

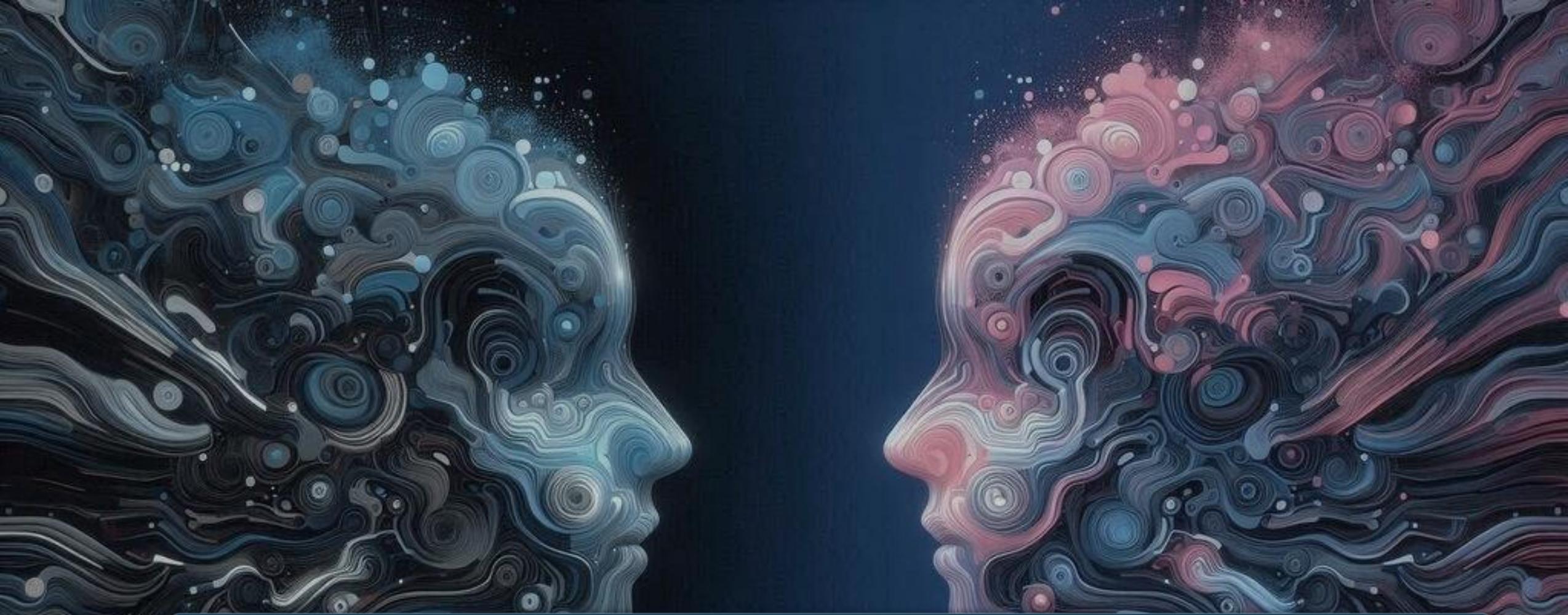


Empowering Manufacturing With Microsoft Intelligent Cloud

Andrea Bez
Cloud Sales Executive, Manufacturing & Mobility – Microsoft Italy



A white LinkedIn profile card for Andrea Bez. At the top is a circular profile picture of a man with glasses and a suit. Below the picture is the name "Andrea Bez" and the text "Sales Executive @Microsoft | Empowering manufacturing with Azu...". At the bottom of the card is a large QR code.



