

The Overwhelming Value of M365 Copilot Training & Adoption

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Average ROI for M365 Copilot Training

**1 hour
of
training**

**1 week
of time
saved**

The Start

- I started in IT with one piece of technology – Surface Hub.
- I gained an in-depth technological understanding
- I delivered end user training – A LOT
- Having a technical understanding helped me become a better trainer
- I honed my training skills by delivering the same presentation hundreds of times
- I was ready for something new and needed a push



What We Do

- Data#3 Offers End User training for Microsoft programs.
- We don't say no to any topic!
- We focus primarily on clients migrating to M365 Copilot
- OneDrive, SharePoint Online, Teams, and Copilot are very popular and provide high value



How Did We Grow?

Areas of
Expertise

17

Years in business
combined

15+



People Trained

3,000+



Industry Awards

3



Average Customer Rating

4.8/5

National & International
coverage

Worldwide Recognised

Data#3 were awarded Microsoft's Modern Work Partner of the Year for 2024.

Our training and adoption program was a big part of this success!



Why Invest in Adoption?

The return on any investment in technology is wholly dependent on the end user's ability to understand the newly unlocked abilities.

Most staff have not received IT training in a long time or ever.



Modern Hybrid Work

Everybody, from anywhere with internet must be able to:

- 1. See and be seen**
- 2. Hear and be heard**
- 3. Touch the same document at the same time.**

All of the functionality from an office is now in the device.

This efficiency gives people more time and flexibility



International Delivery

Data#3 has helped several international partners in the South Pacific with their transition to M365

We are uniquely positioned to guide our partners in Fiji on the same journey!



Copilot Early Access Program



Data#3



Data#3 Modern Work Awards and Memberships

Data#3 | Microsoft

Microsoft ANZ Winner

Partner of the Year Awards

2024 Microsoft ANZ Modern Work Partner Award

Data#3 | Microsoft

Microsoft Global Winner

Partner of the Year Awards

2024 Surface Reseller

Data#3 | Microsoft

Microsoft Global Finalist

Partner of the Year Awards

2024 Secure Productivity

M365 Copilot Early Access Program Member

Significant Copilot Experience

Microsoft Global Partner Advisory Council Member for Modern Work

Microsoft Gen AI Research Program Contributor

Multiple Advanced Specialisations

How Do We Do it?

How Do We Achieve Success?

