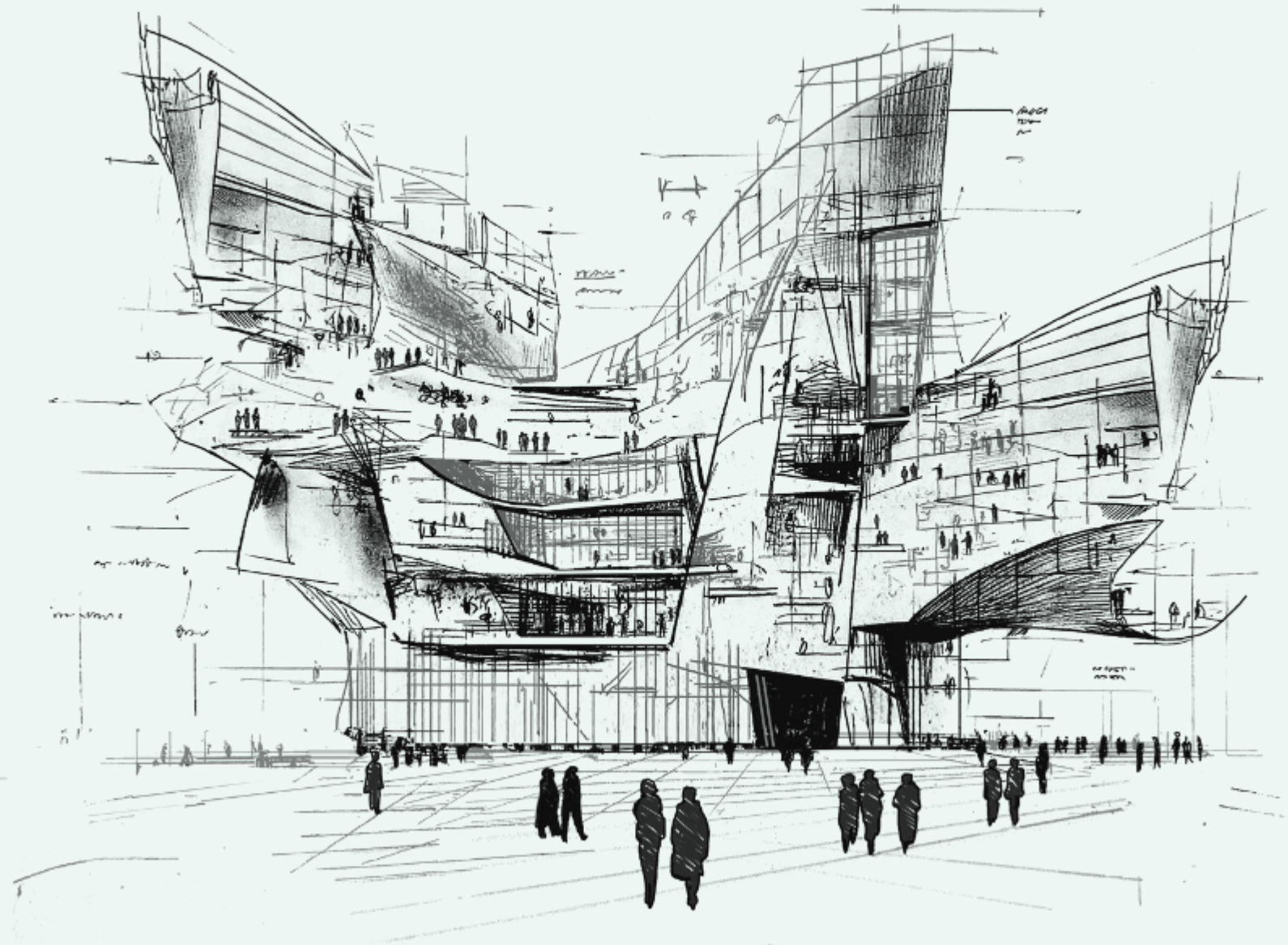


Becoming Frontier



Are you ready to improve your business processes....

Boost developer
efficiency

30%



Increase
employee
productivity by

30%



Streamline
customer
support by

40%



HITACHI

Reduce costs by

40%



Improve go to
market speed by

50%



AI-first organizations

think in

orders of magnitude

A detailed architectural sketch of a modern building complex. The drawing is done in black ink on a light background. It features a large, multi-level building with a prominent, curved, cantilevered section on the right. The building has a grid-like facade and various levels and terraces. In the foreground, there is a large, open plaza with a grid pattern. Several groups of people are sketched walking across the plaza, providing a sense of scale. The overall style is that of a conceptual architectural drawing, with loose lines and a focus on form and space.