The gift of dialogue

AI is shifting business today



Every
individual



Every
process



Every
organization



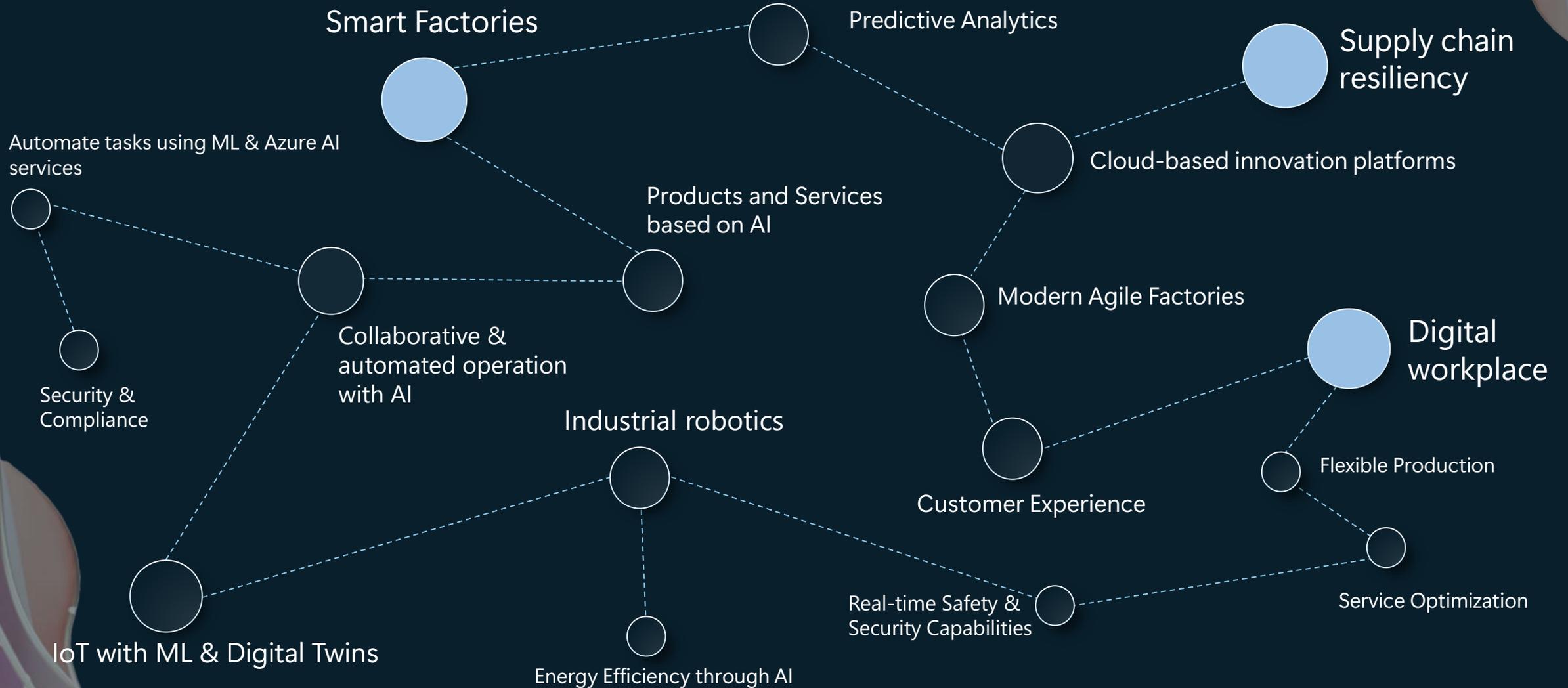
Every
industry

The relevance of manufacturing & AI

In the hearth of the
manufacturing Valley



Top of Mind for Manufacturers



Microsoft's view for AI in Manufacturing



Build more agile factories



Create the safe, secure and agile factory of the future today with IT/OT convergence, and diffuse AI



Create more resilient supply chains



Improve service resilience and profitability through intelligent supply chain planning, execution and automation



Transform your workforce



Combine productivity apps, intelligent cloud services and security to transform the way you work

