



City of London Corporation

COPILOT FOR M365

***DEPARTMENTAL DISCOVERY
REPORT***

Date: 24/04/2025

Version – 0.2



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1 INTRODUCTION

Copilot for M365 is an innovative tool provided by Microsoft that integrates Generative AI capabilities into the Microsoft 365 suite of applications. It assists users in performing tasks more efficiently by automating repetitive processes, generating content, and providing real-time prompts and suggestions. With features such as meeting summaries, email generation, document creation, and interactive chat prompts, Copilot enhances daily workflows, improves productivity, and supports decision-making across various departments. Its impact is evident through increased adoption rates, substantial time savings, and overall productivity gains, making it a valuable asset for organizations like the City of London Corporation.

Since September 2024 the City of London Corporation has made Copilot for M365 available to users on a departmentally funded basis. At the time of writing this report, the number of licenced users has increased to 306 across 8 different departments. This approach has proved successful with adoption rates typically up to 98%, which compares very favourably to other organisations at a similar stage of rollout.

The City of London Corporation has derived significant value from the adoption of Copilot for M365, with the impact of Copilot increasing month on month as users integrate Copilot into their everyday working and find new and innovative ways to utilise Generative AI. The number of Copilot actions taken each week has now increased to more than 4000, with around 250 'Copilot Assisted Hours' each and every week. Some the most frequent actions over the last 4 weeks include meeting summaries (2,972), e-mail generation (1,441) and documents created (478), as well as 3,583 prompts being used with Copilot Chat.

This report provides a detailed analysis of interview findings, use cases, and user feedback on M365 applications, which will inform a broader business case for deploying Copilot for M365 within *City of London Corporation*. Through structured interviews, we explored daily tasks, pain points, and productivity challenges across departments, focusing on the potential for Copilot to enhance efficiency, quality of work, and user satisfaction.

The report outlines key scenarios where Copilot can drive meaningful improvements, supported by data gathered from the Copilot Dashboard, survey responses, and general feedback from users. For each identified use case, we present an in-depth look at current workflows, time spent, and application usage, followed by recommendations on how Copilot could transform these processes. Metrics for success, including time savings, productivity gains, and return on investment, are also provided, illustrating how Copilot's capabilities align with the organisation's goals.

Together, this report offers a clear foundation for a tailored Copilot deployment strategy, with actionable insights to guide further training and showcase the potential business value and ROI that Copilot can bring to *City of London Corporation*.

2 EXECUTIVE SUMMARY (DEPARTMENTAL FINDINGS)

Executive Summary: Training Requirements and Successes

The City of London Corporation has seen significant benefits from the adoption of Microsoft Copilot across various departments. This executive summary highlights the training requirements and key successes of each team interviewed.

Environment Team led by James and Joanne, have successfully integrated Copilot into their daily workflows. James, an early adopter, uses Copilot for drafting documents and reviewing Python code, saving up to 90% of the time previously spent on these tasks. Joanne leverages Copilot for information retrieval, significantly reducing search times. However, the team faces challenges with Azure file integration and training scheduling.

Department for Community and Children's Services Scott Myers and his team have found Copilot to be a game-changer, particularly for business support staff who save 1.75 hours per meeting on transcription tasks. Scott himself saves 20 minutes per email, and the team has seen improved communication effectiveness and recruitment efficiency. Challenges include calendar scheduling issues and transcription accuracy for in-person meetings.

Innovation and Growth Team Erik Dronen and Ricardo Fajardo have achieved dramatic efficiency gains with Copilot, reducing bulletin creation time by 83% and search times by up to 90%. However, they face limitations with Excel functionality and email search accuracy. The team suggests future training in Copilot Studio agents and Copilot for Excel.

City Surveyor's Department John Galvin and the team have seen early-stage benefits from Copilot, particularly in meeting summarisation and recruitment preparation, saving 40 minutes per task. However, challenges include inconsistent performance in Outlook and time constraints. The team suggests refining prompting techniques and exploring Copilot's potential in Power BI.

Chamberlain's Department William Roberts and the team have integrated Copilot into meeting management and administrative tasks, saving significant time and doubling business analyst capacity. Challenges include output specificity and summarising complex email chains. The team suggests refining prompting techniques and exploring Copilot's use in Power BI.

Town Clerk's Department Polly Dunn and the team have seen mixed results with Copilot, saving one to two hours per meeting for some clerks and one to five hours weekly on searches. Challenges include privacy concerns, inconsistent minute-taking benefits, and external software delays. The team suggests enhancing prompting skills and exploring broader application use.

Overall, while each team has experienced significant time savings and efficiency gains with Copilot, there are areas for improvement, particularly in training and technical support. Addressing these challenges will further enhance Copilot's value and impact across the City of London Corporation.

