

Leveraging Copilots and Automation for Financial Success

In a recent webinar titled “Building Scale and Efficiency - Leveraging Copilots and Automation for Financial Success,” industry leaders discussed the transformative impact of AI and Copilot technologies on the finance function. The panel featured Susan O'Neill, Chief of Staff from Microsoft, Scott Robson, Practice Partner – Intelligent Automation, DXC Technology, and Henrik Mozart, Senior Business Solutions Architect, DXC Technology.

Susan O'Neill highlighted the rapid adoption of AI in financial services and government sectors.

“We’re seeing financial services adopting really fast with some great use cases across our customers. Interestingly, the federal government conducted a trial with 7,500 licences, and 86% of participants wanted to continue using Copilot,” she noted. This trial demonstrated significant time savings, with users reporting an average of one hour saved per day.

Scott Robson emphasised the productivity benefits of Copilot, particularly in summarising and organising work. “The most common type of activity being assisted by a Copilot is to summarise and organise work. This is especially useful in legal, procurement, and recruitment functions,” he explained. Robson also addressed the cultural shift required to embrace AI, urging organisations to see beyond the technology’s novelty and recognise its potential for real business impact.

Henrik Mozart discussed the importance of data governance and security when implementing AI tools. “You need to understand the governance and have an audit trail that you are comfortable with. It’s crucial to ensure that Copilot only accesses data it is authorised to use,” he stressed. Mozart also highlighted the role of AI in transforming finance functions from reactive to proactive, enabling predictive analysis and risk assessment.

The panel agreed on the need for proper training and a culture of experimentation to maximise the benefits of AI. “It’s important to start with use cases that demonstrate clear value to the business,” Robson advised. O'Neill added, “We need to think about who we’re hiring. Are they curious and willing to learn? Encouraging a growth mindset is key.”

Looking to the future, the experts predicted that AI and Copilot technologies would continue to evolve, offering more personalised and autonomous processes. “AI will increasingly handle routine tasks, allowing finance professionals to

focus on strategic decision-making,” O'Neill said. Mozart envisioned a future where AI customises user interfaces based on individual workflows, enhancing efficiency and user experience.

In conclusion, the webinar underscored the transformative potential of AI and Copilot technologies in the finance sector. By addressing challenges related to governance, training, and cultural shifts, organisations can unlock significant efficiencies and enhance their strategic capabilities.

The future will see more personalised AI experiences, with Copilot adapting to individual user needs and workflows. AI will increasingly handle routine tasks, allowing finance professionals to focus on strategic decision-making and value-added activities. Additionally, reducing the burden of repetitive tasks can improve mental health by freeing up time for more meaningful work. As O'Neill aptly put it, “The most exciting thing is the mental health benefits – not having to read 100 emails every day is great.”

How DXC Technology and the DXC Practice for Microsoft can help

DXC Technology can assist organisations in implementing AI and Copilot technologies by providing expert guidance and support throughout the journey. They offer comprehensive services, including identifying valuable use cases, ensuring proper data governance, and facilitating training and cultural shifts. To start their AI journey, organisations should begin with a proof of concept that demonstrates clear business value, engage with DXC Technology for tailored solutions, and establish robust governance frameworks to manage risks and compliance effectively.

FAQs: Leveraging Copilots and Automation for Financial Success

1. What sectors are leading in the adoption of AI and Copilot technologies?

Financial services and government sectors are at the forefront of adopting AI and Copilot technologies. Financial services have traditionally been early adopters due to the competitive edge provided by technology. The Australian Federal Government conducted a successful trial with 7,500 licences, showing significant interest in continuing the use of Copilot.



2. What are the main benefits of using Copilot in finance?

Copilot offers substantial time savings, with users reporting an average of one hour saved per day. It enhances productivity by summarising and organising work, making it easier to handle large volumes of data and perform reconciliations. Additionally, Copilot helps finance teams shift from reactive to proactive data management, improving predictive analysis and risk assessment.

3. What challenges do organisations face when implementing AI and Copilot technologies?

Organisations need to overcome cultural shifts and misconceptions about AI being just a “shiny toy.” Ensuring proper data governance and security is crucial, as is providing adequate training and fostering a culture of experimentation and learning. Establishing clear protocols for monitoring compliance and managing risks is also essential.

4. How can existing Microsoft tools be integrated with AI to drive automation and efficiency?

Leveraging existing Microsoft platforms like Office 365, Dynamics, and Power BI can drive seamless automation and efficiency. These tools can be integrated with AI technologies to enhance workflows and streamline processes. Organisations often find they already have the necessary tools and can start using AI without significant additional investment.

5. How can DXC Technology help organisations get started with AI and Copilot?

DXC Technology can assist organisations in implementing AI and Copilot technologies by providing expert guidance and support throughout the journey. DXC offers comprehensive services, including identifying valuable use cases, ensuring proper data governance, and facilitating training and cultural shifts. To start their AI journey, organisations should begin with a proof of concept that demonstrates clear business value, engage with the DXC Practice for Microsoft for tailored solutions, and establish robust governance frameworks to manage risks and compliance effectively.

To learn more and explore how Copilots and Automation can benefit your organisation, speak to DXC Practice for Microsoft.

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