**Your roadmap to creating value with AI
depends on where you are on your AI journey**

The five stages of AI readiness



Exploring

Just starting with AI, learning and experimenting in select areas



Planning

Actively assessing, defining, and planning AI strategy



Implementing

Moving from proof of concepts into production



Scaling

Scaling AI projects across the organization



Realizing

Realizing repeatable and measurable value across the organization

Microsoft's AI advantage

The proven leader for AI transformation

Extensible, AI-first apps in the context of your work



Build your own transformational AI experiences



World's most loved developer tools



1,600+ frontier and open-source AI models



Unified data estate integrated with an end-to-end AI toolchain



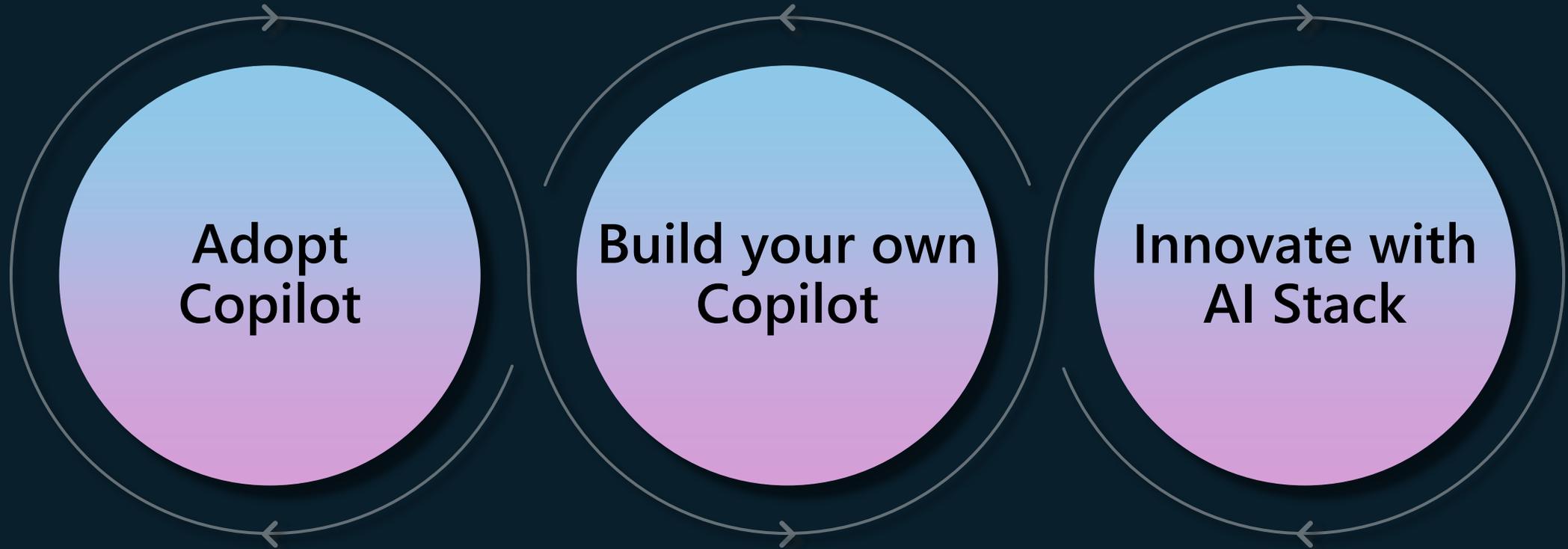
Enterprise-grade security and compliance