3 COPILOT DEPARTMENTAL / PERSONA USE CASES

3.1 ENVIRONMENT

Copilot has become a cornerstone tool for the Environment Team, with James and Joanne leveraging it daily to achieve significant efficiency gains. The session revealed specific applications where Copilot slashes task times, enhances outputs, and reduces administrative burdens, with precise numbers illustrating its value. Below is a detailed summary of its usage, supported by exact time-saving statistics:

Day-to-Day Task Support: James, an early adopter using Copilot for four months, relies on it daily for drafting documents and reviewing Python code via a custom agent. Pre-Copilot, drafting a complex document or debugging code took 1–2 hours; post-Copilot, these tasks are completed in “minutes,” a reduction of up to 90% in time. Stat: James saves approximately 1–2 hours per coding or drafting task, enabling him to deliver projects faster and focus on innovation.

Information Retrieval and Management: Joanne uses Copilot to streamline searches across SharePoint and email inboxes, cutting retrieval times dramatically. Pre-Copilot, finding a specific file or email took 20–30 minutes of manual effort; post-Copilot, this drops to “seconds” by querying the tool directly, saving up to 20 minutes per task. James aims to extend this to Azure file stores, further reducing file transfer times currently bogged down by manual copying. Copilot saves 15–20 minutes per search task, a reduction of over 95% in search time, freeing up hours weekly for core environmental work.

Workflow Efficiency: While specific meeting examples weren’t detailed, Lucas emphasised the team provided “specific time savings” contrasting pre- and post-Copilot workflows. The cited 1–2 hours saved on drafting and 15–20 minutes on searches exemplify how Copilot transforms slow, manual processes into near-instant outcomes, amplifying team capacity. These exact figures—1–2 hours saved on drafting/coding and 15–20 minutes on searches—highlight Copilot’s profound impact. Pre-Copilot, these tasks consumed significant portions of the workday; post-Copilot, they’re completed almost instantly, offering a stark contrast that justifies licence investment by reclaiming hours for strategic priorities.

Challenges and Limitations

Despite its strengths, Copilot faces minor hurdles. James noted inefficiencies with Azure file store integration, where pre-Copilot manual file transfers (Azure to desktop to SharePoint) remain unchanged, taking 10–15 minutes per file due to compatibility issues with SharePoint. Copilot hasn’t yet streamlined this, though James sees potential in Copilot Studio agents, indicating a knowledge gap in implementation. Joanne highlighted training scheduling issues, with short-notice notifications (e.g., “next week”) causing her to miss valuable sessions, though recordings mitigate this somewhat. These challenges pale against Copilot’s time-saving benefits but underscore areas where technical solutions and better support could amplify its value.

Suggested Solutions and Improvements

The team proposed targeted enhancements to address limitations and leverage Copilot’s full potential:

- **Copilot Studio for Azure:** James suggested using Copilot Studio to build an agent for Azure file searches, potentially cutting the 10–15-minute file transfer process to seconds. Lucas confirmed this is viable with pre-built plugins, making it a quick win with training.
- **Improved Training Access:** Joanne recommended longer lead times and reruns for training sessions, as the current 1-week notice disrupts attendance. This would ensure new users benefit from the same time savings as early adopters.
- **Power BI and Excel Focus:** Both identified Power BI and Excel as areas for growth. Pre-Copilot, BI reporting and Excel analysis were slow and manual; post-Copilot, enhanced integration could save additional hours, though training is needed to achieve this.

Benefits of Copilot for the Team

Copilot delivers transformative advantages, with exact time savings underscoring its importance:

Time Efficiency: The 1–2 hours saved per drafting or coding task and 15–20 minutes per search translate to hours reclaimed daily. Pre-Copilot, a single document could take 2 hours, and a search 30 minutes; post-Copilot, these are done in minutes or seconds, a difference of up to 95% in time spent. This shift allows the team to prioritise environmental analysis over administrative tasks.

Improved Work Quality: James's Python code reviews, once taking 1–2 hours with potential errors, now benefit from Copilot's near-instant explanations, ensuring higher accuracy in minutes. Pre-Copilot errors slowed progress; post-Copilot, quality is elevated with less effort.

Reduced Effort: Joanne's searches, previously a 20–30-minute burden, are now effortless, taking seconds. Pre-Copilot, this was a draining chore; post-Copilot, it's a quick query, reducing stress and fatigue.

These benefits—quantified as 1–2 hours and 15–20 minutes saved per task—provide hard data for a licence use case. The time difference is not just incremental but revolutionary, turning hours of work into minutes, a critical factor for resource-strapped teams.

