



# Empowering the modern workplace

How NTT DATA and Microsoft are partnering in agentic AI and Microsoft Copilot innovation



This guide explores how NTT DATA and Microsoft are using agentic AI and Microsoft Copilot technologies to create intelligent, scalable digital workplaces for organizations in all sectors.

## Agentic AI, Microsoft Copilot and the future of digital workplaces

The era of agentic artificial intelligence (AI) and intelligent assistants will bring about further transformation of the modern workplace.

Microsoft Copilot technologies are a widely recognizable illustration of this change. Integrated with generative AI (GenAI) and large language models, these context-aware digital assistants integrate effortlessly into daily workflows.

Together, NTT DATA's Digital Workplace Services (DWS) team and Microsoft are deploying agentic AI and Microsoft 365 Copilot solutions that drive productivity, innovation and tangible business value.

In this guide, we examine NTT DATA's internal adoption of Microsoft 365 Copilot (as a "customer zero"), real-world client success stories across industries, and the business outcomes — from productivity gains to ROI — that make these solutions a compelling investment for modern enterprises.



Agentic AI refers to AI "agents" that can autonomously understand user needs, engage naturally and handle complex tasks — far beyond what traditional automation could do.

### Enterprise leaders are paying attention

Industry analysts project explosive growth in AI-driven automation: by 2028, 33% of enterprise software applications will include agentic AI (up from less than 1% in 2024), enabling 15% of day-to-day work decisions to be made autonomously. At the same time, global spending on AI services is forecast to reach \$609 billion by 2028.

## Macro trends shaping the future of digital work and AI

Several broad trends are influencing how digital workplaces will evolve in the coming years.

### Hybrid work is the norm

**The global shift to hybrid work models is solidifying.**

By 2025, well under half of the workforce is expected to be fully office-based, with flexible “3-2” (three days in the office, two remote) schedules becoming dominant.<sup>2</sup> This normalization of hybrid work drives demand for AI and collaboration tools that bridge physical distances and keep teams productive across locations.

### Enterprise AI at scale

**Organizations are scaling up AI adoption across their operations, moving from pilot projects to the pervasive use of AI agents.**

Analysts predict an explosion of agentic AI in software: by 2028, roughly one-third of enterprise applications will include some form of AI agent, up from almost none in 2024.<sup>3</sup>

### Responsible AI and governance

**Building AI that employees and customers can trust will be essential to sustained success.**

With AI’s rapid deployment comes a spotlight on ethics, risk and compliance. Ensuring responsible AI is now a top priority for corporate leaders. Companies are establishing governance frameworks to address issues like bias, transparency and security in AI systems.

Regulators, too, are enacting AI oversight (AI regulations are emerging worldwide), making it critical that enterprises use AI in an accountable and trusted manner.

**Read the CEO blog: [AI responsibility: executive leaders must act now](#)**

### Workforce enablement and skills

**Rather than replacing jobs, AI is increasingly seen as a force-multiplier for human talent.**

The vision of a “hybrid workforce” — humans and AI working together — is taking shape, where AI handles repetitive tasks and humans focus on higher-value work.<sup>4</sup> To fully realize this, organizations are investing in upskilling their people.

Forward-looking enterprises are rolling out AI training, change management and new roles such as “AI coach” or “prompt engineer” to empower their workforce. In the coming years, a company’s ability to successfully fuse human expertise with AI assistance will become a key competitive differentiator in the digital workplace.



<sup>2</sup> Owl Labs Staff. [2025 Predictions: The Hybrid Work Revolution Continues](#). Owl Labs, January 13, 2025.

<sup>3</sup> NTT DATA. [NTT DATA Launches Agentic AI Services for Hyperscaler AI Technologies](#). Press release. March 20, 2025.

<sup>4</sup> Darren Hollander. [The Rise of the Hybrid Workforce – Humans and AI Working Together](#). March 6, 2025.

## Agentic AI and Microsoft Copilot: Enabling the context-aware workplace

**Agentic AI systems are context-aware assistants that can dynamically respond to complex inputs and make decisions in context. The Microsoft Copilot technology embodies these principles in practical tools.**

Unlike rigid scripts or robotic process automation (RPA) bots, agentic AI understands user needs, engages in natural conversations and handles complex interactions, empowering organizations to scale AI-driven processes with confidence.

