

From Copilot to agents:

How companies scale AI productively



1

You know why so many AI initiatives fail

2

You know the competences it takes to bring the different AI worlds together

3

You know how to build end-to-end enterprise AI technically



Jens Kröhnert

Principal Solution Architect

MOTTO „The future has already arrived – it’s not just evenly distributed yet“

BASED IN
Düsseldorf

FOCUS
Data strategy, data architecture, AI, innovation, futurism

FACT
I love helping organisations evolve

EXPERIENCE AT ORAYLIS
More than 20 years of delivering projects with architecture and strategy

MOTTO “Sometimes you have to tell the tiger that it’s orange.”

BASED IN

Graz

FOCUS

Productivity AI, Modern Workplace & Copilot Adoption

POINT OF VIEW

Many problems aren’t technical. They just look that way.

PROJECT EXPERIENCE

Microsoft 365 / SharePoint since 2006: strategy, architecture, adoption and delivery



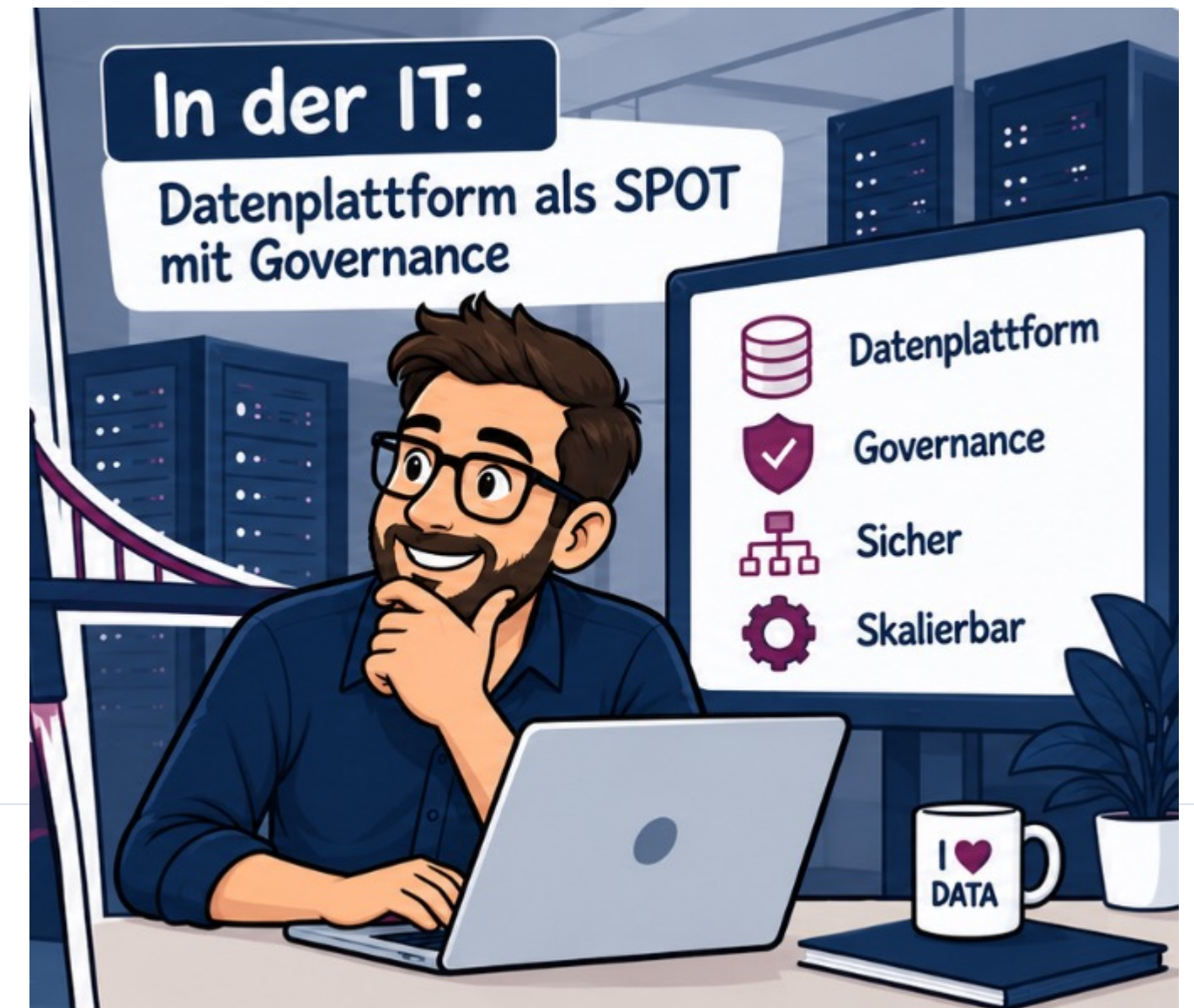
Thomas Gölles

Head of Consulting & Engineering Services



Why so many AI initiatives fail ...

AI often happens twice



Both run. Both are right. But the connection doesn't happen by itself.

If we asked both sides what exactly we want to achieve with AI next year, would we get the same answer?

Nobody distinguishes between backend AI and frontend AI

AI initiatives don't fail because of the technology. They fail because two sides work next to each other instead of with each other.

The connection makes the difference



Successful AI transformation needs three competences:

1. backend AI, 2. frontend AI and 3. the ability to connect the two.

A woman with brown hair tied back, wearing a dark blue top, is leaning over a desk. A man with short blonde hair, wearing a light-colored shirt, is sitting at the desk looking at a computer monitor. The background shows a window with horizontal blinds and a computer screen displaying a QR code and some icons. The text "Thinking it through: how to connect both AI worlds" is overlaid on the left side of the image in white font.

Thinking it through: how to
connect both AI worlds

Introducing AI strategically means thinking backend and frontend together.

Backend AI creates a shared truth, frontend AI raises individual productivity. Technology alone doesn't connect the two.

AI STRATEGY

Digital productivity grows where structure and behaviour come together



STRUCTURE

Organisation

Steers adoption, tracks impact and creates clarity.

Strategic direction

LEVEL 3 · EFFECTIVE TRANSFORMATION

Productivity Champions

Structure and behaviour work together

LEVEL 2 · STRUCTURE

Structures built

Tools and processes for basic use cases are rolled out

LEVEL 2 · BEHAVIOUR

Tools in daily work

Inconsistent, uncertain and not sustainable

LEVEL 1 · STRUCTURE

Foundation

Technical and organisational prerequisites are in place

LEVEL 1 · BEHAVIOUR

Basic competence

M365 is used here and there, but not systematically

Technical enablement



BEHAVIOUR

People

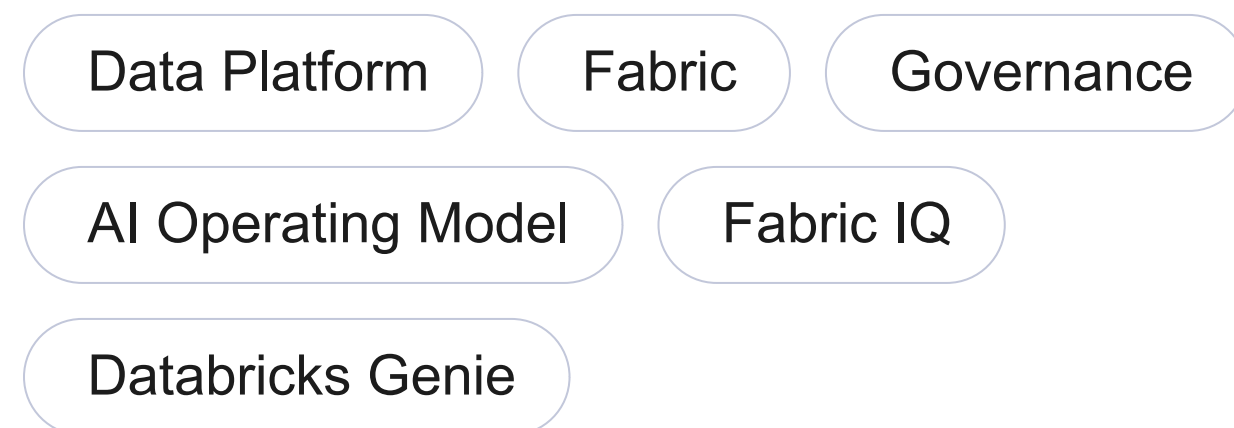
See potential, use features deliberately, share knowledge and shape culture.

