Microsoft Policy Assistant

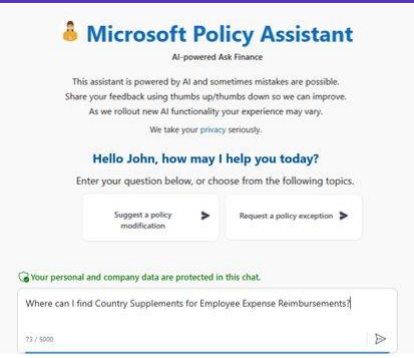Microsoft

Solution Overview

MPA leverages generative AI providing an intuitive and centralized user experience to accelerate how anyone at the company can obtain policy answers and guidance. Key capabilities include:

- Clarification: Provides precise answers to policy questions with citations.
- Exception: Seek policy exception options.
- Modification: Suggest contact to support policy updates.
- Feedback: Accepts user feedback to improve underlying data and user experience.

🎯 Business Use Case

Microsoft employees need to find policy information and guidance when they encounter various business situations. Locating the correct policy answer can be a time-consuming process for end users. In addition, Policy Owners and Compliance teams spend over 14,000 hours annually addressing policy questions to support end users. Without timely answers or guidance, employees may experience delays in business operations, miss deadlines, or unintentionally violate policies.

☑ Benefits

- Operational Efficiency: Speed to Value: Instant policy insights for end users, saves time for all.
- Risk Minimization: Minimizes likelihood for unintentional policy violations and missed deadlines.
- Cost Savings: Elimination of outsourced operations
- Enhanced User Interface: Intelligent guided experiences with expedited policy insights.

📊 Key Results

8,500 hours
annual time savings

$1M
annual cost savings

⚙ Technology

- Azure Open AI
- Azure AI Search
- Semantic Kernel

🕐 Time taken

Launched in 6 months