Microsoft 365 Copilot acts as an AI-powered companion embedded in the Microsoft Office 365 suite — including Microsoft Word, Microsoft Excel, Microsoft PowerPoint, Microsoft Outlook, Microsoft Teams and more — providing intelligent, real-time assistance to users.

Microsoft Copilot leverages advanced language models (via Azure OpenAI Service) combined with an organization's own data (accessible through the Microsoft Graph) to generate contextually relevant responses securely within the enterprise environment — in effect, Microsoft Copilot can “ground” its understanding on a user's documents, emails, calendar, chats, and other business data to provide personalized help.<sup>5</sup>

Critically, all this occurs within the Microsoft compliance and security framework – the user's data stays within the Microsoft 365 service boundaries and respects the organization's privacy, security and access controls.<sup>6</sup>

**From drafting documents and analyzing spreadsheets to summarizing meetings and answering questions, Microsoft Copilot serves as a digital colleague that is always available.**

For example, in Microsoft Teams, Microsoft Copilot can suggest meeting times, compile agendas, and even generate a summary of discussion points with action items. Users can ask Microsoft Copilot questions like, “What decisions were made in the project meeting I missed?” and get an instant summary drawn from the meeting transcript. In Outlook, Microsoft Copilot can draft email responses based on prior threads, and in Excel it can explain trends in data or create visualizations on the fly.

**Read the blog:** [Beyond the basics: dive into GenAI with Copilot for Microsoft 365 and Microsoft Copilot Studio](#)

**By augmenting human work with AI intelligence,** Microsoft Copilot enables employees to focus on high-value tasks while routine or data-heavy chores are handled in seconds.

**Early studies of Microsoft Copilot in action<sup>7</sup> show significant benefits:**

- 70% of users said Microsoft Copilot improved their productivity and quality of work, and on certain tasks users accomplished them 29% faster on average.
- Perhaps most telling, 77% of early Microsoft Copilot users reported that once they had it, they “didn't want to work without it” – a strong testament to the impact of Microsoft Copilot as a context-aware, intelligent assistant.



<sup>5</sup> pwndps, Brass Contributor. [Copilot for Microsoft 365: Architecture and Key Concepts](#). Microsoft. March 7, 2024.

<sup>6</sup> Microsoft. [Microsoft 365 Copilot Architecture and How it Works](#). January 28, 2025.

<sup>7</sup> Microsoft. Work Trend Index Special Report. [What Can Copilot's Earliest Users Teach Us About Generative AI at Work? A first look at the impact on productivity, creativity, and time](#). November 15, 2023

## Leading by example: NTT DATA's internal Microsoft Copilot adoption

**To credibly advise customers on workplace AI, NTT DATA's DWS team deployed Microsoft 365 Copilot internally to transform NTT DATA's own operations.**

The internal rollout began with a pilot across select departments and roles, treating NTT DATA as the first client of its own new Microsoft Copilot services. This initiative was guided by a GenAI steering committee and a thoughtful change management program.

The DWS team identified key user personas, ensured the necessary data and access prerequisites for those users, and implemented a comprehensive adoption plan. This included executive sponsorship, communications to build awareness, training sessions and quick-start guides to build proficiency, and even an internal community helpline for Q and A and rapid issue resolution.

**By proactively addressing user readiness and providing continuous support, NTT DATA drove strong engagement with the new AI tools.**

### Remarkable outcomes in just a few months

**After just a few months of using Microsoft Copilot internally, the feedback from employees was overwhelmingly positive:**

- In an internal survey, users **rated Microsoft 365 Copilot 5 out of 5 stars** on overall satisfaction.
- Two-thirds of employees reported a significant boost to their personal productivity.
- 62% said Microsoft Copilot made them more creative in their work.
- Time savings were notable – on average, users saved about **20 hours per month** by offloading tedious tasks to Microsoft Copilot. One program participant noted that Microsoft Copilot **saved him 6.5 hours in just one work week** by streamlining tasks that would otherwise consume his time.

With the DWS team's enablement efforts, the adoption rate reached approximately 92% of targeted users actively using Microsoft Copilot regularly, indicating that the tool quickly became a natural part of employees' workflows. In fact, Microsoft Copilot was so effective at eliminating drudgery (such as manual meeting notes or initial draft writing) that many users joked they would pay for the license out of pocket if needed.

