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Offshore Delivery POD for Copilot & AI Integration

Prospient Solutions Pvt Ltd

Executive Summary

Prospient Solutions delivers dedicated Offshore Delivery PODs for Microsoft Copilot and AI integration, enabling UK and DACH partners to design, build, deploy, and support production-grade AI solutions across the Microsoft ecosystem. Our POD model provides specialist capacity in Copilot enablement, Azure OpenAI integration, responsible AI frameworks, and data grounding—helping partners accelerate AI adoption, de-risk AI projects, scale customer offerings, and drive new revenue streams while maintaining compliance with European AI Act and data privacy standards.

About Prospient Solutions

- **Founded:** 2018

- **Team Size:** 52+ certified consultants with expanding AI & Copilot expertise

- **Location:** India (with European client focus)

- **Certifications:** ISO 27001 (Data Security & Compliance); Azure AI Engineer, Azure Data Scientist, Microsoft AI Fundamentals

- **Experience:** Enterprise AI and data projects since 2015; early Copilot and Azure OpenAI adoption partner since 2023

Our Copilot & AI PODs combine software architecture, data engineering, prompt engineering, and responsible AI governance with deep knowledge of Microsoft's AI roadmap and European regulatory expectations (AI Act, GDPR, data sovereignty).

Copilot & AI Specializations

Copilot for Dynamics 365 (Sales, Service, Finance, Operations)

- Copilot in Sales (lead scoring, opportunity insights, email drafting, meeting notes summarisation)

- Copilot in Customer Service (case summarisation, intelligent escalation, knowledge search suggestions)

- Copilot in Finance & Operations (invoice analysis, budget forecasting, process recommendations)

- Copilot in Business Central (automated transaction recording, inventory insights, financial summaries)

- Custom Copilots extending Dynamics 365 with organisation-specific business logic and data sources

Copilot for Power Platform & Microsoft 365

- Copilot in Power Apps (formula assistance, formula autocompletion, app design suggestions)

- Copilot in Power Automate (flow design assistance, automation recommendations)

- Copilot in Microsoft 365 (Outlook, Teams, Word, Excel, PowerPoint, Loop, SharePoint)

- Microsoft 365 Chat for enterprise search and generative summarisation

- Adoption frameworks, user enablement, and governance of Copilot features across the organisation

Azure OpenAI & Custom AI Solutions

- Azure OpenAI Service integration for chatbots, virtual assistants, and copilots tailored to specific business domains

- Retrieval-Augmented Generation (RAG) solutions grounding AI responses in enterprise data (SharePoint, Dataverse, SQL, Fabric)

- Fine-tuning language models for industry-specific terminology and compliance requirements

- Prompt engineering, prompt flow design, and evaluation frameworks for production quality

- Multi-language and multi-modal AI solutions (text, image understanding)

Responsible AI & Governance

- Responsible AI assessment frameworks aligned to Microsoft AI Principles and EU AI Act requirements

- Data governance for AI: data lineage, quality, bias detection, and fairness evaluation

- Content filters, PII (Personally Identifiable Information) detection, and guardrails to prevent harmful outputs

- Monitoring dashboards for AI model performance, drift detection, and user feedback loops

- Compliance documentation and audit trails for regulated industries (finance, healthcare, legal)

AI & Data Infrastructure

- Data preparation and ETL pipelines for AI model training and inference

- Vector databases and semantic search infrastructure for RAG scenarios

- MLOps and model lifecycle management (training, evaluation, versioning, deployment)

- Azure Cognitive Services integration (language, vision, speech, anomaly detection)

The Prospient Offshore Copilot & AI Integration POD Model

What is a Copilot & AI POD?

A Prospient Offshore Copilot & AI Integration POD is a dedicated, semi-autonomous team of 5–8 specialists assigned exclusively to your organisation. The team works as an extension of your AI/innovation team, aligned to your AI strategy, compliance framework, and business objectives. The POD focuses solely on your Copilot and AI initiatives—from discovery and pilot through production deployment and continuous optimisation.

Typical POD Composition

Role	Count	Responsibility
AI Solution Architect	1	AI strategy, solution design, responsible AI governance, technical leadership
Azure OpenAI & LLM Specialist	1	Azure OpenAI configuration, prompt engineering, RAG architecture, model fine-tuning
Copilot Integration Developer	1–2	Copilot enablement in Dynamics 365, Power Platform, M365; custom copilot builds
Data Engineer / Data Architect	1–2	Data pipeline design, vector databases, grounding data for RAG, data quality
Responsible AI & Compliance Analyst	1	AI governance, bias detection, content filtering, compliance documentation, user monitoring
QA & ML Test Engineer	1	Testing, evaluation, monitoring, performance benchmarking, user feedback analysis

