

Driving Global Copilot Adoption Through Structured Enablement

Global Training for a U.S.-Based Electric Company

Business Problem Statement

The client had access to Microsoft Copilot for Microsoft 365, but users were not fully realizing its value. Although employees were experimenting with the tool, the absence of structured guidance resulted in underutilization and missed opportunities for productivity gains.

The organization needed a comprehensive training and adoption strategy to accelerate time-to-value, increase user confidence, and ensure consistent, high-impact usage across global teams.

Key Challenges

► Low value realization despite tool availability

Employees lacked clarity on how to translate curiosity into effective Copilot usage.

► Underutilization of Microsoft 365 capabilities

Many users were unaware of how Copilot could enhance daily workflows across core applications.

► Need for scalable, global enablement

A geographically distributed workforce required accessible, repeatable training spanning multiple time zones.

► Limited guidance on AI best practices

Users needed structured instruction, reusable prompt patterns, and scenario based examples to build confidence and drive sustainable adoption.

Our Solution

Fast Lane, an authorized Microsoft training partner, delivered a multi-phase, outcome-based program focused on Copilot adoption and Microsoft 365 enablement, using real-world workflows to build confidence and accelerate time to value.

Visualizing the Journey:



Delivery Highlights (2026 Sessions)

- ▶ Successfully delivered a large-scale, multi-phase global training initiative.
- ▶ Reached thousands of users, generating strong participation and learner engagement.
- ▶ Learners upskilling from basics to advanced topics.
- ▶ Enabled employees to quickly build confidence with Copilot and discover previously unknown capabilities.
- ▶ Established a repeatable, scalable model for continued AI and Microsoft 365 learning within the organization.
- ▶ Drove measurable increases in adoption by showing users not only how Copilot works but how it improves daily productivity.

4430 Learners Trained | **19** Copilot Sessions Ran

Why It Matters

This case study demonstrates that **deploying AI alone does not guarantee value**. Structured enablement is essential to realizing measurable business impact. By pairing Microsoft Copilot with a scalable, role-based training strategy, the organization moved users from early experimentation to consistent, high value usage across a global workforce.

The results show how intentional adoption planning accelerates time to value, builds user confidence, and creates a sustainable model for enterprise-wide productivity gains.

Delivery Modalities:



Live, virtual instructor-led training (ILT)



Scenario-based demonstrations



Guided hands-on practice



Role focused Q&A sessions

Our strategic approach included:

- Focus on practical, real-world tasks to demonstrate immediate value
- Introduce prompt patterns users can apply across workloads
- Partner with internal champions to reinforce learning and scale impact

“
I am prepared to apply the new skills and knowledge I've gained as a result of this training
” - Company Employee



Contact us and turn Copilot access into measurable impact!

Learn more at:
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