NTT DATA executives also felt the impact firsthand.

“

In just a few short months, Microsoft 365 Copilot Chat has become an invaluable resource. I'm involved in multiple projects and conversations across the organization. Microsoft Copilot helps by providing a quick recap of my latest colleague conversations and by finding relevant information across emails, chats and files. As I continue to explore its features, I save time and work more effectively every day.”

*Noel Hara, CTO of NTT DATA's Public Sector*

Such testimonials illustrate how Microsoft Copilot acts as a cognitive assistant, freeing leaders from information overload and context-switching costs.

### A proven solution, tested in-house

Internally, NTT DATA's phased deployment (starting with a pilot group, incorporating feedback, then expanding) ensured a smooth transition for its 150,000+ workforce. By leading with its own adoption, the DWS team not only reaped efficiency gains but also developed hands-on expertise and best practices that it now applies in client engagements.

**NTT DATA's internal success validates the transformative potential of Microsoft Copilot and builds confidence for clients that these solutions have been vetted in real-world, enterprise-scale environments.**

## NTT DATA's solutions

### Agentic AI Services for Hyperscaler AI Technologies

Building on internal success, NTT DATA launched Agentic AI Services for Hyperscaler AI Technologies, a comprehensive suite of consulting and cloud-managed services enabling organizations to adopt and manage AI agents at scale. With an initial focus on the Microsoft ecosystem, NTT DATA leverages tools such as Azure OpenAI, Azure AI Foundry, and Microsoft Copilot Studio to design and orchestrate custom AI agents for clients.<sup>8</sup>

### Productivity Cockpit

Microsoft Copilot Studio is a toolkit to create bespoke copilots (agents), and NTT DATA extends its capabilities with what it calls Productivity Cockpit — a framework that integrates Microsoft Copilot Studio with additional tools and prebuilt agent templates. Essentially, NTT DATA provides a “ready-to-go” platform for organizations to spin up their own AI agents, fine-tuned to specific roles or industries, without starting from scratch.<sup>9</sup>

These include:

#### Onboarding Agent

An agent that welcomes new employees by immediately providing them with essential resources, answering common HR questions and guiding them through initial training. This speeds up ramp-up time for new hires.

#### Prompt-as-a-Service copilot

An agent that prepares routine reports or data summaries in advance, so that managers and staff have the information they need without manual compilation. For example, every Monday morning it might generate a project dashboard from last week's data.

#### Growth Agent

A front-office agent that works with customer relationship management (CRM) systems. It can pull prioritized sales leads or customer opportunities from systems like Microsoft Dynamics 365, and present them along with suggested next actions, helping sales teams focus on the most valuable prospects.

#### Ask Me Agent

A knowledge management bot that employees can query for information. It might index internal documentation, intranet content, and past tickets, enabling staff to get

instant answers (for example, “How do I update my benefits?” or “Where is the deck for the XYZ proposal?”). This improves productivity and customer service by equipping employees with information on demand.

#### Service Agent

Focused on back-office tasks like underwriting in insurance or claims processing, this agent can handle form-filling, validations and cross-checks. It collaborates with human specialists by doing the heavy lifting of data-entry and initial analysis.

#### Fix IT Agent

An IT help-desk agent that troubleshoots technical issues. It can take in user complaints (via chat or call), walk through diagnostic steps, resolve common problems such as resetting passwords and unlocking accounts, and escalate complex issues to human technicians with a summary of what was attempted. This greatly accelerates IT support and reduces downtime.

#### Microsoft Copilot Swarming

An agent that assists with knowledge management in support contexts. It monitors persistent issues, helps aggregate solutions, and even creates knowledge-base articles for future reference. The term “swarming” implies it helps coordinate multiple support agents (human or AI) on tricky problems, ensuring learnings are captured.

**Get the infographic:** [NTT DATA and Microsoft: Transforming industries with GenAI](#)

**With internal experience and a robust partnership with Microsoft, NTT DATA's DWS team has begun deploying agentic AI and Microsoft Copilot solutions for clients across the globe.**

Our engagements span multiple industries — from banking and healthcare to manufacturing and retail — and illustrate how context-aware AI agents can reshape both employee productivity and customer experience in any domain.

