



The State of AI Innovation at Microsoft



AI is shifting business today



Every
individual



Every
process



Every
organization



Every industry

The business case for investing in AI

75%

of knowledge workers already using AI at work (doubled in the past 6 months)¹

30 min

saved a day, equating to 10 hours per month by Copilot users²

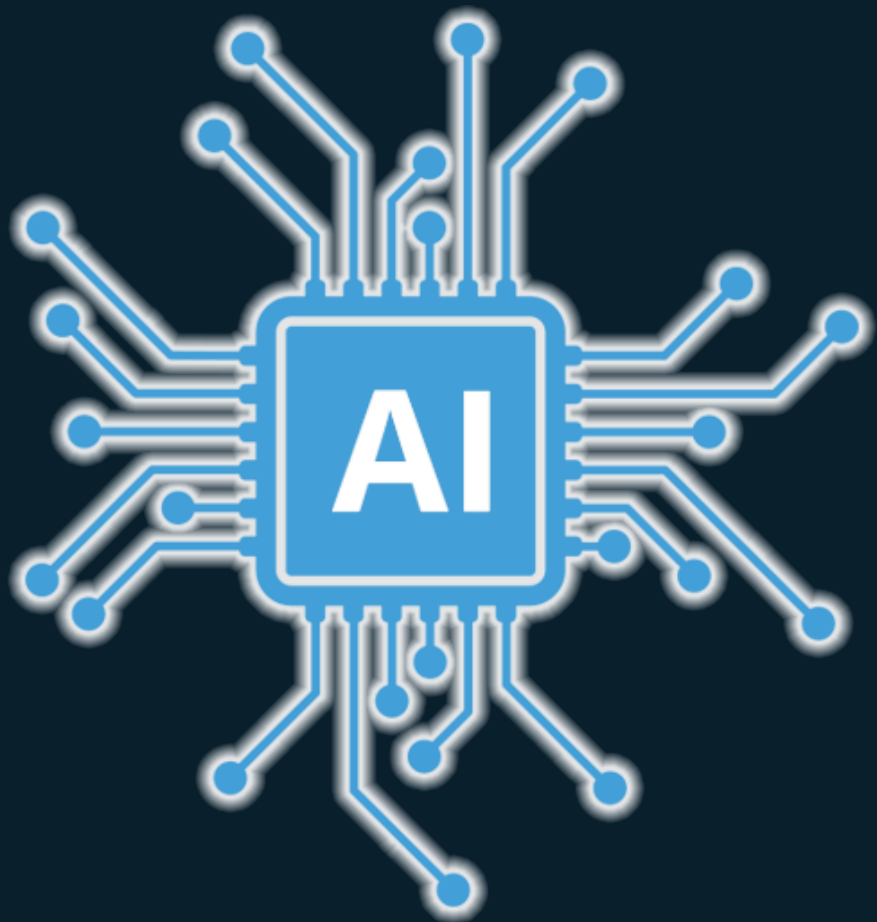
65%

of organizations using and deriving business value from gen-AI in 2024³

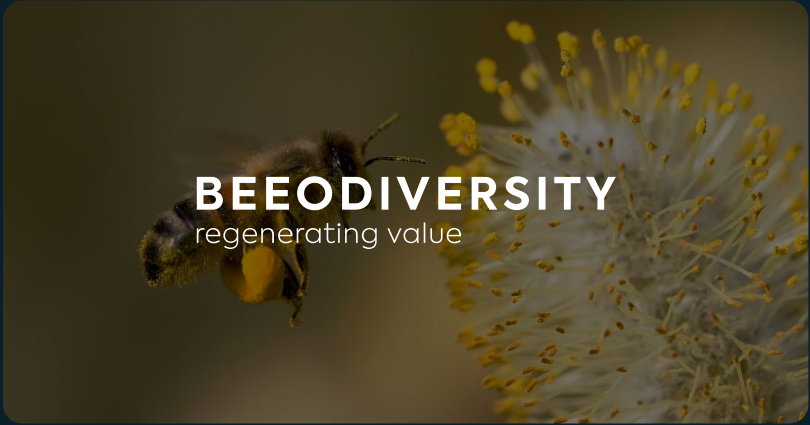
\$3.5

return on investment for every \$1 invested into AI⁴

1. [Work Trends Index](#)
2. [Work Trends Index](#)
3. [McKinsey](#)
4. [IDC](#)



BE INNOVATIVE



Canary Speech

Business Outcome: Reinvent the customer experience

Industry: Health Provider

Country: United States

Publish Date: May 2024

Business Function: Customer Service

Azure AI
Azure Kubernetes
Microsoft Teams

[Read the full story here](#)



Canary Speech enables real-time disease detection

- Reduced biomarker analysis from hours to 3 seconds
- Enabled unbiased, objective assessments
- Agility and flexibility to scale