Training and Support Needs

The team identified gaps where training could extend Copilot's time-saving impact:

- **Power BI Integration:** Joanne noted Power BI's growing importance as the team expands. Pre-Copilot, BI tasks took hours; post-Copilot training, this could drop significantly, mirroring the 1–2-hour drafting savings.
- **Excel Skills:** Joanne found Excel training challenging, suggesting a need for clearer guidance. Pre-Copilot, data tasks were time-intensive; post-Copilot, savings akin to 15–20 minutes per search are possible with upskilling.
- **Copilot Studio:** James's interest in Azure agents lacks formal training, limiting his ability to cut the 10–15-minute file transfer time. Structured support could replicate search-time reductions.
- **Prompt Engineering:** Lucas suggested prompt training, which could refine outputs further, potentially shaving additional minutes off tasks already reduced by 1–2 hours.

3.2 DEPARTMENT FOR COMMUNITY AND CHILDREN'S SERVICES

This report provides a comprehensive overview of how Microsoft Copilot is enhancing workflows within the Department for Community and Children's Services at the City of London Corporation, based on an interview conducted by Daniel Houseman with Scott Myers, Strategy and Projects Officer, on March 24, 2025. The findings emphasise Copilot's positive impact on productivity, work quality, and task efficiency, with measurable time savings and reduced burdens that starkly contrast pre-Copilot workflows. These insights, drawn from a 25-member Copilot user group spanning various roles, support the business case for licensing while identifying knowledge gaps to shape future training programs.

Current Use of Copilot

Copilot has emerged as a vital tool within the Department for Community and Children's Services, delivering significant efficiency gains across diverse job functions. Scott, who supports strategy development and project management, oversees a 12-week Copilot trial involving a user group of social workers, data analysts, managers, business support staff, and commissioners. The group's feedback highlights several standout use cases where Copilot has transformed daily operations.

For business support staff, Copilot's transcription feature is a game-changer. Scott noted that minuting complex, two-hour meetings previously took two or more hours post-meeting to compile, a process prone to delays and errors. With Copilot, this is reduced to a 10- to 15-minute review, saving at least 1.75 hours per meeting. The accuracy of these minutes is notably high, provided staff verify outputs, freeing them to focus on higher-value tasks rather than labour-intensive documentation. This time saving is critical, as business support staff manage numerous meetings, making Copilot indispensable for their role. Scott himself leverages Copilot for drafting emails and overcoming writer's block. For lengthy, complex emails, he inputs bullet points of key ideas, and Copilot generates a draft in minutes, which he then refines into

his own style. Pre-Copilot, crafting such emails could take 30 minutes or more; now, it's reduced to roughly 10 minutes, saving 20 minutes per email.

This efficiency is particularly valuable when starting from a blank page, a common challenge in his strategy work, allowing him to quickly produce initial drafts and focus on refinement rather than structure.

A creative use case emerged from a housing manager within the user group. Faced with missing office equipment and low email response rates, she used Copilot to craft a humorous poem for an email campaign. Previously, similar emails had a low open rate and minimal returns; with Copilot's engaging draft, the open rate soared, and device returns increased significantly. While exact time savings are harder to quantify, this example underscores Copilot's ability to enhance communication effectiveness, reducing the burden of repeated follow-ups.

The group also experimented with Copilot for recruitment. Scott described using it to compare lengthy personal statements (e.g., 1,000 words) against job specifications, summarising how candidates meet competencies like leadership or project management. Pre-Copilot, reviewing hundreds of applications could take hours per candidate; Copilot cuts this to a fraction, saving an estimated 30 minutes to an hour per application by providing quick overviews. Though accuracy varies, requiring manual checks, this initial filtering eases the workload during high-volume hiring.

These applications demonstrate Copilot's versatility, with measurable impacts—1.75 hours saved per meeting for business support, 20 minutes per email for Scott, and up to an hour per application in recruitment—highlighting its value in reducing administrative burdens and enhancing output quality.

Challenges and Limitations

Despite its strengths, Copilot faces hurdles within the department. Scott reported that its calendar scheduling function often fails, suggesting incorrect time slots despite internal calendar access, possibly due to permission settings. This limits its potential to save time on coordinating complex meetings. Social workers also struggle with transcription for in-person client meetings, as Copilot cannot distinguish speakers (e.g., assuming the meeting host is the sole voice), rendering it less effective compared to virtual settings. Additionally, its use in recruitment can miss nuanced examples in personal statements, necessitating careful review. An anticipated GPT upgrade by mid-April 2025 may improve accuracy, but current limitations highlight areas for technical and training solutions.

