



AI Momentum Summit

Building Your AI Business Case

Nathan Lasnoski

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Concurrency

Let's Connect



Nathan Lasnoski

CTO @ Concurrency | Top Executive AI
Speaker, C-Suite, Board-Advisor, Keynote S...



Tech Strategy



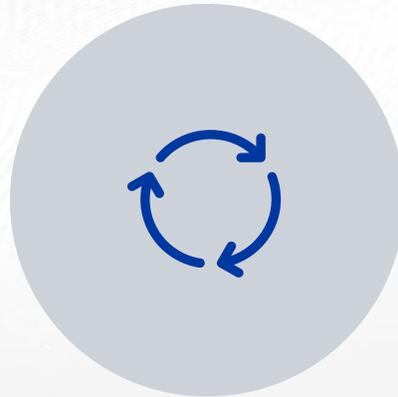
Life's Adventure



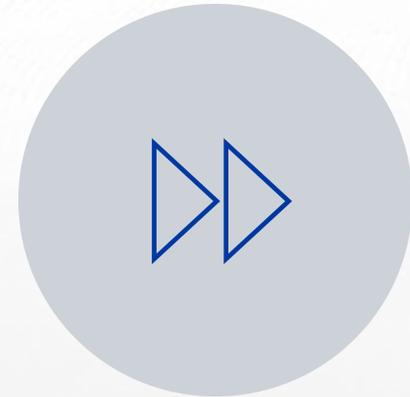
Outcomes of this Discussion



PROVIDE A FRAMEWORK TO USE
WHEN THINKING ABOUT AI



WHERE AND HOW TO LOOK



BUILDING YOUR ROI FOR
SUCCESS

World Economic Forum Tech Impact

| | | | | | | | | | | | | | | | | | | | | | | |
|--|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|-----|
| AI and information processing technologies (big data, VR, AR etc.) | 80 | 81 | 84 | 92 | 73 | 91 | 93 | 64 | 95 | 89 | 99 | 87 | 98 | 91 | 66 | 69 | 79 | 91 | 73 | 87 | 92 | 100 |
| Biotechnology and gene technologies | 13 | 22 | 41 | 6 | 18 | 7 | 7 | 3 | 3 | 11 | 9 | 3 | 13 | 63 | 3 | 0 | 14 | 7 | 4 | 5 | 6 | 5 |
| Energy generation, storage and distribution | 38 | 49 | 57 | 60 | 64 | 20 | 59 | 88 | 16 | 44 | 28 | 55 | 11 | 24 | 79 | 86 | 60 | 30 | 31 | 38 | 56 | 34 |
| New materials and composites | 20 | 63 | 30 | 52 | 76 | 11 | 28 | 36 | 9 | 19 | 11 | 57 | 2 | 24 | 66 | 51 | 61 | 22 | 42 | 33 | 31 | 16 |
| Quantum and encryption | 7 | 8 | 8 | 17 | 12 | 9 | 21 | 7 | 26 | 5 | 41 | 4 | 24 | 11 | 0 | 6 | 3 | 17 | 8 | 7 | 8 | 29 |
| Robots and autonomous systems | 53 | 68 | 59 | 73 | 48 | 55 | 69 | 48 | 53 | 58 | 48 | 58 | 51 | 59 | 48 | 40 | 71 | 50 | 38 | 71 | 66 | 58 |
| Satellites and space technologies | 7 | 7 | 14 | 25 | 3 | 11 | 10 | 2 | 5 | 21 | 20 | 8 | 9 | 7 | 0 | 3 | 8 | 6 | 0 | 3 | 17 | 39 |
| Semiconductors and computing technologies | 7 | 26 | 19 | 38 | 18 | 23 | 55 | 19 | 18 | 28 | 36 | 25 | 20 | 20 | 28 | 14 | 19 | 22 | 15 | 13 | 20 | 34 |
| Sensing, laser and optical technologies | 17 | 30 | 32 | 40 | 12 | 16 | 38 | 14 | 6 | 25 | 11 | 21 | 9 | 31 | 21 | 9 | 23 | 17 | 15 | 18 | 25 | 16 |

Accommodation, food, and leisure
 Advanced manufacturing
 Agriculture, forestry, and fishing
 Automotive and aerospace
 Chemical and advanced materials
 Education and training
 Electronics
 Energy technology and utilities
 Financial services and capital markets
 Government and public sector
 Information and technology services
 Insurance and pensions management
 Infrastructure
 Medical and healthcare services
 Mining and metals
 Oil and gas
 Production of consumer goods
 Professional services
 Real estate
 Retail and wholesale of consumer goods
 Supply chain and transportation
 Telecommunications



Source

World Economic Forum, Future of Jobs Survey 2024.