Leaders in trustworthy AI



Make & Buy Decision



Innovate and automate with AI at scale

Microsoft Copilot

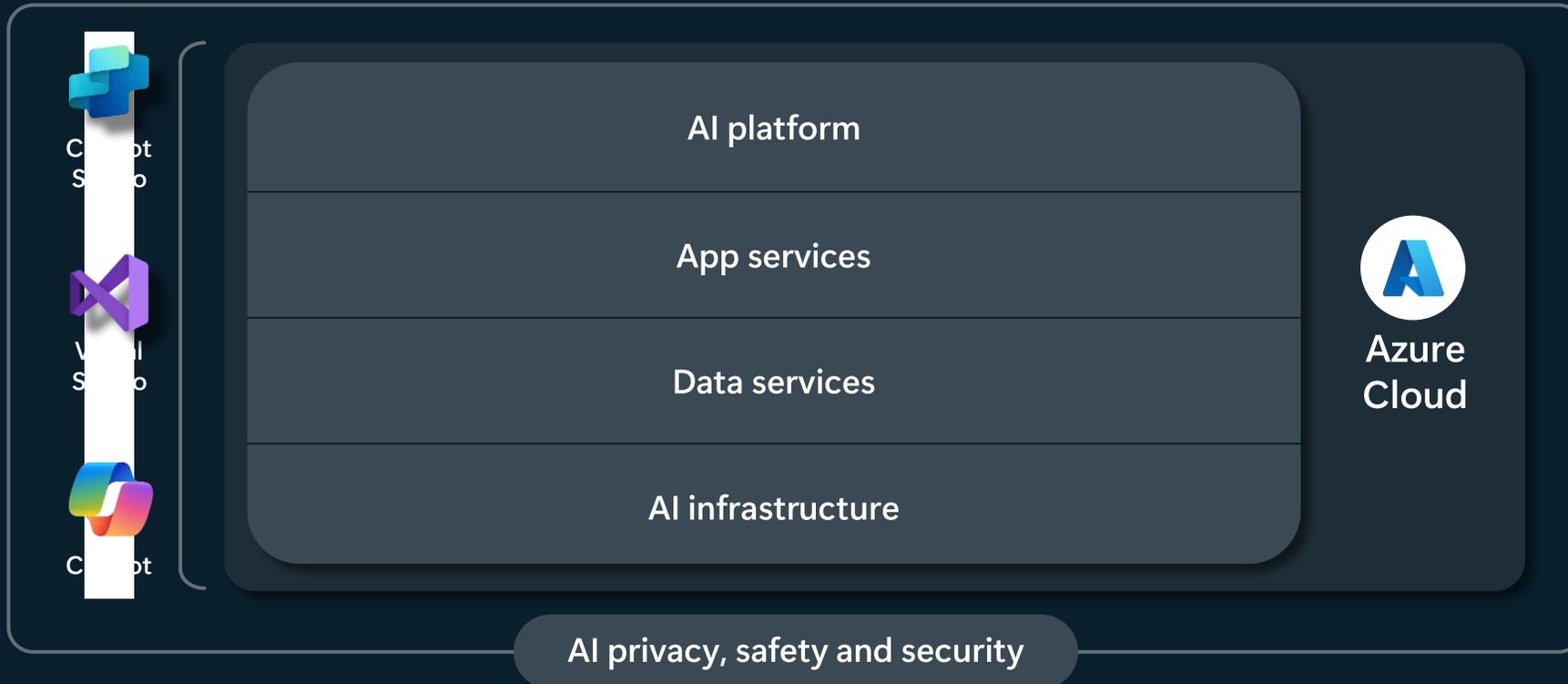
Build your own Copilot

Innovate with AI

Adopt Microsoft Copilot

Build your own copilot

Innovate and automate with AI





Microsoft Copilot

Build your own Copilot

Innovate with AI

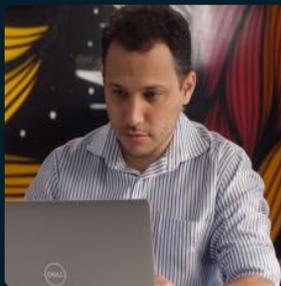
Microsoft Copilot unlocks value and opportunity



Every employee
Universal tasks



Service agent



Seller



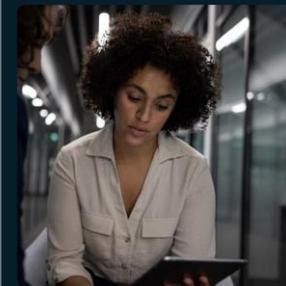
Financial analyst



Marketer



HR professional



Security analyst



Developer

Function-specific tasks

Respond to a customer compliant

Microsoft Copilot

Build your own Copilot

Innovate with AI

1. Review customer history

Prompt Copilot¹ to summarize email threads and meetings with the customer. With Copilot for Service, view a summary of the opportunity.



Rapidly get up to speed to on the concerns raised across all interactions.

2. Research product info

Ask Copilot² to gather product information and create a summary of the issues and suggested next steps. Copilot for Service includes insights from your CRM system.



Gathering product information from multiple sources and asking Copilot to prepare a summary can save time and increase accuracy.

3. Meet with product team

Use Copilot in Teams to suggest questions to ask the product team based on the customer request and potential solutions.



Copilot can help boost creativity by suggesting solutions from its vast knowledge base.

6. Share response

Have Copilot in Outlook draft an email summarizing the interaction and highlighting how the issues will be resolved.



Quickly summarize files and draft emails to inform customers.

5. Meet with the customer

Have Copilot in Teams take meeting notes and summarize action items.



Document and socialize the action items to keep the resolution process moving forward towards a successful close.