Suggested Solutions and Improvements

To address these challenges, Scott proposed refining prompting skills, a recurring theme across use cases. For scheduling, Daniel shared a detailed prompt to improve accuracy, which Scott plans to test within the trial. For social workers, Scott seeks tailored guidance on using Copilot for case notes and in-person transcriptions, potentially requiring IT adjustments like voice recognition setup. He also suggested exploring Copilot in Excel for data analysis, despite Python script limitations due to IT restrictions, envisioning simplified data processing for analysts. These enhancements aim to maximise Copilot's utility across the department.

Benefits of Copilot for the Team

Copilot's adoption has delivered tangible benefits. Time efficiency is evident: business support staff save 1.75 hours per meeting, Scott saves 20 minutes per email, and recruitment processes cut up to an hour per application. This freed time allows staff to focus on strategic priorities—support staff engage more in meetings, Scott refines strategies, and managers handle increased workloads. Work quality improves with accurate meeting minutes and concise, effective emails, as seen in the housing manager's campaign. The recruitment use case reduces the burden of sifting through applications, enabling faster shortlisting with less effort. Accessibility also benefits, as Copilot's drafts provide quick starting points, overcoming delays from blank-page paralysis. These gains, verified by human oversight, position Copilot as a critical tool for enhancing departmental performance.

Conclusion

Microsoft Copilot has proven a powerful asset for the Department for Community and Children's Services, saving significant time—1.75 hours per meeting, 20 minutes per email, and up to an hour per application—while improving work quality and reducing administrative burdens. These measurable impacts, contrasted with pre-Copilot inefficiencies,

strongly justify a premium licence for roles like business support and managers, with the trial exploring free-version suitability for others. Challenges, such as scheduling inaccuracies and social worker transcription issues, are minor compared to benefits and can be addressed through an imminent GPT upgrade and targeted training on prompting and role-specific applications. With a clear plan for refinement, Copilot is poised to further streamline workflows, empowering the department to meet its community-focused goals with greater efficiency and impact.

3.3 INNOVATION AND GROWTH

This report outlines how Microsoft Copilot is revolutionising workflows within the City of London's Innovation and Growth Team, based on a feedback session facilitated by Lucas Cuvier from Phoenix Software with team members Erik Dronen and Ricardo Fajardo on 19 March 2025. The findings emphasise Copilot's measurable time savings—most notably reducing a 3-hour task to 30 minutes—alongside enhancements in work quality and reduced effort. These precise metrics, contrasting pre- and post-Copilot usage, provide robust evidence for securing ongoing licences, while identified knowledge gaps offer direction for tailored training programmes.

Current Use of Copilot

Copilot has been enthusiastically adopted by the Skills Policy Team, with Erik and Ricardo leveraging it to achieve dramatic efficiency gains over a three-month pilot involving fortnightly feedback calls. The session highlighted specific applications where Copilot slashes task times by up to 83%, improves output quality, and eliminates manual burdens. Below is a detailed summary of its usage, supported by exact time-saving statistics:

- **Bulletin and Summary Creation:** Ricardo uses Copilot to generate weekly bulletins and summaries, a task that pre-Copilot took 3 hours (2 hours reading, 45 minutes drafting) per report. Post-Copilot, this is reduced to 30 minutes—a savings of 2.5 hours or 83%—by automating first drafts and condensing 120-page technical reports. Previously, he read entire documents or relied on executive summaries, producing only one summary due to time constraints; now, Copilot delivers summaries of three or four items in half an hour, enabling richer discussions with his manager. Stat: Time reduced from 3 hours to 30 minutes per bulletin, saving 2.5 hours weekly.
- **Information Retrieval Across SharePoint:** Both Ricardo and Erik rely on Copilot to locate files across multiple SharePoint sites, a process Erik describes as a "nightmare" pre-Copilot. For a pensions project, Ricardo previously spent 20–30 minutes navigating folders to find relevant documents; post-Copilot, this drops to "minutes" with an 80% success rate (8/10 accuracy), saving up to 25 minutes per search. Erik reinforces this, noting Copilot's hyperlinks allow quick validation, cutting search times from 15–20 minutes to seconds. Stat: Search time reduced from 20–30 minutes to 2–5 minutes per task, saving 15–25 minutes per instance.
- **Day-to-Day Accessibility:** Erik highlights Copilot's strategic placement "between Teams and my web browser," making it a default tool for daily tasks. Its immediate accessibility drives adoption, saving incremental time across small queries that previously required manual effort or external searches (e.g., 5–10 minutes per Google lookup reduced to seconds).

These metrics—3 hours to 30 minutes for summaries, 20–30 minutes to 2–5 minutes for searches—demonstrate Copilot's profound impact. Pre-Copilot, hours were lost to reading and searching; post-Copilot, tasks are completed in a fraction of the time, amplifying productivity and strategic focus.

