot that provides instant, context-aware responses, reducing delays and improving the user experience.

490. **Ushur** leveraged Microsoft Azure AI services to swiftly address customer issues and streamline interactions across all channels.

491. **Virbe** empowers businesses to engage with customers through AI-powered avatars. By leveraging Azure OpenAI Services and Azure AI Search, they have enhanced their AI avatars and streamlined interactions with enterprise customers. As a result, customers are experiencing up to a tenfold increase in leads.

492. **Vue.ai's** platform, integrated with Azure AI services and Azure OpenAI Services, offers an AI orchestration platform that simplifies the adoption and scaling of AI across enterprises.

493. **Weights & Biases** has developed a platform on Microsoft Azure that enables developers to maintain records, log successes and failures, and automate manual tasks.

494. **WeTransact** leveraged Azure OpenAI Services and Azure to enhance its solution, enabling ISVs to reduce the time to publish SaaS solutions by 75% on Microsoft AppSource and Azure Marketplace. This improvement allows millions of potential customers to access their solutions more quickly.

495. **Whatfix** used Azure OpenAI Services to streamline the critical and time-sensitive customer migration process, ensuring a smooth transition from an older platform version to a newer one with minimal disruption.

496. **WinWire Technologies** leveraged Microsoft Azure to modernize data, develop AI-powered applications, and enhance business agility using Azure OpenAI, Microsoft Copilot Studio, and cloud migration. This approach drove innovation and efficiency across various industries. Their solution accelerated drug discovery, streamlined cloud migrations, and boosted business agility, leading to faster AI adoption, greater efficiency, and increased competitiveness.

497. **WNS** has integrated Azure OpenAI Services into their suite offerings to enhance the efficiency, effectiveness, and productivity of client processes.

498. <u>Writesonic</u> leveraged Azure OpenAI Services to enhance its content creation, propelling them into a new era of AI-powered productivity and personalized user engagement.

Retail and consumer goods

499. <u>Puratos</u> leveraged Azure Open AI Service to create Purabot, a tool designed to assist customers with inquiries and provide on-demand support. This innovation has doubled customer service engagement and enhanced product content on the website. Currently, 42% of customers use Purabot to find product information, 21% to discover recipes, and 14% to connect with a sales representative.

500. <u>Worten</u> implemented an advanced chatbot developed by EY using Azure OpenAI to reduce documentation search times from minutes to seconds, increase productivity, and enhance customer service efficiency.

501. <u>17Life</u> leverages Azure OpenAI Services to efficiently generate, classify, and integrate numerous product tags. This technology also accurately interprets consumers' search intentions, providing customers with the most suitable product suggestions through intelligent tag comparison. As a result, 17Life has significantly reduced the manpower and time costs associated with the tagging mechanism, accelerated product launch times, and enhanced personalized recommendations. These improvements have effectively boosted consumer shopping experiences, increased customer loyalty, and strengthened the platform's services and competitiveness through the use of AI.

502. <u>Amorepacific Group</u> has been using generative AI on its online Amore Mall to enhance product search, recommendations, and skin diagnosis for three years. Now, they have developed an app called AI Beauty Counselor (AIBC) using the Azure AI Stack to offer hyper-personalized advice and recommendations based on a consumer's previous purchases.

503. <u>Arla Foods</u> has integrated Azure OpenAI Services into its digital ecosystem to enhance content management using GPT. This integration allows Arla Foods to cluster a collection of nearly 6,500 recipes into themed articles that align with popular customer search trends.

504. Boyner has significantly improved its e-commerce performance with Microsoft Azure, resulting in increased customer satisfaction, engagement, conversion rates, and revenue.

505. Carvana developed an AI-powered Conversation Analysis Review Engine (CARE) using Microsoft Azure AI Foundry and various Azure developer services to gain insights and visibility across all customer interactions. CARE, along with Sebastian, their AI agent, has driven scalable quality monitoring, resulting in a 45% reduction in inbound sales calls more than two years. This improvement reflects a smoother, faster, and more seamless customer experience.

506. Cdiscount is using GitHub Copilot and Azure OpenAI Services to boost developer productivity, streamline product sheet categorization, and enhance customer satisfaction

507. Cdiscount is leveraging generative AI and combining its proven in-house models with Azure OpenAI Services to enhance the performance of its online references. After recategorizing 22 million product sheets, they now boast a 30% conversion rate. Additionally, they deployed a chatbot that has achieved a 70% customer satisfaction rate.

508. Chanel enhanced their client experience and boosted employee efficiency by using Microsoft Fabric and Azure OpenAI Services for real-time translations and quality monitoring.

509. Coles Group has utilized Microsoft Azure to boost its digital presence and enhance customer engagement. By deploying new applications to its stores six times faster, they have achieved this without disrupting existing workloads.

510. CP AXTRA uses Microsoft 365 Copilot in marketing, finance, and strategy to assist with routine tasks. They continue to focus on their value chain and use AI to enhance customer lifetime value.

511. Elcome leverages Microsoft 365 Copilot to enhance customer experience, cutting response times from 24 hours to just eight hours.

512. Elcome deployed Microsoft Fabric, including the Real-Time Intelligence, real-time hub, and data activator features, along with Copilot to build Welcome, an industry-first, ISP-grade monitoring and management platform that is scalable, flexible, and future-proof. With this solution in

place, they have reduced data latency from minutes to seconds, providing customers with high-speed connectivity that keeps vessels and crews safe and well-informed in the ever-changing marine environment.

513. **Estée Lauder Companies** is using Azure OpenAI Service to enhance consumer connections and accelerate market entry with local relevance.

514. **Flora Food Group** has migrated to Microsoft Fabric to provide more detailed and timely insights to its customers, improving service delivery and customer satisfaction.

515. **Fractal** is a leading adopter of Microsoft AI offerings, including Azure OpenAI Service, Microsoft Copilot, and Microsoft Cloud for Retail. Fractal develops AI-powered solutions to help retailers address challenges across various functional areas, including supply chain management, manufacturing, and marketing.

516. **Hevolus** developed XRCopilot using Azure OpenAI Service and Azure AI services to enhance the immersive buy-cycle shopping experience. They have already observed a significant increase in conversion rates for their customers.

517. **La Redoute** deployed an AI-powered agent using Azure OpenAI Service to enhance customer engagement. Currently, 60% of customer inquiries received through the mobile app's messaging feature are managed by AI agents. This has significantly improved the efficiency of customer service operations and understanding of customer needs.

518. **Meesho** leveraged Microsoft's Azure OpenAI and GitHub Copilot to enhance customer service and software development, resulting in a 25% increase in customer satisfaction scores and 40% more traffic on customer service queries.

519. **Microsoft** developed a custom AI assistant using Copilot Studio and Power Platform. This assistant helps customers quickly find the information they need and make faster, informed decisions. It also provides insights into common questions, enabling the team to better address customer needs.

520. **Myntra** has developed MyFashionGPT, powered by Microsoft's Azure OpenAI Service and ChatGPT 3.5, enabling shoppers to search for outfits using natural language.

521. **Rebel Foods** utilized Azure OpenAI Service for its EatSure ordering platform to manage current order volumes, adapt to future business needs, and deliver consistent, personalized customer experiences.

522. **Titan Eye Plus** integrated Azure OpenAI Services with its connected digital platforms to become a truly intelligent, real-time enterprise and set a new standard in eyewear retail.

523. **Walmart** is leveraging Azure OpenAI Services to enhance the browsing experience for customers. The service provides a curated list of personalized items tailored to each shopper's preferences.

Telecommunications

524. **Vodafone** created a friendly digital assistant named TOBi to support multiple markets in 15 languages using Azure Bot Service, Azure AI Service, and Azure AI Language. TOBi enhances customer experiences and generates value. It has reduced customer contacts to call centers by 12% year-over-year.

525. **Lumen Technologies** is transforming customer success and sales processes through the strategic use of Microsoft 365 Copilot, enhancing productivity, sales, and customer service in the global communications sector.

526. **Mobiliar** leverages Azure OpenAI Service for Mobi-ChatGPT, an AI solution, and cloud technology to streamline processes and enhance customer experiences.

527. **One.NZ** implemented Microsoft Fabric within two weeks to provide the customer service team with real-time data and metrics such as added depth to its analytics, transforming raw data into actionable insights. Empowered teams can now make accurate, data-driven decisions and respond to customer inquiries nearly twice as fast as before.

528. **PLDT** deployed Talkbot Pro, a product of partner WIZ.AI, to assist the collections team in delivering hyper personalized customer experiences. The solution resides securely on ePLDT's Azure Stack Hub, which ensuring data compliance and sovereignty. As a result, the company has had a boost in efficiency, increased collections revenue and streamlined back-end operations.

529. **T-Mobile** used Power Platform and Copilot Studio to develop an agent that connects more than 20 device manufacturers' websites and assembles product information instantly and automatically. The PromoGenius app, combined with the AI agent, supports all T-Mobile retail outlets and call centers, to have real business impact and improve retail operations, including new tools for customer service representatives (CSRs).

530. **Telefônica Brasil** implemented Microsoft Azure OpenAI Service to enhance its digital call center assistant and chatbot. By providing customer service agents with AI-powered insights through its I. Ajuda initiative, they have decreased average handling time for individual customers by 9%.

531. **Telkomsel** created a virtual assistant with Azure OpenAI Service, boosting customer self-service interactions from 19% to 45%, and reducing call volume from 8,000 to 1,000 calls a day.

532. **VOCALLS** automates more than 50 million interactions annually, resulting in a 78% reduction in average handling time aside from a 120% increase in answered calls.

533. **Vodafone Group** is leveraging Microsoft's AI solutions, including Azure AI Studio, OpenAI Services, Copilot, and AI Search, to achieve a 70% resolution rate for customer inquiries through digital channels and reduce call times by at least one minute.

Travel and transportation

534. **Air India** leveraged Azure OpenAI Services to develop a virtual assistant that has handled nearly 4 million customer queries with full automation, significantly enhancing customer experience and avoiding millions of dollars in customer support costs.

535. **Alaska Airlines** is using Microsoft Azure, Microsoft Defender, and GitHub to ensure its passengers have a seamless journey from ticket purchase to baggage pickup. They have also started leveraging Azure OpenAI Service to unlock more business value for its customer care and contact centers

536. **Aurizon** adopted Microsoft Fabric, combining their enterprise and operational data with their sensor data in real-time with the goal of

increasing efficiency around maintenance as a cost-saving strategy. Accessing the data also presents many opportunities for optimization around crew rostering, yard management, scheduling, and daily operations.

537. Holland America Line developed a virtual agent using Microsoft Copilot Studio that acts as a digital concierge on their website to support new and existing customers and travel advisors. This agent has achieved a strong resolution rate and is currently handling thousands of conversations per week.

538. Japan Airlines (JAL) developed the JAL-AI Report using Azure AI Foundry and Microsoft's Phi-4 small language model (SLM) to enable cabin attendants to generate handover reports based on in-flight events by typing key phrases or checking a series of boxes whether online or offline. The app can cut the time for reporting down from an hour to 20 minutes, allowing the attendants to spend more time on customer service instead of doing administrative work.

539. MakeMyTrip enhanced *Myra*, its travel bot, with AI-powered workflows capable of autonomously managing and optimizing multifaceted travel queries to create comprehensive travel itineraries that ensure next-level customer experiences.

540. Pegasus Airlines implemented Azure OpenAI Service and Azure AI services, integrating generative AI chatbots into its virtual travel assistant, customer support, human resources and agent platforms to provide quick answers and automate processes. They have doubled customer satisfaction related to its virtual assistant, and increased employee satisfaction by 20% with an AI-powered virtual assistant.

541. Tekion built Automotive Retail Cloud, a unified, cloud-native platform that uses generative AI to analyze communications, extract insights and provide customer-specific recommendations for sales agents.

542. World2Meet is enhancing customer service and operations with a new virtual assistant powered by Microsoft Azure.

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Reshaping business process

Transforming operations is another way generative AI is encouraging innovation and improving efficiency across various business functions. In marketing, it can create personalized content to truly engage different audiences. For supply chain management, it can predict market trends so companies can optimize their inventory levels. Human resources departments can speed up the hiring process, while financial services can use it for fraud detection and risk assessments. With generative AI, companies are not just refining their current processes, they're also discovering exciting new growth opportunities.

Agriculture

543. **Alltech** collaborated with Sonata to migrate to Microsoft Fabric, consolidating its data estate to improve business processes, drive efficiencies, and better understand travel expenses to meet global sustainability goals.

544. **PGG Wrightson** partnered with Inde to use the SkyCount™ AI-powered drone to count livestock, a task that previously took a week. Results were available in a few minutes and were more accurate than any human count —around 97% on the first attempt.

545. **SLC Agricola** used Microsoft Purview and Azure Synapse Analytics to implement a new enterprise management system with Azure, accelerating analytical processes, collaboration, and security capabilities, enabling a whole new reality farming on the cloud.

Education

546. **Coquitlam School District** embraced Microsoft Copilot to gain data insights, streamline administrative tasks, and enable educators to focus on higher-value work like supporting students and enhancing the learning experience.

547. **Disprz** developed a generative AI content creation and transformation engine for Learning and Development administrators to create engaging

personalized training and make learning materials more accessible using advanced learning techniques.

548. <u>Eduvos</u> is simplifying the student enrollment experience with Microsoft Azure and Dynamics 365, reducing the time from 90 days to nearly instantaneous and cutting associated costs by 90%.

549. <u>Oregon State University</u> is using Microsoft Copilot for Security to elevate their proactive security measures, increase automation, lower operational costs, and improve operational efficiency, aiming to drive their incident ticket count down to zero.

550. <u>University of Venda</u> deployed Microsoft 365 and migrated more than 18 systems to Microsoft Azure with Microsoft Unified Support. They also implemented Microsoft Security Copilot for faster detection and strengthened security, reducing downtime and improving availability to 99%.

Energy and resources

551. <u>ACWA Power</u> migrated to Microsoft Azure and started using Azure AI services, Azure IoT Hub, Azure Data Lake, and Microsoft Fabric, improving scalability and enabling real-time data and predictive maintenance. As a result, they reduced maintenance costs, enhanced efficiency, and improved safety for plant workers. Real-time insights and predictive analytics enable proactive maintenance, reducing downtime and optimizing resources across operations.

552. <u>Centrica</u> deployed Microsoft Fabric to consolidate disparate data sets, eliminate silos, manage billions of rows of data, and enable real-time reporting via a user-friendly interface. Reporting has been streamlined, information can be queried in real-time, and new opportunities for analyses have been enabled—all driving operational excellence.

553. <u>Eletrobras Furnas</u> used Azure AI to enhance predictive equipment maintenance, anticipating potential failures that could lead to regulatory agency penalties.

554. <u>Emirates Global Aluminum (EGA)</u> uses Azure Local to support its digital manufacturing platform, including safety-critical applications that use AI. Through its hybrid Azure environment, EGA has achieved 10 to 13 times

faster AI response time and 86% cost savings for AI image and video use cases.

555. **Midcontinent Independent System Operator (MISO)** moved to Microsoft Purview, acting as a data dictionary to show where data is stored and leveraging security and other data quality features for future use.

556. **Minsur** adopted Azure and Azure AI Service to improve the visual control process in its San Rafael mine, making it safer and enhancing processes.