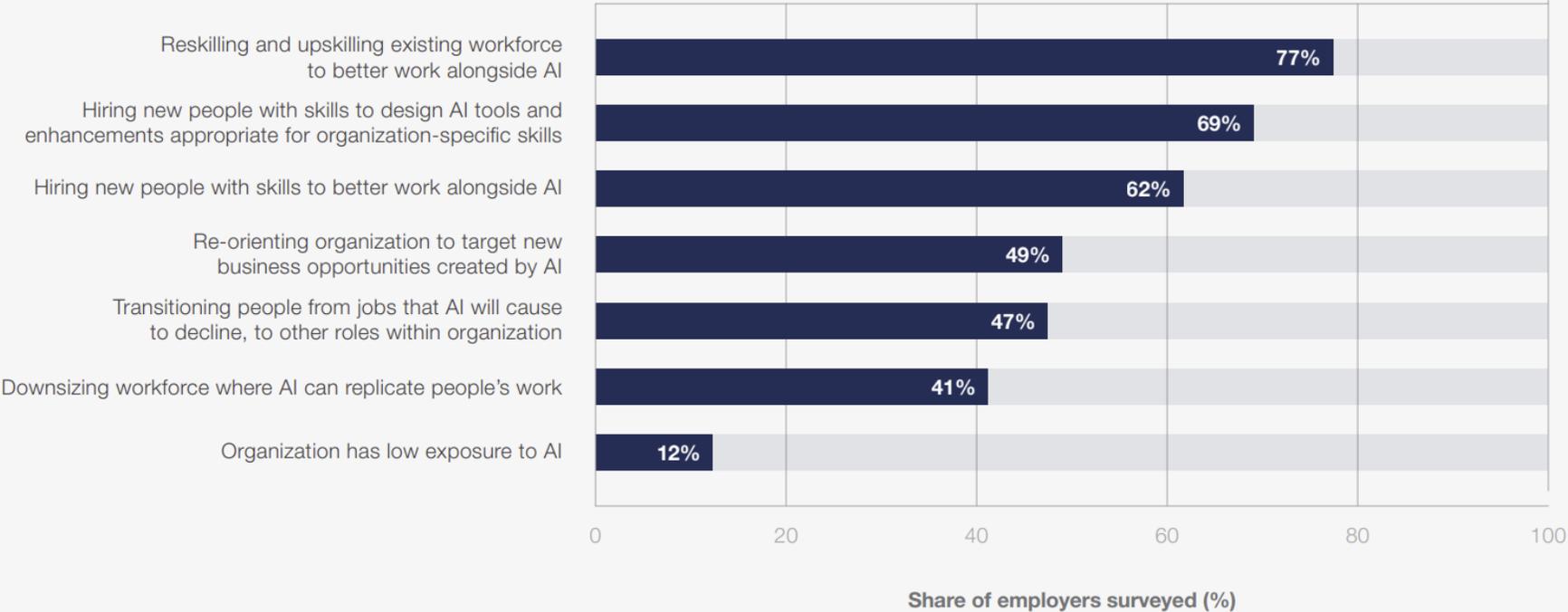


World Economic Forum Jobs Report

FIGURE 4.14

Workforce strategy in response to AI, 2025-2030

Share of employers surveyed planning to implement the stated strategy in response to AI's increasing capability and prevalence.

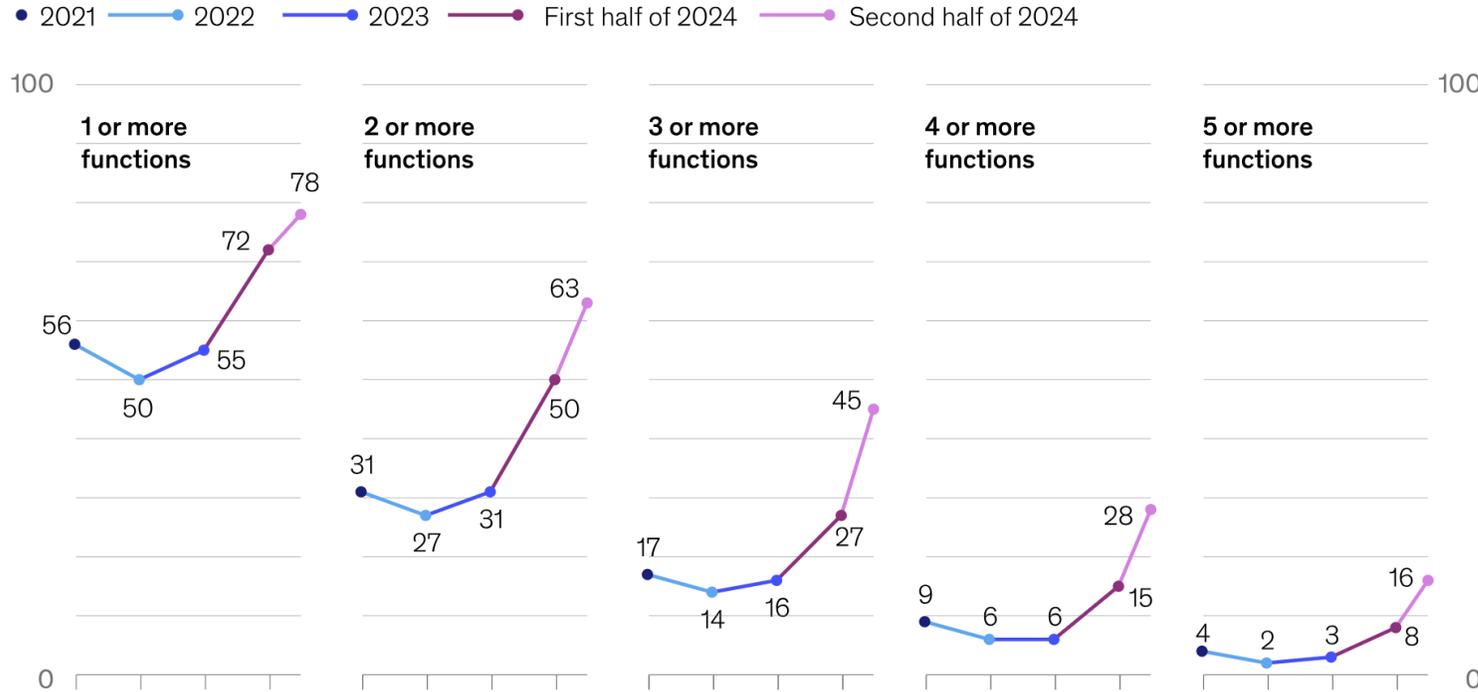


Source
World Economic Forum, Future of Jobs Survey 2024.



Organizations are increasingly using AI in multiple functions.

Business functions at respondents' organizations that are using AI,¹% of respondents



¹In 2021, n = 1,843; in 2022, n = 1,492; in 2023, n = 1,684; in Feb–Mar 2024, n = 1,363; in July 2024, n = 1,491. The survey question asks about 11 functions: HR; IT; manufacturing; marketing and sales; product and/or service development; risk, legal, and compliance; service operations; software engineering; strategy and corporate finance; supply chain/inventory management; and other corporate functions (eg, knowledge management).
Source: McKinsey Global Surveys on the state of AI, 2021–24

AI Use for Job Functions

Leveraging Gen AI across at minimum 1 job function is already well over the majority