Challenges and Limitations

While Copilot excels in many areas, minor limitations emerged. Ricardo finds it “really weak” in Excel, unable to reliably handle pivot tables, forcing him to revert to manual methods that take 10–15 minutes longer than desired automation. Erik notes inconsistency in email searches for known items, requiring precise prompts (e.g., titles) to avoid “hallucinations,” adding 5–10 minutes of trial and error versus instant results for unknown searches. He also questions Copilot’s inability to execute actions (e.g., in Excel or project planning), limiting its role to research rather than automation. These challenges are small compared to the 2.5-hour summary savings and 15–25-minute search reductions, but they highlight areas where functionality or user knowledge could be enhanced.

Suggested Solutions and Improvements

The team proposed solutions to address limitations and extend Copilot’s time-saving potential:

- **Copilot Studio Agents:** Ricardo seeks to build dedicated agents for department-specific data, reducing search times further (e.g., from 20–30 minutes to seconds consistently). Erik envisions agents for corporate documents or project planning, potentially cutting planning time from hours to minutes with proper training.
- **Excel Enhancement:** Ricardo suggests improving Copilot’s Excel capabilities or providing training to achieve savings akin to the 2.5 hours gained in summaries, rather than losing 10–15 minutes to manual workarounds.
- **Action-Oriented Features:** Erik proposes clarifying where Copilot can “action” versus “research,” potentially automating tasks (e.g., 15–20 minutes saved per executed Excel function) if feasible within its design.

These enhancements could replicate the 83% time reduction seen in bulletins across additional workflows, strengthening the licence case.

Benefits of Copilot for the Team

Copilot delivers standout benefits, with precise metrics showcasing its value:

- **Time Efficiency:** The headline metric—3 hours reduced to 30 minutes per bulletin (2.5 hours saved, 83% less time)—frees Ricardo to produce multiple summaries instead of one, a game-changer for decision-making. Search savings of 15–25 minutes per task (from 20–30 minutes to 2–5 minutes, up to 90% less time) compound daily, reclaiming hours weekly. Pre-Copilot, these tasks dominated schedules; post-Copilot, they’re near-instant.
- **Improved Work Quality:** With 2.5 extra hours, Ricardo crafts summaries of three or four items versus one, enhancing discussion quality with his manager. Pre-Copilot, limited time constrained depth; post-Copilot, broader coverage elevates output richness in just 30 minutes.
- **Reduced Effort:** Searching SharePoint, once a 20–30-minute ordeal, now takes 2–5 minutes with Copilot, slashing effort by up to 90%. Pre-Copilot, manual navigation was draining; post-Copilot, it’s a quick query, easing mental load.

These metrics—2.5 hours saved on summaries, 15–25 minutes on searches—paint a clear picture: hours of work reduced to minutes, a compelling argument for licences that quantifies Copilot’s transformative edge.

3.4 CITY SURVEYORS

This report provides a detailed examination of how Microsoft Copilot is being utilised within the City Surveyors Department at the City of London Corporation, based on an interview conducted by Daniel Houseman with John Galvin, Head of Departmental Performance and Services, on March 20, 2025. The findings spotlight Copilot’s early-stage impact on productivity and efficiency, with measurable time savings that contrast sharply with pre-Copilot workflows, supporting the case for broader adoption. As the department navigates a pilot phase with 25 licence holders since early March, the discussion also reveals knowledge gaps to guide future training, reflecting its potential to enhance cross-departmental coordination despite budget constraints.

Current Use of Copilot

Copilot is in its infancy within the City Surveyors Department, which comprises 400 staff and oversees property, facilities, and project management. John, leading a team focused on cross-cutting functions like business planning, risk management, and IT systems, has spearheaded a pilot involving 25 users. While his personal use remains experimental due to limited time since adoption, specific applications are emerging that demonstrate Copilot's value.

One key use case is meeting summarisation. John cited an instance where Copilot condensed a 90-minute Technology Category Board meeting—attended as a departmental representative—into a 15- to 20-minute review of key points and actions. Pre-Copilot, he would either skip reviewing such meetings due to time constraints or spend an hour scanning minutes, often missing critical details due to their dry, verbose nature. With Copilot, this process shrank to a quarter of the time, saving approximately 40 minutes per meeting. This efficiency allowed him to quickly identify relevant actions, though an additional 10 minutes was needed to email colleagues since he missed the live discussion. For a busy manager like John, who juggles multiple responsibilities, this time saving is significant, enabling him to stay informed without attending non-essential meetings.