557. **Mitsui & Co.** leverages generative AI to streamline work at Mitsui's Security Operation Center (SOC). Microsoft Security Copilot offers efficient support, handling a massive volume of alerts through detailed analysis to assess overall system status and improve accuracy.

558. **Open Grid Europe (OGE)** uses Microsoft Fabric to digitally map the processes of hydrogen production from end to end within the special requirements of a system-critical environment. Real-time production data is analyzed to make data-based decisions for operations. The platform links real-time electricity prices with internal data and calculates the expected price for 1 kg of H_2. This allows the production plan to be optimized and reduces manufacturing costs by up to 50%.

559. **PTT Global Chemical (GC)** used Microsoft Copilot to transform taking meeting minutes and assigning action items, streamlining what used to take hours into mere minutes. They also used Azure OpenAI Service to develop 'AskMeGC' to review news and market reports to perform market analysis. The tools are helping them secure deals and conclude business with new clients.

560. **U.S. AutoForce** used Microsoft 365 Copilot for Finance to support the finance team by automating monthly reconciliations, paying invoices, and processing warranty payments, which improves accuracy and gives time back to employees.

Financial services

561. **Acuity** leveraged Azure technologies, including OpenAI GPT, natural language processing, and optical character recognition, to automate the

generation of high-quality credit reports, resulting in up to 25% time savings in the credit report writing process.

562. **Acumen** used Microsoft Purview, Defender for Business, and Microsoft 365 Business Premium to strengthen security for users' data and devices while maintaining compliance with local regulations and reducing costs.

563. **Agricover** built MyAgricover, a platform to make financing easier for small farmers, using Microsoft Azure, Azure API Management, and Microsoft Fabric. Now, farmers can access credit within 24 hours, significantly reducing the previous 10-working days process. The platform offers scalability, provides convenient financing, and empowers small farmers to grow their businesses.

564. **AIB Dublin** plans to deploy Microsoft 365 to employees to forecast, support planning, and enhance collaboration across teams. It also plans to use Copilot Studio to develop tailored AI solutions.

565. **ASC Technologies** used Microsoft Purview and Microsoft Cloud for Financial Services to develop the Recording Insights digital solution to evaluate 100% of recordings, simplifying compliance with legal requirements for investment consultants using an AI named the Compliance Policy Engine to support financial laws and policy regulations.

566. **Banco Bradesco** built AILA, an assistant using Azure OpenAI to optimize resources, strengthen governance, and transform the audit process. With AILA, they achieved 65% more efficiency in audit planning, 55% less time in reporting, 50% less time writing/proofreading, and improved the identification of the root cause of problems by reducing the time required for this step by 20%.

567. **Banco Ciudad** implemented Microsoft 365 Copilot, Copilot Studio, Fabric, and Azure to automate tasks, develop AI agents, and improve customer service. The bank freed up 2,400 hours annually, allowing employees to focus on higher-value tasks without the need to downsize. It also saved USD14,500 per month in its Call Center and projects a total impact of USD75,000 per month with AI.

568. **Banco Inter** used Azure AI services to automate the analysis of update packages and optimize processes. After the implementation, they were

able to reduce analysis time by 70%, increase productivity, and improve team satisfaction, driving company-wide digital transformation.

569. **Bank of Queensland (BOQ)** is modernizing its operations with Azure, Microsoft 365, and Microsoft 365 Copilot, using AI to optimize business processes such as creating marketing content, building reports and plans, and drafting HR content.

570. **Cielo** adopted Microsoft Purview, Copilot for Security, Defender XDR, Sentinel, and Intune to consolidate its security landscape, reduce costs, complexity, and threat response times.

571. **ClearBank** moved its services to Microsoft Azure to gain scalability and efficiency, pushing out 183% more monthly system releases.

572. **Coforge** introduced Azure OpenAI Services and the Copilot ecosystem to better support financial advisors in asset and wealth management firms, enabling them to access comprehensive fund information and performance data swiftly, eliminating time-consuming searches and increasing productivity by 30%.

573. **DiBanka** utilized Azure OpenAI Services to integrate cognitive intelligence into their applications. By leveraging Azure AI Face and Custom Vision, they created, implemented, and improved their image classifiers to apply labels to images. This technology performs proof-of-life detection and facial recognition of its members based on their visual characteristics.

574. **HyperVerge** leveraged Azure OpenAI to streamline credit underwriting through advanced bank statement analysis and optimized costs by automating unstructured document processing for BFSI clients.

575. **ICICI Lombard** utilized Microsoft Azure OpenAI Services to develop a Copilot for claims adjudicators, providing a comprehensive summary of health claims from submitted documents. This solution reduced the time for claims adjudicators to process a single health claim by over 50%.

576. **Intesa Sanpaolo Group** enhanced its cybersecurity with AI-enabled Microsoft Sentinel and Microsoft Copilot for Security, resulting in faster threat detection, increased productivity, and reduced storage costs.

577. **Kotak Mutual Fund** utilized Microsoft Azure OpenAI Services and Azure AI Search to handle large volumes of emails, deliver personalized

responses, and streamline processes, saving two man-months on repetitive tasks and improving the customer/investor experience.

578. <u>Kuwait Credit Bank</u> unified its security operations under Microsoft Defender XDR, integrating Microsoft Sentinel and Microsoft Purview to enhance its security posture. The bank also uses Microsoft 365 Copilot in productivity apps to help analysts deliver insights and improve collaboration. They reduced security response time by 95%, improved visibility across users, endpoints, and applications, and began exploring AI-powered automation with Security Copilot.

579. <u>Moneyview</u> integrated Azure OpenAI Service models to streamline workflows, improving operational efficiency by 35% and increasing team productivity by 30%.

580. <u>MOZAIQ</u> used Azure AI Document Intelligence to automate end-to-end mortgage fulfillment processing, rapidly innovating its offerings, scaling in line with client growth, and managing cost of delivery.

581. <u>National Bank of Greece</u> built an Azure-powered Document AI solution to transform its document processing, improving the bank's accuracy to 90%.

582. <u>Nest Bank</u> has revolutionized its operations by integrating Microsoft 365 Copilot and Azure OpenAI Services, resulting in doubled sales and increased daily transactions from 60,000 to 80,000, showcasing the transformative impact of generative AI in the financial sector.

583. <u>Neutrinos</u> integrated the Neutrinos AI Hub with Azure AI Foundry, enabling insurers to leverage advanced AI capabilities within a unified framework, create context-driven workflows, reduce manual data processing efforts by 70%, and increase claims adjudication times by 40%.

584. <u>OMERS</u> used Microsoft Purview, Azure, and Power BI to develop a solution that supports data-based decision-making at all levels in the organization and reduces manual analysis.

585. <u>Pacifico Seguros</u> adopted Microsoft Copilot for Security to optimize its security operations and anticipate and neutralize threats more efficiently and effectively.

586. **Paraná Banco** adopted Microsoft Fabric and Microsoft Power BI to improve data analysis and campaign measurement. They also adopted Microsoft Dynamics 365 Customer Insights and Power Platform to unify channels, automate campaigns, and personalize communication, ensuring more efficiency, autonomy, and integration with WhatsApp for improved engagement. They increased productivity by 25% and customer engagement by 55%, ensuring more assertive communications and more efficient operations.

587. **Paysafe** used Microsoft 365 Copilot to streamline meetings, information management, and document creation, addressing language barriers, eliminating time-consuming tasks, and boosting creativity.

588. **Rabobank** used Microsoft Purview and Azure Synapse Analytics to develop the Global Data Platform (GDP) that allows users to quickly access data and gain increased speed to insights.

589. **Saphyre** uses Microsoft Azure and AI to provide an intelligent cloud-based solution that automates and streamlines financial trading workflows around client and counterparty lifecycle management, reducing manual efforts by 75%.

590. **Sedwick** developed a tool called Sidekick Agent using Azure OpenAI Service and Azure AI Document Intelligence to transform the claims administration process. By integrating agentic AI orchestration and data science into their global claims management systems, they streamlined decision-making and improved claimant experiences and outcomes while supporting cost efficiencies.

591. **SimCorp** developed Wealth Vision using Azure AI and the Azure platform to help portfolio managers rebalance portfolios. The solution includes a tool called Wealth Lens, which scores each portfolio between 0.00 and 1.00. A portfolio with a value of 1.00 is a prime candidate for rebalancing.

592. **Standard Bank** developed a Technology Services Desk bot called Karabo using Microsoft Copilot Studio and AI Builder to address internal IT support-related issues.

593. **Swift** used Azure Machine Learning combined with Microsoft Purview and a Zero Trust-based policy framework to build a highly accurate anomaly detection model for financial transactional data. This model

detects anomalies and provides new insights to help predict and prevent financial crime.

594. **TAL** used Azure OpenAI Service to develop the Claims Assist Knowledge Search for the Claims and Customer Service teams, enabling them to tap into TAL's knowledge bank and respond to customer queries faster. They also developed a solution that automates manual indexing of emails using a combination of AI and robotics to improve efficiency and accuracy.

595. **Tata Capital Limited** automated the generation of various sections across the credit appraisal note by leveraging solutions like Azure OpenAI Services and Azure AI Document Intelligence.

596. **The World Bank** IT and Information Security Office teams were using a duplicative decentralized solution for network monitoring and management. To improve efficiency and reduce costs, they replaced their existing technology stack with a new solution based on Azure Arc, Defender for Cloud, Azure Monitor, and Microsoft Purview. The centralized, single-pane-of-glass solution has greatly improved efficiency and security while reducing operating costs.

597. **Trade Ledger** uses GitHub Copilot to develop innovative commercial banking solutions. They are developing a Trade and Working Capital Copilot prototype based on Azure OpenAI Service and Copilot technologies that can analyze customer cash flow, assess customer information with the bank's risk appetite, and provide a credit expert or an operations agent.

598. **Zurich Insurance Group** uses Microsoft 365 Copilot for Sales to help streamline workflows by integrating AI and sales insights into daily tools like Outlook and Teams, reducing the need to switch between applications and keeping CRM data up to date. The company estimates that Copilot for Sales will save its employees approximately 14,000 hours over the next year.

Government

599. **Arizona Department of Child Safety (DCS)** worked closely with IBM Consulting to deploy AI-powered virtual assistance using Microsoft Azure

OpenAI tools to develop a system for classification of allegations to assist case workers. Today, data retrieval has become 40% more efficient, allowing staff to access critical information quickly, enhancing their decision-making processes.

600. British Medical Association turned to Commvault Cloud on Azure, which helped streamline operations by consolidating the 12 patchwork systems into one centralized platform. They also use Microsoft Security Copilot to enable security analysts to improve the speed, scale, and accuracy of incident response.

601. GovDash is a SaaS platform that leverages AI to streamline the entire business development lifecycle for government contracting companies using Azure OpenAI Service.

602. Hellenic Cadastre built a system using Azure OpenAI services to read and categorize property contracts, apply legal rules, and provide assessments for approval. Today, property transaction assessments take less than 10 minutes instead of hours, reducing costs from 15 euros to 0.11 euros per assessment. The system also enhanced property owners' legal security and boosted the Greek economy by enabling transactions to be completed sooner.

603. Johor Corporation centralized data on Azure, adopted Microsoft 365 across entities, and rolled out Microsoft Copilot and Power BI to embed AI, streamline collaboration, and enable real-time, insight-led workflows. Their document management system, an AI-enabled Records Management System, combines generative AI with agentic AI capabilities. The platform automates repetitive tasks, streamlines document classification, and improves the accuracy of storage and retrieval— removing the need for manual intervention. This shift enables staff to focus on higher-value work, improving productivity and creating more meaningful impact across the organization.

604. Kern County adopted Purview, Microsoft Security Copilot, and Microsoft 365 Copilot to unify data security, governance, and compliance. They classified more than 13 million files, achieved near-total label adoption, and saw 3,000+ DLP alerts in a month. This reduced risk, improved audit readiness, and laid the groundwork for responsible Copilot adoption and

future compliance efforts. It now has visibility into its data risks, consistent data classification and sensitivity labels, access monitoring, and can meet legal requirements.

605. <u>ServiceTitan</u> used Azure AI to build a generative AI tool for its Titan Intelligence suite called "Second Chance Leads," which evaluates unreviewed and rejected sales leads to uncover missed opportunities.

606. <u>The Central Provident Fund (CPF)</u> built on Singapore's Government Commercial Cloud 2.0 (GCC 2.0) platform using Microsoft Purview to better leverage data for decision making, policy formulation, and service delivery with the goal of improving the services for its members.

607. <u>Office of the Council of State of Thailand (OCS)</u> worked with partner STelligence to develop TH2OECD built on Azure OpenAI platform to analyze more than 70,000 Thai legal documents and compare them against more than 270 OECD legal instruments—in real time and across languages. With Microsoft 365 and Copilot, OCS teams now collaborate more easily, update documents faster, and conduct policy analysis more effectively from anywhere in the country.

Healthcare

608. <u>AGS Health</u> used Azure OpenAI Services and Azure Whisper to convert lengthy payer calls to text instantly and create claim correction lists, reducing auditing time by 50% and improving quality outcomes for clients.

609. <u>Albert Einstein Israelite Hospital's</u> Chief Digital Officer and all physicians have access to Microsoft 365 Copilot. The CDO uses it to help manage their inbox and has established a zero email backlog. Copilot also helps them locate documents and presentations, draft strategic plans, and troubleshoot technical issues.

610. <u>Alder Hey Children's NHS Foundation Trust</u> used Dynamics 365 AI to predict bed space utilization.

611. <u>Apollo Hospitals Group</u> integrated Azure OpenAI Services into their clinical documentation audit process to automate and improve efficiency and accuracy, minimizing the time and errors in ERM documentation.

612. <u>CHO Montpellier University Hospital</u> deployed Azure OpenAI Service, Microsoft Copilot Studio, and Microsoft 365 Copilot to transform care, research, and operations. Generative AI improves care pathways, generates real-time patient documents, structures medical data, and supports 12,000 staff in training and innovation.

613. <u>Hero AI</u> leverages Azure AI Foundry and Azure OpenAI services to develop a wide range of AI models and tools to transform healthcare and healthcare outcomes. Their solution has led to a 55% decrease in patient wait times and gained 200 hours in emergency room capacity, significantly improving operational efficiency and patient care.

614. <u>Kry</u> harnessed Azure OpenAI Services to develop various AI applications to help analyze vast amounts of unstructured data from clinical notes and medical records to reduce administrative burdens for clinicians. The apps help to widen limited healthcare resources and improve the overall quality of patient care.

615. <u>Narayana Health</u> developed a bot powered by the GPT-4 model on Azure OpenAI Services to automate the extraction and coding of medical records to help manage insurance claims. This ensures accuracy, consistency and efficiency and reduced coding errors by 40% compared to manual coding.

616. <u>NexJ Health</u> chose Microsoft Azure for its scalable, cost-efficient cloud services, using Azure Kubernetes Service, Azure AI Foundry, and Microsoft Fabric to migrate and modernize infrastructure, streamline deployments, and enhance performance. They have cut hosting costs by 35%, reduced deployment time by 25%, and achieved 100% uptime in the U.S., enabling faster feature delivery, improved reliability, and greater focus on innovation.

617. <u>Oncoclínics</u> implemented Microsoft Azure OpenAI Services to transform its entire data ecosystem with a web portal and mobile application that performs all image processing and storage.

