

Transforming Copilot from Pilot to Strategic Productivity Engine

Global Telecommunications Leader's Finance Organization



Business Problem Statement

A leading telecommunications organization's finance team had early access to Microsoft Copilot but struggled to translate initial interest into meaningful day-to-day usage.

While licenses were available, users lacked clarity on how to apply Copilot within finance workflows such as reporting, analysis, and collaboration. This gap limited productivity gains and prevented the organization from fully realizing its AI investment.

Key Challenges

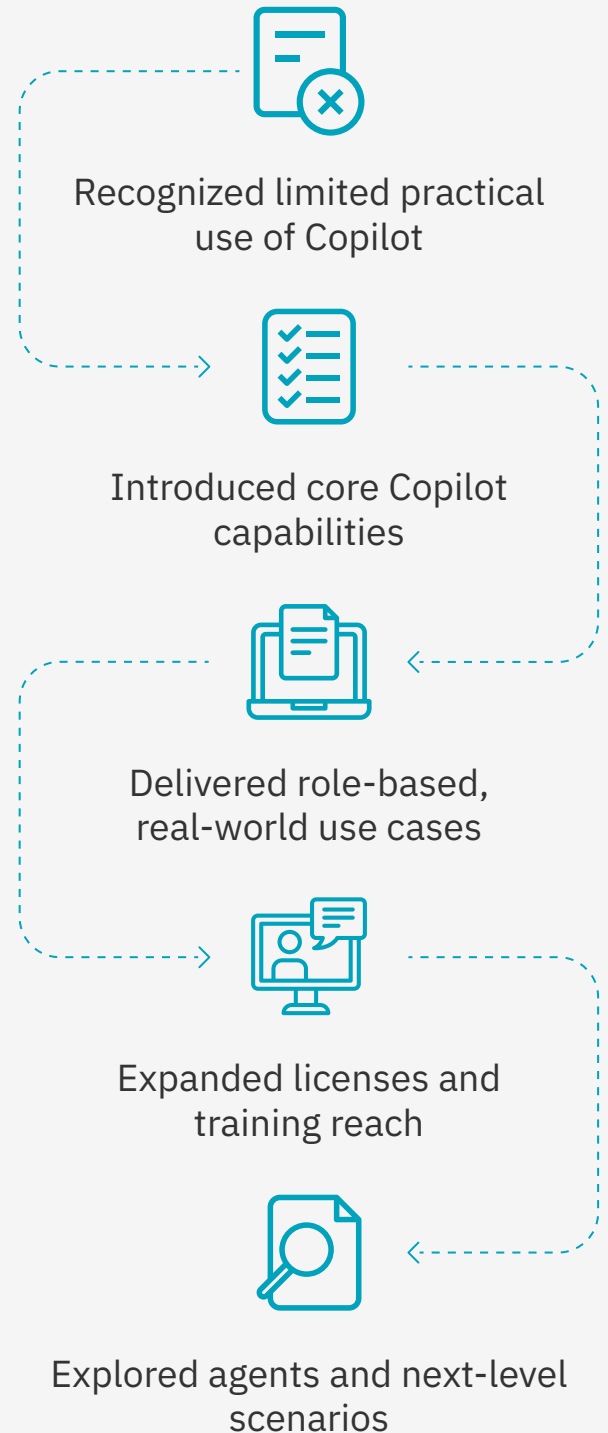
- ▶ Limited understanding of finance-specific Copilot use cases.
- ▶ Low confidence beyond basic functionality.
- ▶ Inconsistent adoption across a large user base.
- ▶ Need to scale enablement efficiently without disrupting operations.
- ▶ Gap between AI potential and measurable outcomes.

Our Solution

A phased, outcome-driven enablement strategy was implemented to accelerate adoption and build long-term capability:

- Foundational training established core Copilot knowledge and initial confidence
- Application-focused sessions demonstrated real finance use cases in Excel, PowerPoint, Word, & Teams
- Short, instructor-led virtual sessions enabled broad participation with minimal disruption
- Modular training allowed users to select content most relevant to their roles

Visualizing the Journey:



Delivery Highlights

- ▶ Trained over **4,000** finance professionals through live sessions.
- ▶ Achieved consistent satisfaction scores above 4 out of 5.
- ▶ Supported significant expansion of Copilot licenses.
- ▶ Increased engagement through flexible, role-relevant training.
- ▶ Delivered at scale with interactive virtual sessions and real-time support.
- ▶ Established a repeatable model for enterprise AI adoption.

Why It Matters

This engagement shows how structured, role-based enablement can transform AI from an exploratory tool into a core business capability.

By focusing on practical usage and scalability, the organization increased adoption, improved productivity, and positioned finance teams to make more informed decisions.

The approach also created a foundation for continued AI innovation.

“

The training felt very practical and aligned to what I actually do in my role, not just theoretical

”

- Company Employee

“

Copilot is helping streamline tasks that used to take much longer, especially writing and summarizing

”

- Company Employee

Delivery Modalities:



Live, virtual instructor-led training (ILT)



Scenario-based demonstrations



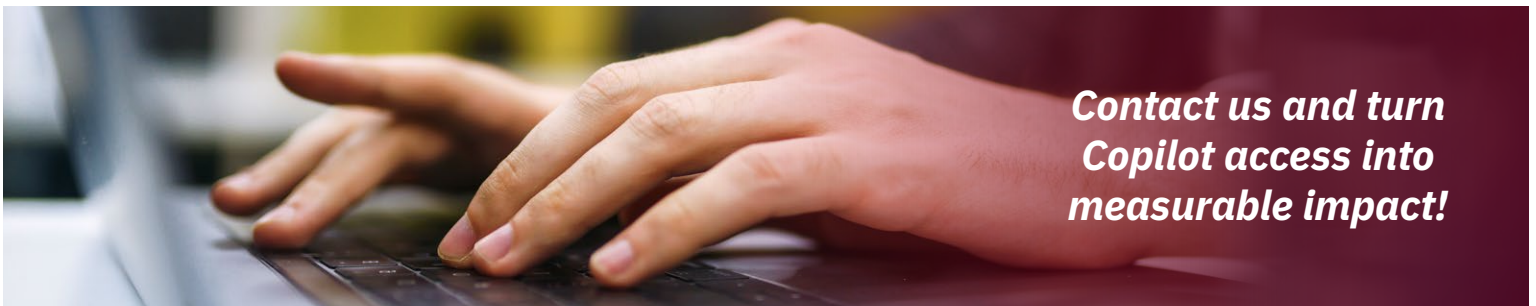
Phased enablement model



Role-focused Q&A sessions

Our strategic approach included:

- Repeated enablement cycles that supported expanding license adoption
- Advanced exploration that introduced Copilot agents and automation opportunities



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