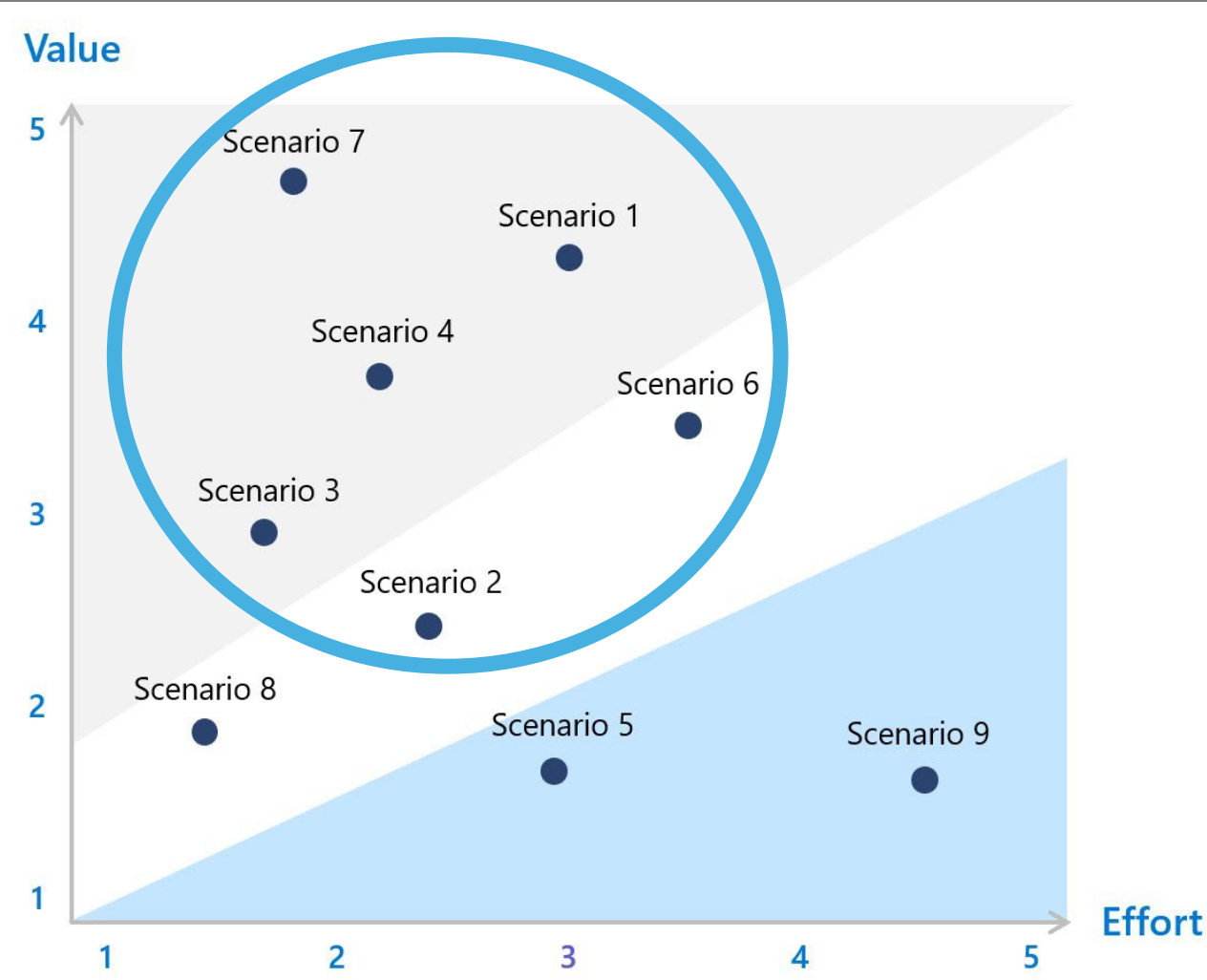


Analysis

Our goal is to identify the easiest things to learn, that deliver the highest amount of value.

This ensures maximum value is returned from any investment in training.