618. <u>Parexel</u> adopted Azure Databricks and Microsoft Power BI, achieving an 85% reduction in data engineering tooling costs, a 30% increase in staff efficiency, and a 70% reduction in time to market for data product delivery.

619. **PointClickCare** used Azure OpenAI Services to improve access to real-time data and documentation processes. Providers can stay connected and better coordinate patient care, while users can count on up-to-date patient information to deliver the right care at the right time.

620. **Radical Health** integrated Azure OpenAI Services and Azure AI services with electronic medical records systems (EMRs) for features like automatic transcription, clinical note generation, predictive analytics, and patient engagement via customizable bots.

621. **Seegene** is leveraging Azure AI to automate foundational research processes and accelerate genomic analysis with Azure HPC, driving innovation across its entire research and development (R&D) workflow. By transforming the entire process from basic research to in silico simulation to product development, they expect a 75% improvement in workforce efficiency and a 20-fold reduction in analysis time.

622. **SolutionHealth** uses Microsoft Dragon Copilot and the capabilities of DAX Copilot with Dragon Medical One to automatically capture and easily edit detailed, structured patient notes directly within its Epic EHR. Clinicians spend an average of 56% less time documenting during encounters and can focus more of their attention on patients in front of them, improving care delivery and alleviating their documentation burdens.

623. **Syneos Health** created a data platform using Azure that incorporates Azure OpenAI Service to build generative AI apps, enhancing their data analysis capabilities and improving each step of their processes, from clinical trials to commercialization. To date, they have reduced their site-activation cycle time by 10%.

624. **The Craneware Group** developed the Trisus platform using Azure and integrated Azure OpenAI Service to expand AI capabilities across the platform with Trisus Assist. The solutions help hospitals eliminate manual processes, reduce compliance risks, and ensure accurate billing—resulting in greater operational efficiency and stronger financial performance to better support patient care and community health.

625. **Triomics** leverages several Azure AI services for their platform, enabling oncologists and their teams to automatically review complete patient

records against hundreds of ongoing clinical trials in under a minute.

Legal services

626. <u>Assembly Software</u> Assembly Software developed NeosAI using Azure AI Foundry to automate nearly almost all aspect of the legal workflow. Customers report that NeosAI saved them up to 25 hours per case on manual data entry, document generation, and review, and it cut the time required to draft legal documents from 40 hours to mere minutes.

627. <u>Ballard Spahr</u> worked with Neudesic to create Ballard X-Ray, a large-scale repository and interactive agent powered by Azure OpenAI. The firm also launched Ask Ellis, a custom chatbot that helps craft communications with pre-built prompts. The firm is saving an estimated $2 million in unplanned losses and lifted the administrative burden on lawyers and staff, cutting proposal preparation time by approximately two hours per proposal and decreasing nonbillable research time by 60%.

628. <u>BRANDLEX.AI</u> used Azure OpenAI Services and Microsoft Azure Cloud Services to develop a platform that provides virtual legal information and verified, accurate advice in real-time, all day, every day. The platform serves large Chilean and multinational companies at a lower cost than conventional legal advice.

629. <u>DraftWise</u> used Azure AI Foundry to develop Smart Draft and Markup solutions. Their developers improved efficiency by 60% over traditional methods, and legal professionals using their solutions expect to boost productivity.

630. <u>Law&Company</u> used GitHub Copilot to develop Korea's first legal AI assistant, 'Super Royer.' The assistant can conduct legal information research, analyze and summarize legal work-related documents, draft legal documents, and provide document-based conversational capabilities. It significantly reduces the time spent on legal work, allowing lawyers to focus on valuable work, such as thinking more about legal logic and communicating with clients.

631. <u>legal-i</u> is using AI to analyze unstructured data and help insurance specialists make better decisions faster—speeding up healthcare and insurance processes by 80% and improving the accuracy of outcomes.

632. <u>Legora</u> used Azure OpenAI Service to streamline legal tasks, enhance compliance, and improve efficiency for thousands of lawyers globally, delivering tangible results for leading law firms.
633. <u>Mike Morse Law Firm</u> used Microsoft 365 Copilot and Microsoft Copilot with the CoCounsel drafting add-in to write complaints, draft legal documents, and other documents based on the firm's data and the trusted Thomson Reuters legal database service.
634. <u>Minister Law</u> is looking to leverage Azure OpenAI Services to help with their unstructured legacy file data and automate redaction activities. They have also seen benefits from using Microsoft Security Copilot and believe Microsoft 365 Copilot can help streamline data security.

Manufacturing

635. <u>Accelleron</u> used Microsoft Power Platform to support numerous business applications and simplify processes for service agents and employees, resulting in the onboarding of new agents in 30 minutes, compared to two days for other solutions.
636. <u>BMW Group</u> created a mobile data recorder (MDR) copilot using Azure AI Foundry and Azure OpenAI Service, placing an IoT device in each development car to transmit data over a cellular connection to an Azure cloud platform, where Azure AI solutions facilitate efficient data analysis. The vehicle data covered by the system has doubled, and data delivery and analysis happen 10 times faster. This reduces the lead time for insights from days to hours or sometimes minutes and decreases the cost per outcome.
637. <u>Bridgestone</u> implemented Microsoft Cloud for Manufacturing, Microsoft Fabric, and the Factory Operations Agent in Azure AI to unify data, enhance predictive maintenance, and empower workers with actionable insights through natural language queries. Using Microsoft solutions, they reduced production downtime, enhanced worker productivity, and increased operational efficiency.
638. <u>Bucher Municipal AG</u> developed an AI chat app using Azure OpenAI that provides maintenance teams around the globe with fast and precise access to technical data. This eliminates the need for searching, speeds

up maintenance processes, and improves vehicle availability, all of which lowers operating costs and boosts efficiency.

639. <u>Continental</u> developed a solution called "AI-Based Requirements Engineering" for its Automotive division with the help of NTT Data. The solution uses Azure AI to automatically analyze complex requirements documents. Each project requires up to 37,600 engineering hours of work. With automated analysis, this can be reduced significantly, increasing efficiency in product development and reducing costs.

640. <u>Cummins</u> uses Microsoft Purview to automate data classification and sensitivity labeling, enforcing data sensitivity levels and protections. They also deployed Purview Data Lifecycle Management to enforce customized file lifecycles. Managed access to clean data paves the way for the safe adoption of generative AI. Cummins automatically labeled and classified millions of files.

641. <u>Eastman</u> deployed Microsoft Copilot for Security, realizing the benefits of accelerated upskilling, step-by-step guidance for response, and faster threat remediation.

642. <u>Hetero</u> partnered with Cloud4C and developed an AI workflow using Azure AI Foundry with built-in security enhancements that streamlined the RCA process across 11 plants, providing easy access to real-time insights and predictive analytics to bring life-saving medicines to market faster.

643. <u>Husqvarna Group</u> implemented a suite of Microsoft Azure solutions— including Azure Arc, Azure IoT Operations, and Azure OpenAI—to unify cloud and on-premises systems, enable real-time data insights, and drive innovation across global manufacturing operations. They achieved 98% faster data deployment and 50% lower infrastructure imaging costs, while improving productivity, reducing downtime, and enabling real-time insights across a growing network of smart, connected factories.

644. <u>Intertape Polymer Group (IPG)</u> worked with Sight Machine to develop Factory Copilot, which uses Azure OpenAI Services to provide manufacturing plant data analytics and insights to employees using a chat-based setup. Plant managers can now make quicker decisions based on real-time data that's analyzed in real time.

645. <u>Konica Minolta</u> used Azure OpenAI Services to develop an internal technical information search application and a research support tool called EDISON, which enables summarization, sharing of experimental records, and publishes them in a magazine for bio researchers.

646. <u>Lenovo</u> leveraged Dynamics 365 Customer Service to rapidly manage customer inquiries by streamlining repetitive tasks, boosting agent productivity by 15%, reducing handling time by 20%, and reaching record-high customer satisfaction.

647. <u>LS ELECTRIC</u> partnered with Sight Machines, Microsoft Cloud for Manufacturing, and Microsoft Copilot to develop a solution that standardizes unstructured data to optimize operations. Copilot allows factory workers to receive control change suggestions to enhance power efficiency, empowering workers to take data-driven actions that enhance product gains and operational performance.

648. <u>Nestlé</u> developed a new AI-powered in-house service to create high-quality product content at scale using Microsoft AI and Azure solutions, reducing costs by 70%.

649. <u>Obeikan Investment Group (OIG)</u> developed a 'smart factory' software platform called O3ai. The platform uses Azure OpenAI Services, Azure Machine Learning and Microsoft Copilot to digest and interpret all the data from the factory floor to provide insights to operators in real time, and 20 to 25% of Obeikan's packaging clients have adopted O3ai.

650. <u>Outokumpu</u> implemented Microsoft's Intelligent Data platform, including Microsoft Fabric and Microsoft Sustainability Manager, to accelerate their data collection, goal management, and CSRD reporting. They have automated their environmental reporting processes, delivered accurate data for sustainability reporting, and utilized data better to reduce environmental impacts. They're also now able to develop more robust ways to gather and unify sustainability, operational, and financial data—and use it to unlock new efficiencies, cost savings, and green revenue streams.

651. <u>RICOH Japan</u> implemented a new sales solution based on Dynamics 365 Sales, migrating close to 300 million records. Used by 14,000 users, the

new system integrates Microsoft Copilot for Sales and Dynamics 365 to enhance sales capabilities and enable data-driven sales.

652. **Rolls-Royce** used Microsoft Cloud for Manufacturing to create efficiencies in engine design, turbine production, and engine health monitoring with generative AI and machine learning. They increased machine usage by 30%, with significantly less scrap. The company also accelerated fault resolution from days to near real time. It detects and prevents around 400 unplanned maintenance events annually, saving millions in repairs.

653. **Sandvik Group** Mining and Rock Solutions business area developed the Remote Monitoring Service using Azure AI Services to remotely monitor mining and rock excavation machines. The solution uses data to produce actionable insights into equipment performance and status.

654. **Schaeffler** working with Avanade implemented data solutions in Microsoft Fabric and an agent in Azure AI, part of Microsoft Cloud for Manufacturing. The AI-powered insights are maximizing machinery uptime, employee productivity, quality, and yields by empowering employees with instant, actionable near real-time intelligence from across different IT and OT systems, including ERP, SCM, and MES.

655. **Sheló NABEL** with the support of best practices consulting, implemented Microsoft Dynamics 365 to optimize inventory management, sales, and real-time decision-making. They also incorporated Microsoft 365 Copilot to enhance efficiency and service their growing network of independent entrepreneurs with AI. Since deployment, they have increased sales by 17%, streamlined decision-making, and optimized their inventory of over 400 products in real time. They can now process reports five times faster, enabling more accurate decisions aligned with market demand.

656. **ThyssenKrupp** is utilizing the Siemens Industrial Copilot, built on Azure OpenAI Services, to address a skilled labor gap and revolutionize machinery programming and operations.

657. **Volkswagen** leverages Microsoft Copilot in PTC's Codebeamer to navigate the increasing complexity of modern vehicle engineering. They also use Microsoft Cloud for Manufacturing technologies to enhance efficiency and productivity in lifecycle management (ALM) tools.

658. **ZEISS Group** uses Microsoft Fabric to create a secure and trusted data supply chain that can be shared effortlessly across various business units.

Media and entertainment

659. **Art Basel** developed the Art Basel Companion app powered by Microsoft Copilot. The app, built on Azure AI Foundry, includes a conversational AI companion and a real-time artwork recognition feature called the Art Basel Lens. Visitors can now get recommendations and learn more by scanning art with the Art Basel Lens. With a scalable, flexible tech stack, the user experience is seamless, and Art Basel has seen increased engagement, return visits, and time spent in the app.

660. **Dener Motosport Producoes LTD** worked closely with BlueShift to support their infrastructure. They deployed Microsoft Fabric to provide real-time analytics quickly to the engineers, allowing them to ingest all their data with Event streams, analyze it with Eventhouse, and distribute it to team managers, race participants, and the public immediately. Before Fabric, it would take 30 minutes now, that process is done in minutes.

661. **Cineplex** is developing innovative automation solutions for finance, guest services, and other departments, saving the company more than 30,000 hours a year in manual processing time using Power Automate, Power Platform, and Copilot Studio.

662. **Dentsu** implemented Microsoft Azure AI Foundry and Azure OpenAI Services to build a predictive analytics copilot that supports media insights, cutting analysis time by 80% and overall time to insight by 90%, reducing analysis costs.

663. **NFL** added an AI assistant to its existing Combine App, using Azure OpenAI Service to deliver fast, accurate answers to natural language questions in real-time. Teams now access insights in seconds, helping coaches and scouts evaluate talent faster—even while athletes are still on the field.

664. **Nota** used Microsoft Azure OpenAI Service to build two AI-assisted tools —SUM and VID. These tools handle much of the heavy lifting needed to optimize stories for distribution and transform written pieces into

engaging videos that can generate up to 10 times more revenue than written pieces.

665. **PVR*INOX** uses Azure OpenAI for data-driven pricing insights and optimizing movie schedules and ticket prices to boost business revenues.

666. **SHUEISHA Inc.** is using Microsoft Security Copilot to enable faster incident response, boosting the confidence and effectiveness of cybersecurity personnel.

Nonprofit

667. **ARcare** adopted Microsoft Fabric in just two weeks. The platform securely stores all data in one place, enabling quick and easy reporting for federal compliance. It has eliminated 6–8 hours a day of manual tasks such as reconciling data. Analytics predict trends and give leadership insights to inform growth strategies, such as where to open new offices. Staff now focus on value-adding projects, including the use of other AI-powered solutions like chatbots.

668. **Degrees of Change** used AI Builder, Azure OpenAI Services, and Power Automate with Fabric to develop a tool that helps staff make faster and more effective recruitment decisions without burning hours processing raw data. Copilot in Power Apps also helps their citizen developers build more technical features with minimal training.

669. **Junior Achievement** adopting the Microsoft Cloud for Nonprofit, Dynamics 365 Sales and Microsoft Fabric to easily access their data estate and pull reports for funders within minutes—something that would take hours, if not days, to do manually. As a result, they will be more responsive to supporters, create a better volunteer experience which lead to deeper relationships with its donor community.

670. **Operation Smile** used Azure OpenAI Services, Fabric, and Power Apps to eliminate manual data entry, resulting in reduced translation errors by about 90% and the time required for completing reports from four to five hours to just 15 to 20 minutes.

671. **Peace Parks Foundation** is using Azure and Microsoft Copilot to develop a model to better track environmental changes and the impact of climate change on human-animal conflict.

672. <u>Qatar Charity</u> used Copilot Studio to increase its call center efficiency, reducing average handle time by 30%, increased customer satisfaction by 25%, and achieved a 40% reduction in IT maintenance costs.

673. <u>Team Rubicon</u> uses Microsoft Copilot in Dynamics 365 Customer Insights to gather valuable data and insights into its volunteers and donors, leading to more strategic and powerful communication and engagement strategies. The insights let them move quickly, effectively and efficiently to support communities before, during and after disasters and crises.

674. <u>The Salvation Army UK</u> adopted Microsoft Fabric and Power BI to seamlessly report on their properties. Monthly reporting is now based on a single source of truth and takes moments, not days. Dashboards display vital measures, such as compliance data. They have tripled their data trust score in months and cultivated a culture of data-based decision making. Row-level security keeps sensitive property details confidential. Connected data empowers HR, finance, and other teams to leverage the data, too.