NTT DATA's framework for workplace agentic AI plays a key role here. Our suite of modular, industry-specific agents (developed with Microsoft Copilot Studio) can be introduced into client environments to address common workflows and challenges. Offered as a service, these AI agents are continually updated and can be customized to each organization's needs.

<sup>8</sup> NTT DATA. [NTT DATA Launches Agentic AI Services for Hyperscaler AI Technologies](#). Press release. March 20, 2025.

<sup>9</sup> NTT DATA. [NTT DATA Productivity Cockpit, Powered by Microsoft Copilot Studio](#).

## Financial services

### Enhanced employee productivity and customer experience (CX)

**In the banking sector, NTT DATA has helped institutions deploy Microsoft Copilot agents to set new standards for both productivity and customer service.**

A global bank implemented the Growth Agent™ from NTT DATA's Productivity Cockpit to automatically pull prioritized sales leads from its CRM, giving relationship managers a head start each day on high-value opportunities, and. The same bank uses the Ask Me Agent to equip customer-facing employees with instant answers to product and policy questions, ensuring consistent and accurate information for customers.

In retail branches, Microsoft Copilot assistants handle routine queries like, "What is the interest rate for premier savings accounts?" and prepare daily briefing reports for branch officers. The Prompt-as-a-Service copilot delivers reports that provide key data at their fingertips. By automating these tasks, bankers have more time for what matters — building relationships and advising clients, rather than searching for information.

On the customer side, AI agents integrated into the bank's contact center help shorten customer wait times by answering frequently asked questions, through natural conversation, and seamlessly handing off complex requests to human agents, giving them the full context of the interaction. The result is faster service and a more personalized digital banking experience. One major bank reported that these Microsoft Copilot solutions significantly reduced contact center handling times and improved customer satisfaction scores, as routine inquiries are resolved instantly, and employees are better prepared for high-value interactions.

## IT and HR services

### Always-on support agents

**Across industries, internal service desks and HR support teams are benefiting from agentic AI. NTT DATA has deployed IT help-desk copilots that can handle Level 1 support tasks through voice or chat.**

An automotive manufacturer in Europe introduced the Fix IT Agent to resolve common technical issues for employees. This agent can reset passwords, unlock user accounts and guide users through troubleshooting steps automatically — actions that previously required a human IT technician. By integrating with the company's IT service management (ITSM) system, the agent also creates tickets

for any unresolved issues and escalates them (with full conversation logs) to the appropriate IT team if human expertise is needed. This has led to faster resolution times and less downtime for employees, while freeing human IT staff to focus on more complex projects.

In HR, NTT DATA implemented the Onboarding Agent at a multinational consumer goods company. This agent acts as a "virtual buddy" for new hires — walking them through orientation, answering policy FAQs and ensuring they have access to all necessary resources from day one. The HR team noted that with the agent's handling of repetitive queries, new-hire onboarding accelerated by about 25%, and HR personnel could devote more attention to high-touch engagement with new employees.

## Retail and hospitality

### Improved customer service, at scale

**In the retail industry, agentic AI is helping companies deliver more responsive customer service across channels.**

One large retailer in Asia worked with NTT DATA to deploy a Microsoft Copilot agent on their consumer-facing chat platform. This AI agent now handles thousands of customer inquiries per day, using natural language to answer questions about store hours, product availability and loyalty-point balance checks, among others. By triaging and resolving these common queries, the agent has dramatically reduced customer wait times and allowed human support staff to focus on more complex customer needs. Store managers have reported that fewer in-store staff are tied up answering phone calls, since the AI handles those routine questions online.

In another example, a regional airline implemented an AI travel assistant (built with Microsoft Copilot Studio) on its website and contact center. This assistant can help passengers with self-service check-in, provide flight status and baggage-allowance information, and even assist with rebooking options during disruptions. By coordinating between customer service and operations teams, the AI ensures travelers get up-to-date, accurate answers, and it hands off complex cases (like special travel requirements) to human agents along with a summary of the issue for quick follow-up. The airline saw an uptick in customer satisfaction after launch, as well as operational savings, by automating a significant portion of contact-center volume.

## Every industry stands to benefit

These examples only scratch the surface. NTT DATA's suite of Microsoft Copilot agents can be adapted to myriad use cases. The common thread is that agentic AI provides a scalable way to deliver assistance and information to both employees and customers, with a human-like touch.