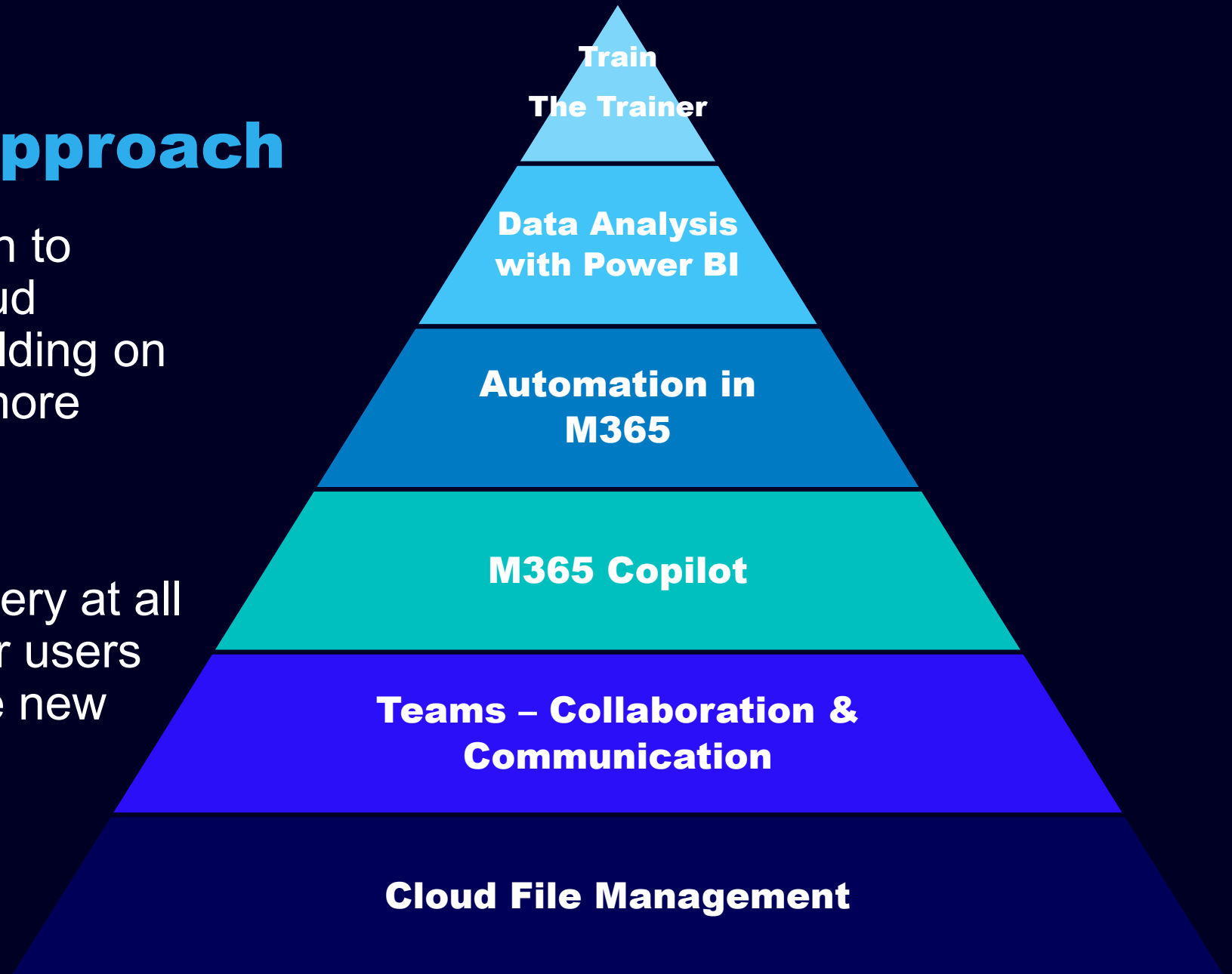
This especially true with Copilot



M365 Training Approach

We take a layered approach to training by starting with cloud fundamentals, and then building on that base knowledge with more specialised courses.

This approach ensure mastery at all levels and makes it easy for users to truly digest and apply the new knowledge.