675. <u>Toastmasters</u> adopted Dynamics 365 Customer Engagement, Finance and Operations, and AI-powered Contact Center. The platform enables member self-service such as joining online, automates manual processes, and helps staff quickly address concerns. AI-enabled Dynamics 365 helps staff support members faster, creating an excellent experience. Self-service, online attracts a younger demographic and makes it easier for current members to stay, setting the stage for Toastmasters to grow.

Pharmaceutical

676. <u>Mitsubishi Tanabe Pharma</u> has implemented advanced Azure security strategies using Azure OpenAI, which has improved operations, saved 550 hours of work a year, and enhanced security literacy.

Professional services

677. <u>Accenture</u> used Azure AI Foundry to develop a centralized solution for secure generative AI development, including Azure AI Search, Azure AI

Content Safety, and Azure Machine Learning. They scaled more than 75 generative AI use cases across industries, reduced the time to build AI applications by 50%, boosted efficiency by 30%, cut costs by 20%, and accelerated their time to market.

678. **Accenture** developed an AI-powered financial advisor using RISE with SAP on Microsoft Azure to enhance their infrastructure and integrate financial data.

679. **Adya** created Vanij with Azure OpenAI and Azure AI services to help businesses in India reduce AI implementation costs by 80%, enabling them to deploy domain-specific AI solutions in just seven days.

680. **Aegea** is leveraging AI tools, cloud, and data lake to analyze audio and text news, identifying feelings, locations, and people that may impact the company's operations and image.

681. **Anaqua** moved its IP management platform to Azure to leverage Microsoft security, data governance, and AI features. They're also piloting Microsoft 365 Copilot for additional operational efficiencies.

682. **ANS** is streamlining the selling process with Copilot and agents and seeing significant benefits. Sellers can now ask an agent to collect and summarize information across data sources, gaining valuable insights from previous customer interactions while ensuring customer data protection. With Copilot and agents lightening the load, sellers can now prioritize their time to focus on the most critical accounts and opportunities, which they forecast will increase ANS's closing ratio by 6.25%.

683. **ASC Technologies** uses Azure OpenAI Service to develop a compliance recording service that works seamlessly to enable customers to verify industry and country-specific regulations, as well as analyze customer communications to better serve them, mitigating compliance risks.

684. **Atomicwork** integrated Azure OpenAI Services and AI-powered IT Service Management directly within the Microsoft Teams platform to improve the employee support experience and reduce repetitive support tickets by 50 to 60%.

685. **Atomicwork** uses Azure OpenAI Services to bring together three powerful capabilities a conversational assistant, a modern service

management system, and a workflow automation platform.

686. <u>BDO Colombia</u> used Microsoft Copilot Studio and Power Platform to develop BeTIC 2.0, a virtual assistant that centralizes and automates key payroll and finance processes. BeTIC 2.0 reduced operational workload by 50% and optimized 78% of internal processes, improving the experience for both employees and clients.

687. <u>Blink Ops</u> fully embraced generative AI to build the world's first Security Automation Copilot with more than 8,000 automated workflows to assist with any Security/IT task through prompts.

688. <u>BrowserStack</u> integrated Azure OpenAI Service into its software testing platform to dramatically enhance automation and efficiency, reducing QA cycle time by up to 70% and maintenance overhead by over 60%.

689. <u>Burke</u> used Copilot to transform major phase of its research process, from drafting questionnaires and discussion guides to analyzing unstructured data and creating reports. Tasks that once took days now take a few hours. Teams can quickly gather information, deepen industry knowledge, and focus on strategic consulting, providing recommendations faster than ever. By streamlining everything from questionnaire drafts to report creation, they deliver insights more efficiently, helping their clients make timely, well-informed decisions that impact their business strategy.

690. <u>CallMiner </u> used Azure AI Services to improve their platform, offering organizations access to Azure AI Speech for more comprehensive analytics and insights. This allows for a deeper understanding of interactions between customers and enterprises across various channels and at scale.

691. <u>Canopius Managing Agents Ltd.</u> uses Microsoft Copilot to position data where they need it to operate in different territories. They are also exploring GitHub Copilot, Copilot for Security, and Microsoft 365 Copilot.

692. <u>C.H. Robinson</u> used Azure AI Studio and Azure OpenAI Service to build generative AI tools that automate emailed customer requests, reducing speed to market from hours to seconds. This also put them on pace to achieve another 15% increase in productivity and improved their customer service.

693. **Cube RM** used Azure OpenAI Services with its tender management software to help its customers discover the most relevant tenders among thousands based on their product portfolio, resulting in fewer missed opportunities and an average revenue increase of 10%.

694. **Cyient** used Azure OpenAI Services, AI Search, Azure Kubernetes Service, and Azure Machine Learning to enable clients to aggregate data from various systems and applications.

695. **Darwinbox** leveraged generative AI to help enterprises automate daily HR processes and conduct AI-powered job evaluations.

696. **DataRobot** integrated its solution with Azure OpenAI Services to enable customers to access data reliably and securely, improving how organizations run, grow, and optimize their business.

697. **Discover Dollar** utilized Azure AI services to help enterprises identify overpayments and revenue leakages hidden within their contracts, invoices, and payment records, uncovering more than $1 billion in customer savings to date.

698. **Document360** developed an AI-powered knowledge base and service platform for companies to create, manage, and publish online documentation, including product manuals, SOPs, and wikis.

699. **EcoVadis** leveraged Azure OpenAI Service capabilities to streamline procurement, enhance buyer productivity by summarizing supplier scorecards, and generate insights from vast amounts of structured and unstructured data.

700. **ECS Federal** utilized AI Builder in Power Automate to automate the processing of project performance via the mandated use of the Contractor Performance Assessment Reporting System (CPARS) to derive meaningful insights from these performance reviews.

701. **Epiq** leveraged Copilot Studio to develop AI agents that address common questions around class action suits, such as eligibility and how to file a claim. One AI agent successfully handles almost 50,000 messages for one of Epiq's largest class action cases. They also developed 'Launchpad,' an onboarding solution that saves 2,000 hours of work each month and more than $500K annually.

702. <u>Evalueserve</u> uses generative AI and natural language processing (NLP) to efficiently process and summarize large data sets, making them relevant and accessible. Users experience a 20 to 40% improvement in decision-making.

703. <u>EY</u> Assurance services chose Microsoft Fabric to help unify components of its data supply chain into a single source for advanced analytics and data initiatives. This serves more than 100,000 clients globally by anticipating and independently assessing risk and identifying opportunities to build confidence and enhance trust in business and the capital markets. By unifying all components of the data science supply chain, they expect to expand capabilities and increase the speed of their end-to-end supply chain, ultimately enhancing the quality of service delivery.

704. <u>Fellowmind</u> implemented an integrated solution using Dynamics 365 Finance, Project Operations, Sales, and Microsoft Fabric to streamline project management and sales, simplify and accelerate month-end close by 50%, and allocate resources more effectively. They are also exploring the use of Microsoft Copilot in Power BI and Fabric to further automate and enhance reporting and analytics.

705. <u>Firstsource</u> used Azure OpenAI Services for its FirstSenseAI platform to automate the analysis and processing of explanations of benefits to improve medical insurance coverage and billing.

706. <u>FPT Software</u> deployed Microsoft 365 Copilot across its back-end services to optimize agility and efficiency. They used Copilot alongside Microsoft Clarity to enhance its website performance. The recommended changes contributed to a 3.5 times increase in lead conversion from the website and affected how users navigated content. The increase in engagement also correlated to stronger user intent, which jumped 2.5 times in the four months since implementing Copilot recommendations.

707. <u>Fujitsu</u> used Azure AI Agent Service within Azure AI Foundry to develop an intelligent, scalable AI agent for sales automation, boosting productivity by 67% and enabling their teams to focus on customer engagement.

708. **Genpact** used Microsoft Azure OpenAI Services to deploy Scout, a comprehensive platform to enable seamless data processing, advanced language capabilities, and improved operational efficiency.

709. **GEP** used Microsoft Azure OpenAI Services to power an innovative digital procurement and supply chain platform called GEP Quantum, which shows productivity gains ranging from 25 to 50%.

710. **GHD** is reinventing the RFP process in construction and engineering with Microsoft 365 Copilot.

711. **HCLTech** used Copilot Studio to build an agent called Super Assistant that automates routine tasks, enhances customer service with all-day support, and facilitates smooth communication and collaboration within the organization. When an HR ticket comes in, the agent assigns it to a special HR resolver agent. The resolver agent then interacts with employees, connects to backend systems, and works toward a resolution, handing it off to a human employee as necessary. HCLTech expects the new process to resolve cases 40% faster and allow the company to redeploy 30% of its support staff.

712. **Hitachi Solutions** adopted Microsoft Fabric to utilize Copilot for Power BI to enhance report generation and streamline data management, improving data sharing, governance, and real-time insights. Automating manual processes boosted efficiency and enhanced resource planning and management.

713. **House of HR** deployed Microsoft Purview, Sentinel, Defender, and Microsoft 365 E5 to ensure the security of all the acquired entities and the personal details of the millions of candidates they collectively receive each year.

714. **Husch Blackwell** adopted Microsoft Copilot to quickly scan and summarize large documents or online databases to help its workforce accelerate research and analysis. Lawyers use AI to search for specific information and quotes from transcripts or highlight that text in large documents, saving them 8,800 hours and empowering them to spend more time engaging with clients.

715. **Icertis** leveraged Microsoft Azure OpenAI Services and Microsoft Copilot to develop Icertis Copilots to automate contract-driven processes,

expedite contract reviews, and optimize value in negotiations. Icertis Copilots pinpoint potential risks in business agreements to help teams focus on higher-impact tasks and strategic initiatives.

716. **IFS North America** unified their analytics and operations with Microsoft Fabric and the Cloud Acceleration Factory program, streamlining data management and reporting. IFS NA increased data access from 20% to more than 85%, cut costs, and accelerated insights, empowering faster, smarter business decisions. They are also looking to use Microsoft Copilot agents to generate reports, surface insights, and recommend actions.

717. **Infosys** uses Microsoft Purview SDK to apply data security and compliance policies to generative AI interactions, block risky prompts, preserve sensitivity labels, and provide visibility into AI activity through telemetry and Microsoft Purview Data Security Posture Management for AI.

718. **Insight Enterprises** implemented Microsoft 365 Copilot to streamline business operations, achieving a 93% productivity gain in functions such as sales, finance, and human resources.

719. **Kaya** deployed a custom implementation of Microsoft Dynamics 365 and Power BI to modernize its supply chain, resulting in enhanced visibility, improved planning, and streamlined inter-department operations.

720. **KPMG in India** utilized Azure OpenAI Services to develop the IKE.GAI platform, enabling IT teams and business owners to explore and build customized applications or agents using pre-built tools. This innovation enhances customer experiences, improves productivity, and reduces costs and time to market.

721. **KPMG** adopted Microsoft Purview and Defender for Cloud to gain visibility into their security posture, prevent data loss, keep data secure, and protect AI applications against advanced threats.

722. **Lumen** adopted Fabric to unify ingestion, storage, and analytics in one platform, providing real-time insights companywide to improve decision-making. They also embedded Microsoft 365 Copilot in notebooks and Power BI, helping teams write cleaner code and speeding up development cycles.

723. **Kyndryl** chose Copilot as its go-to AI tool, and the response from the 20,000 employees using it has been enthusiastic 60% believe Copilot has increased their creativity, and more than half report 10 hours or more of increased productivity. To help its employees get quick and accurate responses to their IT requests, Kyndryl built an agent that connects to its current ticketing system and backend data.

724. **Larsen & Toubro** developed a customized Poly-LLM framework and a composite AI approach, supported by Azure OpenAI Services for secure, scalable infrastructure to improve project cost estimation and real-time tracking, resulting in efficient resource allocation and productivity enhancement.

725. **Lionbridge Technologies, LLC** is using Microsoft Azure and Azure OpenAI Services to accelerate its delivery times and improve quality, reducing project turnaround times by up to 30%.

726. **LlamaIndex** uses Azure OpenAI to connect enterprise data to language models and provide secure and private AI, while Azure AI Search is used for efficient data retrieval and processing. They now have more accurate data processing, cutting report time by 20 hours.

727. **LTIMindtree** integrated Microsoft Copilot for Security, offering automated incident response, integrated threat intelligence, and advanced threat analysis.

728. **Mews** implemented Microsoft Sentinel and Azure OpenAI Service with the help of partner Noibit to integrate and automate security workflows, enhancing the security of customer data and transactions. They improved detection accuracy by 40%, cut false positives by 50%, and improved threat response times by a factor of 120.

729. **Mitie** adopted Microsoft Fabric to handle the full data lifecycle, enabling Azure AI and machine learning capabilities to deliver predictive insights and optimize operations. This has improved data efficiency, powered predictive services, and enhanced sustainability while delivering exceptional services to its customers and communities.

730. **Mondra Global Limited** developed an AI copilot called Sherpa that empowers clients to uncover new data-driven insights with Azure OpenAI and vector support in Azure SQL Database. Mondra has slashed the LCA

timeline from several weeks or months to just four hours by monitoring data on more than 60,000 products and 1 million ingredients. Sherpa will empower clients to create more sustainable sourcing practices.

731. **Needl.ai** used GitHub Copilot and Azure OpenAI Services to develop an AI assistant that can analyze data from multiple sources in one destination, providing auto-organized, intelligent updates, which improved productivity by 40%.

732. **Neo4j** combined Microsoft Fabric and Microsoft Azure OpenAI to increase operations and help organizations integrate both structured and unstructured data effortlessly.

733. **Newgen** leveraged Azure OpenAI services for NewgenONE Marvin to expedite application development and streamline content management, resulting in dynamic, personalized, and multilingual customer communication.

734. **NoBroker** created ConvoZen with Azure OpenAI Services for efficient transcription and insights from conversations in various languages, automating 90% of quality audits, improving agent efficiency by 30%, and enhancing violation tracking by 16 times.

735. **Nsure** developed an AI-powered agent that uses Copilot Studio and Power Automate to reduce manual processing time by 60% and associated costs by 50%.

736. **Orderfox** will combine Gieni AI with Microsoft 365 Copilot to enable users to integrate AI-powered insights into their operations, providing more informed decision-making.

737. **Persistent** created SmartQMS with Azure OpenAI Services and Microsoft Power Platform for a unified interactive platform that enables its engineers to seamlessly access knowledge bases, process assets, solution accelerators, tools, and intellectual properties.

738. **Pincode** is transforming hyperlocal commerce for offline supermarkets, using Azure OpenAI Service for streamlined catalog onboarding and real-time inventory management.

739. **Presidio** realized dramatic productivity gains, saving 1,200 hours per month on average for employees using Microsoft 365 Copilot and creating 70 new business opportunities.

740. **Rackspace Technology®** used Azure Arc to improve both SQL licensing and delivery of Extended Support Updates, planning total cost of ownership (TCO) savings of $40 million over the life of the DCO commitment. Their goal is to reach 80% growth in customers consuming Azure Arc over the next three years. They're looking at using Copilot or data and AI within Azure to utilize this new innovation for business growth.

741. **RazorSign** created SensAI, powered by Azure OpenAI Services, to conduct preliminary contract reviews, identify deviations, accelerate negotiations, and reduce cycle times.

