KPMG

Elevating Digital Services in the Age of AI for the Flemish Government

KPMG. Make the Difference.

Trusted | Workforce | **Value Creation**

Elevating Digital Services in the Age of AI for the Flemish Government

Technology Solutions used to drive value creation

Microsoft Copilot

A KPMG member firm demonstrated how Microsoft 365 Copilot could enhance digital services in the government sector. M365 Copilot **increased productivity for 58% of the pilot users** and provided ideas for creativity**.**

Our approach

01 Phased Rollout

02 Comprehensive Training

03 Collaboration with Experts

04 Continuous Feedback and Improvement

Why KPMG?

Extensive knowledge of the public sector

Strong Microsoft relationship and KPMG being a technical leader

Relationship building

What we learned

Adoption is key: People need to be inspired

Copilot can support both productivity and well-being

Parallel rollout for consistent implementation

Elevating Digital Services in the Age of AI

Integration of Microsoft 365 Copilot to keep pace with the rapidly evolving digital landscape and to enhance productivity and streamline workflows.

Client challenge

The client was confronted with the challenge of modernizing its operations to keep pace with the rapidly evolving digital landscape. The organization aimed to integrate Microsoft 365 Copilot, an AI-powered tool, into its existing systems to enhance productivity and streamline workflows.

The challenge lay in effectively deploying this technology across various governmental departments, each with unique needs and processes. The client sought to address issues such as time-consuming manual tasks, inefficient document management, and suboptimal collaboration among employees.

The overarching goal was to harness AI to automate routine tasks, improve data handling, and foster a more collaborative work environment while ensuring that the transition was seamless and minimally disruptive.

Our approach

To tackle these challenges, the client initiated a carefully structured pilot project. The approach involved a strategic rollout of Microsoft 365 Copilot, starting with a select group of departments to test its capabilities and gather initial feedback.

This phased implementation allowed for controlled testing and refinement before broader deployment. Training sessions were conducted to familiarize staff with the new tools and to demonstrate how AI could be integrated into their daily activities.

The project team worked closely with Microsoft experts to tailor Copilot's functionalities to meet specific departmental needs. Regular workshops and feedback sessions were held to address any concerns and to ensure that employees were comfortable using the new technology.

This collaborative approach not only facilitated a smoother transition but also encouraged user engagement and acceptance.

Value delivered

The implementation of Microsoft 365 Copilot brought significant advantages, notably enhancing operational efficiency and employee productivity.

A survey among pilot users shows that 64% of respondents want to continue using M365 Copilot after the pilot phase. 57% would recommend M365 Copilot to colleagues. 40% of users noticed an improvement in the quality of their work and 55% found M365 Copilot useful for daily tasks. M365 Copilot also increased productivity for 58% of pilot users and provided ideas for creativity for the same percentage of pilot users.

Technology like M365 Copilot can, according to pilot users, help boost creativity (58%) and simplify complex tasks (24%), but if users don't trust the accuracy of the results (as 28%) indicate, it can be a barrier to widespread adoption.

Source: https://www.vlaanderen.be/digitaal-vlaanderen/piloottraject-m365-copilot-is-een-succes-ontdek-hoe-uw-entiteit-hiermee-aan-de-slag-kan-gaan

Why KPMG?

- Extensive knowledge of the public sector, supported by a large team with significant expertise.
- Strong relationship with Microsoft and our position as a technical leader in this space.

What we learned

- Adoption is key: People need to be inspired and supported in drafting the perfect prompt. Adoption should be ongoing, continually inspiring innovation, ideation, and hero use-cases.
- Support for productivity and well-being: Copilot supports performance, well-being and work-life balance.
- Parallel rollout for consistent implementation: A parallel rollout ensures simultaneous, consistent M365 Copilot implementation across the organization.

Contact

Benieuwd naar meer details of andere vragen? Wij gaan graag in gesprek. Neem contact op met een van onze experts.

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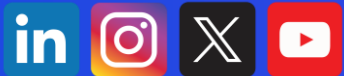
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