Domains of Impact to Consider



Commodity

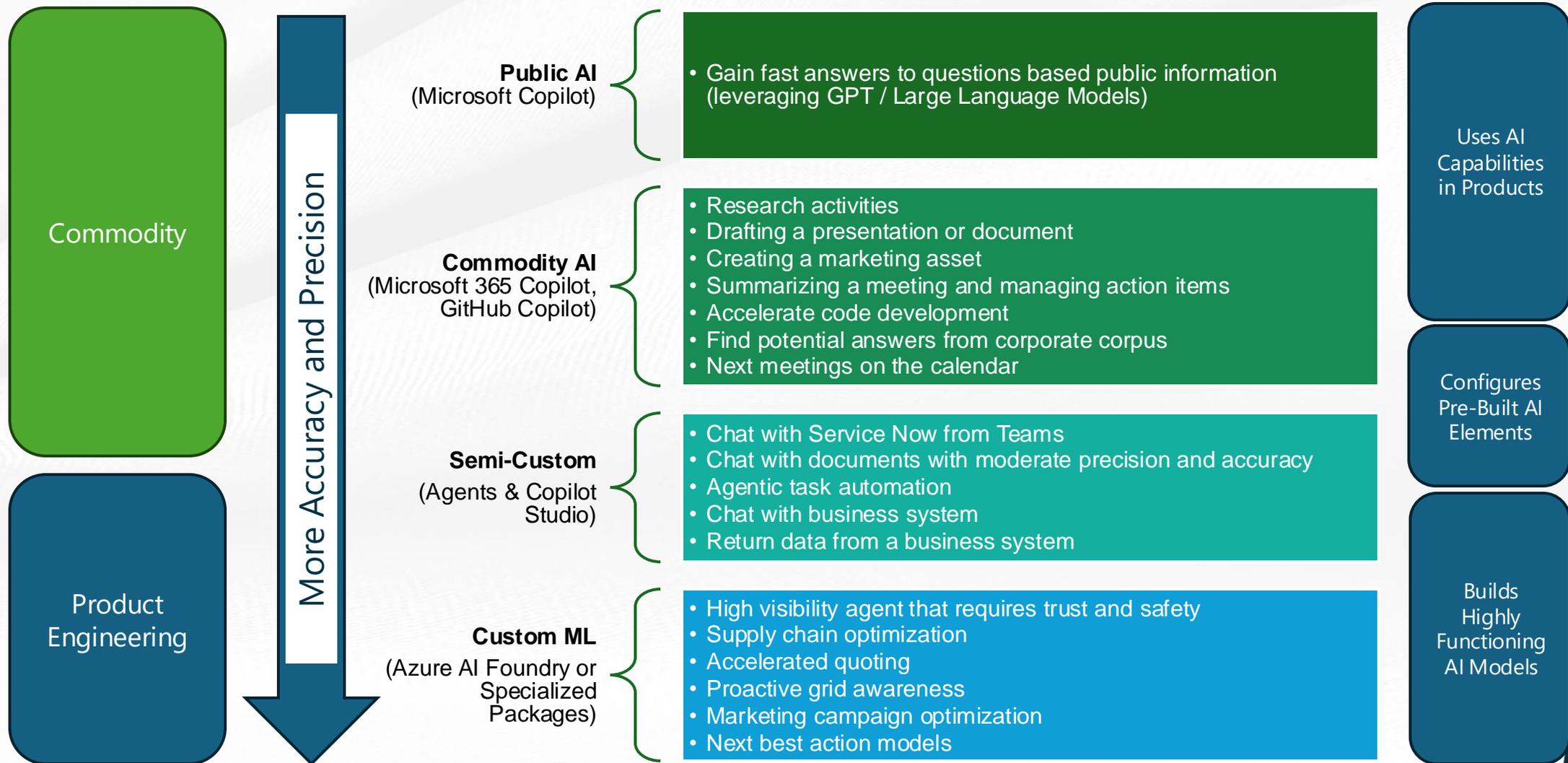
(creating impact from AI products, such as M365 Copilot or Copilot Studio)



Product Engineering

(creating direct ROI from data-enabled journeys with direct payoff)

Places for AI and Example Use Cases



What is an AI Agent?

What is an AI Agent?



Communication



Perception



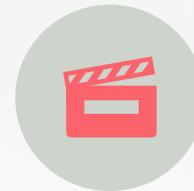
Reasoning



Learning



Memory



Action

What tasks might we
delegate to an AI Agent?

Things an AI Agent Might Do



Answer if a client has paid their bill and notify



Return the right time for inventory level changes



Order inventory based on instructions



Automate onboarding activities



Look for quality errors in manufacturing and trigger a review



Create a proposal from a request from a client



Analyze and sort incoming AP/AR



Prepare a Next Best Action with a customer

A walk through ten agents
being used today

Take Action from Meetings

? Join late? Ask what happened already

🗣️ Not sure what someone said? Ask for Copilot to repeat it

👥? Need to know what questions *haven't* been asked?

📋 Summarize the meeting and tune the action items

🎬 Follow-up on the action items

? Answer questions from several interactions with a client



Copilot has been instrumental in driving tangible benefits, such as with SOP creation. We've now begun to use it for more generalized personal and team productivity, including uncovering information across the enterprise.

Frank Biondolillo, Emerging Technology Analyst, Eaton



Reduced time to create 1,000 SOPs by 83%



Saved 650 hours, ~1/3 of a full-time workload

Acceptance Rate (by count)
Over the last 28 days
27.02%

Total count of Suggestions (Prompts)
Over the last 28 days
21666

Acceptance Rate (by lines)
Over the last 28 days
21.15%

Total Lines of code Suggested
Over the last 28 days
39088

Acceptance rate by count (%)



Human Resources Requests

3/24 9:56 PM

If I'm a [REDACTED] employee, what numbers should I know about for our health plan?

[REDACTED] Demo 3/24 9:56 PM



As a [REDACTED] employee, there are several important numbers to know about for your health plan. These numbers can help you understand your coverage and make informed decisions about your healthcare. Here are some key numbers to keep in mind:

1. **Deductibles:** Deductibles are the amount of money you must pay out of pocket before your health insurance starts covering your expenses. The deductible amount may vary depending on whether you are in-network or out-of-network. For example, in-network deductibles for employees are \$500 [1](#).
2. **In-Network Providers:** In-network providers are healthcare professionals, hospitals, and facilities that have an agreement with your health insurance plan to provide services at a discounted rate. It's important to know which providers are in-network to maximize your coverage and minimize your out-of-pocket expenses. Overlake is an in-network institution [23](#).
3. **Co-pays:** Co-pays are fixed amounts that you pay for certain healthcare services, such as doctor visits or prescription medications. These amounts are typically lower than the full cost of the service and can vary depending on the specific service and your health plan. Be sure to check your plan documents for the co-pay amounts for different services.
4. **Out-of-Pocket Maximum:** The out-of-pocket maximum is the maximum amount you will have to pay for covered healthcare services in a given year. Once you reach this limit, your health insurance will cover 100% of the remaining costs. It's important to know your out-of-pocket maximum to budget for healthcare expenses and understand when your insurance will start covering all costs.

Remember to refer to your specific health plan documents for the most accurate and up-to-date information about your coverage and benefits. [123](#).

Actions (preview)

Create Discover Manage

Kevin, save time and eliminate repetitive tasks with Copilot Actions

Create new

 Catch up

Regularly summarize communications

 Schedule

 Gather

Ask people to complete a task by a deadline

 Copilot will reach out on your behalf

 Create

Create a new document from existing file

 Schedule

Purchase Order Matching

CLIENT MASK

Purchase Order

 PO 38436.pdf 

Sales Order Ack.