742. **Rezo.ai** used a combination of Azure OpenAI Services with Azure Compute and Cognitive Services to enable its customers to achieve scalability, cost savings, and deliver exceptional customer satisfaction.

743. **Saarthi.ai** developed the Agentic AI platform to help with the debt collections process. The platform achieved a 60 to 90% reduction in cost-to-collect per account and a reduction in delinquency between 15 to 30%.

744. **SeAir Eximpedia** used Azure OpenAI services to standardize more than half a billion supplier records. In just two weeks, 500,000 unique supplier details were identified and organized with 99% accuracy.

745. **ShepHertz** developed TalentAnywhere.ai using Azure OpenAI services, GitHub Copilot, and Microsoft Security Copilot to optimize both candidate-job matching and enterprise recruitment processes, increasing placement precision and operational efficiency.

746. **Smarten Spaces** developed Sia (Space Interactive Assistant), built on Azure OpenAI services, to help organizations better understand workplace utilization, reducing operational costs of managing spaces by 30 to 40%.

747. **Spotfire** selected Microsoft Azure AI Foundry and Azure OpenAI to create an intuitive, conversational analytics platform. Multimodal capabilities in Azure incorporate natural language and visual elements, simplifying complex tasks. As a result, tasks previously taking days or weeks can now be completed in minutes, significantly enhancing productivity, accelerating innovation, and reducing operational costs.

748. <u>Syensqo.AI</u> developed SyGPT, a chatbot powered by Azure OpenAI, to enhance data access and operational efficiency using different data sources to answer questions.

749. <u>Tata Consultancy Services</u>, an IT services, consultancy and business solutions organization, infused GitHub Copilot into their software engineering process to explore the potential of reimagining the traditional software development life cycle.

750. <u>Tata Projects</u> implemented Microsoft Security Copilot to increase security for sensitive customer data and is using Azure OpenAI Service to help its clients adopt generative AI.

751. <u>Tech Mahindra</u> developed *agentX* using Microsoft 365 Copilot to boost productivity by up to 70%. By using GitHub Copilot, they were able to produce higher quality code at a faster pace and improve deployment timelines.

752. <u>The Adecco Group</u> has chosen Microsoft Dynamics 365 Finance as the foundation for its core finance back-office processes and the backbone of its future finance system architecture. They are also exploring Copilot in Dynamics 365 Finance for zero-touch processes like autonomous close and other ways to automate at scale.

753. <u>Thoucentric</u> utilized Microsoft Azure OpenAI services to build solutions that enable the creation of intelligent sales and query chatbots, enhancing outreach and customer engagement.

754. <u>Trelent</u> transitioned to Azure OpenAI to improve the company's business offerings and increase developer performance.

755. <u>TurboHire</u> utilized Azure OpenAI to reduce time-to-hire by 65%, improve recruiter productivity by 2X, and achieve a more than 500% ROI in the first year.

756. <u>UST Global</u> developed an AI solution powered by Azure OpenAI Services-based foundation models to process and interpret complex patient information.

757. <u>UST Global</u> built a comprehensive, unified Employee Data platform on Microsoft Fabric to better manage and integrate data across diverse regions and systems. They eliminated the need for separate data pipelines for each entity, enhancing data accessibility and employee

productivity and enabling a self-service model that removes gatekeeping and promotes data-driven decision-making.

758. **Voltas Limited** utilized Microsoft Copilot to enhance AI analytics for better forecasting, paving the way for a more connected, intelligent, and resilient future.

759. **Vue.ai's** platform, integrated with Azure AI services and Azure OpenAI Services, provides an AI orchestration platform that simplifies the adoption and scaling of AI across enterprises.

760. **WinZo** leveraged GitHub Copilot to accelerate development, automate infrastructure setup swiftly, and seamlessly expand into new geographies.

761. **Writesonic** migrated to Azure and uses Azure AI Foundry Models and Azure Kubernetes Service to power its AI SEO and content agents for generating data-driven, SEO-optimized marketing strategies and content. The new platform now reflects improved bounce rates and greater conversions, increasing total revenue from enterprises tenfold.

762. **Xceedance** utilized Azure OpenAI Services to redefine and streamline the data extraction and interpretation process within the insurance sector.

763. **Zomato** created a Copilot using Azure OpenAI Services to help them run operations better, faster, and often in a cost-effective manner.

764. **Zycus** leveraged Azure OpenAI Services to solve supplier discovery and risk management, autonomous procurement, and intake management.

Retail and consumer goods

765. **Anadolu Efes** collaborated with ADEO to implement Microsoft Defender for Endpoint, Identity, and Cloud, Microsoft Sentinel, Purview, and Intune, along with managed detection and response services for comprehensive IT protection. As a result, they improved visibility and shortened detection and response times to an average of 15 minutes and 30 minutes.

766. **Animal Supply Company** partnered with Neudesic to use its Document Intelligence Platform (DIP) solution that runs on Azure and Azure AI to transform the invoice processing experience, delivering more than $500,000 annually in cost savings as invoicing becomes more precise. The reduction of low-value work has also freed up 50% of ASC's invoicing

experts, allowing them to focus on working through exceptions and building stronger relationships with vendors.

767. **Avocados from Mexico (AFM)** collaborated with Lantern to implement Microsoft Fabric, centralizing disparate data sources and creating a single, trustworthy place for employees to access data for reporting and analytics. Now, employees can quickly create reliable reports, enabling leaders to make better data-driven decisions. AFM has significantly increased productivity and reduced costs by automating processes.

768. **Chalhoub Group** is utilizing Microsoft Fabric to modernize its data analytics and streamline its data sources into one platform, increasing agility, enhancing analytics, and accelerating processes.

769. **Coca-Cola Company** leveraged Azure's open ecosystem and Azure AI Foundry's global speech services infrastructure to produce a custom model for its iconic Santa to converse in real time with more than a million people in 26 languages—with sub-millisecond performance outcomes. In just 60 days, Coca-Cola launched a campaign that engaged consumers across 43 markets and 4 global regions, while integrating 15 services—successfully marking the beginning of future, AI-powered campaign possibilities.

770. **Crestar Fans** developed an agent in Copilot Studio and trained it on all existing documentation to ensure that their sales and customer service teams use consistent pricing when generating installation quotes for customers.

771. **ECE Group** migrated their on-premises data warehouse to Microsoft Fabric. The implementation code was generated using Azure OpenAI Services, reducing the workload by up to 50%. Optimizing the code by hand would have extended the project timeline by 300 to 400 days.

772. **Fast Shop** migrated to Microsoft Azure, creating a self-service culture of access to data, eliminating delays, reducing costs, and increasing leadership satisfaction with data while providing more agility in reporting.

773. **Florida Crystals** adopted a value-added solution across Microsoft products, including Microsoft 365 Copilot, to reduce telecom expenses and automate industrial process controls.

774. **Grupo Bimbo** is deploying Microsoft's industrial AI technologies to modernize its manufacturing processes, optimize production, reduce downtime, drive significant cost savings, and empower global innovation.

775. **Grupo Casas Bahai** adopted Microsoft Fabric and Autoscaling in Microsoft Power BI Premium to increase its base capacity to process an immense amount of data and dashboards, as well as focus on optimizing operations to generate savings.

776. **Heritage Grocers Group** adopted Lucid Data Hub, a solution from Adastra that uses Microsoft Fabric for deep analytics, cost-efficient data processing, and AI-powered insights. The companies collaborated to build the new solution in two months, increased data acquisition speed, brought the total number of stores to 115, and processed 1.3 terabytes of POS data efficiently with automated data sorting—while saving at least $500,000.

777. **Iceland Foods** chose Microsoft Fabric and Fabric Real-Time Intelligence, interoperating with Azure AI Foundry, including Azure OpenAI services, giving the company the ability to use AI-powered analytics for regulatory reporting, risk assessments, and customer insights.

778. **Kepak** implemented Microsoft Fabric to have an all-in-one analytics solution for its 13 manufacturing facilities, creating a more unified system with better governance, more accurate insights, and overall improved efficiency to continue providing high-quality food products to people everywhere.

779. **Majid Al Futtaim Retail** used Azure Synapse Analytics, Power BI, and Azure OpenAI to centralize data, automate reporting, and integrate advanced AI for better targeting and feedback analysis. The company saved $1 million USD annually, cut feedback processing time from seven days to three hours, and improved geographic targeting, boosting efficiency with AI-powered solutions.

780. **Mania de Churrasco** utilized Microsoft Azure, Power Platform, and Microsoft 365 to achieve high efficiency, security, and scalability in its operations, in addition to improving its data intelligence, which indirectly contributed to a 20% increase in sales year on year.

781. **Microsoft** team transitioned to Microsoft Fabric for its end-to-end data and analytics capabilities. They leverage OneLake to transform data, with notebooks implementing business logic, creating detailed reports through Power BI dashboards. This setup has reduced processing times by two-thirds, and reports are delivered five hours sooner. Data generation costs were also reduced by 50%. The team plans to expand Fabric to 50 more solutions and integrate it into Copilot for more insights.

782. **Microsoft** formed IDEAS (Insights, Data, Engineering, Analytics, Systems) to build a comprehensive data analytics platform to reduce data barriers and accelerate productivity, transitioning its data to Fabric. The platform solution projects a 50% efficiency boost from consolidating assets in OneLake, enhanced productivity using modern analytics tools and Direct Lake in Power BI, and AI-assisted coding via IDEAS Copilot.

783. **Now Optics** collaborated with Avantiico to transform its business operations and ERP. They transitioned to Dynamics 365 and utilized Fabric as their data platform. They also adopted Dynamics 365 Supply Chain Management, unifying their data estate to gather strategic business insights using AI and machine learning, allowing them to focus on planning and long-term growth opportunities.

784. **Planted** integrating Azure OpenAI Services to manage everyday tasks more efficiently and facilitate the search for information for innovative process development.

785. **Prowess Selling Skills Pvt. Ltd.** leveraged Azure OpenAI Services to create AI-based solutions that help retailers identify patterns, understand demand-supply causality, and enhance decision-making processes for quicker and more informed actions.

786. **PZ Cussons** deployed Microsoft Fabric and Azure Databricks to ingest and harmonize data from various sources, providing accurate sales, market share, and price data for an initial use case, Revenue Growth Management. This implementation provides a single source of truth for data, improving decision-making and increasing efficiency.

787. **QNET** leverages Microsoft Copilot for Security to analyze the influx of data and identify security threats more quickly. Users report up to 40%

time savings and a 60% increase in efficiency for security teams, regardless of their level of expertise.

788. **StarKist Foods** utilized Azure to effectively unite production and demand processes with finance, reducing the planning cycle from 16 hours to less than one.

789. **Super Hosokawa Co, Ltd.** utilized Azure AI Foundry and Azure OpenAI to develop models aimed at reducing food loss by linking data between supply chains. Combining human ordering with demand forecasts improved accuracy and cut food waste. Forecasts with latent demand also boosted sales.

790. **The Estée Lauder Companies** turned to Microsoft 365 Copilot, Copilot Studio, Azure OpenAI Services, and Azure AI Search to gather data, identify trends, build marketing assets, inform research, and move to market faster.

791. **The ODP Corporation** utilizes Azure AI Foundry and services like OpenAI, AI Search, and Document Intelligence to build secure, scalable chatbots for HR, sales, and retail teams to serve customers, support employees, and stay competitive. The chatbots now support 16,000-plus associates. Prompt volume grew 431% YoY and sales reps saved more than 25 hours with automated quotes.

792. **Visual Comfort & Co.** consolidated data with Microsoft Fabric and connected Dynamics 365 to its wholesale enterprise resource planning software to deliver real-time inventory visibility in the showroom and online. Since the move, they have improved order accuracy and delivery forecasting, optimized inventory management, reduced excess stock, and improved warehouse efficiency.

Telecommunications

793. **KT Corp** implemented Copilot to quickly generate content that aligns with KT's voice and objectives, minimizing errors and reducing writing time. KT is also using Copilot to automate routine tasks such as formatting, maintaining language consistency, data entry, proofreading, cross-referencing, and compliance checks. KT estimates that this AI

support will save thousands of hours annually, translating to millions in savings.

794. **NTT Data** utilized Microsoft Fabric and Azure AI Agent Service to develop AI agents in a simple, reliable way. The AI data agents focus on HR and front office operations to improve efficiency.

795. **Vodafone** deployed an agent built in Copilot Studio that taps into the company's vast internal knowledge bases to pull out answers to legal questions, product specs, and more. Within five days of launch, salespeople were using the agent regularly, and Vodafone predicts that each salesperson will ultimately be able to double or triple the number of RFPs they respond to each week.

Travel and transportation

796. **AGMC** collaborated with Pulses.ai to create the Sphere 360 solution using Azure AI to transform its logistics and operations. Today, employees can quickly locate and move vehicles at its service center, ultimately improving customer satisfaction.

797. **AI Magix** utilizes Azure OpenAI Services and machine learning for its Inspection One platform to automate automotive inspections, increasing throughput by 60%, achieving 85% accuracy in defect detection, and cutting Costs of Poor Quality by 45%, ensuring compliance with stringent quality standards.

798. **Alstom** is leveraging GitHub Copilot to generate engineering assets in a cost-efficient and sustainable way. Other co-pilots integrate at all stages of the value chain, significantly reducing the time required for various tasks. They also use Azure OpenAI Service for content generation, translation, and document intelligence to drive efficiency, helping the team remain on target and budget.

799. **Danske Statsbaner** has increased productivity by up to 30% with the help of Microsoft AI solutions.

800. **Gamer Logistics and AizenFlow** developed an AI-powered software platform that streamlines the freight brokerage process, significantly reducing complicated tasks and time-intensive processes from 24 hours to just 15 minutes.

801. **Netradyne** utilized Azure OpenAI Services to power Safety Assistance Manager, integrating it into fleet dashboards to enable managers to retrieve driver performance data in seconds, thereby improving decision-making and operational efficiency.

802. **Network Rail** modernized its data analytics solution with Microsoft Azure, helping engineers understand data 50% faster than before, improving efficiency, passenger experiences, and safety—all while saving costs.

803. **Renting Columbia** utilized Azure AI services to develop a virtual assistant using machine learning to automate processes and identify service and maintenance needs for its fleet of more than 35,000 vehicles. They have reduced the analysis time of service orders by 92%, transforming a process that took up to four hours into an automatic process of just a few seconds.

804. **Swiss International Air Lines** migrated and modernized with Microsoft Azure, achieving up to 30% cost savings, a remarkable boost in platform stability, and enhanced security visibility.

805. **U.S. AutoForce** implemented Dynamics 365 Supply Chain Management to centralize warehouse data, connect processes, and improve operational efficiency while using Microsoft Copilot for Finance to automate monthly reconciliations.

806. **Verne** consolidated more than 10 data sources with Microsoft Fabric and plans to integrate more than 30 in total. It automated reporting and expanded access to Power BI reports across its departments. They have cut reporting time by 20% and anticipate reaching up to a 50% decrease in total. Thanks to integrated data, teams can quickly identify trends, create reports, and make fast, data-driven decisions.

807. **ZF Group** enhances manufacturing efficiency with more than 25,000 apps and 37,000 unique active users on Power Platform.

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Bending the curve on innovation

Generative AI is revolutionizing innovation by speeding up creative processes and product development. It's helping companies come up with new ideas, design prototypes, and iterate quickly, cutting down the time it takes to get to market. In the automotive industry, it's designing more efficient vehicles, while in pharmaceuticals, it's crafting new drug molecules, slashing years off R&D times. In education, it transforms how students learn and achieve their goals. Here are more examples of how companies are embracing generative AI to shape the future of innovation.