Adoption Process

Reasoning



Example



Practice

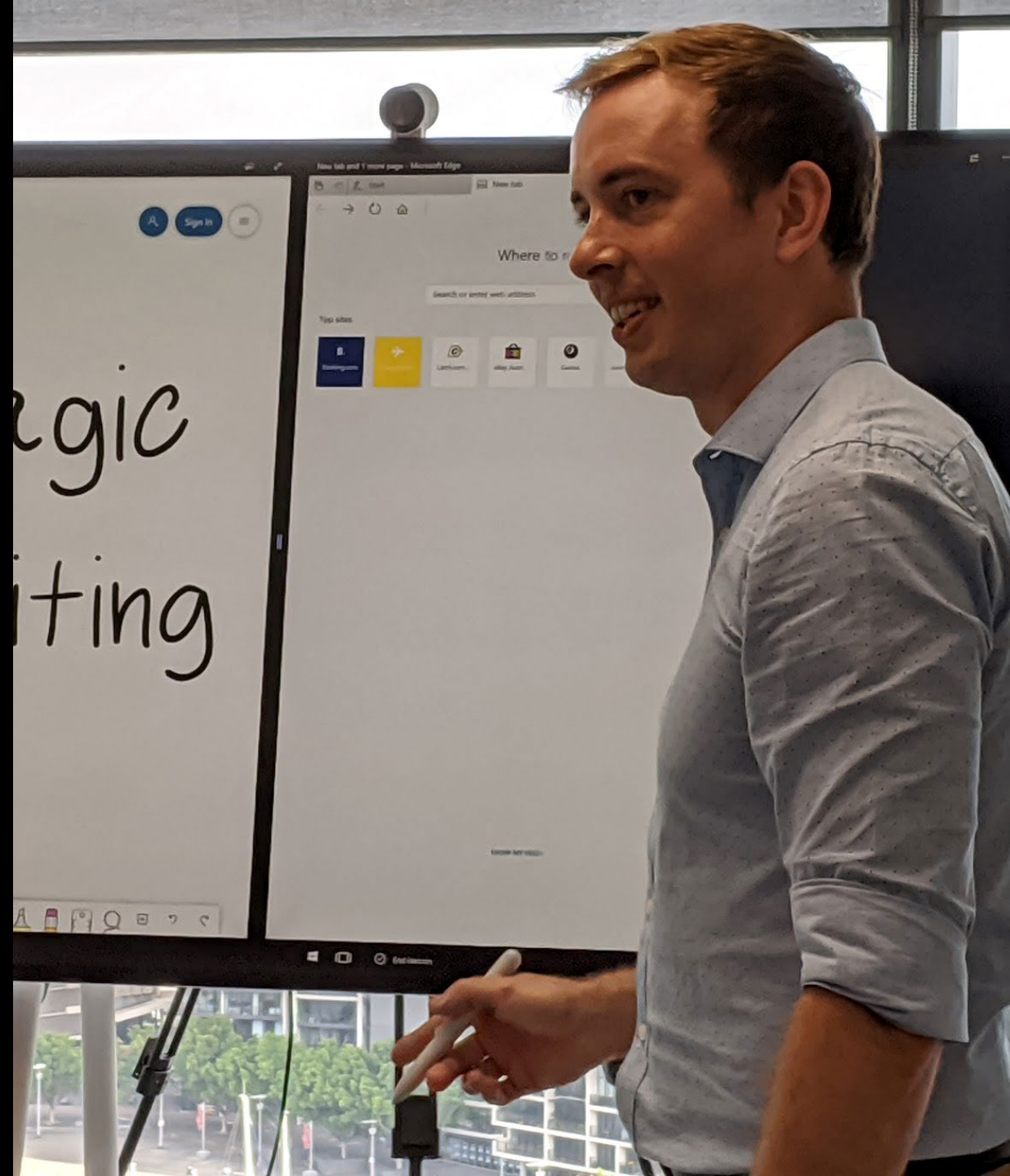
“We don’t need to email attachments to collaborate in real time. There is a better way!”



Live demonstration of co-authoring in Word in our customised demonstration environment



1. Create a document
2. Share it with another trainee
3. Edit the document together
4. Change their access to read only.



Online Delivery

Covid forced training to go online.

Data#3 have built custom studios specifically for remote delivery of training.

Data#3

Prompt Engineering

To get the best response, it's important to focus on some of the key elements below when phrasing your Copilot prompts.

Goal

What response do you want from Copilot?

Context

Why do you need it and who is involved?

Generate 3-5 bullet points to prepare me for a meeting with Client X to discuss their "Phase 3" brand relaunch.


Focus on Email and Teams chats since June. Please use simple language so I can get up to speed quickly.

Which information sources or samples should Copilot use?

Source

How should Copilot respond to best meet your expectations?

Expectations



On Demand

Data#3 can create customised and branded learning content including videos, how-to-guides, and facilitator guides for your organisation to use at their own leisure. This allows for new starters to receive training and allows for training to be delivered at any time.