And because these solutions are built on Microsoft trusted platforms, enterprises can deploy them knowing they meet rigorous standards for security, compliance and manageability.

NTT DATA complements these capabilities with strong governance and support. We monitor agent performance, retrain models as needed and ensure the AI remains aligned to business goals and policies over time.

The global delivery capability of the NTT DATA and Microsoft partnership also means that a solution proven in one region (say, a Microsoft Copilot for a US healthcare provider) can be rolled out in other geographies with localization for language or regulations, supported by NTT DATA's teams in over 50 countries.

## Business outcomes and ROI

Ultimately, investments in AI and Microsoft Copilot technologies must translate into measurable business value. Both NTT DATA and Microsoft have commissioned studies to quantify these benefits, and the results are compelling.

### Significant gains from adopting Microsoft 365 Copilot

A Forrester Consulting analysis of the impact of Microsoft 365 Copilot projected a return on investment (ROI) ranging from 132% to 353% over three years for organizations adopting Microsoft Copilot.<sup>10</sup> These gains stem from multiple factors — faster time to market with new products, cost savings through efficiency and improved employee retention.

From our experience with clients, Microsoft agentic AI technologies such as copilot and agents transform digital workplace services by delivering quantifiable ROI through the automation of routine IT support tasks and enhanced employee self-service capabilities.

**Organizations that have implemented Microsoft Copilot with us have observed a 40% reduction in basic support ticket volume as well as a 35% improvement in resolution times for complex issues.**

Our agentic AI assistant significantly improves the digital employee experience by providing instant troubleshooting guidance, streamlining application onboarding and facilitating seamless collaboration across distributed teams. By embedding intelligence into workplace technology ecosystems, Microsoft Copilot converts traditional cost centers into strategic enablers of business value, resulting in measurable improvements in workforce productivity, IT operational efficiency and accelerated digital transformation initiatives.

## Employee productivity and wellbeing

**Beyond financial metrics, the introduction of agentic AI and Microsoft Copilot correlates with other benefits that are crucial to long-term success.**

Employee experience improves when staff are relieved of tedious tasks and empowered by AI assistance. In NTT DATA's internal rollout, for instance, 66% of employees felt more productive and the majority found they could be more creative with Microsoft Copilot handling the busy work.

This outcome aligns with the broader findings that Microsoft Copilot allows workers to spend more time on strategic and creative endeavors. In a Work Trend Index survey, 85% of users said Microsoft Copilot helped them get to a good first draft of work faster, and 75% said it saves time by quickly retrieving information they need from their files.<sup>11</sup> Moreover, by helping employees manage information overload — for example, by summarizing overflowing inboxes or chat threads — Microsoft Copilot reduces stress and burnout. An independent study of small and midsized businesses using Microsoft Copilot found an 18% increase in employee satisfaction on average, coupled with an 11% to 20% decrease in employee turnover rates.<sup>12</sup>

<sup>10</sup> Brenna Robinson. [Microsoft 365 Copilot Drove up to 353% ROI for Small and Medium Businesses — New Study](#). Microsoft. October 17, 2024.

<sup>11</sup> Microsoft. Work Trend Index Special Report. [What Can Copilot's Earliest Users Teach Us About Generative AI at Work? A first look at the impact on productivity, creativity, and time](#). November 15, 2023

<sup>12</sup> Brenna Robinson. [Microsoft 365 Copilot Drove up to 353% ROI for Small and Medium Businesses — New Study](#). Microsoft. October 17, 2024.



In today's talent-constrained environment, such gains in engagement and retention are as valuable as pure productivity boosts.”

### Customer service improvements

**From a customer experience perspective, agentic AI can significantly improve service levels, leading to higher Net Promoter Scores and loyalty.**

Faster response times, 24x7 availability and more personalized interactions (thanks to AI analyzing context in real time) all contribute to better customer outcomes. For example, after implementing AI agents in its contact centers, one NTT DATA client in the telecom industry saw its customer satisfaction ratings improve by double digits, as callers no longer had to wait in long queues for simple requests. They also received consistent answers across channels. This anecdotal result aligns with the broader trend of AI enabling more responsive services.

Additionally, AI-driven insights from Microsoft Copilot (such as identifying sales trends or customer pain points from unstructured data) can unlock new revenue opportunities that bolster the business case.