Aeronautics and space

808. **Loft Orbital** leverages GitHub Copilot to write code more efficiently and uses Microsoft AI to enable their customers to deploy AI applications into space onboard satellites. Loft processes the collected earth's observation data or RF data, at the edge and transmits meaningful information in real-time. AI pattern matches to detect features and extracts critical insights. Internally, AI is used for quality assessment, information management and streamlines operational processes.
809. **NASA** created Earth Copilot to transform how people interact with Earth's data.

Agriculture and fishery

810. **AgriConnect** is an AI-powered application designed to help Filipino farmers tackle both common agricultural challenges and natural disasters. Based on Microsoft AI, AgriConnect translates complex agricultural data into a simple, intuitive warning system that guides farmers in making informed decisions. It helps farmers optimize their resources, reduce the use of harmful pesticides, improve crop resilience to climate change, and ultimately enhance profitability.
811. **eFishery** utilizes Azure OpenAI Service to provide farmers with data and insights on fish and shrimp farming, including more precise feeding and water quality monitoring.
812. **ITC** developed ITCMAARS to offer a range of agri-solutions to farmers. Krishi Mitra is a farmer Copilot powered by generative AI that allows

farmers to ask questions and receive useful responses.

813. <u>Kilimo</u> uses Azure to collect and analyze meteorological data, soil moisture levels, and satellite imagery. They then use Azure AI and machine learning to inform farmers precisely how much they need to irrigate, achieving the optimal balance of quality produce with maximum water savings. Kilimo securely communicates among its various resources using Azure Virtual Network.

814. <u>KissanAI</u> leveraged Azure OpenAI Service, Cognitive Services, and speech services to develop a voice-based Copilot that reaches 100,000 farmers, delivering real-time advice on farming-related topics.

815. <u>Opportunity International</u> collaborated with AIS Partners and Artefact to develop Ulangizi AI, a Microsoft Azure-based AI solution that immediately and accurately answers farmers' questions in Malawi. The chatbot solution draws on information from the Malawian Ministry of Agriculture stored in an Azure database and provides authoritative information in English and Chichewa via text and voice.

816. <u>Project Guacamaya</u> uses daily satellite images and various AI models tailored to the Amazon ecosystem to help prevent deforestation, allowing for quicker action to be taken in at-risk areas.

Biotechnology and bioscience

817. <u>Basecamp Research</u> aims to build the world's largest database of national biodiversity and apply AI and machine learning to advance bioscience.

818. <u>Enveda</u> is utilizing Microsoft AI to revolutionize drug discovery by unlocking the potential of the vast majority of undiscovered molecules in nature. With generative AI, they can identify and analyze thousands of compounds simultaneously, significantly speeding up the drug development process and reducing costs. By decoding nature's chemistry at scale, they can deliver drug candidates to clinical trials four times faster and at nearly one-tenth the cost.

819. <u>Haut.AI</u> provides skin care companies and retailers with customizable, AI-based skin diagnostic tools developed with the help of Microsoft AI.

820. **Institut Curie** and Microsoft partner Witivio developed Copilot for Researcher, an agent that can help researchers with some of the administrative tasks in their jobs, giving them more time to spend on new ideas in the fight against cancer.

821. **Paige.AI** is utilizing AI and Microsoft Azure to accelerate cancer diagnoses with data from millions of images.

Education

822. **AI for Malaysia's Future** is driving AI skilling opportunities across all levels of society. So far, more than 400,000 Malaysians have been equipped with AI skills, and the goal is to upskill 800,000 by the end of 2025.

823. **Auburn University** is integrating Microsoft Copilot to enhance AI literacy, accessibility, and collaboration. The goal is to broaden educational and economic opportunities for the entire academic community through AI-centric tools.

824. **Babson College** leveraged Microsoft Copilot, Azure AI, and Microsoft 365 to create predictive models that identify students facing financial, emotional, and academic challenges. Additionally, a mathbot was developed to enhance learning outcomes in Science, Technology, Engineering, and Mathematics (STEM) courses and statistics.

825. **BINUS University** has integrated Microsoft AI technology into its operational activities and learning systems. Using Microsoft Azure Machine Learning, BINUS can now predict student intake at each campus, including those outside Jakarta, with up to 90% accuracy. They can also add summaries to the Detailed Personal Information (DPI), providing a brief overview of students' key achievements. Creating these summaries manually would be time-consuming. However, with the help of generative AI based on Azure OpenAI service, these summaries can now be created automatically, efficiently, and accurately.

826. **California State University (Fullerton)** developed TitanGPT, powered by Azure OpenAI Service and nebulaONE®, to streamline HelpDesk support and improve their IT ticketing system.

827. <u>Case Western Reserve University</u> implemented chatbots powered by various AI models, including Azure OpenAI, to assist the community in analyzing images and PDFs linked to specific data sources for departmental or group use.

828. <u>Cloudforce</u> developed the nebulaONE® solution, powered by Azure OpenAI Service, to simplify access to Microsoft's most advanced generative AI capabilities. The solution has built-in security and privacy features that allow higher education institutions (students, faculty, researchers, and staff) to harness cutting-edge AI models to reimagine learning experiences, accelerate research, protect intellectual property, and drive institutional efficiencies in every department.

829. <u>Chinese Testing International Company Limited (CTI)</u> partnered with Microsoft Research Asia and Azure AI speech to integrate AI into Chinese language education. This partnership led to the development of advanced tools such as facial recognition and intelligence assessment, resulting in the Learn Pronunciation to HSK application, which provides instant feedback to learners.

830. <u>Classplus</u> used Azure OpenAI service to develop Samadhan AI, a hyper-personalized and efficient study companion for students, helping them prepare with confidence for competitive exams.

831. <u>Department of Education (DepEd)</u> is empowering teachers nationwide to integrate Microsoft 365 Copilot into their workflows. This initiative aims to provide students with a more interactive and engaging learning experience while also enhancing efficiency and productivity.

832. <u>Department of Education (DepEd)</u> has partnered with Microsoft to improve literacy outcomes in the Philippines. By using AI tools and the Reading Progress tool, this collaboration aims to empower both educators and learners.

833. <u>Education Department of Metropolitan Lima (DRELM)</u> in collaboration with the World Bank, is piloting Microsoft 365 Copilot to enhance the learning experience for students and teachers in Peru's educational system.

834. <u>Educational Foundation Freiburg</u> developed Horizon, a custom web app and learning space leveraging the Azure AI Foundry ecosystem. This

platform empowers students and teachers to creatively use AI, investigate the ethical implications of the technology, and prepare for the future.

835. <u>Fulton County Schools</u> educators introduced Copilot Chat as a collaborative tool, offering coaching on topics like prompting. They quickly observed an increase in student confidence and curiosity. Students used Copilot chat to brainstorm ideas, receive immediate, non-judgmental feedback, design multimedia projects, identify and correct code errors, tailor content to their preferences or pace, and manage their time effectively.

836. <u>Georgia Tech</u> is leveraging Azure OpenAI Service to improve the electric vehicle (EV) charging infrastructure. This initiative enables rapid data classification and predictive modeling, emphasizing the reliability of networked chargers compared to non-networked ones.

837. <u>HelloTalk</u> uses Azure AI services to enhance its features, providing language learners with a more effective and immersive experience that fosters greater cultural understanding. These tools include real-time speech-to-text and subtitles in Voicerooms and live streams, text-to-speech in Moments posts and Chat, and pronunciation assessment in Moments posts and course dialogues. These services help language learners understand the context of conversations, grasp the meaning of what is being said, improve their speaking skills, and enhance their overall language learning experience.

838. <u>Indiana University's Kelley School of Business</u> has integrated Microsoft 365 Copilot across coursework, career services, research, and operations. This integration provides AI-powered writing support, career guidance, research assistance, and administrative efficiencies. As a result, student performance has improved by 10%, and the time spent on assignments has been reduced by 40%. This prepares students to thrive in the future of work and lead with confidence in their careers.

839. <u>International Institute for Management Development (IMD)</u> used Microsoft Azure, Microsoft 365 Copilot, and Microsoft Copilot Studio to deploy AI-powered tools, including chatbots, personalized learning paths, and scalable education platforms.

840. <u>IU International University of Applied Sciences (IU)</u> is leveraging Azure OpenAI service to create Syntea, an AI avatar integrated into Microsoft Teams and Microsoft 365 Copilot. This innovation aims to make learning more personalized, autonomous, and flexible.

841. <u>Khan Academy</u> has partnered with Microsoft to provide AI tools that save time and enhance lessons for millions of educators.

842. <u>Lexmark</u> developed the Lexmark Translation Assistant using Azure AI Translator to help school districts across the US communicate with students' family members who speak a variety of languages. The solution scans, prints and translates, significantly saving time and money.

843. <u>Macquarie University</u> developed virtual peer, an AI-powered chatbot designed to provide students with real-time, all-day support for academic and administrative queries. Students who used the chatbot two weeks before the exam scored nearly five marks higher on average—a 9.45% improvement—and the chatbot achieved a Net Promoter Score of 92.

844. <u>Maryvit School</u> partnered with PowerSchool to introduce PowerBuddy, an AI assistant powered by Microsoft Azure OpenAI services. PowerBuddy creates lesson plans and personalized learning activities, helping students stay focused. According to teachers, 98% felt that PowerBuddy saved them time in lesson creation, with 50% reporting savings of 20 minutes or more per lesson or assessment.

845. <u>Miami Dade College (MDC)</u> adopted Microsoft 365 Copilot for its AI-powered automation, seamless integration with Microsoft tools, and its ability to support the college's ambition of advancing education. Since deploying Copilot, MDC has seen a 15% increase in student pass rates, a 12% drop in course dropout rates, and significant time savings for faculty and staff, allowing them to focus more on student success and mentorship.

846. <u>MIKO</u> uses Azure AI Speech to tailor children's reading experiences by assessing pronunciation, fluency, and Lexile scores. This enables the delivery of adaptive, data-driven feedback, fostering confident, lifelong readers.

847. __Minecraft Education__ is a gamified learning platform designed to introduce coding and AI to students at an early age, equipping the younger generation with essential digital skills.

848. __Ministry of Education (MOE) & Ministry of Higher Education, Science Research and Innovation (MHESI)__ have launched the THAI academy—AI in education project. This collaboration aims to transform Thailand's education system with AI, ensuring equitable access to future-ready skills for Thai citizens of all ages.

849. __Nagase Brothers__ developed an English writing bootcamp that leverages Azure OpenAI services. The bootcamp guarantees 99.9% availability and ensures security across 10 regions globally. An impressive 90% of student respondents expressed their desire to continue using the tool.

850. __National Taiwan Normal University (NTNU)__ used Azure OpenAI service to develop an English-language learning platform in collaboration with the Taiwan Ministry of Education. The platform built 10 educational "CoolE" bots for the Cool English platform, each with its own unique personality. These bots engage students in various scenarios, such as solving mysteries as a detective or gaining career insights from an enthusiastic data analyst. Their language can be adjusted to different ages and proficiency levels, providing a more personalized learning experience.

851. __National Yunlin University of Science and Technology__ leveraged Azure OpenAI services to create an intelligent customer service robot. This robot, deployed on the university portal, assists students in quickly querying school affairs information. Additionally, the university converted more than 20 years of written data into vectorized data, enabling the development of several value-added applications.

852. __SEDUC__ is using Microsoft 365 Copilot for administrative tasks—such as generating legal documents and handling administrative inquiries—and has expanded to include AI usage with students and teachers, including personalized learning to cater to individual student needs and help them recover from learning losses during the pandemic.

853. __SKEMA Business School__ adopted Microsoft 365 Copilot to enhance the overall learning experience. For faculty members, Copilot assists with

administrative tasks. For teachers, Copilot allows more dedicated time with students. For students, it developed the SKEMA AI tutor, offering personalized attention to support their learning journey.

854. <u>South Australia Department of Education</u> launched EdChat using Azure OpenAI service for students and teachers. It also implemented Azure AI content safety to employ advanced models to identify and mitigate harmful and risky content. A trial demonstrated EdChat's effectiveness in enhancing educational experiences safely, leading to its broader adoption.

855. <u>Srisuvit School</u> uses Microsoft Copilot to help students understand math problems and solve them faster. It also helps teachers inspire and nurture the next generation of thinkers, innovators and leaders.

856. <u>Swinburne University of Technology</u> leverages generative AI to analyze student feedback from thousands of survey responses, extracting key themes and sentiments. This makes it easier for educators to act on student feedback.

857. <u>Tecnológico de Monterrey</u> developed a generative AI-powered ecosystem using Azure OpenAI service to personalize education based on students' needs, enhance the learning process, boost teachers' creativity, and save time on repetitive tasks.

858. <u>Temasek Polytechnic</u> introduced Microsoft Copilot Studio into its curriculum to give students more practical experience, cultivating a citizen developer culture among its faculty, staff and students, streamlining administrative tasks and reducing workload to save time. It also launched Singapore's first low-code/no-code specialist diploma in low-code app development for business.

859. <u>The University of Manchester</u> rolled out Microsoft 365 Copilot to three cohorts of users. They discovered that the administrative burden during meetings was reduced by 98%, leading to a cost saving of 48%. Additionally, they are evaluating the potential use of Copilot for security purposes.

860. Indonesia's <u>Universitas Terbuka</u> leveraged Microsoft Azure OpenAI Service and Azure AI Foundry to develop an AI tutor. This AI tutor provides accurate, curriculum-aligned responses and streamlines student

assessments. It currently supports 500 classes and approximately 100,000 students.

861. <u>University of California (Los Angeles)</u> Anderson Graduate School of Management developed a bot powered by Azure OpenAI and nebulaONE® to support MBA students with their capstone projects. They also deployed bots to help students register for classes, provide feedback on essays, and an agent to reduce administrative tasks for career coaches.

862. <u>University of Maryland</u> developed TerpAI, a chatbot powered by Azure OpenAI and the nedulaOne platform. TerpAI serves as a digital assistant and educational resource, helping faculty and students brainstorm ideas, analyze data, create study guides, and develop lesson plans.

863. <u>University of Oslo</u> UiO team used a combination of Azure OpenAI service, local storage, and on-premises hosting of the web app to build a compliant AI environment that allows for the safe creation, customization, testing, and integration of models into the unique GPT UiO service. Due to the high levels of privacy and personalized experiences, the university's students and faculty actively use GPT UiO for research, writing, creating presentations, and experimenting with AI.

864. <u>University of South Florida</u> is leveraging Microsoft 365 Copilot to reduce the burden of repetitive, time-consuming tasks. This allows faculty and staff to focus on creatively solving problems, conducting critical research, building stronger relationships with peers and students, and using their expertise to forge new, innovative paths.

865. <u>UpGrad Education</u> has built an integrated IT ecosystem using Microsoft products to transform its learning environment. They have also integrated GitHub Copilot and Microsoft Copilot to enhance coding and improve ticket resolution. With AI-powered automation, upGrad has optimized IT operations and internal workflows, significantly boosting productivity. Enrolled learners can also take Copilot classes for advanced AI skills.

866. <u>Wichita Public Schools</u> uses Microsoft Copilot to support its 50,000 students and 5,600 teachers and administrators. Copilot can find information with links to content sources and make that information

accessible at the reading level and in the language a student needs, while ensuring data protection.