Learn about **employee experience** and how to **innovate with the Azure AI platform**

Teladoc Health

Business Outcome: Increase employee productivity & wellbeing

Industry: Health Provider

Country: United States

Publish Date: August 2024

Business Function: Customer Service

Microsoft Copilot for Microsoft 365
Microsoft Graph
Power Apps
Power BI

[Read the full story here](#)



Teladoc Health streamlines operations with AI

- Employees save 5 hours per week with copilot
- Reduced ticket turnaround time from days to hours
- Enhanced leadership through automated routine task

Learn how to drive business transformation with Copilot

Government of Nunavut

Business Outcome: Increase employee productivity & wellbeing

Industry: Government

Country: Canada

Business Function: Citizen Empowerment

Microsoft Azure Cognitive Services
Microsoft Translator



Inuktitut & Inuinnaqtun
Added to Microsoft Translator

- Language preservation
- Language usage
- Enhanced opportunities

AI transformation in action



Boost employee collaboration and productivity with Copilot

700+ applications identified



Copilot powered customer self-service travel booking

Tailored answers in seconds



Copilot-powered developer AI assistant

Used daily by thousands of HP developers



Low-code categorization and refund workflow automation

-90% guest handling time



Copilot-assisted cyber security operations

Advanced security automation capabilities



Custom-built teacher lesson planning AI tool

Increased student engagement & time-savings for teachers



Custom-built AI Tax assistant to provide real-time filing help

Streamlined tax prep for millions of H&R Block clients



Custom-built AI assistant for job searching and career planning

10,000 daily active users



Custom-built customer search and shopping assistant

Increased customer personalization & engagement



Custom-built risk analysis & mitigation tool

90% reduction in investigative review time



Custom-built AI tool for scientific discovery of materials

Accelerated discovery time from years to 80 hours



Custom-built voice processing for disease detection

Reduced analysis time from hours to 3 seconds



BE PREPARED

Microsoft's AI advantage

The proven leader for AI transformation

Extensible, AI-first apps in the context of your work



Build your own transformational AI experiences



World's most loved developer tools



1,600+ frontier and open-source AI models



Unified data estate integrated with an end-to-end AI toolchain



Enterprise-grade security and compliance



Leaders in trustworthy AI



**The most common fallacy is believing that
AI is only about technology**

The five drivers of AI value



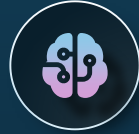
Organization & Culture

Leadership vision, operating model, skills, resources, and culture



Business Strategy

How AI supports your business goals



Applied AI Experience

AI expertise and repeatable processes to create sustainable value



AI Governance

Processes, controls, and accountability structures to govern data privacy, security, and responsible use of AI