 4560975-STR.pdf 

Document info results Download CSV

| Label | Purchase order | Sales order ack. | Match |
|------------------|--|---|-------|
| Billing address | 400 PILOT COURT WAUKESHA, WI 53188 | 400 PILOT COURT WAUKESHA, WI 53188 United States of America | True |
| Freight | DELIVERED, FREIGHT INCL | Prepaid | |
| Order number | 0000038436 | 38436 | True |
| Shipping address | 400 Pilot Court Waukesha, WI 53188 USA | 400 PILOT COURT WAUKESHA, WI 53188 United States of America | True |

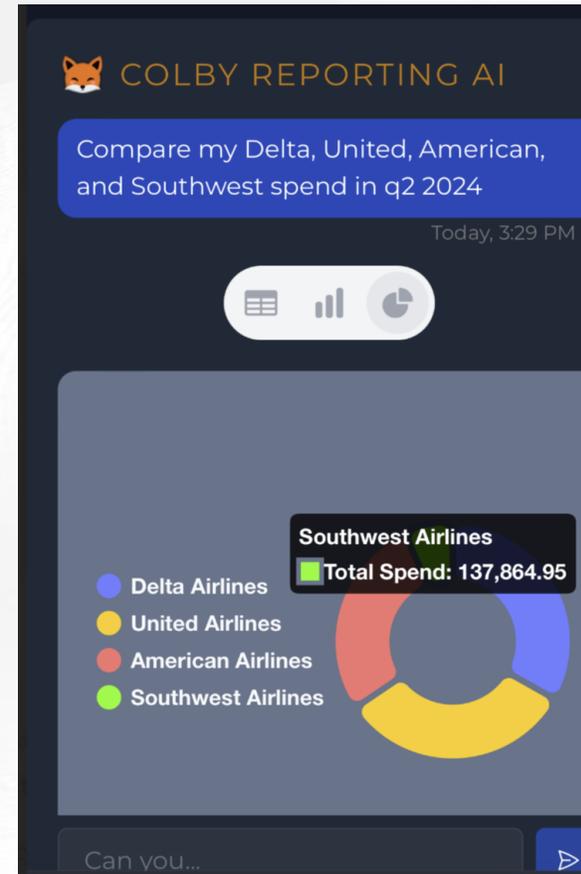
Product match results

| Line | Label | Purchase order | Sales order ack. | Match |
|------|--------------|---|---|-------|
| | Order date | 31-01-2024 | 31-01-2024 | True |
| 1 | Alloy | 17-4 ph | 17-4 | True |
| 1 | Alloy Al | 17-4PHSS | 17-4 | |
| 1 | Description | round 4.00" d x 17.00l 17-4phss condition a - astm-a564, ams 5643 | 4" round bar r17-4 cond. a (+.062)(-0) p/n 1217-17.00 wo: 153521 cut 17.0 in band saw +1/8" -0" | |
| 1 | Dimension Al | 4.00" d x 17.00l | 4" round bar, cut 17.0 in | |
| 1 | Dimensions | 4.00" d x 17.00l | 4" round bar, cut 17.0 in | |
| 1 | Form | Round Bar | round bar, cond. A | True |
| 1 | Form Al | Round | round bar, cond. A | |
| 1 | Qty | 1.000 | 1.00 | True |
| 1 | Unit price | 332.020 | 332.02 | True |

Action buttons Clear files Run <>

Returning Answers from Data

- Provides managed travel recommendations
- Customers have questions about portfolio of travel
- Self-service interface to provide clear answers



3:29

COLBY REPORTING AI

Compare my Delta, United, American, and Southwest spend in q2 2024

Today, 3:29 PM

| Airline Company | Total Spend |
|--------------------|-------------|
| Delta Airlines | 692,895.63 |
| United Airlines | 674,698.12 |
| American Airlines | 583,490.70 |
| Southwest Airlines | 137,864.95 |

Today, 3:29 PM

Based on the SQL query and results

Can you...

Automating Quoting

- Requests come in through email for various parts
- Sales rep previously would search, validate SKU, availability, and create quote
- Automation saves hours per quote by finding part, validating availability, and creating quote

The screenshot displays an email interface. The email is from Ken Ullsperger (UK) to Ken Ullsperger. The email content lists the following items:

| | |
|-----------------------|----|
| 5005 sheet Clear film | |
| .125 x 48 x 96 | 11 |
| .125 x 48 x 120 | 12 |
| .125 x 48 x 130 | 13 |
| 6061 Angle | |
| 1 x 1 x .125 | 14 |
| 2 x 2 x .125 | 15 |
| 1.25 x 1.875 x .125 | 16 |

Below the email content are buttons for Reply and Forward.

On the right side, there is a panel for SKU selection and metal attributes. The panel title is "SKU Selection - highlighted items are in IQ". It contains a list of SKUs with checkboxes and status indicators:

| Description | Status |
|--|-----------|
| <input checked="" type="checkbox"/> SHT 5005 H34 ANQ .125 X 48 X 96 | Active in |
| 163001802 --- | Active in |
| <input type="checkbox"/> SHT 5005 H34 ANQ CLR FLM .125 X 48 X 96 | Active in |
| 163001803 --- | Active in |
| <input type="checkbox"/> SHT 5005 H34 ADZ CLR FLM .125 X 48 X 96 | Active in |
| 163000478 --- | Active in |
| <input type="checkbox"/> SHT 5005 H14 AAQ 55HX .125 X 48 X 96 | Inactive |
| 100022303 --- | Inactive |
| <input type="checkbox"/> SHT 5005 H14 AAQ 55HX CLRFLM .125 X 48 X 96 | Inactive |
| 100022304 --- | Inactive |

Below the list are input fields for "Enter Fastpath" and "Quantity" (set to 11), and a "Search" button. There are also "UOMs" (set to PC) and "Approve" and "Feedback" buttons.

Below that is a "Metal Attributes" section with the following fields:

| | |
|-------------------|------------------|
| Product: Aluminum | Form: Sheet |
| Grade: 5005 | Type: |
| Gauge: | Thickness: 0.125 |
| Width: 48 | Nom. Length: 96 |
| Protection: | Finish: |
| Temper Condition: | Hardness: |

Where's my order?

Query Driven Experience

Order Date: August 08, 2017
Order #:
PO #:

Customer Info

Order Status: *Shipped*
Our Truck Delivery

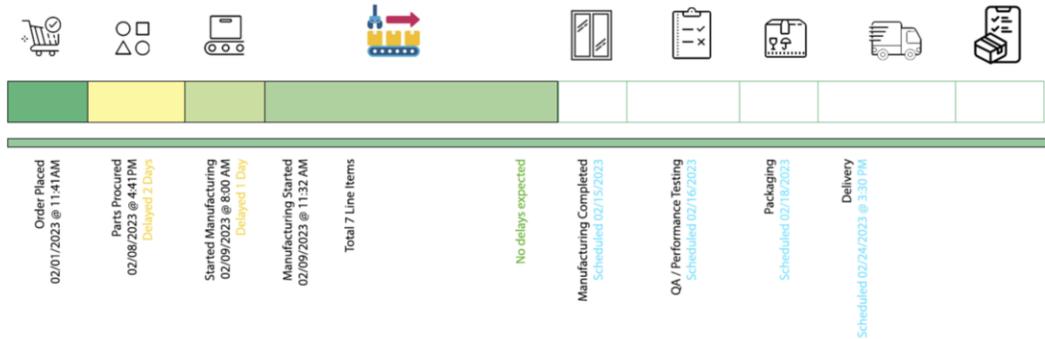
Ship To:
Address:
City:
State:
Zip:

Delivery Info

Order Status: *Shipped*
Our Truck Delivery

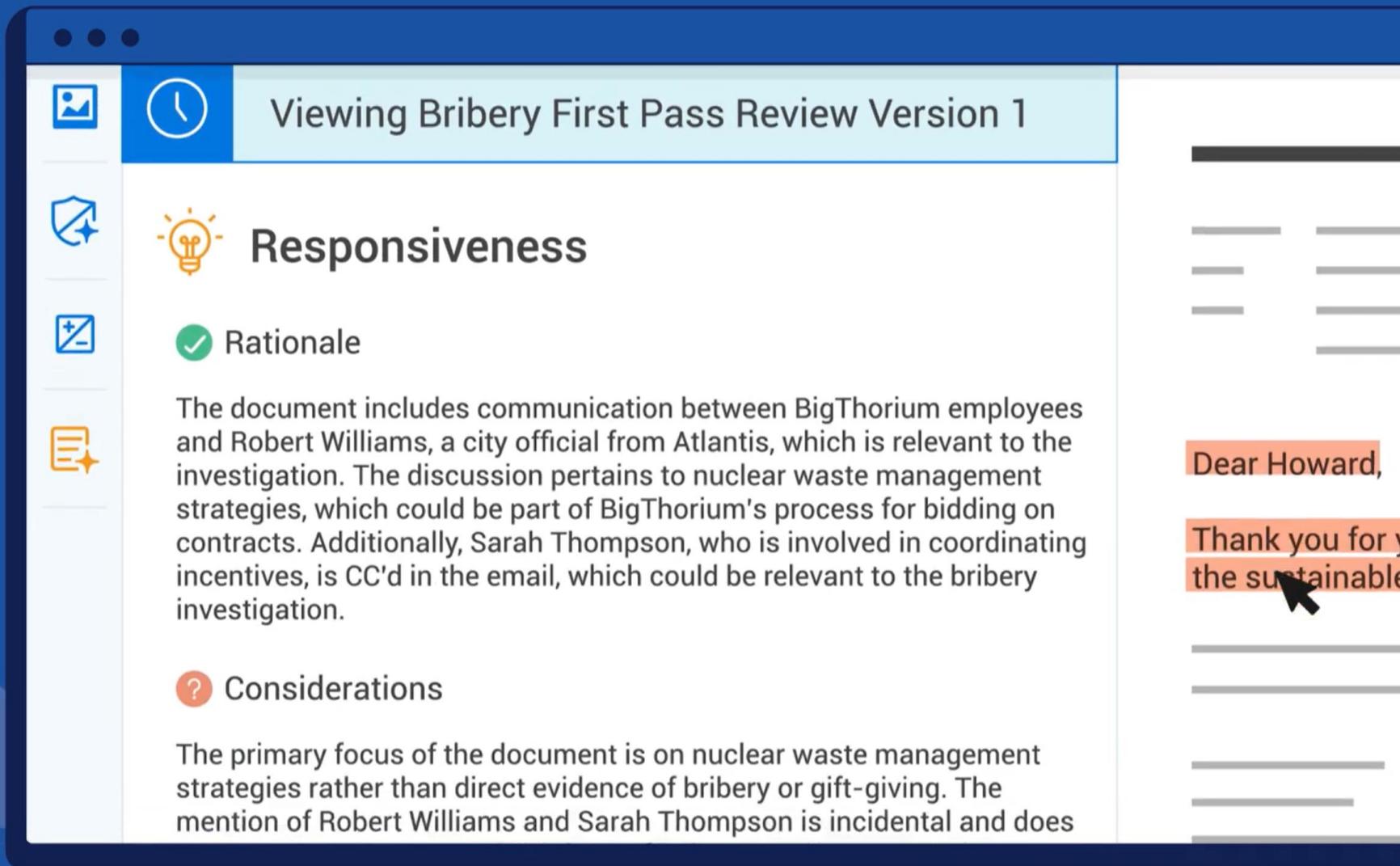
Overall State of Order

Updated at 12:35PM CDT 02/14/2023



Order Detail

| Item # | Description | Order Date | Status | Manufacturing Start | QA / Performance Testing | Packaging | Delivery |
|--------|---|------------|--------|---------------------|--------------------------|------------|------------|
| 1 | 0313888091302022 / 100CD 606B SR Kitchen On Time | 02/04/2023 | OK | 02/08/2023 | 02/10/2023 | 02/15/2023 | 20/16/2023 |
| 2 | 0313888091302022 / 100CD 606B SR Family Room On Time | 02/04/2023 | OK | 02/08/2023 | 02/10/2023 | 02/15/2023 | 20/16/2023 |

The screenshot shows a software interface for reviewing a document. The window title is 'Viewing Bribery First Pass Review Version 1'. The left sidebar contains icons for document, clock, shield, checkmark, and list. The main content area is titled 'Responsiveness' and has two sections: 'Rationale' (with a green checkmark) and 'Considerations' (with a red question mark). The 'Rationale' section contains a paragraph of text. The 'Considerations' section contains another paragraph. On the right, a document preview shows a highlighted email snippet: 'Dear Howard, Thank you for y the sustainable'. A mouse cursor is pointing at the highlighted text.

Viewing Bribery First Pass Review Version 1

Responsiveness

Rationale

The document includes communication between BigThorium employees and Robert Williams, a city official from Atlantis, which is relevant to the investigation. The discussion pertains to nuclear waste management strategies, which could be part of BigThorium's process for bidding on contracts. Additionally, Sarah Thompson, who is involved in coordinating incentives, is CC'd in the email, which could be relevant to the bribery investigation.

Considerations

The primary focus of the document is on nuclear waste management strategies rather than direct evidence of bribery or gift-giving. The mention of Robert Williams and Sarah Thompson is incidental and does

Dear Howard,

Thank you for y
the sustainable

You treat, we chart

Instantly generate full, clinically-validated notes for all acute encounters

vituity®



The screenshot shows a web application interface for a patient chart. On the left is a sidebar with 'Home' and 'Patients' icons. The main content area is titled '76/Female/English' and shows a 'Summary' tab. Below this is a 'Transcript summary' table with the following data:

| Transcript summary | |
|---------------------|-------------------|
| Age/Gender/Language | 76/Female/English |
| Mode of Transport | Click to add |
| Historians | Patients |

On the right, a 'Patient chart' panel displays a 'HISTORY OF PRESENT ILLNESS:' section with the following text:

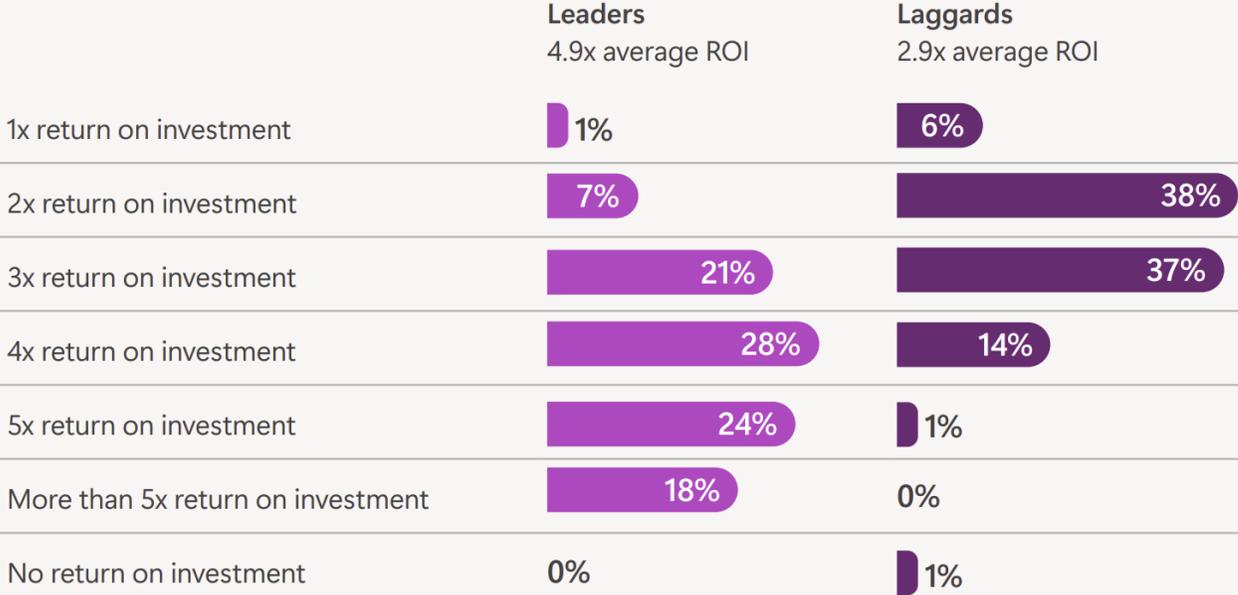
A 76-year-old female with a past medical history significant for SVT since 2016, diabetes, and cancer presented to the Emergency Department. History provided by the patient. She complains of a rapid heart rate that began earlier today. She describes the sensation as a racing heart and notes that it has been persistent since onset. She denies any specific aggravating or relieving factors. She rates the severity of her symptoms as significant, given her presentation to the ED.

How do I build the ROI for
my company that people
will support?

Leaders' AI investments are paying off and the difference between leaders and laggards is stark

AI leaders realize a higher ROI, a greater number of organizational impact areas and monetization avenues from AI initiatives, and are more prepared to unlock AI capabilities.¹⁴

What would you estimate your organization's ROI is for every \$1 spent of AI projects or initiatives?
(percentage of respondents)



Source: IDC InfoBrief, sponsored by Microsoft, 2024 Business Opportunity of AI, IDC# US52699124, November 2024.

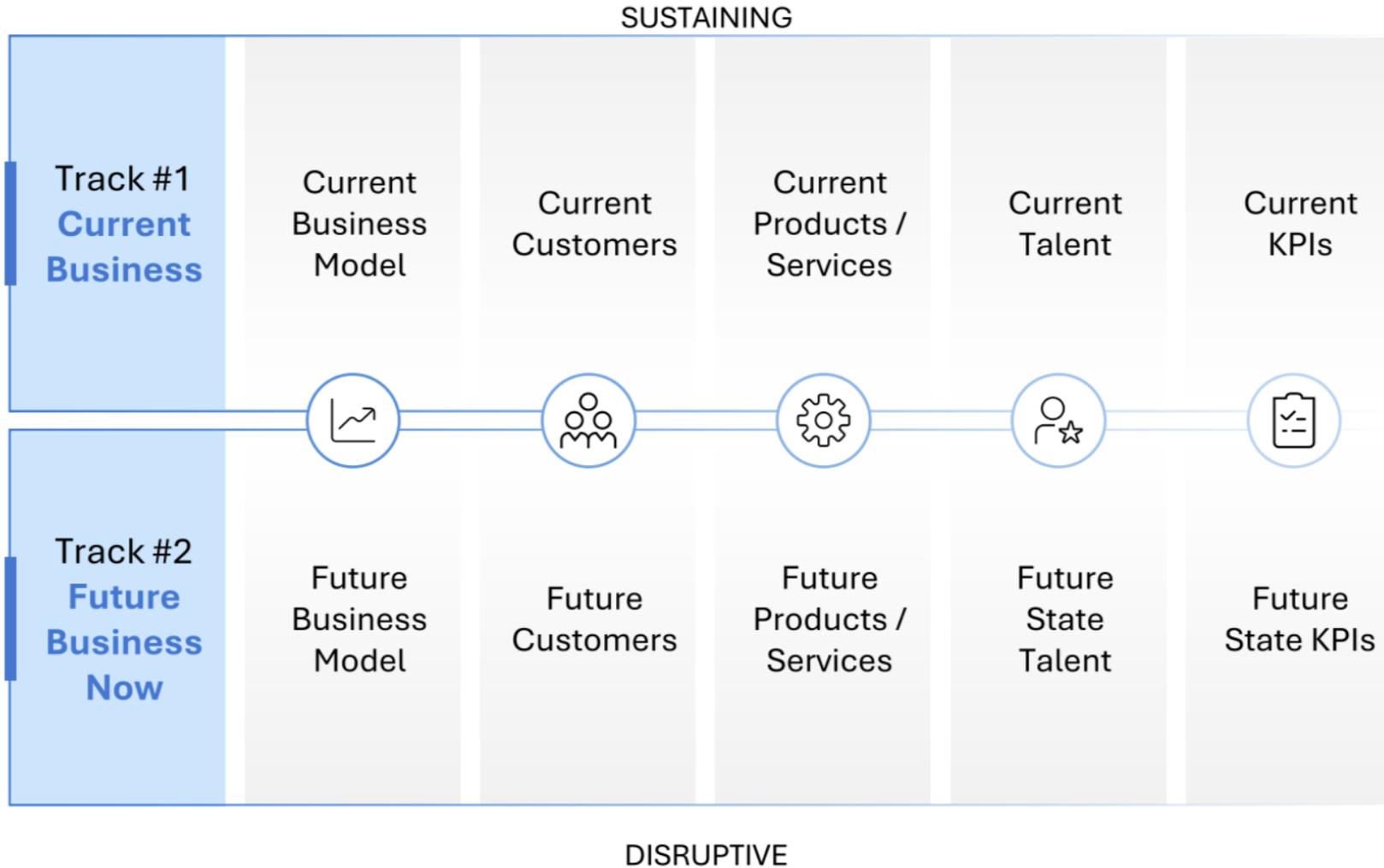
Be a leader, not a laggard

Performance of leaders outpaces the those that follow at a distance

Technology moves too fast to simply sit and wait – or be directionless and focusing on governance alone



Two Track Transformation Program



Organizing Strategy and Opportunity Mapping

#1. Strategy and Opportunity Mapping

• Actions

- Executive Envisioning
- Ideation and Mapping
- Strategy and CoE

• Best For

- Don't know the WHY or the WHAT
- Just getting started
- Need to align business and tech