867. **World Traveler** uses AI, including Microsoft Reading Progress and Microsoft Immersive Reader, to help teachers reach its global and educationally diverse students with personalized learning experiences.

868. **Základní škola Aš Hlávkova** adopted Microsoft 365 Copilot and saw a 60% improvement in handling administrative documents. Lesson preparation time decreased from hours to just a few minutes, inclusivity increased, and communication with students and parents was enhanced.

Energy and resources

869. **ITER** used Azure OpenAI Services to develop a chatbot to improve staff searches in a database of more than 1 million documents. Using GitHub Copilot, software development became accessible, enabling sophisticated simulations to improve safety and operations. ITER worked with Microsoft partner Witivio to make the link between the knowledge platform and Microsoft 365 Copilot through agentic features. They linked to their knowledge platform to translate hundreds of acronyms to improve efficiency as they built a nuclear plant.

870. **New Sun Road** integrated AI into a local controller for energy systems to balance supply, storage, and usage requirements. This optimization accelerated the deployment of renewable energy, providing clean power to local communities.

871. **PETRONAS** is leveraging AI to address the energy trilemma by enhancing energy security, optimizing operations, and accelerating the transition to cleaner energy.

872. **SustainCERT** implemented generative AI and machine learning to automate data verification, extract information from documents, and accelerate auditing processes. This enables the verification of the impacts and credibility of carbon credits.

873. **Utilidata** developed the first distributed AI and accelerated computing platform for the electric grid, enabling flexible transformation and dynamic infrastructure to enhance electrification and decarbonization.

874. **B3** launched an AI assistant using Azure OpenAI Service that aids 10,000 users a day to answer Brazilians' questions about how to start investing.

875. **Agricultural Development Trust (ADT) of Baramati** is leveraging AI to analyze water, weather, nutrient, and pH data to enhance crop yields in India.

876. **Digi Rogaland** collaborated with Bouvet to transition their solution to Microsoft Fabric, successfully exploring new features and achieving lower operational costs. The data collected from IoT sensors plays a crucial role in monitoring road conditions, planning winter maintenance, and managing traffic volumes to make roads safer.

877. **GovTech** used Microsoft Azure OpenAI service to create LaunchPad, sparking more than 400 ideas and 20 prototypes, laying the foundation for the government to harness the power of generative AI.

878. **Hamyang County** uses AI and digital technologies to create a safer and more efficient working environment for farmers, along with more advanced data analysis. As more farmers learn AI-enabled skills, productivity and sustainability will improve. Microsoft Copilot helps farmers collect and manage farming logs in a more organized way, enabling data-driven decision-making.

879. **Pacific Northwest National Laboratory (PNNL)** is testing a new battery material discovered in weeks rather than years, thanks to a collaboration with Microsoft.

Healthcare

880. **5C** used Azure OpenAI and Azure AI Vision to enhance diagnostic efficiency with AI-powered radiology reports, transforming healthcare delivery for more than 2,000 hospitals globally.

881. **Amgen** is using Microsoft 365 Copilot to enhance productivity, accelerate drug development, and advance their business processes.

882. **Artificial** developed a prototype bot using Azure, Azure OpenAI service, and Azure AI Search to guide customers through coding in a specific Python dialect tailored to their application domains. By leveraging the Artificial platform and tools, customers can accelerate drug discovery.

883. **Canary Speech** can now train new vocal models in just two months and manage millions of transactions per month using Microsoft Azure.

884. **DrumBeat.AI** leverages Microsoft AI services to predict, identify, and address ear diseases in rural and remote communities, aiming to prevent hearing loss among Indigenous populations in Australia.

885. **Dynamic Health Systems** developed the VitruCare365® platform using Microsoft Cloud for healthcare technologies to support motivational care planning. The platform, built on Microsoft Azure, FHIR (Fast Healthcare Interoperability Resources), and Dynamics 365, offers personalized apps powered by Azure OpenAI Service for each patient. It integrates seamlessly with the Microsoft 365 tools that clinicians use daily.

886. **eSanjeevani** leveraged Azure OpenAI service to deliver quality healthcare to the masses, especially the poor and underserved, significantly transforming India's healthcare landscape.

887. **GigXR** created an intelligent solution for AI patients using Microsoft Azure OpenAI Service and other Azure services.

888. **Helfie** is developing a solution for healthcare providers, enabling them to equip their patients with an application that facilitates quicker and more accurate access to the care they need.

889. **Innominds** used Azure OpenAI Service to create the AMRx® platform, an AI and machine learning-based urinary tract infection (UTI) diagnostic tool that provides accurate results in five minutes, reducing costs.

890. **Kheiron Medical Technologies, NHS Grampian, the University of Aberdeen** use an AI breast screening solution called Mia, along with Azure Cloud Services, to help doctors achieve a 12% increase in breast cancer detection and reduce their workload by up to 30%.

891. **Laerdal Medical** used Azure AI to improve their 3D virtual training simulator, offering an immersive experience that mimics real-life interactions between patients and providers. With Azure AI, Laerdal significantly reduced the time required to create voices for virtual patients and providers, cutting it down from two months to less than 24 hours.

892. **Mass General Brigham/ University of Wisconsin, Madison,** are utilizing advanced, high-performing multimodal AI foundation models. These

models empower the entire radiology ecosystem, built on the secure Azure AI platform, and extend the Nuance suite of radiology applications. This integration delivers high-value medical imaging copilot applications that help reduce workloads, enhance workflow efficiencies, and improve the accuracy and consistency of medical image analysis for care delivery, clinical trials recruitment, and drug discovery.

893. <u>Ontada</u> leveraged Azure AI and Azure OpenAI Service to identify nearly 100 critical oncology data elements across 39 cancer types. This has enabled access to an estimated 70% of previously unanalyzed or unused information, significantly accelerating life science product development and reducing time to market from months to just one week.

894. <u>Pangaea Data</u> leveraged Azure OpenAI to develop a scalable platform that identifies hard-to-diagnose conditions, discovers missed patients, and connects with them.

895. <u>Plan Heal</u> is using Microsoft AI to develop solutions that empower patients to monitor and report their health metrics, enabling care providers to deliver better services.

896. <u>RadarFit</u> leverages generative AI and an innovative gamification strategy to promote healthy habits in Brazil. Their comprehensive health and wellness program is designed to help companies reduce chronic disease rates.

897. <u>Stanford Medicine</u> created a healthcare agent orchestrator solution using Azure AI Foundry to deploy AI agents that support the tumor board. These agents compile comprehensive reports from various information sources, including specific clinical notes, enabling physicians to work more efficiently and make better decisions. This information can also be shared with community hospitals.

898. <u>Sugar Fit</u> leveraged Azure OpenAI to support individuals with diabetes by providing AI-powered, clinically verified fitness plans, meals, and advice. This approach helps dispel myths and offers accurate, personalized health solutions.

Hospitality

899. **Skylark Group** used Azure OpenAI to develop AI Robo, an innovative chatbot that engages with restaurant customers, suggests meals through digital menus, and automatically summarizes these interactions in daily reports to improve customer service.

Legal services

900. **IWill Therapy and IWill CARE** developed a Hindi-speaking chatbot named IWill GITA using the advanced products and services available in the unified Azure AI Studio platform. This includes the latest large language models in Azure OpenAI Services and integrated Azure AI Content Safety filters. IWill's scalable, AI-powered bot now offers cognitive behavioral therapy, providing mental health access and therapist-like conversations to people across India.

Manufacturer

901. **AVL** is using AVL DevOps Pilot™ that leverages Microsoft Azure Cloud and AI to automate system test pipelines, speeding up software development for software-defined vehicles. This enables efficient data management from virtual testing to real-world application, transforming vehicle development.

902. **BMW AG** utilized Azure AI to create a mobile data recorder copilot, significantly speeding up data management. This innovation helps engineers reduce the lead time for insights from days to mere hours or even minutes.

903. **Brembo** used Azure OpenAI service to create ALCHEMIX, a solution that generates innovative compounds for its brake pads. This significantly reduces the development time of new compounds from days to just minutes.

904. **DOW** is leveraging Microsoft Azure AI and machine learning to accelerate the discovery process for developing new products. What used to take months of exploratory laboratory work now takes seconds, significantly speeding up time to value for both Dow and its customers.

905. <u>Hitachi</u> will use Azure OpenAI Service, Microsoft 365 Copilot, and GitHub Copilot to develop innovative solutions for the energy, mobility, and other industries.

906. <u>KUKA</u> developed the iiQWorks.Copilot using Microsoft Azure OpenAI in Foundry Models and Azure AI Search. This tool uses natural language to generate code and simulate robot workflows, making programming up to 80% faster for simple tasks. This innovation expands access to robotics tools and automation, enhancing flexibility. Consequently, industrial robots can be deployed more quickly and safely across various teams and environments.

907. <u>Mitsubishi Heavy Industries</u> is leveraging Azure OpenAI Service to accelerate digital innovation in power plants.

908. <u>Schneider Electric</u> provides productivity—enhancing and energy efficiency solutions and is using a whole suite of AI tools to hasten its own innovation and that of its customers.

909. <u>Sony Semiconductor Solutions</u> migrated its development environment to Azure and used Azure AI Studio to build a system that can analyze visual scenes with high efficiency.

910. <u>Suzuki Motor Corporation</u> is adopting Azure OpenAI Service to enhance data security and drive company-wide adoption with five versatile applications.

Media and entertainment

911. <u>Avex Group</u> collaborated with NAKED to develop the HUMANOID DJ using Azure OpenAI Service. This innovative DJ analyzes audience emotions and connects to equipment, data, and networks to transform itself and the spatial aspects, creating music that can only be experienced in that specific place and time.

912. <u>Beatoven</u> has developed a platform using Azure OpenAI Service to assist audiovisual storytellers in creating original, royalty-free background music for their content.

913. <u>Blinkit</u> leveraged generative AI to create thousands of recipes enriched with data and media. This enhanced their catalogue and allowed them to serve personalized recipes based on user preferences, actions, and

dietary needs. These recipes were generated for a curated list of products using Azure OpenAI Service.

914. **Dashoon** utilized generative AI to develop a platform that enables storytellers to effortlessly and quickly create engaging content, producing 50,000 images daily.

915. **D-ID** migrated its solution to Azure, leveraging a suite of Microsoft tools, including Azure AI Service, to ensure security and scalability for its digital avatars. This migration has accelerated development, expanded global reach, expedited growth by 100 times, and empowered more people to engage and express themselves using digital human avatars.

916. **Frammer AI** utilized Azure OpenAI Service to offer advanced AI models that enhance content creation, delivering high-quality short videos at scale. This results in higher engagement levels and increased revenue for content creators.

917. **HyperCinema** has developed its HyperEngine on Azure AI infrastructure, utilizing the latest GPT-series models on Azure OpenAI Service. This enables the production of high-quality, creative content with minimal errors, allowing guests to conduct mini photo shoots. The company processes 50,000 images and 6,000 30-45-second videos daily through its HyperEngine, delivering automated and hyper-personalized in-person storytelling experiences in real-time.

918. **Iconem** leveraged AI-generated imagery to process and analyze a large amount of photogrammetry data used to create the 3D digital twin of St. Peter's Basilica. This allows visitors to explore every intricate detail from anywhere in the world.

919. **LALIGA** deployed Mediacoach to collect and analyze data during matches using fixed cameras around the stadium perimeter. The data is analyzed with the help of Azure AI and Machine Learning processing capabilities. This enhances storytelling within and around each match. By making each 90-minute match a 360-degree fan experience, the league is revolutionizing fan engagement and changing how soccer fans access and consume the sport.

920. **Pixel Lab** used Microsoft Azure AI Foundry and Microsoft 365 Copilot to create a global interactive fan experience for Coldplay's 'A Film For The

Future' project. The solution inspired significant fan engagement and paved the way for new kinds of interactive digital storytelling.

921. **Terra Mater Studios** used Azure AI Foundry and other Azure solutions to build a secure multimodal conversational agent that understands, retrieves, and responds to real-time mission data from ESA's Hera space probes—live from space.

922. **Unity** used Microsoft Azure OpenAI Service to build Muse Chat, an AI assistant that guides creators through common questions and helps troubleshoot issues, making game development easier.

923. **USA Surfing** developed a solution using advanced vision action recognition, action detection, containerization, and graph-based multimodal Azure AI and Azure Machine Learning architecture. Using the Motion Insights framework, users upload a surfing video to a simple web interface. The Azure-hosted backend then utilizes the new Archon platform to produce AI-generated insights and analysis to improve performance and reduce injuries.

924. **Wedel Software** offers an AI audio advertising solution, Adthos Platform, which features more than 40 AI voices, including Azure AI's Neural Text to Speech offering, and direct publishing capabilities. The company also uses Azure AI's Custom Neural Voice to add new talent to the list of AI voice options, helping brands quickly deliver and scale audio ads to market.

Nonprofit

925. **Age UK** developed an AI-powered tool using Azure AI services text-to-speech capability to scale up its human-to-human Telephone Friendship Service. The tool's transcription app has assessed 23,000 calls and saved staff 9,500 hours. With the time saved, employees can focus on serving existing matches and bringing in more older people who need a friend.

926. **Amref Health Africa** is developing an AI-powered tool using Azure AI to predict malnutrition across Kenya. The solution will provide location-specific forecasts to inform the nonprofit, partnering organizations, and governmental bodies.

927. **Argus** developed a device that clips onto eyeglasses and uses Azure AI Speech and Azure OpenAI to help people with low vision navigate the world around them.

928. **Association to Prevent Blindness (APEC)** leverages Microsoft Azure and deep neural network algorithms to develop an app that enables healthcare providers to capture retinal images, increasing the accuracy of identifying Retinopathy of Prematurity (RoP) to 90%.

929. **CARE** partnered with Valorem to develop a sentiment analysis solution using Azure OpenAI Service. This tool enhances CARE's understanding of emergency preparedness in high-risk countries by evaluating staff survey responses at scale. Leadership can now use the insights provided by the tool to make informed decisions and prepare for any crisis.

930. **Esri's** ArcGIS geospatial platform enables cities to create environmental digital twins that simulate heavy rainfall and apply hot spot analysis to highlight flooding. Integrating Azure AI with the geospatial digital twin will uncover insights from vast amounts of data.

931. **FIDO Tech** is leveraging Azure OpenAI Service to develop an AI tool that uses sound to pinpoint leaky pipes, thereby saving precious drinking water.

932. **HairMatch** leveraged OpenAI GPT-4 on Azure AI Foundry to develop an app that scans your hair and analyzes its type and porosity. The app then makes product recommendations and offers step-by-step hairstyle guides and expert advice.

933. **HeritageWatch.ai** leverages AI to detect changes to heritage sites globally, caused by disasters such as floods or earthquakes.

934. **National Football League Players Association** collaborated with Xoriant to develop a comprehensive solution using Azure OpenAI Services. This solution analyzes footage from 32 teams to ensure health, safety, and prevent rule violations during the offseason. It helps staff reduce the time spent studying footage by up to 73%, freeing up time for staff and increasing player safety.