Transformative design

Competences needed to introduce AI

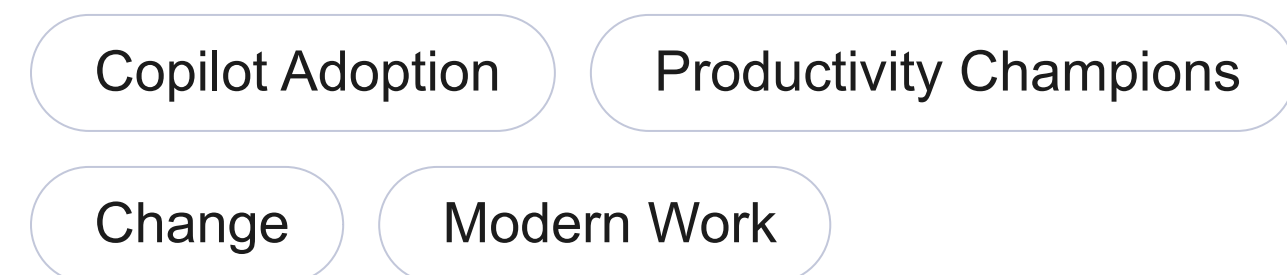
Building the AI foundation

Backend lakehouse and AI, one version of the truth



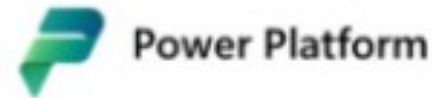
Building the AI workforce

Frontend AI, usage competence across the company



Microsoft Frontier Agent Platform

Agent Development



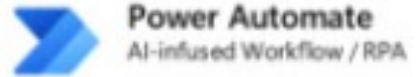
Power Platform



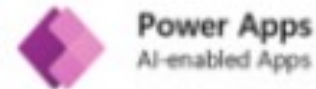
Copilot Studio Lite
Zero-code agents



Copilot Studio Full
Natural Language /
Low-code agents



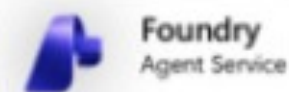
Power Automate
AI-infused Workflow / RPA



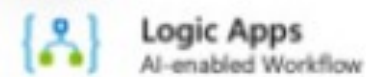
Power Apps
AI-enabled Apps



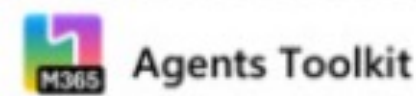
Azure AI



Foundry
Agent Service



Logic Apps
AI-enabled Workflow



Agents Toolkit



GitHub Copilot
Agent Mode



M365 Agents SDK
Teams, M365 Copilot



Agent 365 SDK
Identity, Observability



Agent Framework
Open Agent SDK

The UI for AI



Microsoft 365 Copilot

The front door for agents. Use agents in Teams, Outlook, Office apps & on any device. Chat, search, create, reason, and act in one experience.