Case Study – Fox World Travel

Provided organization-wide brainstorming and engagement that lead to the creation of “Colby”, a multi-function customer-facing agent that interacts with the core travel management business system

Workshop #1 CoE Kickoff and Strategic Team

- Executive Leadership Message
- State of the State
- State of AI in the Industry
- Examples of Value from Similar Businesses
- Action to Form Functional Team(s)
- Homework Assigned to Teams (offline)



Workshop #2 Brainstorming for Each Functional Domain*

- Establish alignment goal to be achieved
- Each attendee brings value creation opportunities
- Context of value creation is around possible futures
- Capture of ideas and building of idea registry
- Rough prioritization of ideas from each session



Deep Dive Workshops #3

- Deep dive into each prioritized idea
- Includes Solution Architect from Concurrency

- Deep dive into each prioritized idea
- Includes Solution Architect from Concurrency

How to evaluate ideas



Category



Idea



Quantity



Impact



Value



Effort



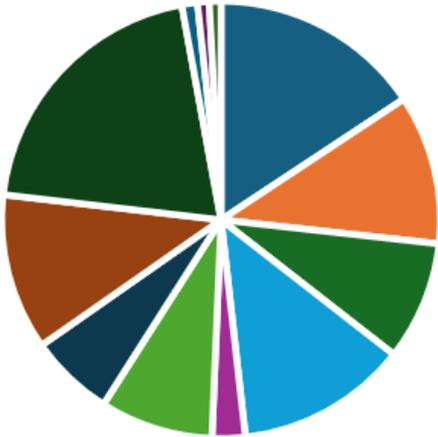
Calc

Traps to Avoid

- Not having executive support before you start
- Getting overly onerous about commodity use case ROI
- Hinging all bets on one project working out
- Expecting immediate payback
- Focusing just on “use cases” and not on the future

General Spread for Manufacturing

Manufacturing Use Cases



- Customer Service
- Demand and Inventory
- Engineering
- Human Resources
- Legal
- Manufacturing
- Marketing
- Operations
- Sales and Quoting
- Sales Automation
- Supply Chain
- (blank)