Core Benefits

Benefit	Details
AI Time-to-Value	Dedicated team focused solely on AI; accelerated design, pilot, and production deployment.
De-Risked AI Adoption	Expertise in responsible AI, compliance, data governance, and production operations reduces AI project risk.
Expertise Accessibility	Access to Azure OpenAI, prompt engineering, data grounding, and governance without hiring constraints.
Scalable AI Services	Package Copilot and AI as repeatable, managed services sold to multiple customers.
Compliance & Governance	ISO 27001 certified; EU AI Act alignment and GDPR-compliant AI workflows built-in.
Cost Efficiency	Reduce in-house AI team overhead by 50–70%; predictable monthly investment with clear economics.
Continuous Improvement	Monitoring and evaluation loops ensure AI quality improves over time; feedback drives

Benefit	Details
	optimisation.
Rapid Onboarding	2–3 week ramp-up; minimal disruption to your existing AI roadmap and delivery schedule.

Engagement Models

Model 1: AI Scenario Pilot POD

- **Scope:** Design and deliver 1–3 high-priority AI scenarios (e.g., Copilot for sales, AI service agent, intelligent document processing, predictive analytics).
- **Duration:** 10–16 weeks.
- **Cost:** Fixed price or tightly scoped time-and-materials with clear milestones.
- **Ideal For:** Partners validating AI ROI with a single customer or internal proof-of-concept before wider rollout.

Model 2: Copilot Rollout & Adoption POD

- **Scope:** Plan, configure, and execute Copilot adoption across Dynamics 365, Power Platform, and Microsoft 365 for your customer base.
- **Duration:** 6–24 months.
- **Cost:** Monthly retainer covering configuration, templates, training, governance, and ongoing optimisation.
- **Ideal For:** Partners building a Copilot adoption and managed services business.

Model 3: Custom AI & Copilot IP POD

- **Scope:** Build and maintain AI-powered intellectual property—custom copilots, vertical solutions, or domain-specific AI applications embedded in partner offerings.
- **Duration:** 12–36 months (ongoing).
- **Cost:** Combination of development fees and ongoing maintenance; optional revenue-share arrangements.
- **Ideal For:** ISVs, solution partners, and digital agencies creating differentiated AI offerings and competitive moats.

Model 4: Enterprise AI CoE & Governance POD

- **Scope:** Establish and operate an AI Centre of Excellence, including responsible AI governance, model lifecycle management, data management, and cross-functional AI enablement.
- **Duration:** 12+ months (renewable).
- **Cost:** Monthly retainer for CoE operations plus optional project fees for major AI initiatives or platform upgrades.
- **Ideal For:** Large enterprises and partners embedding AI governance and AI literacy across multiple teams.

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Typical Deliverables

Strategy & Design

- AI opportunity assessment and business case analysis.

- Responsible AI governance framework aligned to EU AI Act and organisational values.

- Data strategy for AI: data lineage, quality, bias detection, and privacy by design.

- Solution architecture documents with security, compliance, and scalability considerations.

Configuration & Development

- Configured Copilot scenarios in Dynamics 365, Power Platform, and Microsoft 365.

- Azure OpenAI deployments, prompt templates, and prompt flow designs.

- RAG solutions with grounding data pipelines and semantic search infrastructure.

- Custom copilot applications and AI-enhanced workflows.

Governance & Monitoring

- Responsible AI dashboards and monitoring for model performance, drift, and user feedback.

- Content filters, PII detection, and guardrails configured and tested.

- Compliance documentation (model cards, data sheets, audit trails).

- AI governance runbooks and playbooks for operations teams.

Training & Enablement

- Partner and customer enablement on Copilot features, best practices, and responsible use.

- Internal team training on AI development, prompt engineering, and responsible AI practices.

- Change management and adoption playbooks.

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Why European Partners Choose Prospient Copilot & AI PODs

1. **Time Zone Overlap** – Real-time collaboration with European working hours; follow-the-sun development and monitoring.
2. **EU AI Act Expertise** – Deep understanding of European AI governance, bias requirements, and documentation standards.
3. **Responsible AI First** – Not just capability; governance, fairness, transparency, and compliance baked into every solution.
4. **Data & Privacy Focus** – GDPR-compliant data handling, consent management, and data minimisation in AI workflows.
5. **Proven Copilot Delivery** – Multi-year experience deploying Copilot across Dynamics 365, Power Platform, and custom scenarios.
6. **Production-Grade Quality** – ISO 27001 certified; monitoring, guardrails, and continuous improvement are standard.
7. **Cost-Effective** – Predictable monthly investment; reduce AI team overhead while accessing world-class expertise.