935. **National Zakat Foundation** developed a chatbot named Zaki using Copilot Studio to integrate into their website and answer donor questions. They also created an AI-enhanced solution with Power

Platform to evaluate applications for aid and triage urgent cases. Microsoft Dynamics 365 and a unified data model streamline reporting, enable collaboration, and personalize donor outreach. NZF has reduced wait times for aid disbursement by 80%, and staff believe further automation will enable same-day application reviews and fund distribution. This responsiveness at scale helps more people and prevents their slide into poverty.

936. **Pangea Data** developed a scalable AI-powered product platform using Azure OpenAI Services to de-identify data sets and find patients with hard-to-diagnose conditions. This platform works at scale with healthcare and pharmaceutical industries. Collaborating with two global pharmaceutical companies and the UK's National Health Service (NHS), they identified six times more (200,000) undiagnosed and miscoded cachectic cancer patients for therapies and trials, which led to improved outcomes for patients, halving treatment costs for the NHS (saving £1 billion) and a six-fold increase in revenue for the pharmaceutical sponsors.

937. **Petbarn** developed "PetAI" using Azure OpenAI Service, Azure AI Search, and Azure App Service to offer Australian pet owners highly personalized advice and product recommendations.

938. **Project Gutenberg** leverages Microsoft AI solutions to create audiobooks at scale, making its collection more accessible to a broader community, including people with visual impairments and those around the world who might not have access to traditional libraries.

939. **Royal National Institute of Blind People** is using Azure AI services to develop an AI-based solution that quickly and accurately converts letters to braille, audio, and large print formats.

940. **Royal National Institute of Blind People** is using Azure AI services to develop an AI-based solution that quickly and accurately converts letters to braille, audio, and large print formats.

941. **Signvrse** developed an application for mobile and desktop that translates spoken or written words into Kenyan Sign Language using 3D avatar technology and Azure AI Speech to power a virtual sign language interpreter.

942. <u>Spring ACT</u> developed Chatbot Sophia, leveraging Azure AI's text-to-speech capabilities, to provide a multilingual AI-powered tool supporting victim-survivors of domestic abuse.

943. <u>SURA Omics Science Center</u> leveraged Azure AI and the Microsoft Cloud to process patient-specific data and provide actionable insights to specialists. These insights can be related to patients' medical records, helping specialists make informed decisions for treatment. This approach benefits individual patient health and supports the analysis of entire populations, advancing scientific research and informing public health decisions.

944. <u>Wadhwani Foundation</u> leveraged Azure OpenAI to create job opportunities for millions. By empowering more than 6 million lives annually with AI-powered skills and resources, they also fuel more than 5,000 startups and support more than 150,000 student entrepreneurs.

Pharmaceutical

945. <u>Bayer</u> is using Microsoft Copilot to help feed a growing global population and support healthier, disease-free lives.

946. <u>Bayer</u> developed an agent using Copilot that allows their crop science researchers and scientists to search the tool using natural language. What previously took days to find now saves R&D teams 3 to 6 hours per researcher per week.

947. <u>Novartis</u> leverages Microsoft Copilot as part of their comprehensive approach to streamline the reporting process, organize data, track timelines and key actions, and generate updates. This allows them to focus on higher-value activities, such as analyzing results and strategizing future studies. With 40,000 employees using Copilot, a recent survey of 3,400 users revealed that 90% of respondents reported increases in productivity, 87% reported faster task completion, 76% produced more creative solutions, and 81% observed improvements in work quality.

948. <u>Novo Nordisk</u> recently published initial results using predictive AI models for advanced risk detection in cardiovascular diseases. This includes an algorithm that predicts patients' cardiovascular risk more accurately than the best clinical standards.

Professional services

949. **Agnostic Intelligence** leveraged Azure OpenAI Service to eliminate time-consuming tasks, saving users up to 80% of their time. This allows IT managers to focus on innovation and quality assurance.

950. **Avanade** developed the Avanade Intelligent Garden app with the help of garden designer Tom Massey and architect Je Ahn, using the Azure cloud platform and AI. This app allows users to have one-on-one conversations with trees, learning about their specific care needs and how they are faring. Trees will even alert their custodians if they anticipate issues like over- or under-watering. Rather than relying on automated irrigation systems or robotic gardeners, trees are empowered to provide insights that enable human custodians to make sustainable, resource-efficient decisions.

951. **Be My Eyes** leveraged AI to develop Be My AI, a tool that assists blind and low-vision individuals in independently navigating their digital world by providing AI-powered descriptions of on-screen content. It also includes an interactive chatbot, allowing users to ask follow-up questions about descriptions for a more dynamic and personalized experience.

952. **BluSmart** leveraged GitHub Copilot to revolutionize their software development workflow, offering coding assistance and rapid development. This resulted in a 20 to 30% increase in developer efficiency.

953. **Botminds.ai** leveraged Azure OpenAI Service to revolutionize the processing of unstructured content embedded in documents and PDFs. This streamlined process led to a 90% reduction in the time required to observe functional solutions.

954. **CapitaLand Investment** streamlined internal processes, increasing efficiency and saving more than 10,000 man-days per year. They also deployed Azure OpenAI to develop the first AI hospitality chatbot for their lodging business.

955. **Cassidy** is using Azure OpenAI to enhance efficiency across various industries, supporting more than 10,000 companies.

956. **CIPIO.ai** leverages Azure OpenAI to help companies connect with their communities of customers, fans, followers, and beyond to drive authentic

user-generated content (UGC). CIPIO.ai's UGC Solution empowers brands to discover content and content creators, authentically engage with their communities, activate and collaborate with the community, execute new content, pay content creators, and analyze the impact of its brand community at scale. Customer feedback shows CIPIO.ai-powered UGC outperforms other branded content, supporting authentic content for brands to use in their paid advertising campaigns, social media marketing, and at every stage of a buyer's journey.

957. **EkStep**'s Jan Ki Baat leverages AI-powered voice bots to facilitate natural conversations between individuals and organizations, empowering decision-makers with actionable, data-driven insights.

958. **EY** developed an application using AI Builder that automatically matches and clears incoming payments in SAP. This resulted in an increase from 30% to 80% in automatically cleared payments and 95% matched payments, with estimated annual time savings of 230,000 hours globally.

959. **EY** collaborated with Microsoft to enhance Azure AI Foundry's inclusivity, serving the 20% of the global workforce who identify as neurodivergent.

960. **EY Consulting** is using Geospatial Gen AI and Azure AI to enhance geospatial capabilities across various industries. With their expertise in geospatial data analytics, EY Consulting has successfully integrated these insights into business operations, redefining the geospatial landscape.

961. **Foyer** used Azure OpenAI Service to deploy the GPT-3.5 and GPT-4 models, resulting in improved reliability in service and incident reporting, and reducing rare outages.

962. **Gojob** developed Aglae, a virtual assistant that pre-qualifies candidates in under 15 minutes, helping recruiters achieve record-high employment placement rates.

963. **GoTo Group** is improving productivity and code quality across its engineering teams by using GitHub Copilot. This adoption has saved more than seven hours per week and achieved a 30% code acceptance rate.

964. **H&R Block** is using Azure AI Studio and Azure OpenAI to build a new solution that provides real-time, reliable tax filing assistance.

965. **Icertis** is offering AI tools that recognize contract language and build algorithms to automatically select the appropriate approach based on the contract content.

966. **ICG** integrated Microsoft Copilot into their construction simulation process to analyze crane cycle times against demand rates from various manufacturing stations. Copilot provided valuable insights, even for seasoned engineers. It also assisted in market research, identifying the optimal market niche, calculating the serviceable obtainable market, setting cascading goals for the team, and mapping out the buyer's journey. With this support, ICG shifted from an hourly consulting model to value-based pricing, increasing gross margins by 20%.

967. **Inflection AI** developed Pi, a chatbot that works with large language models, to help people organize their days and offer advice tailored to their knowledge and interests on a growing range of topics. To accelerate development time, reduce downtime, and better position themselves as a leader in empathetic personal intelligence, they used Azure AI technologies to ensure the reliability and stability they needed.

968. **ITOCHU** is using Azure OpenAI Service, Azure AI Studio, and Microsoft Fabric to evolve its data analytics dashboard into a service that provides immediate recommendations by automatically creating evidence-based product proposals.

969. **ManageArtworks** utilized Azure OpenAI Service to eliminate bottlenecks in categorizing and validating packaging and labeling content. This resulted in an 80% reduction in the time required to check compliance of packaging labels.

970. **Neuroblast** offers accessible, mobile post-rehabilitation for neurodegenerative diseases using interactive devices developed with Microsoft Azure, Azure IoT Hub, and Azure OpenAI Service. Microsoft 365 Copilot also helps them draft presentations and documentation for various institutions, programs, and conferences with ease.

971. **OnFinance AI** developed *NeoGPT* using Azure OpenAI Service to manage large volumes of meticulously cleaned data. They were able to run fine-tuning jobs 10 times faster with geo-redundancy and applied

reinforcement learning (RLHF) efficiently to ensure 85% guardrail compliance.

972. **Parity** is helping women athletes use data and AI to improve their well-being, performance, and careers.

973. **Properstar** developed a solution to simplify the analysis of unstructured real estate data and create a dynamic, AI-powered filtering system that provides more nuanced search results.

974. **Relativity** developed Relativity aiR for Review on top of Azure OpenAI Services to deliver a streamlined experience directly into RelativityOne. The solution helps attorneys organize their data and accelerate their early case knowledge and first-pass review processes. It also underpins all aspects of e-discovery, including intensive tasks like investigations, contract reviews, data breach responses, and many other legally—and ethically—impactful use cases.

975. **Sarvam AI** uses Azure OpenAI and GitHub Copilot to innovate across the full stack of generative AI, including GPT-4 models on Azure OpenAI. This enables them to provide grounded comparisons between different design choices in a generative AI application.

976. **Simpson Associates** developed the TOEX Data Platform and TOEX Capabilities Environment using Azure and Azure OpenAI. These platforms provide intelligence and analytical expertise to support UK forces in investigating organized exploitation, including modern slavery, human trafficking, sexual exploitation, and abuse.

977. **Space Intelligence** uses geospatial data analysis and machine learning through Microsoft Planetary Computer Pro to support zero deforestation and mass restoration. Using Azure AI and Machine Learning, they can provide customers with audit-grade data on forest coverage and carbon storage for nature-based projects.

978. **SymphonyAI** uses Azure OpenAI to accelerate product development with advanced AI capabilities across its portfolio to combat financial crime. Combined with Sensa Copilot, investigations can be completed 60-70% faster, with 70% less effort on the part of the human investigator.

979. **Theodora** uses Azure OpenAI and other Microsoft technologies to process massive datasets to train its AI models to detect unconscious

bias across industries, helping companies communicate more fairly and effectively.

980. __Veritone__ used proprietary and third-party AI engines, including Custom Neural Voice (CNV) from Azure AI services, to support its platform aiWARE™ in creating human-like AI voices with audio-based training data. Veritone is working with The Bert Show and iHeartMedia podcasts to use talent-approved synthetic voices to save time and scale their audio content to new audiences.

981. __Visma__ has developed new code with GitHub Copilot, Microsoft Azure DevOps, and Microsoft Visual Studio up to 50% faster, contributing to increased customer retention, faster time to market, and increased revenue.

982. __Vitra.ai__ leveraged Azure AI services along with their custom natural language processing (NLP) models to tackle the challenges of speech recognition and translation. This solution helped them boost their customer satisfaction (CSAT) score by 23%, enhance punctuation accuracy by 30%, and achieve immediate cost savings by reducing overall expenses by 22%.

983. __Wipro__ is committed to accelerating customer value and enhancing business outcomes by investing $1 billion in AI and training 200,000 employees on generative AI principles with Microsoft Copilot.

984. __Wrtn Technologies__ brings ATI closer to people with a 'superapp' that compiles various AI use cases and services, localized for Korean users to integrate AI into their daily lives.

985. __Albert Heijn__ is using Azure OpenAI Service for various applications, including customer personalization, demand forecasting, and food waste projects, making it easier for customers to adopt a healthier lifestyle.

986. __ASOS__ leverages Azure AI Studio to assist customers in discovering new looks through genuine shopping insights, personalized conversations, naturalism, and even humor to enhance the shopping journey

987. __Beiersdorf__ leverages Azure AI services, enabling its researchers to use features like document summarization, semantic search, document tagging, and optical character recognition to quickly extract key

information. This allows them to spend less time searching and more time on industry-leading product development.

988. <u>Coca-Cola</u> leveraging Azure OpenAI Service to develop innovative generative AI use cases across various business functions, including testing how Microsoft 365 Copilot could enhance workplace productivity.

989. <u>Mondra</u> used Azure OpenAI Service to develop Sherpa, a chatbot designed to help retailers calculate the CO_2 emissions produced in the making of their private-label and branded products, down to the ingredient level. By making data-driven decisions on how to reduce carbon emissions, it will significantly improve the retail food industry's ability to meet its net zero targets.

990. <u>Pets at Home</u> developed an AI agent to assist its retail fraud detection team in investigating suspicious transactions.

991. <u>SPAR ICS</u> developed an award-winning, AI-powered demand forecasting system that achieves 90% inventory prediction accuracy.

992. <u>Unilever</u> is partnering with Microsoft to identify new digital capabilities to drive product innovation, from unlocking the secrets of our skin's microbiome to reducing the carbon footprint of a multibillion-dollar business.

993. <u>Telefónica España</u> incorporated Azure AI and machine learning to harness big data and automation for network optimization. This improved network performance and customer experience, achieving substantial savings in operating costs and enhancing operational efficiency.

994. <u>Air India</u> integrated Microsoft 365 Copilot into multiple departments, unlocking a new realm of operational insights. This integration provides critical data on flight punctuality and operational hurdles, while also empowering proactive, collaborative decision-making.

995. <u>Denso</u> is developing 'human-like' robots using Azure OpenAI Service as the brain to facilitate collaboration between robots and humans through dialogue.

996. <u>Lufthansa Group</u> developed an animated 3D avatar called Digital Hangar to guide passengers from initial travel inspiration to flight booking through natural language exchanges with the avatar.

997. **Mia Labs** Mia Labs utilized Azure OpenAI Service to develop and secure its conversational AI virtual assistant, Mia. This assistant offers rapid support to investors while ensuring a robust security posture and advanced threat protection for AI workloads.

998. **Molslinjen** developed an AI analytics toolbox that has reduced fuel emissions, improved customer satisfaction, and generated millions in additional revenue.

999. **TomTom** leverages Azure OpenAI Service, Azure Cosmos DB, and Azure Kubernetes Service to transform the driver experience.

1000. **Toyota** is deploying AI agents to harness the collective wisdom of engineers and accelerate innovation in a system named 'O-Beya,' or 'big room' in Japanese. The 'O-Beya' system currently includes nine AI agents, ranging from a Vibration Agent to a Fuel Consumption Agent.

1001. **Wallenius Wilhelmsen** is implementing Microsoft 365 Copilot and Microsoft Viva to drive sustainable adoption, streamline processes, empower better decision-making, and cultivate a culture of innovation and inclusion.

Telecommunications

1002. **Yotta Data Services** will utilize Azure AI services for Shakti Cloud, Yotta's AI cloud platform to offer cutting-edge AI capabilities to developers, startups, enterprises, and public sector organizations across India.

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[1] IDC, 2025 CEO Signature Report: Transforming Business for an AI World, doc #US53393625, June 2025

[2] IDC Press Release, "IDC Predicts AI Solutions & Services will Generate Global Impact of $22.3 Trillion by 2030," April 2025

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