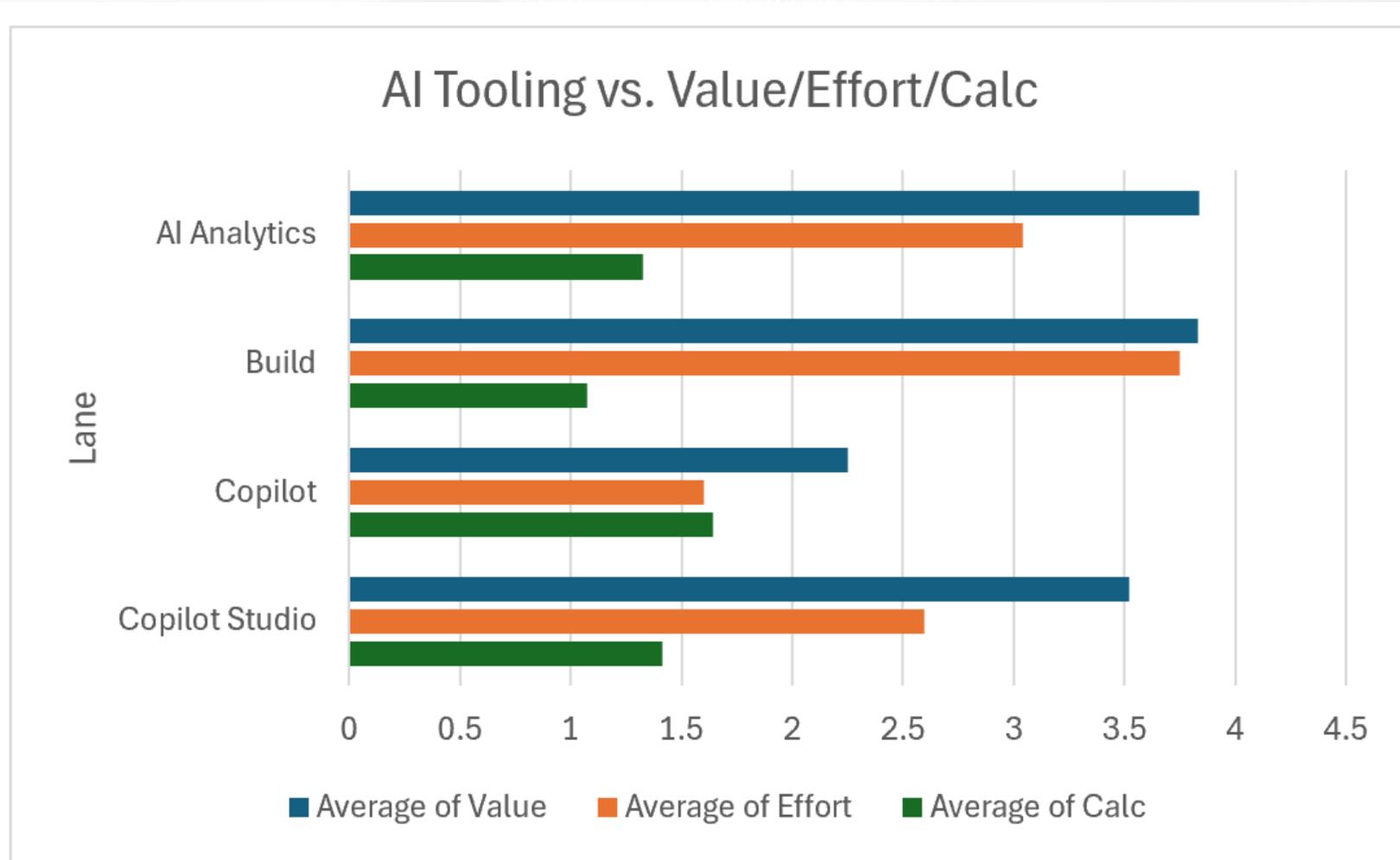
Sorting ideas on calc

| Category | Idea | Notes | Impact | Lane | Value | Effort | Calc |
|----------------------|--|---|---|----------------|-------|--------|-------------|
| Operations | Meeting Summarization | Clear benefit on optimizing meeting outcomes | Take action from meetings, summarization, etc. | Copilot | 3 | 1 | 3 |
| Engineering | Meeting transcription & summaries | Creates a record while allowing focus on participation | Focus on output from meetings | Copilot | 3 | 1 | 3 |
| Manufacturing | Meeting Summarization | Clear benefit on optimizing meeting outcomes | Record and take actions on meetings | Copilot | 3 | 1 | 3 |
| Sales and Quoting | Meeting Summarization and follow up actions | Clear benefit on optimizing meeting outcomes | Enable all sales people with meeting summarization and actions | Copilot | 3 | 1 | 3 |
| Customer Service | Meeting Summarization | Clear benefit on optimizing meeting outcomes | Meeting summarization | Copilot | 3 | 1 | 3 |
| Customer Service | Tech and Customer Service Agent | Reduce phone calls and talk times with internal use. Current team could increase bandwidth for other sales/service related tasks. | Can we drive excellent customer service? | Copilot Studio | 4 | 2 | 2 |
| Human Resources | HR Chat function | Consistent and efficient benefit question answering | Easy answers to HR questions and ramping new employees in the HR team, maintaining reliable body of knowledge | Copilot Studio | 4 | 2 | 2 |
| Human Resources | Creating forms and letters for various tasks | Consistent and efficient forms distribution for benefits and term packets | Automate forms and letters to distribute information as necessary | Copilot Studio | 4 | 2 | 2 |
| Sales and Quoting | Sales data analytics by product | Understanding trends and areas not easily seen - call to action | Create sales action plan based on framework | AI Analytics | 4 | 2 | 2 |
| Sales and Quoting | Sales data analytics by customer | Helping to understand unseen opportunities/chainging the game with our customers | Create sales action plan based on framework | AI Analytics | 4 | 2 | 2 |
| Sales and Quoting | Sales data analytics by buying group | Seeing the bigger picture | Create sales action plan based on framework | AI Analytics | 4 | 2 | 2 |
| Sales and Quoting | Contract Review | Saving time on contract review | Automate contract review | Copilot Studio | 4 | 2 | 2 |
| Human Resources | HR Internal Agent | Quickly answer HR related question based on all our plan/policy documents. | | Copilot Studio | 4 | 2 | 2 |
| Human Resources | Policy, JD,and job posting Creation | Consistent and Efficient creation of these documents | Accelerate HR job posting activities | Copilot | 2 | 1 | 2 |
| Sales and Quoting | Creating effective presentations | Saving time, making our presentations more impactful | Accelerate presentation creation | Copilot | 2 | 1 | 2 |
| Demand and Inventory | Forecasting | Use AI to evaluate historical information and create forecasts for sales and cash. Currently this is a manual exercise for all. | Better understand estimated cash forecast | AI Analytics | 5 | 3 | 1.666666667 |

Sorting ideas on value

| Category | Idea | Notes | Impact | Lane | Value | Effort | Calc |
|----------------------|---|---|--|----------------|-------|--------|-------------|
| Demand and Inventory | Forecasting | Use AI to evaluate historical information and create forecasts for sales and cash. Currently this is a manual exercise for all. | Better understand estimated cash forecast | AI Analytics | 5 | 3 | 1.666666667 |
| Demand and Inventory | Dynamic Capacity Planning | Be able to dynamically adjust sequence capacity, as well as recommend employee assignments based on certifications and training needs | Optimize the resources in assembly (staff) for necessary production jobs. This is the hardest struggle day-to-day - do we have the right resources for the day. Need to have the right 50 bodies to do the work. Manage the unpredictability of "call-ins" for reallocation of resources | AI Analytics | 5 | 3 | 1.666666667 |
| Operations | Sustainability Documents | Fill out forms we receive from customers regarding sustainability efforts. | Filling out 5 - 10 forms a day on sustainability documents. Time to fill out the bill of materials, the sourcing of materials, etc. Need to go get the information and fill out the diverse form. These are project-based. | Copilot Studio | 5 | 3 | 1.666666667 |
| Manufacturing | Capacity Planning | Fill capacity based off demand and resources, this will keep leadtimes in check | Predictive understanding of filling available capacity | AI Analytics | 5 | 3 | 1.666666667 |
| Sales and Quoting | Customer Service | Read incoming orders and translate to an order creation | English words to an item number or order (quote comes from AutoQuote, but need to decipher it into the system) | Build | 5 | 3 | 1.666666667 |
| Customer Service | External Facing Customer Service | Create an AI agent to allow customers to get answer to their own questions - external facing | Enable external customers to answer questions | Copilot Studio | 5 | 3 | 1.666666667 |
| Sales and Quoting | Bots to help customers find solutions quickly | developing a more impactful interface to help our customers find the right solution | Enable self-service customer service, starting internal, the moving to external | Build | 5 | 3 | 1.666666667 |
| Operations | PO/Order Entry | Integrated system that processes the entire product offering and provides CS an order entry they can validate. | | Build | 5 | 3 | 1.666666667 |

Interesting Comparison on Types



Typical Justification Models

- Justify Commodity AI in the aggregate
 - Copilot
 - Copilot Studio / Low Code Agents
 - Other Commodity Platforms
- Justify “AI Analytics” but aim for specific targets
 - Inventory & Demand
 - Pricing
 - Customer Next Best Action
- Justify “Build” based on adding value to customers
 - Customer Advisory
 - End Customer Support
 - Market Disruption

Practical impacts of generative AI

A [study](#)¹⁵ of over 6,000 employees using Microsoft 365 Copilot in their day-to-day work revealed some surprising changes in the work dynamic.

- **Employees are becoming liberated from email.** With the introduction of Copilot, employees use email summaries to reduce the time spent keeping up with their inboxes.
- **Meetings focus on value creation.** Using Copilot tends to focus meetings on collaborative work and reduce the overall time employees spend in meetings.

- **People collaborate more with AI and each other.** As employees become comfortable using generative AI, they create more documents with AI assistance, co-edit documents with colleagues, and comment on content more frequently.

The AI Data Drop provides ongoing insights into the practical applications and benefits of generative AI adoption. Keep up with the latest information from [Microsoft WorkLab's AI at Work](#).

Where work is headed

See real-world company data on how Copilot is starting to reshape the workday



Time reading email

↓ **-31%**

Copilot helped employees at a consumer goods company spend less time reading email.



Time in meetings

↓ **-16%**

At one consulting company, people with access to Copilot spent less time in meetings.



Word file co-creation

↑ **58%**

People using Copilot at a law firm produced more content.

Commodity AI pays off

General, everyday
performance
improvements are
meaningful

Those that say, "time
savings isn't
quantifiable" are
simply bad managers

How to measure it



Commodity

Review tools like Copilot Analytics of GitHub Copilot Analytics
Correlate job performance against AI usage
Record real ROI from each agent that hits the idea registry



AI Analytics

Track real change in inventory, staffing, or material
Track pricing optimization or win rates
Track understanding of customer and next win



Build

Measure revenue increase and retention
Measure time-to-quote and win rate
Measure share of wallet

Let's fill one out!

Our Results

Questions?

Next Steps

- **Executive AI Envisioning Session** – Bring Concurrency experts to your office to define a Roadmap for AI-driven transformation at the leadership level.
- **Microsoft Licensing Review** – Meet with our CTO Nathan Lasnoski to ensure you're maximizing value and efficiency with a tailored licensing assessment.
- **Bring the Event to You!** – We will present any topic/topics from our event at your organization.

Milwaukee AI Momentum Summit





Concurrency

Thank you!

Follow us on  for the latest IT insights and industry updates! @Concurrency, Inc