John also explored Copilot for recruitment preparation before its official rollout, using ChatGPT (with similar functionality) to generate interview questions and response benchmarks from job descriptions. This process, which he plans to replicate with Copilot, reduced preparation time from an estimated hour of manual drafting to about 20 minutes, saving roughly 40 minutes per role. While not yet implemented with Copilot due to timing, this demonstrates its potential to streamline administrative tasks, providing a solid starting point that he could refine, thus reducing the burden of creating materials from scratch. Though John's direct use is limited, a survey of 10 pilot participants (a third of the group) revealed transcribing meeting minutes and actions as the top priority. This suggests broader departmental interest in Copilot's ability to automate documentation, a task that traditionally consumes hours. John's experimental attempts in Outlook—to locate specific emails—yielded poor results due to vague prompts, but he sees potential in refining this with Copilot Chat in Teams, indicating an evolving use case.

Collectively, these early applications highlight Copilot's capacity to save time—40 minutes per meeting summary and 40 minutes per recruitment task—while setting the stage for wider adoption.

Challenges and Limitations

Copilot's rollout faces hurdles within the department. John noted its inconsistent performance in Outlook, where it retrieved irrelevant emails (e.g., from two years prior) instead of recent, context-specific correspondence, likely due to insufficient prompting detail. In PowerPoint, attempts to enhance presentation legibility were unsuccessful, as Copilot couldn't refine existing slides from diverse data sources, a limitation tied to its focus on content generation rather than formatting. Budget constraints also pose a challenge; with the department overspent, John struggles to justify Copilot's cost without concrete cash-flow savings, despite its productivity benefits. An anticipated GPT upgrade by mid-April 2025 could enhance accuracy, but current limitations underscore the need for better prompting and role-specific guidance.

Suggested Solutions and Improvements

John proposed increasing proficiency through experimentation to better understand Copilot's strengths and weaknesses. He aims to leverage it for pre-meeting preparation, analysing papers to identify departmental relevance (e.g., property or project management references), potentially saving 5-10% of his time weekly. Daniel suggested refining prompts for email searches via Copilot Chat in Teams, specifying senders, timeframes, and topics to improve accuracy. John also envisioned Copilot summarising committee papers for meetings his team doesn't attend—98% of which he currently skips—flagging risks or opportunities proactively. Extending Copilot to coach users in less-familiar non-Microsoft applications was another idea, though limited by its reliance on accessible data (web or M365). These solutions aim to maximise Copilot's utility across the department's diverse needs.

Benefits of Copilot for the Team

Copilot's early adoption offers clear advantages. Time efficiency is evident: John saves 40 minutes per meeting summary, avoiding an hour of manual review or the 90 minutes of attendance, and 40 minutes per recruitment task. This freed time allows him to focus on high-value activities, such as strategic coordination across the City of London Corporation, rather than tedious documentation. Work quality improves with concise, actionable summaries that filter out irrelevant detail,

ensuring he addresses only pertinent issues. The reduced burden of administrative tasks—evident in both meeting catchups and recruitment prep—enhances capacity, critical in a team operating at 100%. Accessibility to information also rises, as Copilot provides quick insights into meetings or papers John would otherwise miss, supporting his role in risk management and opportunity identification. These benefits, though modest in scale so far, hint at Copilot's potential to drive efficiency as adoption grows.

Conclusion

Microsoft Copilot is gaining traction within the City Surveyors Department, saving John 40 minutes per meeting summary and recruitment task, enhancing work quality, and reducing administrative burdens in its early pilot phase. These measurable gains, compared to pre-Copilot inefficiencies, bolster the case for licensing despite budgetary pressures, with broader rollout hinging on demonstrating cash-flow benefits. Challenges like email search inaccuracies and presentation limitations are minor, addressable through an imminent GPT upgrade and targeted prompting training—identified as a key knowledge gap alongside application-specific guidance. With planned experimentation and refinement, Copilot is poised to streamline cross-departmental coordination, empowering the team to manage risks and seize opportunities more effectively, aligning with its strategic goals.

3.5 CHAMBERLAIN'S

This report provides an in-depth analysis of how Microsoft Copilot is enhancing workflows within the City of London's Chamberlains Department, specifically within the IT department (DITS), based on an interview conducted by Daniel Houseman with William Roberts, the PMO Manager, on March 20, 2025. The findings highlight Copilot's transformative impact on productivity, work quality, and resource efficiency, with measurable time savings and reduced burdens across various tasks. The discussion captures the stark contrast between pre-Copilot and post-Copilot workflows, offering factual data to support the business case for licensing Copilot, while also identifying knowledge gaps to inform future training initiatives.

Current Use of Copilot

Copilot has become a cornerstone tool within the Chamberlains Department, delivering significant efficiency gains for William and his team, which includes six business analysts (BAs) and a group of project managers (PMs). William, as the PMO Manager, oversees resourcing, manages the BAs, and handles small-scale projects, and he detailed several key applications of Copilot that have reshaped daily operations.

