

Contract Intelligence Agent

Solution Overview

Contract Intelligence Agent delivers guided, role-based assistance through an AI agent built with Copilot Studio. The solution uses curated SharePoint knowledge sources, defined logic flows, and governance controls to ensure that responses are accurate, compliant, and aligned with approved Microsoft policies, with escalation to human reviewers where needed.

Business Use Case

Contracting and compliance guidance for Professional Services (Industry Solutions Delivery and Unified Support) is complex, fragmented, and time-critical. Teams often rely on manual expert escalation, which creates delays, inconsistent answers, and increased compliance risk—especially in regulated customer scenarios.

Benefits

- **Improves Deal Quality:** Provides access to high-quality, reliable, and curated knowledge, ensuring that decisions are based on consistent and compliant guidance rather than fragmented or ad-hoc information.
- **Improves Deal Velocity:** Enables faster, better-informed decision-making, reducing manual research and unnecessary escalations.
- **Speed to Insights and Risk Reduction:** Improved decision quality and increased speed helps teams execute deals more efficiently while reducing operational risk.

Key Results

1.5K hours

Annual time savings

\$159K

Annual cost savings

Technology

- Copilot Studio
- M365 Copilot / Bing Chat
- Power Automate
- Office O365
- Microsoft Teams

Time taken

Launched in 7-9 months