Citizen enablement Copilot agents

Our **Citizen Developer Enablement for Copilot Agents** program gives your business teams the skills, tools, and guardrails they need to create high-impact Copilot agents that work safely, scale effectively, and drive measurable outcomes.

We work alongside your IT and business leaders to establish a strong foundation, from governance and readiness, to training and adoption so your people can build with confidence, and your organisation can innovate at speed.

Ideal participants include: Power users eager to create solutions for their teams. Business unit champions with a passion for innovation. IT leaders wanting to safely enable self-service app and agent building.

Our approach:

Discovery & planning

We run focused workshops to align on goals, map key processes, and pinpoint the right Copilot agent use cases. We explore pain points and manual effort, then capture baseline data (current effort, known inefficiencies, and stakeholder perspectives) to support value assessment and later business case development.

Champion enablement

Build internal capability through a network of Copilot Champions. We help champions learn to identify high-value use cases, design user-friendly agents, and apply governance guardrails in practice. They leave confident to build agents and mentor others across the business.

Measure & sustain

Embed Copilot Studio as a long-term capability, focused on measurement and improvement. We set up feedback loops and dashboards to track adoption and value, giving leaders clear ROI insights. We review maturity, spot gaps, and prioritise the next use cases.

Copilot managed support

Keep momentum after the initial program with optional managed support. Get on-demand access to our Copilot experts for targeted change management, agent performance reviews, and adoption insights. This lightweight service keeps agents delivering value without locking you into a long-term arrangement.

Upskill power users and champions to design, build, and manage Copilot agents.

Expected outcomes

- **A skilled community of citizen developers** confident in using Copilot Studio.
- **Enterprise-ready guardrails** that keep innovation safe and scalable.
- **A library of working Copilot agents** designed to solve real business problems.
- A proven process for **continuous improvement and rapid deployment.**
- Increased adoption of Copilot and measurable ROI from your investment.

What is the timeframe of this engagement?

~8-12 weeks

What is the expected investment?

~$50k

Who is this engagement suitable for?

Organisations already using Microsoft 365 Copilot who want to enable and empower their team to build agent solutions internally.

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Specialists in
<people> friendly
technology

Our mission is to make work better.

We help organisations unlock the full potential of technology - so your people can do their best work, every day. From frontline teams to the executive suite, we work with large organisations to modernise the workplace, elevate culture, and drive lasting change.

Our expertise spans **advisory and adoption services**, **end-to-end solution delivery**, and **ongoing managed support** - tailored to help our clients thrive in a fast-changing digital world.

We specialise in:

- **Building intelligent modern workplaces** that improve collaboration, connection, and employee experience;
- **Creating and modernising intelligent agents, apps and workflows** to automating processes and unlock productivity;
- **Securing data and systems** with enterprise-grade compliance and governance frameworks;
- **Designing and building** custom, enterprise-grade applications that modernise legacy systems and support cloud-ready growth.

With a team of strategists, technologists, designers, and change leaders, we bring a human-centred approach to every engagement - balancing innovation with practicality to create impact that lasts.

We take partnerships seriously, and we're proud to have been named **Microsoft's Partner of the Year** five times – as a global winner for Employee Experience, global winner for Frontline Worker solutions, and Australian and Japanese partner of the year winner.

Microsoft Partner
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2025 Partner of the Year Winner
Modern Workplace for Frontline Workers – Global
Copilot & Agent – Japan

2022 Partner of the Year Winner
Employee Experience Award

2021 Partner of the Year Winner
Australia

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Viva Engage Adoption Specialist

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Microsoft Preferred Content AI

Microsoft Preferred Business Applications

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