The Frontier Firm

Becoming Frontier

Success framework



Enrich
employee
experiences



Reinvent
customer
engagement



Reshape
business
processes



Bend the
curve on
innovation

AI First Differentiation



Agents

+



Copilot

+



Human ambition

Becoming Frontier

Success framework

Enrich employee experiences

Reinvent customer engagement

Reshape business processes

Bend the curve on innovation



Approach

 **AI Business Solutions**

 **Cloud & AI Platforms**

 **Security**



Enrich
employee
experiences

Enrich employee experiences



- Reduced SOP documentation time from 1 hour to 10 minutes
- 20% reduction in response times for customer support
- Improved knowledge retention and accessibility

Microsoft 365 Copilot



- Saved \$1.1 million annually on helpdesk support
- Reduced help desk demand by 25%-40% with chatbot
- SAP unlock request process saved employees 840 hours

Microsoft Copilot Studio



- Reduced mean time to detect and respond by 20%
- Enhanced team efficiency and productivity
- Strengthened team expertise, focus, and accuracy

Microsoft Security Copilot

Becoming Frontier

Enrich
employee
experiences



M365 Copilot

Researcher agent

Analyst agent

⚠ Zava discovers competitive threat; adjusts launch strategy for ZavaCore



Copilot Studio

Custom agents

🌐 Zava's GTM team builds the launch plan with the help of agents



Reinvent
customer
engagement

Reinvent customer engagement



- Reduced manual paperwork by 75%
- Clients trade 3 to 5 times faster
- Allowed for compliance with new T+1 trading requirements

Azure AI Foundry



- 360° view of customers for all employees for quality service
- 5x increase in customer email clickthrough
- 66% reduction in support traffic with AI chatbot

Microsoft Copilot for Service



- Achieved 55% reduction in patient wait times
- Gained 200 extra hours of room capacity
- Streamlined ER operations

Azure AI Foundry

Becoming Frontier

Reinvent
customer
engagement



ZavaCore launch was successful – marketing sees a new opportunity for consumers



GitHub

GitHub
Spark

Agent
mode

Coding
agent



The dev team quickly ideates and prototypes a new app for marketing to test



**Azure
AI Foundry**

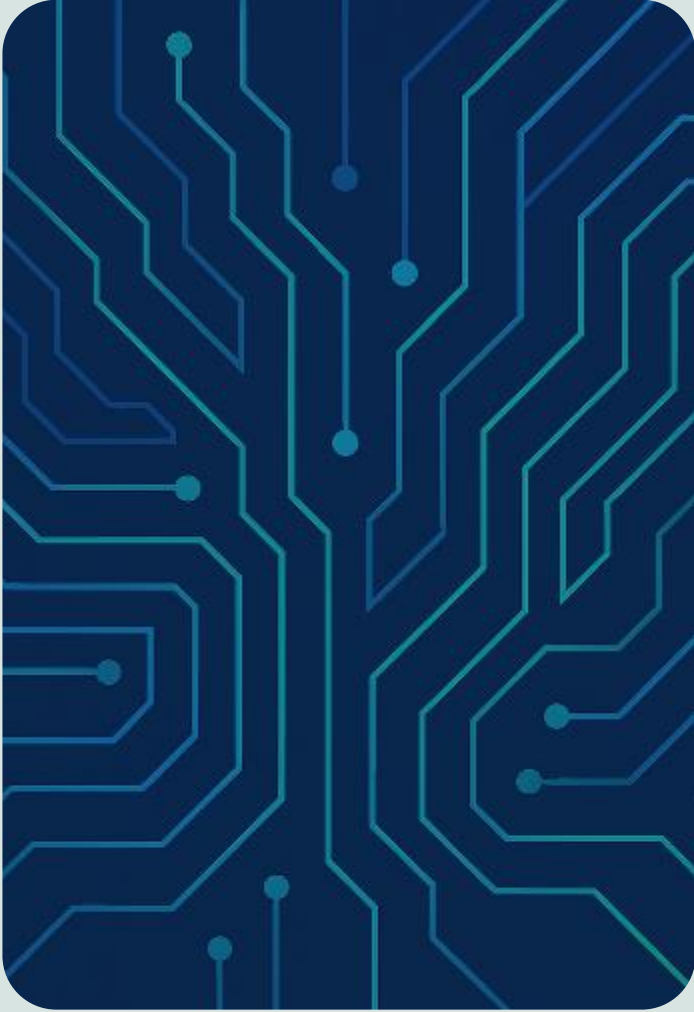
Model
catalog

Tracing

Content
safety



The dev team refines the app and hardens for scale



Reshape
business
processes

Reshape business processes



- Reduced guest service handling time by up to 93%
- 5K automated refunds processed with CSAT increase
- 1.3K hours saved per year with faster, more efficient service

