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# Copilot in the Health Sector:

# Insights and critical success factors

# Situation and context for the health sector

Digital transformation and AI are viewed as critical to NHS strategy and delivery of the 10 Year Plan.

**The NHS has made significant investments in Microsoft Copilot products**

We have seen that some trusts (SLAM, Oxford University Hospitals) have begun to adopt these tools and deliver meaningful benefits, but **adoption is not consistent and limited**

**The health sector faces significant financial challenge** this year and going forward, and in particular providers need to make rapid efficiency gains, many targeting corporate functions

We believe there is significant **opportunity that can be realised by leveraging and adopting the tools that you have today already.**

**There's real variation in the health space, some are far down the line, others just starting to understand the potential. Adopting and making impact can be really quick - some are seeing improvement in under 5 weeks.**

# Critical success factors for making the most of Copilot

- Focus on people and process as opposed to viewing it as a technology challenge
- Start with how do we want the work and our people to change
- Be led by a longer-term vision for your team or function as opposed to a short-term productivity objective
- Talk to teams about ‘value’ as opposed to ROI
- Adopting Copilot isn't a CIO challenge but rather something that should be owned across the whole exec team
- Copilot does not eliminate the need for human intervention or checking (think Copilot not autopilot).
- Emphasise how Copilot will support people to do more high value work and more of what they enjoy (to reduce the worry that teams will have about their own roles)

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# Our experience and impact

**BearingPoint has supported clients with their AI journey across multiple industries**

## Health Insurance

**Client challenge**
- Uncontrolled LLM use
- AI-led competitiveness
- Use case identification

**BearingPoint's contribution**
- Detailed adoption planning
- Art of possible workshops
- Demonstration of key use cases for Portfolio team

**Business outcome**
- Champion network established
- Business case and roadmap
- Use case catalogue

## Consumer Packaged Goods

**Client challenge**
- Understanding of Copilot
- AI enablement
- Structure for AI transformation

**BearingPoint's contribution**
- Four-pillar AI adoption programme and comms
- Bootcamps and prompt engineering masterclasses

**Business outcome**
- Improvement in productivity and data processing efficiency
- Measurable time saved

## Industrial Manufacturing

**Client challenge**
- Use case prioritisation
- Technical AI readiness
- Governance and training

**BearingPoint's contribution**
- 12-week acceleration programme for Finance and IT
- Masterclasses and prompt libraries for people change

**Business outcome**
- ~20 Finance and IT champions
- Copilot CoE established
- Detailed business case

## Public Sector

**Client challenge**
- Operational complexity
- Dependence on peer support
- Hybrid work challenges

**BearingPoint's contribution**
- Real-time support agent built using Copilot Studio
- Curated knowledge based developed with RSA team

**Business outcome**
- Demonstration of AI-powered support agent
- Improved operational workflow

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# Let’s talk.