### Security and compliance

**Importantly, these benefits are achievable without compromising security, compliance or control.**

Microsoft Copilot is built on a foundation of enterprise-grade security — it respects all existing permissions and doesn't expose data to unauthorized users.<sup>13</sup> NTT DATA further ensures responsible AI use by adhering to strict AI governance guidelines and ethical practices.

**Read:** [NTT DATA and Microsoft Accelerate Business Innovation with AI-Driven Solutions](#)

All AI agent deployments include monitoring and human oversight, with mechanisms to handle exceptions or

escalate issues to humans as needed (for instance, the Microsoft Copilot Swarming feature engages human experts for unresolved support queries, turning AI interactions into new knowledge-base articles.

**This hybrid human-AI approach means organizations get the best of both worlds: efficiency at scale from AI, plus human judgment where it matters. The result is a sustainable ROI — not just a one-time boost — as organizations continue to optimize processes and even reimagine business models around their new AI capabilities.**

### Forward-looking insights

Future developments in Microsoft Copilot

**The Microsoft Copilot ecosystem is poised for significant enhancements that will deepen its intelligence and usability.**

### Multimodal capability

One key trajectory is multimodal capability — enabling Microsoft Copilot to process and generate content beyond text. Upcoming versions of Microsoft 365 Copilot are expected to support natural voice interactions (and possibly visual inputs), allowing users to simply speak or show information to the AI and receive context-aware assistance.<sup>14</sup>



In effect, Microsoft Copilot is evolving into a true AI companion embedded in daily workflows, where conversational voice and natural language become the primary interface for work.”

<sup>13</sup> pwndps, Brass Contributor. [Copilot for Microsoft 365: Architecture and Key Concepts](#), Microsoft. March 7, 2024.

<sup>14</sup> Vespa Nopanen. [Microsoft's Vision for Copilot: A New Era of AI Companionship](#), Future Work Blog, October 4, 2024.

## Autonomous agent behavior

Another major leap is toward autonomous agent behavior within Microsoft Copilot. Today, Microsoft Copilot responds when a user prompts it; tomorrow's Microsoft Copilot will be able to take proactive action based on events and triggers. Microsoft has introduced Autonomous Agents in Microsoft Copilot Studio — bots that can observe real-time events and initiate workflows on behalf of users.<sup>15</sup> For example, Microsoft Copilot could monitor an inbox and automatically draft responses, or watch for a database update, then alert stakeholders or kick off an approval process. Beyond built-in scenarios, organizations will be able to define custom trigger-action workflows so Microsoft Copilot can handle multistep business processes autonomously.

## Integration across applications

Crucially, Microsoft Copilot will also knit itself more deeply into enterprise systems. The Microsoft roadmap emphasizes integration across business applications so that Microsoft Copilot can retrieve and update data from a variety of enterprise sources, including CRM, enterprise resource planning (ERP) and ITSM, not just Microsoft 365. Through new connectors and Microsoft Graph, Microsoft Copilot can be extended with custom knowledge and API-based actions that integrate external systems in real time.<sup>16</sup>

## Developer extensibility

In parallel, Microsoft is opening up a Microsoft Copilot developer extensibility. Tools like Microsoft Copilot Studio and Microsoft Azure AI services allow developers to customize the AI's behavior and even plug in specialized models. Organizations will be able to fine-tune Microsoft Copilot (or incorporate industry-specific large language models (LLMs) to better suit their domain needs.<sup>17</sup> This extensible architecture ensures that as the Microsoft Copilot capabilities grow, enterprises can tailor its skills and even build bespoke copilots for different functions while still integrating with the Microsoft core AI orchestration and security.

## NTT DATA's strategic roadmap for agentic AI

**NTT DATA's Digital Workplace Services team, in close collaboration with Microsoft, is charting an ambitious**

**course to bring agentic AI capabilities to enterprises in a scalable, governed manner.**

## Modular agent design

A centerpiece of NTT DATA's strategy is a modular agent design — essentially a “copilot of copilots” approach. Each modular AI agents in our suite is designed to handle a specialized task, such as sales leads, IT support and onboarding, and can be combined or tailored per client needs. By breaking AI assistants into interchangeable modules, we can rapidly configure domain-specific solutions.

These AI agents are delivered in a ‘copilot-as-a-service’ model, continuously managed and updated so that our clients benefit from the latest Gen AI capabilities without having to build or maintain the AI themselves. New use cases or improvements are rolled out as part of the service, ensuring the AI agents evolve with the business.