Client References & Case Studies

Copilot for Sales Adoption – European Technology Partner - Scope: Enable Copilot in Dynamics 365 Sales across 200+ users; custom copilot for deal insights; training and governance setup. - Result: 40% faster quote generation; sales reps spent 2+ hours/week less on administrative tasks; 25% uplift in deal quality. - Team: 3-person Copilot POD over 4 months; transitioned to ongoing adoption and governance support.

AI Service Agent – Financial Services - Scope: Build Azure OpenAI-powered customer service chatbot grounded in organisation's knowledge base and CRM data (Dataverse). - Result: Handled 60% of routine inquiries; 35% reduction in support ticket volume; improved first-contact resolution rate. - Team: 4-person AI POD over 6 months; ongoing monitoring and model optimisation included.

Predictive Analytics & Copilot Integration – Retail Group - Scope: Build AI pipeline to predict customer churn; integrate predictions into Dynamics 365 and create Copilot-assisted interventions. - Result: Identified at-risk customers 2 weeks earlier; intervention campaigns improved retention by 18%. - Team: 2-person AI/Data POD over 8 months; extended for continuous model retraining and monitoring.

Enterprise AI CoE – Large Professional Services Firm - Scope: Establish AI Centre of Excellence; define responsible AI governance; roll out 5 strategic AI pilots; train 50+ employees. - Result: 12 AI projects in pipeline; standardised approach reduced AI project risk by 40%; 3 new service offerings launched. - Team: 5-person CoE POD over 18 months; ongoing operations and strategic AI roadmap support.

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How to Get Started

1. **AI Readiness Assessment** – Evaluate current data landscape, technology stack, compliance posture, and AI ambitions.
2. **Use Case Prioritisation & ROI Analysis** – Identify high-value, low-risk Copilot and AI scenarios with clear business outcomes.
3. **Responsible AI Framework** – Co-design governance, bias mitigation, compliance, and monitoring approaches aligned to EU AI Act.
4. **POD Design & Ramp-Up** – Define team composition, responsibilities, tools, and engagement model; 2–3 week onboarding.
5. **Pilot Delivery** – Execute 1–2 focused AI scenarios in 10–16 weeks to prove value and build confidence.
6. **Scale & Optimise** – Expand to production rollout, multiple use cases, or managed services based on pilot success; continuous monitoring and improvement.

Technical Stack & Certifications

Microsoft AI & Copilot Technologies

- **Azure OpenAI Service** (GPT-4, GPT-4 Turbo, embedding models, fine-tuning)

- **Copilot features** in Dynamics 365, Power Platform, Microsoft 365, and Copilot Studio

- **Azure Cognitive Services** (Language, Vision, Speech, Document Intelligence, Anomaly Detector)

- **Azure AI Search** and **Vector Database** (Cosmos DB, Azure SQL Database with vector search)

- **Prompt Flow** for orchestration and evaluation

- **Azure Machine Learning** for model lifecycle management

Data & Infrastructure

- **Azure Data Factory** and **Azure Synapse** for data pipelines

- **Azure SQL Database**, **Cosmos DB**, and cloud data warehouses

- **Dataverse** and **Microsoft Fabric** for data grounding

- **Git** and **Azure DevOps** for model versioning and MLOps

Responsible AI & Compliance

- **Responsible AI Toolbox** for fairness, transparency, and interpretability

- **Content Moderation & Safety** APIs

- **Data governance frameworks** (data lineage, quality, privacy)

- **Audit and compliance** documentation for regulated industries

Certifications

- Microsoft Certified: Azure AI Engineer Associate

- Microsoft Certified: Data Scientist Associate

- Microsoft Certified: Responsible AI (in development)

- Prompt Engineering & Azure OpenAI specialisation

- Responsible AI governance and EU AI Act alignment

Contact & Next Steps

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Let's explore how a Prospient Offshore Copilot & AI Integration POD can accelerate your AI adoption and unlock new revenue streams.

Appendix: Security, Compliance & Responsible AI Governance

Prospient is ISO 27001 certified and implements responsible AI practices:

- **Data Security:** Encryption at rest and in transit; secure key management; access controls aligned to least-privilege principles.
- **GDPR & Data Privacy:** Consent management, data minimisation, privacy-by-design in all AI workflows. Will be closely working on Partner GDPR Policy and Framework.
- **EU AI Act Alignment:** Risk categorisation, transparency documentation, bias detection, and human oversight protocols.
- **Responsible AI:** Fairness testing, explainability frameworks, bias mitigation, and guardrails to prevent harmful outputs.

- **Monitoring & Evaluation:** Continuous performance monitoring, drift detection, user feedback loops, and model evaluation.
- **Business Continuity:** Disaster recovery and high-availability architectures for AI services.
- **Incident Response:** Clear protocols for handling data breaches, model failures, or AI safety incidents.
- **Audit Readiness:** Complete audit trails, model cards, and compliance documentation for regulatory inspections.

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