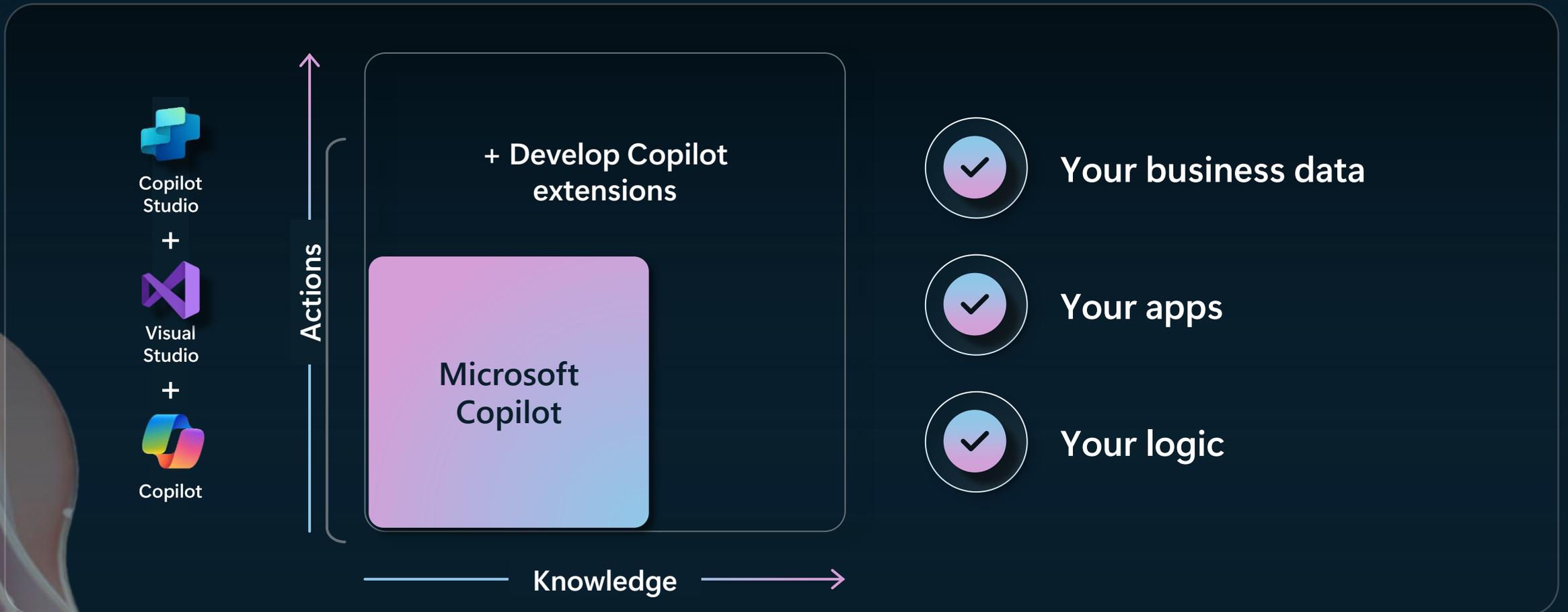
4. Draft proposed response

Use Copilot in PowerPoint update best practices and scripts.



Rapidly update key guides and scripts directly from the meeting recap.

Extend and customize building your own Copilot



Innovate with AI at scale

Microsoft Copilot

Build your own Copilot

Innovate with AI

HR and Internal Chatbot



HR Q&A is a low added value activity country specific

- HR Chatbot to answer most (>85%) of questions
- HR can focus on important matters
- Quicker answers increase employee morale

Value drivers



Conversational Plant



Lean Processes generate a lot of local language lesson learnt and documentations

- A virtual assistant to expose documents to any plant
- Multimodal (Voice/Image) approach to enhance user experience
- Towards a global lean approach
- Cost/Time reduction

Value drivers



Health and Safety ++



Near Misses are hard to detect and are a terrific opportunity to enhance health and safety

- A Virtual operator to detect dangerous frame on CCC
- An intelligent agent to tag each frame
- Increase plant health and safety
- Mitigate risks

Value drivers



Claim Manager



Several processes need to extract information from unstructured data to compile a document

- Assistant API based solution to create an agile workspace fully customizable for each request
- Reduce time of high salary employee on low added value operations (e.g., cut and paste from one document)

Value drivers



Conversational Dealer



Dealer are premium customer who deserves a premium 24/7 support

- A dedicated virtual contact center to quickly support any dealer
- Competitive advantage vs competitions
- Cost reduction

Value drivers



Context

Solution

Benefits

Business Impact

**The most common fallacy is believing that
AI is *only* about technology**

The five drivers of AI value



Organization &
Culture



Business
Strategy



Applied AI
Experience



AI
Governance



Technology
Strategy

aka.ms/AIStrategyRoadmap

The five drivers of AI value



Organization & Culture

- Do you have a defined operating model to industrialize the adoption of AI?
- Which employees and teams should you prioritize?



Business Strategy

- What business outcomes are you driving?
- What business processes can you transform with AI?



Applied AI Experience

- Do your people have diverse experiences and skills with AI?
- Is your organization collaborating to build experience?



AI Governance

- Are you implementing processes and controls that are transparent?
- Are you governing data privacy and security?



Technology Strategy

- Do you have access to quality data?
- Is your infrastructure set up to help you scale?

aka.ms/AIStrategyRoadmap

The business case for investing in AI

75% of knowledge workers already using AI at work (doubled in the past 6 months)¹

30 min saved a day, equating to 10 hours per month by Copilot users²

65% of organizations using and deriving business value from gen-AI in 2024³

\$3.5 return on investment for every \$1 invested into AI⁴

1. [Work Trends Index](#)

2. [Work Trends Index](#)

3. [McKinsey](#)

4. [IDC](#)

**We have an
exciting future ahead.**

Thank you!