In his own role, William leverages Copilot for meeting management and administrative tasks. For instance, during PMO meetings at the City of London Corporation, Copilot automates notetaking, action logging, and decision summarisation. Previously, a one-hour meeting required an additional hour post-meeting to compile notes and actions, a process often delayed by other priorities—William noted that notes from a 10 a.m. meeting without Copilot remained unfinished by 2 p.m., taking roughly three hours to complete. With Copilot, this is reduced to a five-minute review, saving approximately one hour per meeting. With five such meetings weekly, this translates to five hours saved, allowing William to focus on strategic discussions rather than administrative overhead. The tool's accuracy further enhances reliability, reducing the risk of missed actions compared to manual notetaking while juggling facilitation duties.

For the business analysts, Copilot proves equally impactful. William reported that BAs, who attend two- to three-hour workshops to draft requirements and process maps, save around two hours per session by relying on Copilot for notetaking and summarisation. Pre-Copilot, these lengthy sessions demanded intense concentration, often requiring two BAs—one to facilitate and one to document—doubling resource needs. Now, a single BA suffices, effectively doubling team capacity. This shift not only saves time but also reduces mental strain, as BAs trust Copilot to capture details, boosting confidence and freeing them to focus on analysis rather than transcription.

Project managers also benefit significantly. William highlighted Copilot's role in drafting business cases, such as one for a Windows 11 optimisation project, where it synthesised corporate and IT strategies from online sources into a coherent initial draft. Previously, this task could take a week due to procrastination over its mundane nature; with Copilot, it's completed in roughly half an hour to an hour, saving up to four to six hours per case. Additionally, Copilot's ability to

summarise lengthy email chains and suggest risks or issues for raid logs cuts another half hour to an hour per task, enabling PMs to proactively address potential problems rather than delaying critical updates.

Across these roles, Copilot's measurable impact is clear: William saves three hours on appraisals annually (30 minutes per employee across six BAs), five hours weekly on meetings, and additional hours on project documentation, while BAs and PMs see similar gains. These savings translate into increased capacity, higher-quality outputs, and a reduced administrative burden, providing a compelling case for Copilot's adoption.

Challenges and Limitations

While Copilot excels in many areas, William identified minor limitations. Its outputs, while accurate, sometimes lack depth for highly specialised tasks, such as tailoring job descriptions beyond generic frameworks, requiring manual refinement. Additionally, its effectiveness in summarising complex email chains or suggesting risks depends on clear input data—vague or unstructured content can yield less actionable results. These challenges, however, are overshadowed by Copilot's benefits and are expected to diminish with an anticipated GPT upgrade by mid-April 2025, which should enhance output quality.

Suggested Solutions and Improvements

To address these limitations, William proposed refining prompting techniques to elicit more precise responses, a skill he believes the team could develop further. He also expressed interest in exploring Copilot's potential in Power BI for dashboard creation, though Daniel clarified this requires a separate license. As a workaround, William suggested using Copilot in Excel or Word to analyse data feeding into Power BI, potentially saving weeks annually on data interrogation. Additionally, he envisioned Copilot centralising project documentation or generating training materials, further streamlining access to information.

Benefits of Copilot for the Team

Copilot's adoption has delivered substantial advantages to the Chamberlains Department. Time efficiency stands out, with William saving five hours weekly on meetings and three hours annually on appraisals, while BAs reclaim two hours per workshop and PMs cut business case drafting from a week to under an hour. This freed capacity allows the team to take on more projects—William noted picking up additional small initiatives, accelerating departmental progress. Quality improvements are equally notable: Copilot's unbiased summaries, such as an executive summary for a BA's recommendations report, ensure factual, professional outputs, completed immediately rather than after a week-long delay. For BAs, reduced staffing needs per workshop double capacity without compromising quality, while PMs benefit from faster, more accurate risk identification. Accessibility also improves, as Copilot's transcriptions enable William to catch up on missed meetings in 30 minutes, versus an hour-long handover pre-Copilot, saving time for both him and colleagues.

3.6 TOWN CLERK'S

This report provides a detailed assessment of how Microsoft Copilot is being utilised within the Town Clerks Department at the City of London Corporation, based on an interview conducted by Daniel Houseman with Polly Dunn, a senior overseer of governance and Member services, on March 12, 2025. The findings highlight Copilot's mixed impact on productivity and efficiency, with measurable time savings in specific areas contrasting with pre-Copilot workflows, offering insights into its potential value despite challenges. As the department, responsible for managing 515 annual meetings, trials Copilot across a team of 20, the discussion also identifies knowledge gaps to inform future training, reflecting its role in supporting a high-volume, governance-focused operation.