Agent Store

3rd Party Agents



Microsoft Agents



Custom Agents



Agent Hosting



Microsoft 365 Copilot
Agent Orchestration



Microsoft Copilot Studio
Agent Orchestration



Microsoft Foundry
Agent Orchestration



Microsoft Windows 365
Computer Using Agents

Models

Fine-tuning

Evaluations

Workflows

Computer Use

Responsible AI

Intelligence



Work IQ



Fabric IQ



Foundry IQ

Work-memory

Personalisation

Fine-tuning

Inferencing

Orchestration

Actions

Open Protocols



Open API



MCP



A2A

MCP Servers



Outlook



Teams



Search



Fabric



D365

Connectors



D365



Salesforce



SAP



Workday



Service
Now



Dataverse

Enterprise Data Platform



Azure Databricks



Microsoft Fabric



Microsoft Dataverse

Warehouse

Real-time

Low-code

Data-flows

Semantic-models

BI-integration

Enterprise Systems of Record & Applications



D365 CRM



D365 F&O



Salesforce



SAP



Workday



ServiceNow



SQL Databases



Storage

Agent Control System



Agent 365



Entra
Agent Identity



Purview
Security & Observability



Defender
Threat Protection



Admin
Registry, Tools, Usage data



Copilot Analytics



Operations



Assets
Agents, Models, Tools



Compliance
Policies, Guardrails



Quota
TPM, PTU, Rate-limiting



Admin
Projects, AI Gateway



All Agents



Copilot
Studio



Gemini
Agents



Foundry
Agents



AWS Bedrock
Agents



Open AI
Agents



Marketplace
Agents



Measurable value with the Frontier Agent Platform

USE CASE

Fabric Data Agent in M365 Copilot

Power BI

Oraylis-Solvion

Search

Home

Copilot

Create

Browse

Workspaces

Oraylis-Solvion

Einkaufagen t

ORASOL

...

Power BI

Oraylis-Solvion

Create deployment pipeline

Create app

Manage access

Workspace settings

New item

New folder

Import

Migrate

Filter by keyword

Filter

Oraylis-Solvion > Dataagents

Name	Status	Type	Task	Owner	Refreshed	Next refresh	Endorsement	Sensitivity	Included in app
Einkaufagent		Data agent	—		—	—	—	—	
Finanzagent		Data agent	—		—	—	—	—	
HR-Agent		Data agent	—		—	—	—	—	
hr_agent		Data agent	—		—	—	—	—	
ORASOL		Lakehouse	—		—	—	—	—	
ORASOL		SQL analytics...	—		—	—	—	—	

USE CASE

MCP server for writing back to Fabric

THE WAY BACK

The user changes data from M365 Copilot via MCP, the way back

The screenshot shows the Copilot Studio interface for the ORASOLAgent. The 'Test your agent' section is active, showing a list of agents on the left: Finanzagent, fabricmcp, Einkaufagent, and DataAgent_hr_agent. The main area displays a 'Code (Preview)' window with Python code for a Balkendiagramm (Bar Chart) and a chat window with a German prompt and a bar chart visualization.

Code (Preview) Complete

```
# Balkendiagramm: Durchschnittliche Mitarbeiterzahl pro Abteilung
Das angefügte Bild zeigt die Mitarbeiterzahlen der Abteilungen ([501, 502, 503, 504, 505, 506, 507, 508, 509, 510]) als Balkendiagramm. Der Gesamtdurchschnitt von 43 ist als horizontale rote Linie dargestellt. ! [Mitarbeiter pro Abteilung](mitarbeiter_pro_abteilung.png)
```

Python

```
import logging
from workerinterfaces import ExecutorInterface, ConnectorClient, ExecutionResult, read_multiple_files_from_input, write_file_to_output
import matplotlib.pyplot as plt
import io
import base64

class PromptExecutor(ExecutorInterface):
    async def execute(self, logger: logging.Logger, connector_client: ConnectorClient, input):
        # Initialize output schema
        output = {"text": "", "error": {"message": ""}, "files": [], "sourceFiles": []}
```

Chat Window:

Hier ist dein **Balkendiagramm** mit den Mitarbeiterzahlen pro Abteilung und einer roten Linie für den Gesamtdurchschnitt (43):
 mitarbeiter_pro_abteilung.png

Möchtest du zusätzlich **prozentuale Anteile pro Abteilung** (z.B. in einem Kreisdiagramm) sehen?