Data#3

Surface Hub 3 Pack

Upgrade your Surface Hub in less than two minutes

Adoption Artefacts

Each module includes:

- A list of learning outcomes
- A step-by-step guide for every learning outcome
- A facilitator guide
- A presentation with set demonstrations and hands-on activities

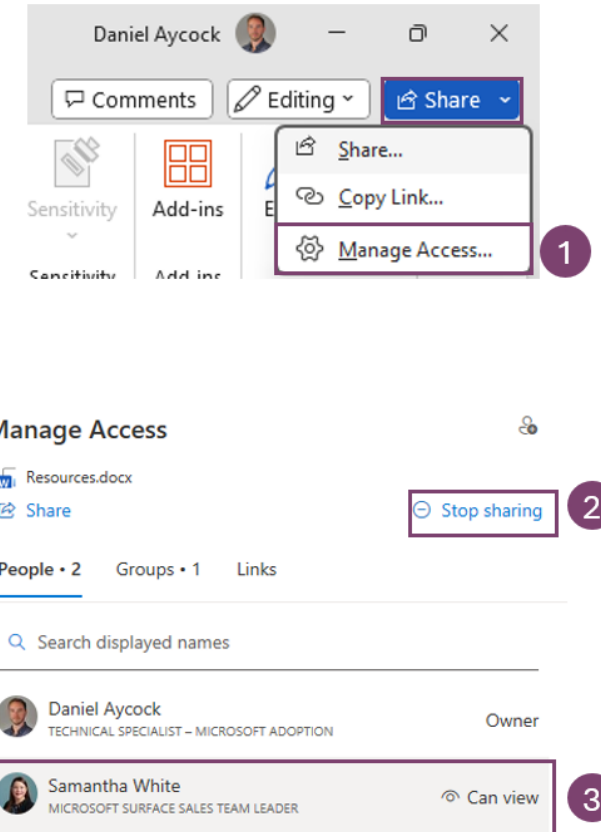
3. Manage Access to Shared Files

Once a file has been shared with a colleague, it is possible to change their access or level or rescind access completely.

1. Click **Share – Manage Access**
 2. Select **Stop sharing** to remove access for everyone.
- OR
3. Select the name of the person whose access you'd like to change.
 4. Click the current access level and select the new access level from the dropdown menu and hit Apply.

OR

5. Click **Grant access** and then select the appropriate level of access from the dropdown list if direct access has not been granted already.



Reporting

Data#3 conducts post-training surveys and compiles these findings into a report that quantifies the savings and return on investment in training.

On average users save 48 minutes per week from M365 Training,

and 60+ minutes per week for Copilot Training

Our Satisfaction rating is 4.8/5

Attendance

The attendance record is maintained by Morgans, but the attendance ranged from roughly 25-50 attendees per session.

Feedback and Rating

From the survey results shown below, the average rating was **4.6/5**. The average time saved was **32 minutes per week**. This is an excellent result, which translated to **25 hours per user per year**.