Technology Strategy

Data and infrastructure to fuel and run AI solutions at scale

**Your roadmap to creating value with AI
depends on where you are on your AI journey**

The five stages of AI readiness



Exploring

Just starting with AI, learning and experimenting in select areas



Planning

Actively assessing, defining, and planning AI strategy



Implementing

Moving from proof of concepts into production



Scaling

Scaling AI projects across the organization



Realizing

Realizing repeatable and measurable value across the organization



Learning & Skilling

Curated training by
role or technology



Training services
partners

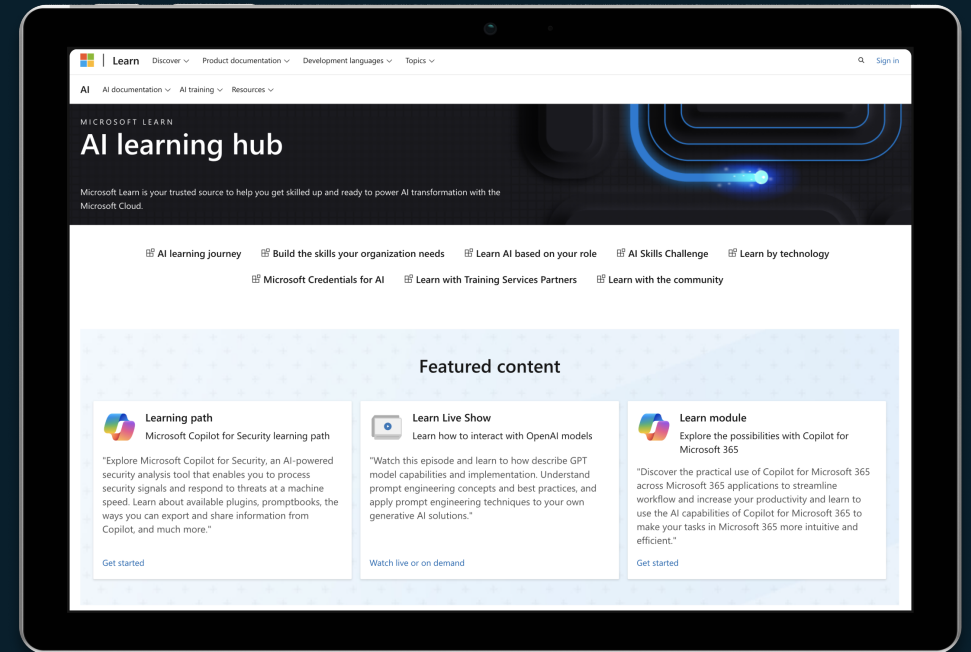


Personalized AI
learning journey

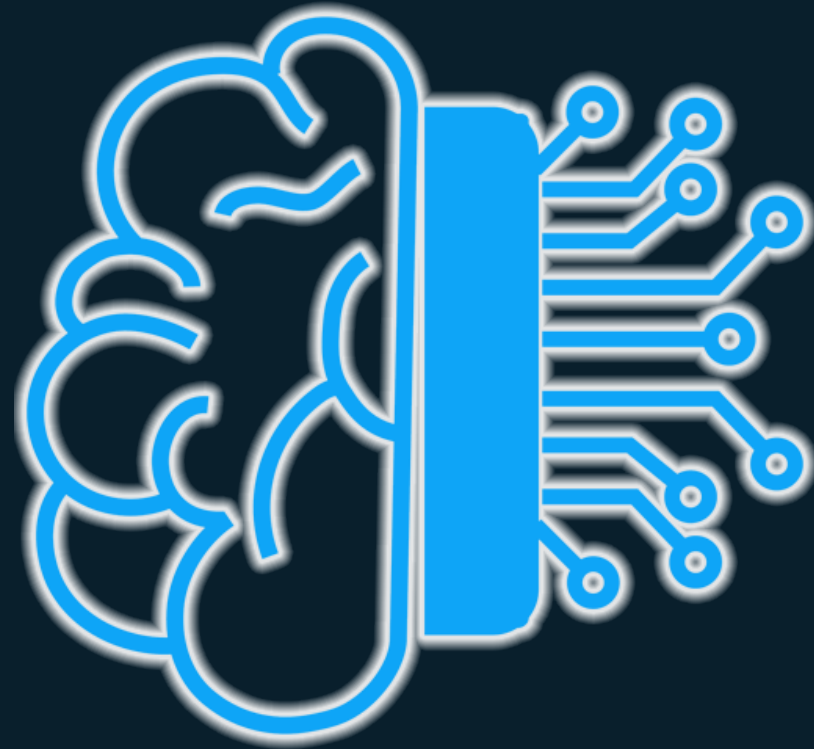


The AI Learning Hub

→ learn.microsoft.com/AI



Discover how Microsoft Learn can help
accelerate your AI journey.



BE WELL

Whatever your business goals,
trust is foundational.

Microsoft runs on **trust**.

Our enterprise AI commitments

1

Your data is
your data

2

Customer
Copyright
Commitment

3

Our approach to
privacy and
Responsible AI

4

Secure Future
Initiative

5

Sustainability
by design

Microsoft's Responsible AI approach

Principles

Fairness • Privacy & security • Transparency
Reliability & safety • Inclusiveness • Accountability

Corporate standard

Goals • Requirements • Practices

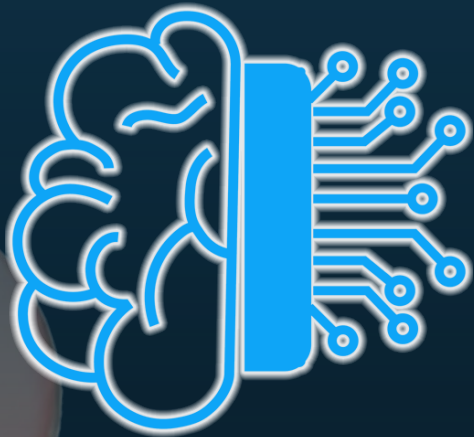
Implementation

Training • Tools • Testing

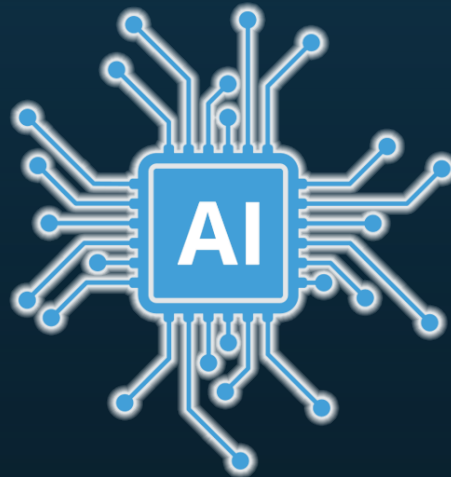
Oversight

Monitoring • Reporting • Auditing • Compliance

We have an exciting future ahead.



BE WELL



BE INNOVATIVE



BE PREPARED