Bar Chart Data (Estimated):

Abteilung	Mitarbeiterzahl
501	10
502	25
503	15
504	200
505	30
506	25
507	15
508	10
509	20
510	15

Just now

Ask a question or describe what you need

0/2000

You're testing your agent's real responses and capabilities. [Find troubleshooting help here.](#)
 Make sure AI-generated content is accurate and appropriate before using. [See terms](#)



Trattoria Giuseppe: where the action happens

War Room

every event, as it happens – the floor stays on the big screen

TONIGHT, LIVE

23:01:24

Nonna & the girls (party of 2) seated at table 16.

23:01:23

The Chess Club (party of 2) seated at table 12.

23:01:22

Delivery order via Bot: 2× Diavolo for Coach Kowalski.

23:01:14

Table 4 ordered 2× Hawaii.

23:01:14

Table 4: double mozzarella, single guilt

23:01:14

Table 6 ordered 1× Funghi.

23:01:14

Table 3 ordered 1× Al Tonno.

23:01:14

Table 3: no pineapple anywhere NEAR the table

23:01:14

Table 2 ordered 1× Prosciutto.

23:01:14

Table 1 ordered 1× Margherita.

23:01:11

Table 9 ordered 4× Hawaii.

23:01:11

Table 9: gluten-free crust if Giuseppe can swing it

23:01:08

Takeaway order via Phone: 2× Hawaii for Night-Owl Nadia.

23:01:08

Takeaway order via Bot: 2× Al Tonno for the Server Room.

23:01:07

Takeaway order via Phone: 3× Margherita for the Server Room.

23:01:06

Two Architects arguing (party of 3) seated

ONLINE ORDERS

2× Diavolo

Coach Kowalski

delivery

cooking

2× Hawaii

Night-Owl Nadia

takeaway

cooking

2× Al Tonno

the Server Room

takeaway

cooking

3× Margherita

the Server Room

takeaway

cooking

Window into the Factory

OverviewGiuseppeStorefrontEngine Room

A pizza factory that runs itself. Nobody is clicking anything – watch.

13

ORDERED

0

PREPARING

6

BAKING

0

READY

10 open orders

0 dough ready

23:01:26

The Dining Room

8/17 tables0 served1 walkoutsClose service

12

2

2

2

3

4

5

6

7

8

9

10

11

12

13

14

15

16

17

entrance

free

deciding

waiting for food

eating

paying

Giuseppe

pizzaiolo on duty

Ask him anything – the menu, a recipe, or "order pizza for Friday's retro".

Ask Giuseppe...Send

21

SOLVION X ORAYLIS

Trattoria Giuseppe: Copilot Integration

How is tonight looking at the trattoria?

Copilot

Trattoria Command

I've pulled up the trattoria's live service cockpit for tonight.

Giuseppe's note: "The oven hums and the dining room is filling nicely, amico!"

The live operations view should now be visible, showing tonight's status across:

- Dining room and table occupancy
- Kitchen line activity
- Ingredient stock levels
- Guest satisfaction indicators

As CES Chief Sharing Officer, you're getting the front-row seat to tonight's service. If you'd like, I can also bring up:

- Today's business report (revenue, orders, channel mix)
- The forecast view (likely risks and bottlenecks)
- Upcoming reservations and pre-orders

Just ask for the report, forecast, or reservation book.

Message Copilot

Trattoria Command

Tuesday 18 August · 7/17 tables · 44 guests served · **SERVICE OPEN**

€823
REVENUE TODAY

73
ORDERS

119
PIZZAS

€919
PACE PROJECTION

6
PIES IN FLIGHT

Giuseppe: "The oven hums and the dining room is filling nicely, amico!"