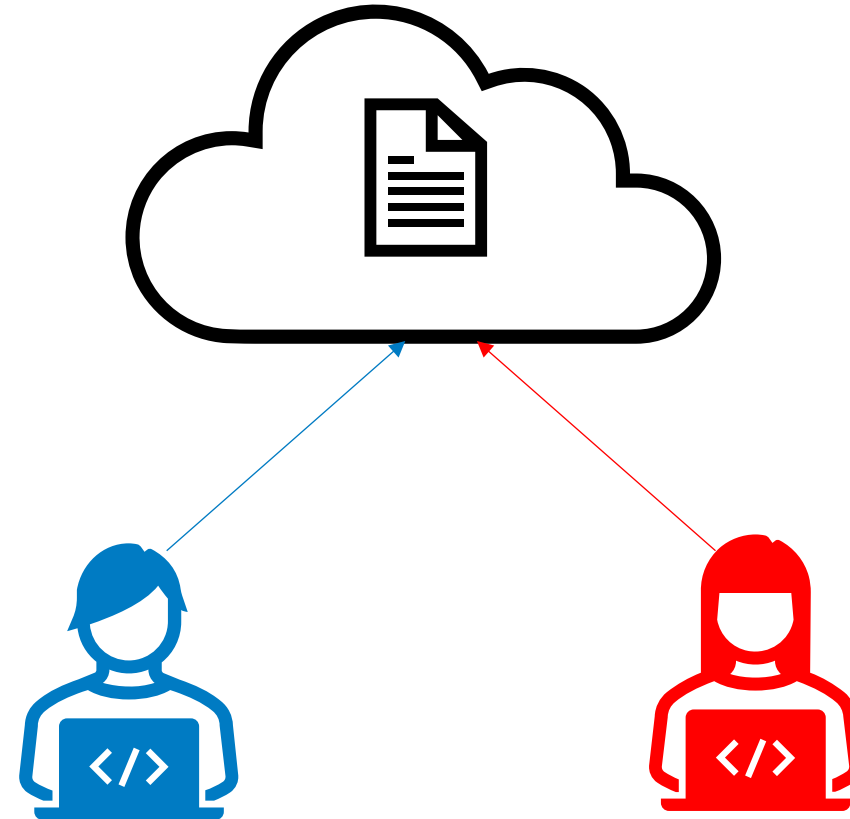
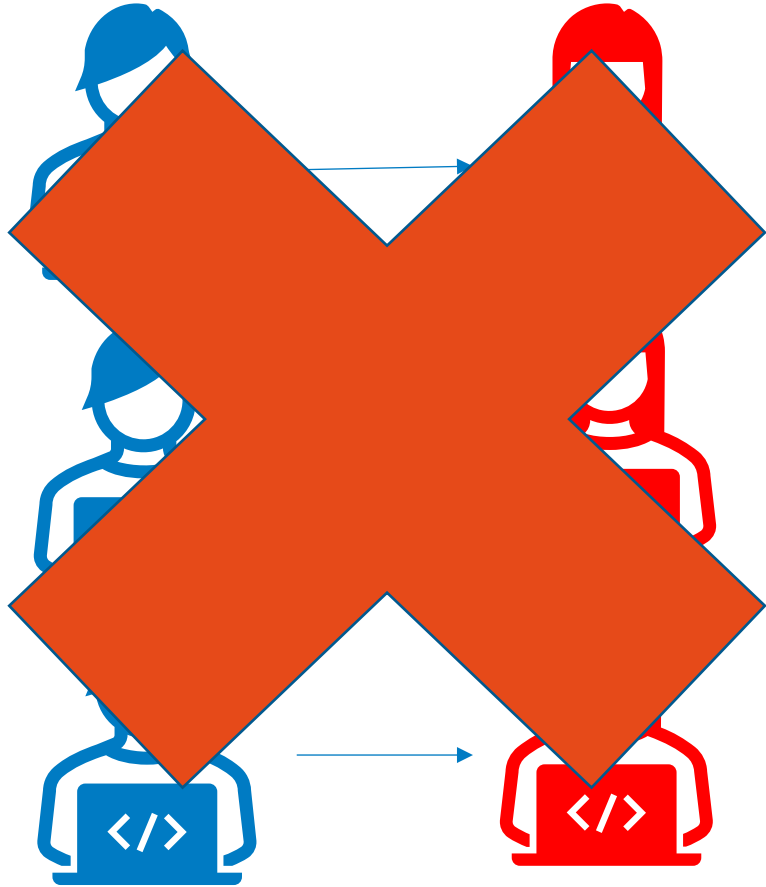
Next Steps

Given the popularity of the training and the continuing rollout of SharePoint online and Teams channels, it would be advisable to deliver training on these topics shortly after the rollout. The survey results indicate an appetite for further training in Copilot, Windows 11, and Power BI. Data#3 provides training in all of these areas and can be organised by contacting your Data#3 representative.

Top 3 Inefficiencies

#1 Can you Email That to Me?

