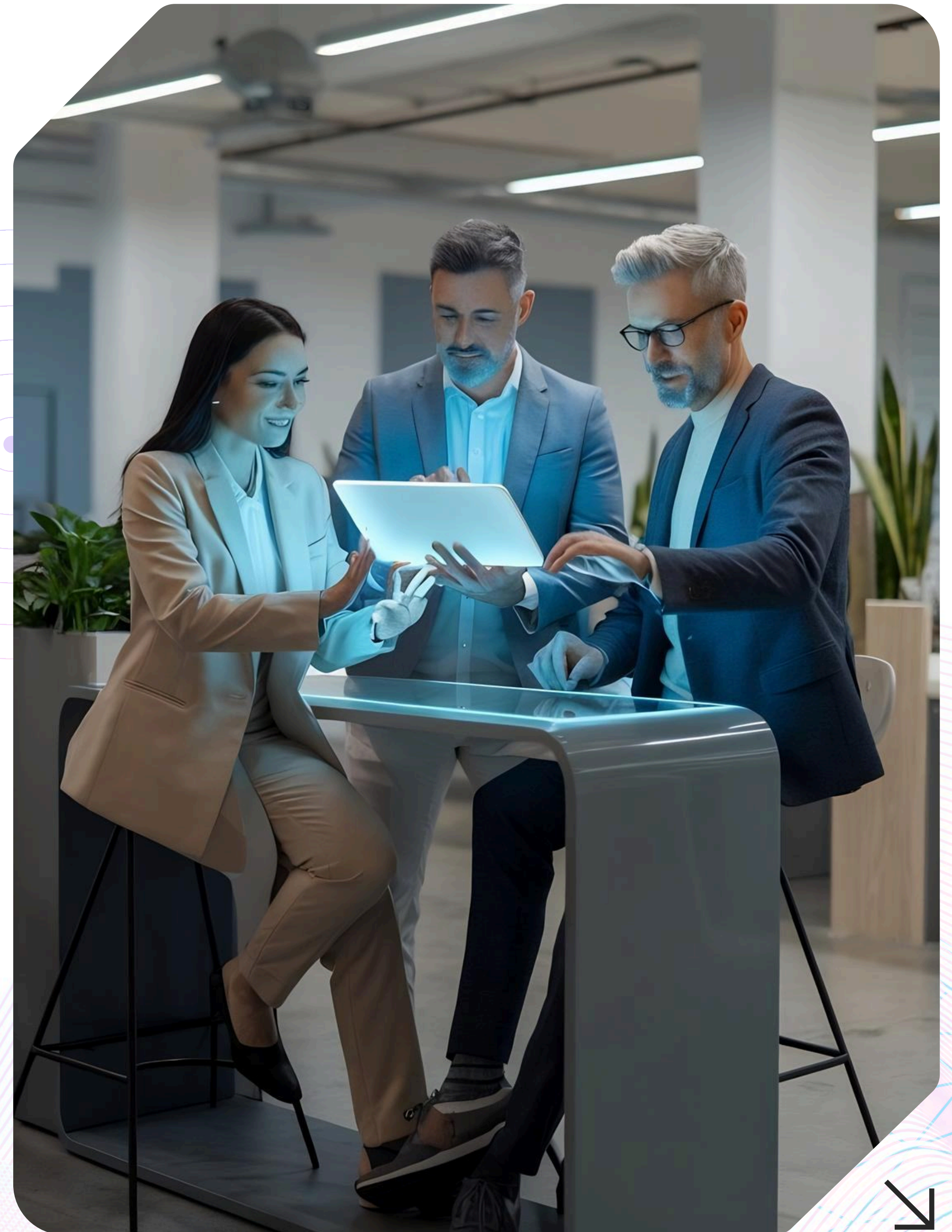


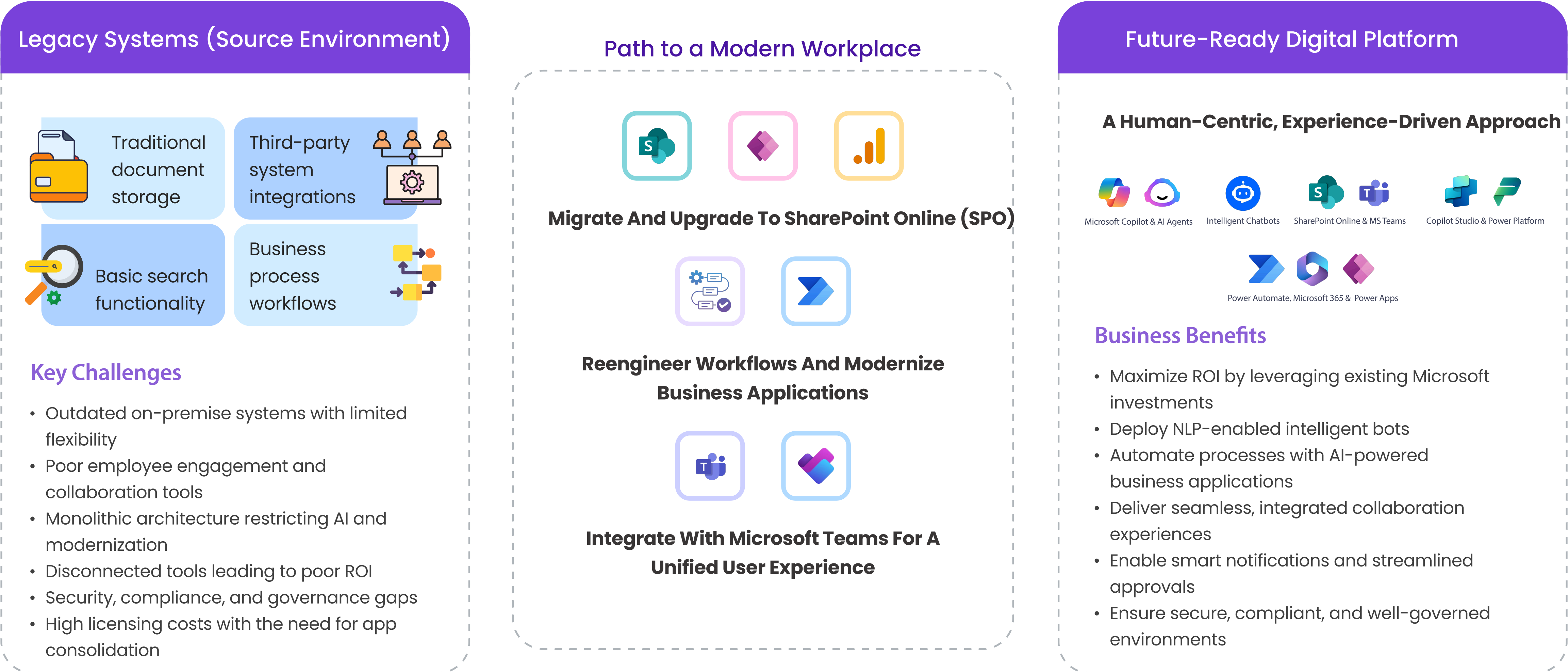
Shaping The Future of Work

Delivering human-centric, AI-powered transformation with Microsoft 365, Copilot, and Power Platform for scalable innovation and intelligent automation.


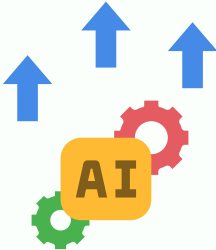


Next-Gen Workplace Transformation

Migrate | Modernize | Innovate | Enable Intelligence



Key Initiatives to Modernize, Innovate, and Transform Operations

Strategic Priorities	Initiatives	Improvements	Outcomes
 <p>Cloud-First Strategy, Cost Optimization & Compliance</p>	<ul style="list-style-type: none">• Migrate and transform legacy systems to Microsoft 365• Consolidate and modernize existing applications• Strengthen governance, compliance, and archival frameworks	<ul style="list-style-type: none">• Migrate and transform legacy systems to Microsoft 365• Consolidate and modernize existing applications• Strengthen governance, compliance, and archival frameworks	<ul style="list-style-type: none">• Optimized software and storage costs• Standardized and scalable platforms• Improved audit preparedness
 <p>AI-Driven Productivity Enhancement</p>	<ul style="list-style-type: none">• Deploy Microsoft 365 Copilot• Build custom AI agents using Copilot Studio• Leverage Azure Cognitive Services for smart app development and automation	<ul style="list-style-type: none">• Save 2–3 hours per user weekly• Automate 25–50% of repetitive tasks	<ul style="list-style-type: none">• Lower manual workload• Intelligent, responsive applications• Accelerated and efficient collaboration