Microsoft Copilot Studio



- Saved 30,000 hours monthly
- Scaled to process 5 million receipts each month
- Boosted developer productivity

GitHub Copilot + Visual Studio



- Increased cleared automatic payments by 50%
- 230K hours saved per year from more efficient process
- Reduced training time from 2 weeks to 2 days

Microsoft Copilot in Power Platform

Becoming Frontier

Reshape
business
processes



- My ZavaCore app is taking off with positive consumer reaction

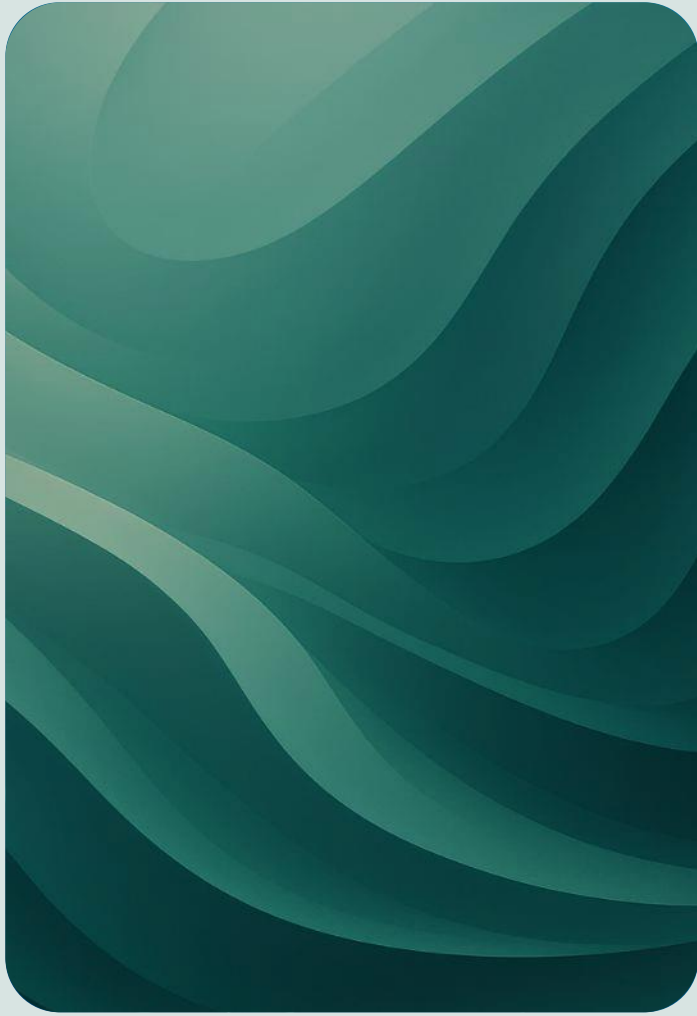
 **M365 Copilot**
 **Microsoft Excel**

- Train the reconciliation agent to operate autonomously

 **Dynamics 365**

Financial reconciliation agent

- Finance uses agents to automate the period close process



Bend the
curve on
innovation

Bend the curve on innovation



- 50% reduction in time to build AI applications
- 30% efficiency boost and 20% cost reduction
- Deployment of over 75 generative AI use cases with 16 in full production

Azure AI Foundry



- Ability to simulate and predict material behaviors
- Accelerated discovery of new materials (years to 80 hours)
- Up to 70% reduction in battery reliance on lithium

Azure Quantum



- Programming for simple tasks reduced by 80%
- Reduced production downtime
- Faster experimentation and code adaptation

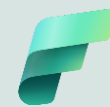
Azure AI Foundry

Becoming Frontier

Bend the
curve on
innovation



⚽ Zava R&D continues to innovate, with a new line of soccer boots



**Microsoft
Fabric**

Real-Time
Intelligence

Power BI

Digital twin
builder

🔧 R&D uses a digital twin in Fabric to iterate, innovate and monitor performance



**Microsoft
Azure**

📊 R&D uses Azure for visualization and agentic interaction with data

Securing your AI Transformation



80%

of leaders cited
leakage of sensitive
data as their main concern

Data oversharing and leakage

88%

of organizations are
concerned about indirect
prompt injection attacks

Emerging AI threats and vulnerabilities

55%

of leaders lack understanding
of how AI is and will be regulated
and are seeking guidance