Modern Document Sharing



Sharing Via OneDrive



**#2 Can you
Resend that to
Me?**

Find Shared Files

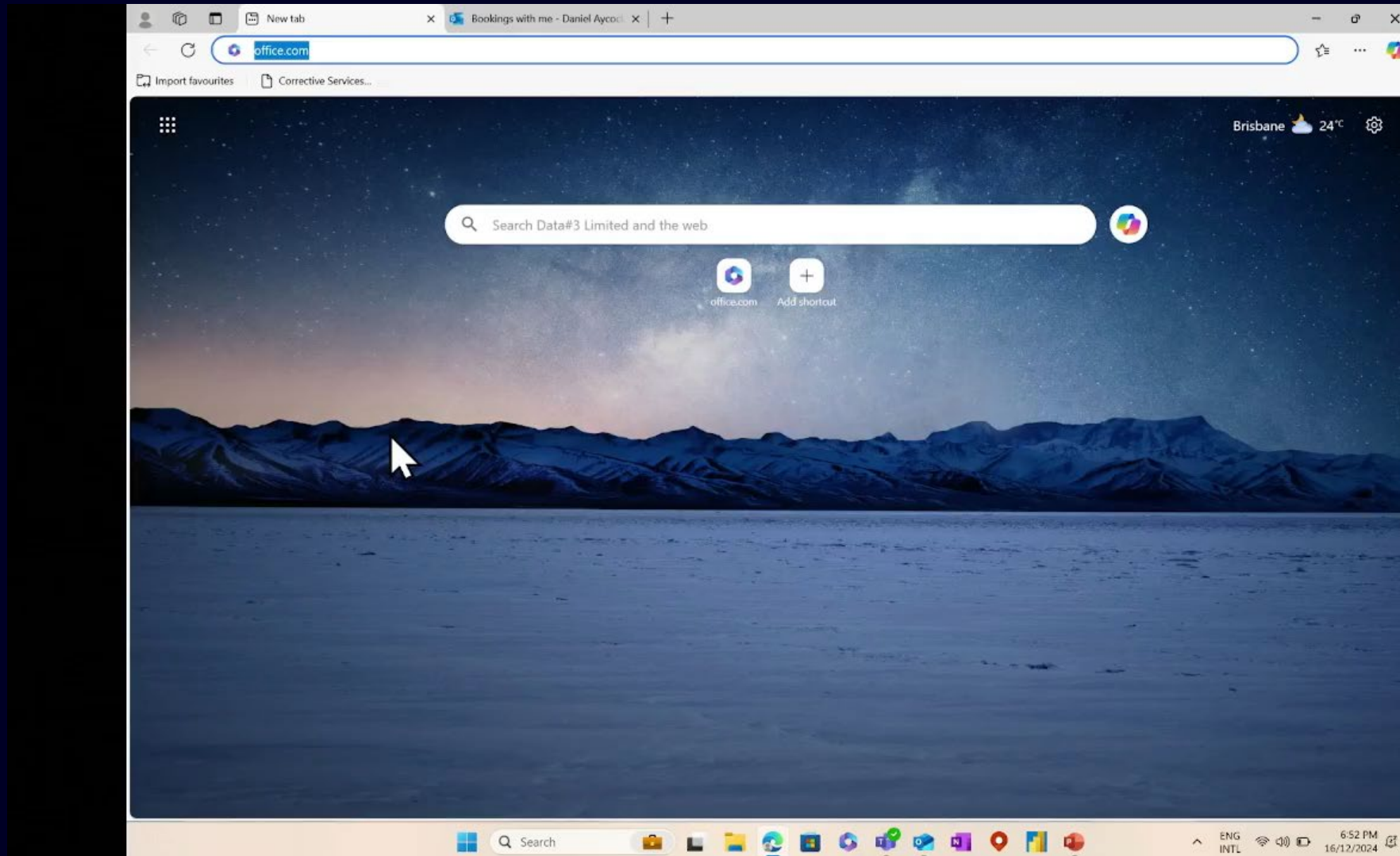


#3 What Time are You Free?

Scheduling Assistant



Bookings



Copilot

Conclusion

1. End User Training is the only way to ensure success when investing in licensing.
2. The ROI on training is significant. 40:1 time-wise, and we can include 25 student per session.
3. Data#3 are uniquely positioned to help customers adopt M365 in order to realise maximum value in the shortest time.

This is your time. That extra hour a week can mean less overtime, less work at home, and more time on the important things.

Questions?