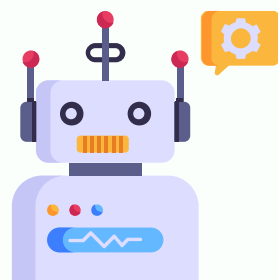


Enriched Employee
Experience &
Seamless
Collaboration

- Develop personalized, experience-focused intranets with mobile-first design via Microsoft Viva

- Improved user experience metrics (XLA) and dashboard visibility
- Over 90% digital satisfaction
- Increased adoption of Microsoft 365 tools

- Enhanced employee engagement
- Centralized, unified digital workspace

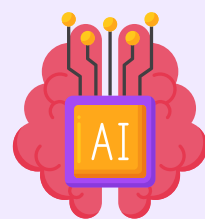


ITSM Automation &
AIOps

- Integrate AIOps for IT operations
- Deploy self-healing automation bots
- Automate ticket classification

- Automate 30–50% of support tickets
- Enhanced customer satisfaction (CSAT) scores

- Accelerated issue resolution
- Proactive and predictive remediation

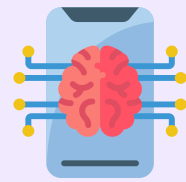


AI-Powered
Knowledge
Management

- Enable Viva Topics with Copilot
- Deploy AI-driven knowledge bots
- Upgrade Microsoft 365 search capabilities

- 25% reduction in duplicate content
- Improved success in knowledge management
- Faster employee onboarding

- Smarter knowledge discovery
- Decreased rework and duplication of effort

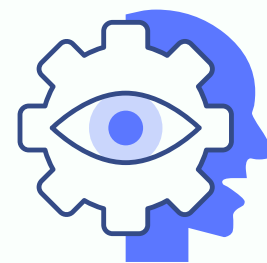


Intelligent Applications Using Power Platform & AI

- Establish AI and Power Platform Centers of Excellence
- Integrate Copilot and agentic bots

- 70% quicker application development
- Increased adoption of automation bots
- Reduction in repetitive IT tasks

- Enable non-technical (citizen) developers
- Minimize IT backlogs



Observability & Agentic Operations

- Use DEX (Digital Employee Experience) analytics
- Implement bot-led troubleshooting
- Monitor IT health using Power BI + Teams
- Create workplace dashboards for performance insight

- Greater operational visibility
- Fewer issue escalations
- Timely proactive resolutions

- Predictive issue management
- Smarter, AI-enabled helpdesk support

Strategic Roadmap for Building Future-Ready, Human-Centric Workplaces

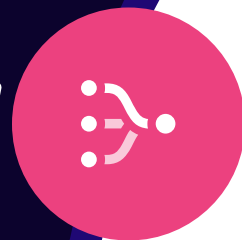


Discovery & Platform Design

- Analyze existing system content
- Assess business applications and workflow efficiency
- Perform feasibility assessments and define a strategic transformation roadmap

Smart & Automated Applications

- Conduct ideation sessions to explore modernization potential
- Upgrade legacy business applications to SharePoint and Power Platform
- Deploy intelligent applications powered by AI and bots



Modernization of Data, Intranet & Microsoft Teams Integration

- Implement SharePoint and establish hub-and-spoke architecture
- Enable MS Teams integration and streamline approval workflows
- Migrate data and modernize intranet systems



Innovation & Cost Optimization

- Drive governance and compliance-focused initiatives
- Integrate line-of-business (LOB) systems for a unified digital experience
- Execute cost-saving strategies
- Automate IT service management (ITSM) using AIOps and ensure continuous improvement



Experience-Driven Digital Platform

- Automate processes with AI-driven solutions
- Launch and extend Microsoft Copilot capabilities
- Implement agentic bots and deliver personalized digital experiences

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Thank You