Regulatory compliance

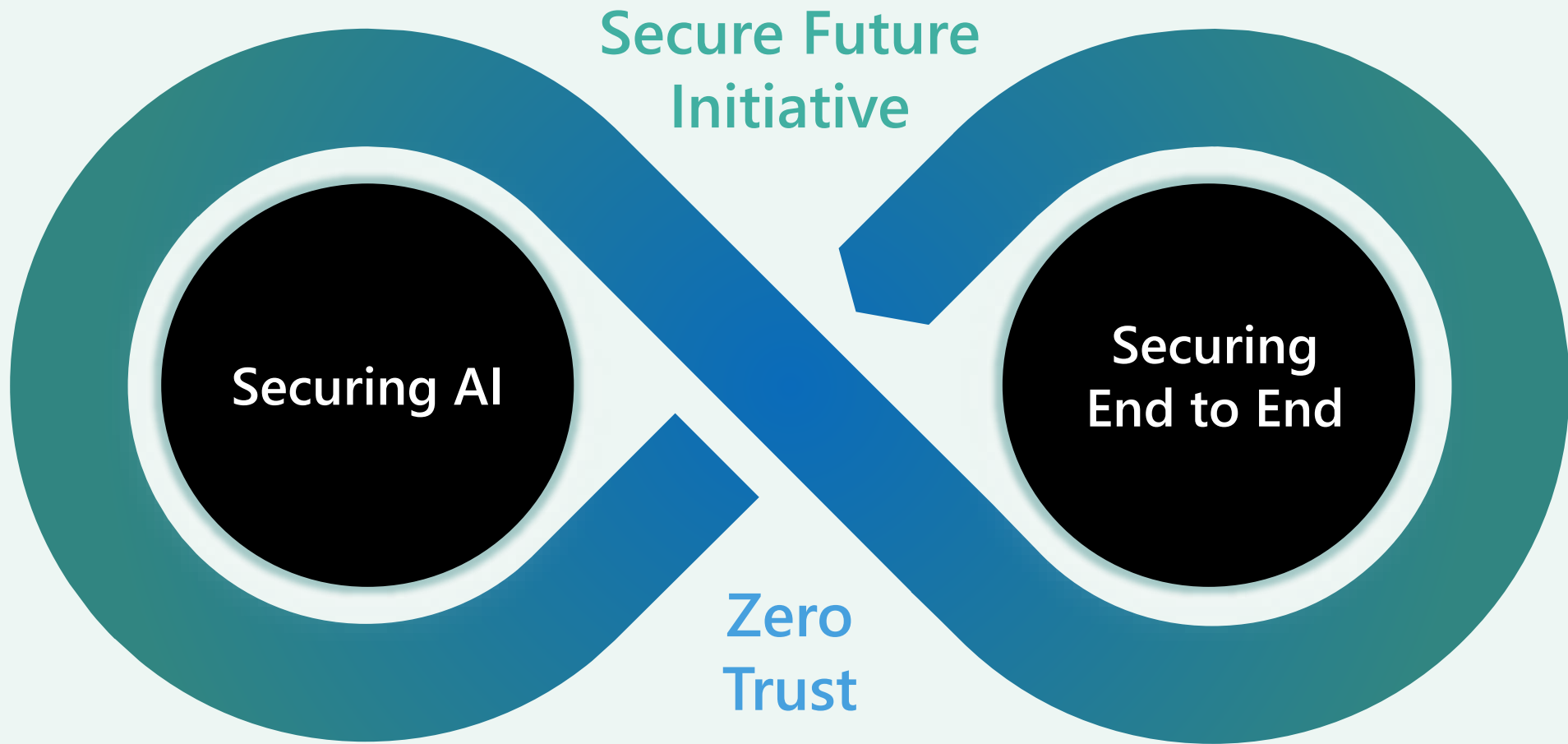
Secure and govern AI with Microsoft

The first security provider to deliver comprehensive solutions

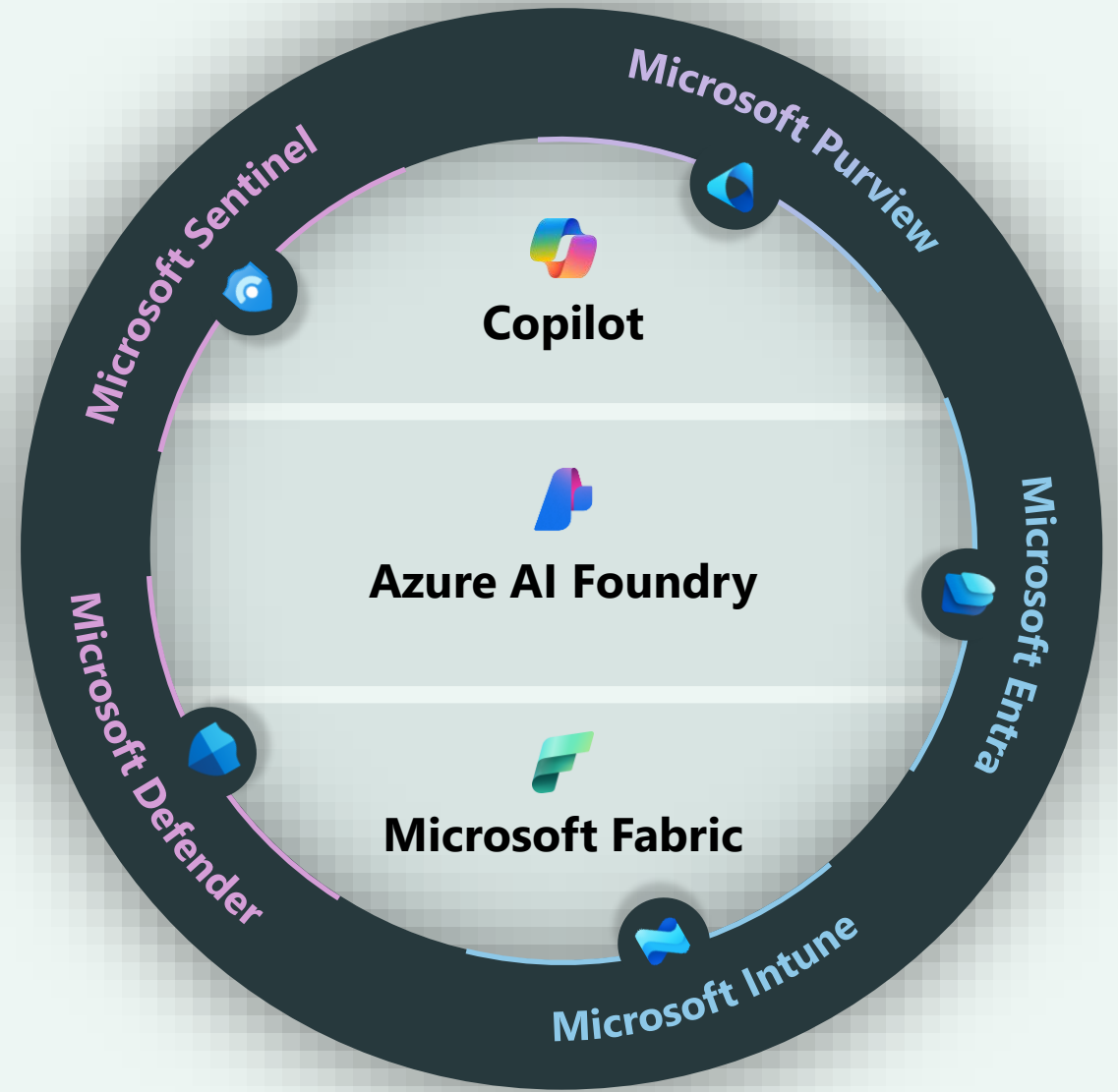


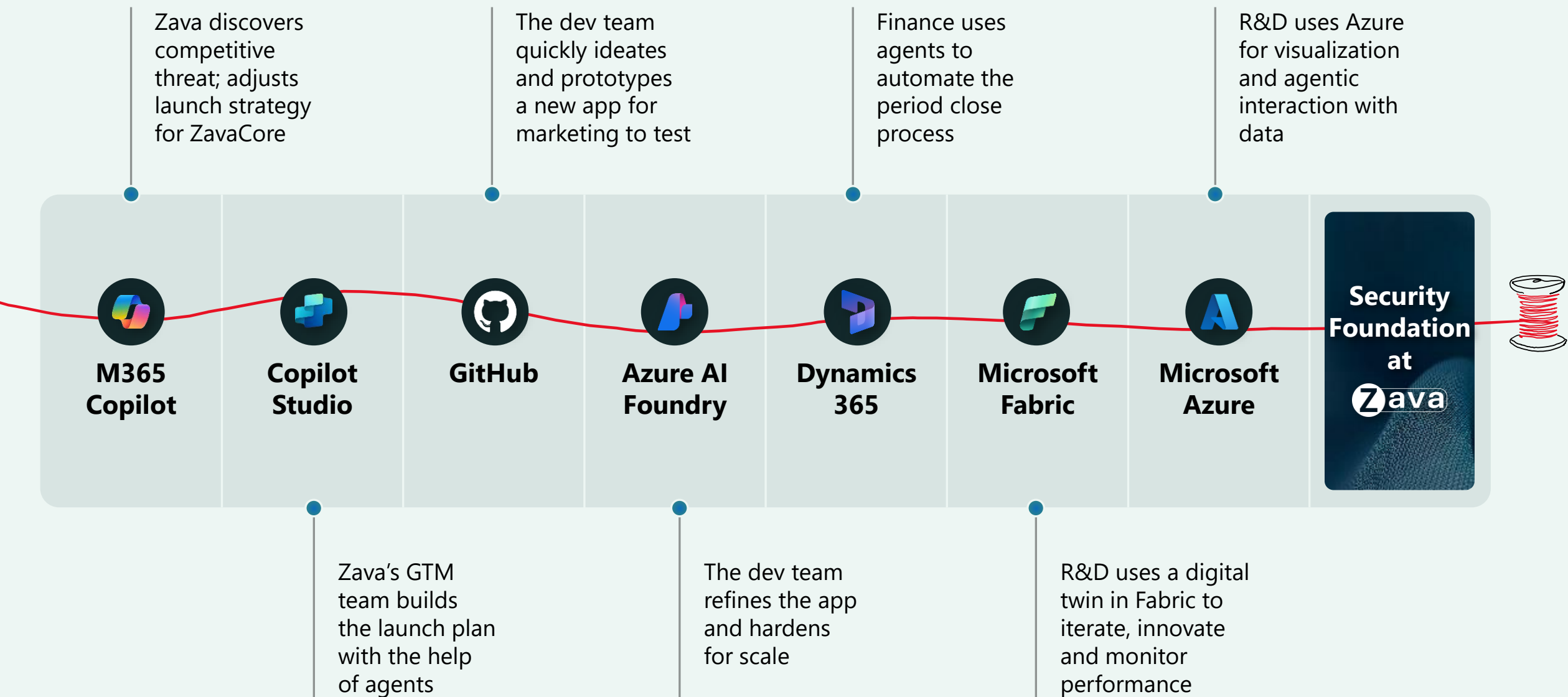
AI-first, end-to-end security platform

Protecting our world in the age of AI



Security Foundation at **Zava**





Where are you on the journey to Becoming Frontier?

Success framework

Enrich employee experiences

Do your employees use AI to onboard faster, get answer instantly and navigate policies easily?

Do you use AI agents to personalize learning and guide career growth?

Are you automating end-to-end onboarding, benefits, and internal mobility processes?

Reinvent customer engagement

Do your customer-facing teams use AI to get ready for customer meetings?

Do you use agents to triage customer issues and inquires across multiple channels?

Do you have multiple agents that fully resolves customer problems?

Reshape business processes

Do operations teams use AI to work more efficiently?

Do AI agents proactively gain insights and help improve operations?

Are you automating department workflows like procurement, compliance, and IT support?

Bend the curve on innovation

Do your developers leverage AI to speed up product development?

Do AI agents automate testing, docs, and releases?

Are you implementing multiple agents across your product development pipeline?

Microsoft's AI Advantage

The proven leader for AI transformation



Essential tools for agentic business transformation to empower your workforce.



Leverage the Microsoft cloud platform to deliver AI capabilities.



Use the most widely adopted AI developer tools for any platform.



Unified data platform that brings together data and analytics into a single experience.



Protect your organization with Microsoft's AI-first end-to-end security platform.

Take the next step with Microsoft



Explore use cases by
function or industry



Assess your AI Readiness



Develop an AI Strategy



Build and Test your Agents

AI Use Cases: Achieve
Organizational Goals

Schedule a
conversation

Schedule an AI
Workshop

Arrange a session for
agent prototyping