The line, right now

2 ORDERED → 2 PREPARING → 1 BAKING

1 READY

★★★★★ 4.5

web 12 chat 9 copilot 7

phone 5 walk-in 17

The crystal ball — what bites us next

LOW Pineapple running low

186g left (restock threshold 300g).

→ Procurement will restock on the next pass; no drama yet.

Seven days of honest numbers

Top pizza today: Funghi · pace projection €919

The reservation book

4x Funghi — Book circle, chapter 12 Wed 19 Aug 00:15

6x Margherita — Team Retro (Friday) Fri 21 Aug 12:00

10x Diavolo — Nonna's Bingo Club Sat 22 Aug 18:00

12x Diavolo — AC Rosso Ultras — after the derby Sun 23 Aug 20:00

The pantry

Dough 891 g

Tomato sauce 1062 g

Mozzarella 712 g

Salami 338 g

Ham 416 g

Mushroom 373 g

Pineapple 186 g

Tuna 324 g

From the floor

21:43 ★ 4 stars from table 9: "perfetto, but the wait built character."

21:32 🍕 Table 12 ordered 2x Diavolo — "extra hot, we can take it."

21:25 📄 Copilot order: 3x Margherita for the marketing stand-up.

21:16 🍷 Walk-ins at table 3 — two guests, one very good mood.

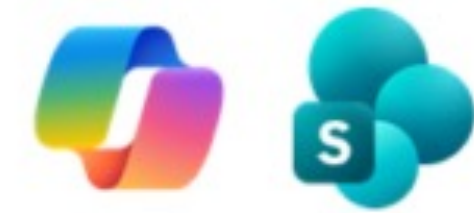
21:07 🍳 Dough Master reports the evening batch is resting nicely.