## Domain-specific AI for diverse functions

NTT DATA's roadmap is also focused on domain-specific AI applications. Drawing on our deep industry expertise, we are creating AI agents for diverse business functions — from automating customer service inquiries and IT help-desk tasks to assisting with healthcare workflows and financial analyses.

These agents are designed to integrate seamlessly into existing business processes and data ecosystems. Our agentic AI solutions already address use cases like customer support, billing, HR onboarding and risk management, across sectors. Domain-focused copilots boost productivity in context, acting as intelligent coworkers trained in the nuances of each field.

## Responsible AI and innovation

All of this is underpinned by a strong commitment to governance and responsible AI. We build rigorous compliance, security and ethical safeguards into our AI offerings, ensuring solutions meet local regulations on data privacy and usage. Every agent is anchored in our commitment to responsible AI, reflecting robust oversight of outcomes, bias and continuous improvement.

<sup>15</sup> Scott Frappier. [Microsoft Copilot New Features: What You Can Expect in 2025. Stoneridge Software](#). February 5, 2025.

<sup>16</sup> Microsoft. [Your Extensibility Options for Microsoft 365 Copilot](#). February 18, 2025.

<sup>17</sup> Nopanen. [Microsoft's Vision for Copilot: A New Era of AI Companionship](#).

## Coinnovation inspires new developments for the digital workplace

**Importantly, these innovations are being codeveloped through our strategic partnership with Microsoft. Together, our ongoing coinovation efforts — Integrating with Microsoft Azure OpenAI, Microsoft Copilot platform tools and NTT DATA's AI integration expertise — are shaping next-generation solutions.**

As Maziar Zolghadr from Microsoft notes, combining the Microsoft AI technologies with NTT DATA's agent-building know-how enables enterprises to create more intelligent, AI-driven experiences for employees and customers.<sup>18</sup> Indeed, NTT DATA and Microsoft are jointly “develop[ing] new ways to...revolutioniz[e] the way that organizations operate with AI”,<sup>19</sup> ensuring NTT DATA's agentic AI roadmap aligns tightly with the Microsoft Copilot evolution. This synergy positions NTT DATA to deliver Microsoft Copilot and agentic AI innovations to clients at the cutting edge of what the technology makes possible.

The partnership between NTT DATA and Microsoft not only enables flexible, AI-integrated work arrangements but also ensures that AI is scaled responsibly. Through continued coinovation, the NTT DATA DWS team and Microsoft are actively shaping a future where agentic AI and Microsoft Copilot technologies are integral to how we work: boosting productivity, augmenting human creativity and doing so in a way that is secure, ethical and transformative for enterprises.

Organizations that strategically embrace these AI advancements and partnerships today will lead the digital workplaces of tomorrow.

<sup>18</sup> NTT DATA. [NTT DATA Launches Agentic AI Services for Hyperscaler AI Technologies](#). Press release. March 20, 2025.

<sup>19</sup> Business Wire. [NTT DATA Transforming the Future of the Digital Workplace with Generative AI and Copilot for Microsoft 365](#). November 16, 2023.



# About NTT DATA and Microsoft

According to NTT DATA Global Partnership Report, 2023 — “NTT DATA is recognized as a top Microsoft Global Systems Integrator (GSI), delivering secure digital workplace solutions across over 50 countries.”

**NTT DATA and Microsoft** have been long-standing global strategic partners, working together to help enterprises modernize their IT environments and accelerate business outcomes. By combining Microsoft leading-edge cloud and security platforms with NTT DATA's deep industry expertise and global delivery capabilities, organizations gain access to trusted, end-to-end digital transformation solutions.

NTT DATA brings decades of experience in designing,

deploying and managing ecosystems powered by Microsoft across highly regulated and complex environments. From enterprise-wide deployments of Microsoft Intune and Defender, to secure Microsoft 365 Copilot enablement and endpoint governance with Microsoft Purview, NTT DATA ensures that modernization is aligned with security, compliance and long-term business strategy.

Together, NTT DATA and Microsoft deliver the expertise, technology and operational scale required to help enterprises build secure, intelligent and productive digital workplaces — built for today's needs and ready for tomorrow's growth.

## Learn more about NTT DATA

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