MCP App: Trattoria Command

22

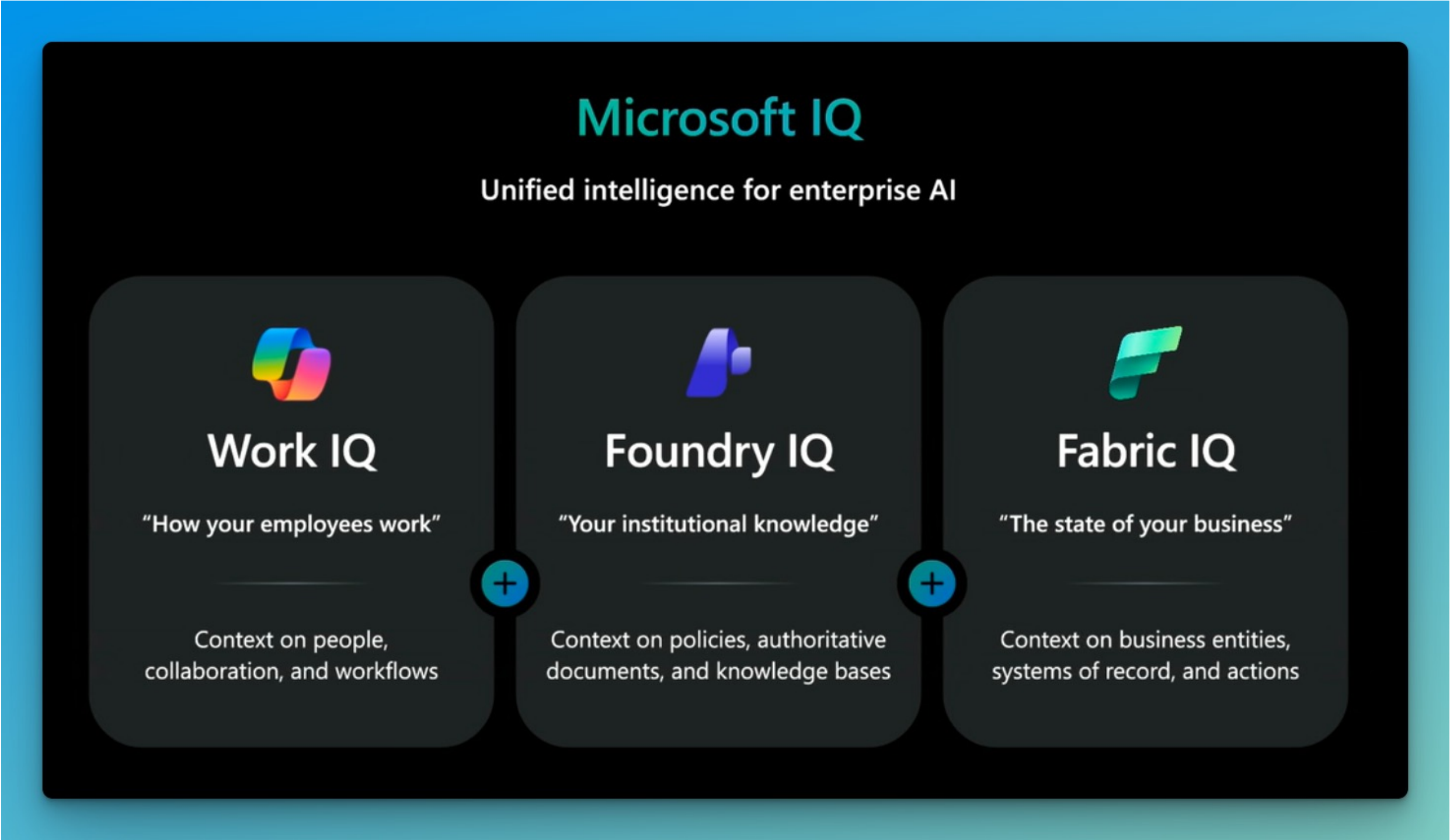
 SOLVION X ORAYLIS

SharePoint Copilot Apps – Powered by SharePoint Framework (SPFx)



- New **component type** for SharePoint Framework
- UX exposed directly in the **Copilot canvas**
- Supports in **discussion and full-screen** UX experiences
- **Client-side authentication** supported – will work like any other SPFx component in Microsoft 365
- Can be **build with like any other SPFx component** – like web parts
- Code is **hosted automatically** in the customer tenant – without any additional operational overhead
- Will be rolling out to preview with upcoming SPFx 1.24 update 🙏
- Planned to be in **public preview** in early July 2026 📅
- General availability planned to happen later in 2026 🌟

<https://aka.ms/spfx>



A man with curly brown hair, seen from the side, is writing on a whiteboard with a purple marker. He is wearing a dark t-shirt and a thin chain necklace. The background is a blurred modern office with desks, computers, and warm lighting. A semi-transparent dark blue overlay covers the left side of the image, where the text is placed.

AI frontier transformation:
your next steps

NEXT STEPS

Questions to ask yourself

1 Context and where you stand

Where do your data and their use stand? What do the two sides know about each other?

2 Target picture and impact

What should AI really change for you? How will you recognise success?

3 Feasibility and a lighthouse

What works today? What needs a foundation first? Which case convinces both sides?

4 Focus and roadmap

What happens in the next six months? Who decides what?

NEXT STEPS

Approach and goals

01

Where you stand

Both AI worlds on one page,
ready to share with management

03

Lighthouse use case

With named prerequisites and an
effort range

02

Use case map

Prioritised: works today, needs a
foundation, needs both

04

Six-month roadmap

The next concrete steps, agreed

These roles belong at one table

- › Head of IT, CIO or CDO
- › Head of data, BI or analytics
- › Business lead with AI ambitions
- › Microsoft 365 and modern work lead
- › At least one person who can decide

Q&A