Current Use of Copilot

Copilot has been integrated into the Town Clerks Department, which oversees governance and Member services for 125 elected officials across an organisation handling local authority, charitable, and private functions. Polly's team, managing an average of 2.5 meetings daily—often exceeding two hours—relies heavily on formal minute-taking for quasi-legal decisions, making Copilot a natural fit for trialing. All 20 team members have access, and its primary applications centre on meeting transcription and information retrieval.

For meeting transcription, Copilot is used to generate summaries from public meeting recordings, which are already transcribed for accessibility on YouTube. Feedback varies: some team members find it invaluable, leveraging transcripts to draft minutes, while others report it lacks the nuance needed for concise, decision-focused records. Pre-Copilot, drafting minutes for a two-hour meeting could take two to three hours, factoring in detailed notetaking and formatting. With Copilot, supportive users reduce this to about an hour, saving roughly one to two hours per meeting by using the transcript as a starting point, though manual adjustments remain necessary due to variable chair preferences and a separate, slow software system for final compilation. Polly noted that microphone issues—where speakers fail to activate them—further complicate reliance on transcripts, requiring clerks to maintain handwritten notes regardless.

Polly personally champions Copilot's search function, addressing the team's unintended role as the "corporate memory" for the 4,000-employee organisation. Facing frequent requests for historical reports or emails due to high staff turnover (average tenure of three years), she uses Copilot to locate specific documents swiftly. Pre-Copilot, finding a document could take 15-30 minutes each, totalling hours weekly given multiple daily requests. Now, Copilot cuts this to two to five minutes per search, saving her an estimated one hour weekly on average, with peaks up to five hours during busy periods. This efficiency contrasts sharply with Outlook's "abysmal" search, enabling faster responses to queries about precedents or records.

These use cases demonstrate Copilot's measurable impact: one to two hours saved per meeting for some clerks and one to five hours weekly for Polly's searches. However, its adoption remains uneven, with limited exploration beyond these functions due to workload pressures and specific operational constraints.

Challenges and Limitations

Copilot's implementation faces significant hurdles. For minute-taking, its transcripts miss critical decisions not verbalised (e.g., approving a report's recommendation) and struggle with complex discussions or amendments, necessitating manual splicing with original reports. Variability in chair preferences—across 80 committees—further complicates automation, as does the slow external software for final minute compilation, negating some time savings. Privacy concerns are paramount: Copilot is not used for non-public meetings due to GDPR risks from processing personal data (e.g., school governor discussions), with Polly citing insufficient resources to manage such volumes securely. Freedom of Information (FOI) requests add another layer of risk, as transcripts could become disclosable, heightening caution. An anticipated GPT upgrade by mid-April 2025 may improve detail capture, but current limitations and organisational policies temper its full adoption.

Suggested Solutions and Improvements

Polly suggested enhancing team proficiency with Copilot, particularly in prompting, to tailor outputs to corporate standards and chair preferences, potentially reducing manual rework. She proposed exploring its use for confidential meetings once GDPR and FOI risks are mitigated, possibly through stricter data controls or IT adjustments. For searches, expanding its scope to index more historical records could further boost efficiency. Polly also hinted at untapped potential in other M365 applications (e.g., Excel, Word), though time constraints hinder experimentation. These solutions aim to align Copilot with the department's unique governance demands and resource realities.

Benefits of Copilot for the Team

Copilot delivers tangible benefits despite its challenges. Time efficiency stands out: supportive clerks save one to two hours per meeting, while Polly saves one to five hours weekly on searches, reducing the strain of an overstretched team averaging 20 minutes daily savings. Work quality improves marginally, with faster document retrieval enabling quicker, more informed responses to organisational queries, reinforcing the team's governance role. The reduced burden is critical—Polly noted that no team member ever clears their to-do list, so saved time translates to lunch breaks or leaving on time rather than new tasks, subtly enhancing job satisfaction. Accessibility to historical data rises, with Copilot acting as a rapid archive tool, vital as staff turnover erodes institutional memory. These gains, though tempered by variability, underscore Copilot's value in a high-pressure environment.

Follow-up Actions

- **Prompting Training:** Explore potential sessions to refine minute-taking prompts, aligning outputs with corporate and chair-specific standards.
- **Search Expansion:** Explore expanding the indexing of records and files made accessible to Copilot to enhance retrieval efficiency.
- **Team Engagement:** Future training such as “Invest-to-Save” workshop to overcome adoption resistance, showcasing time-saving potential.
- **Efficiency Metrics:** Focus on collecting specific time-saving data from clerks to strengthen the business case.

4 COPILOT USAGE STATS

4.1 OVERVIEW

Microsoft Copilot has been integrated into various departments within the City of London Corporation, delivering significant efficiency gains and transforming workflows. The Environment Team, led by James and Joanne, has seen dramatic improvements in task completion times. James, an early adopter, uses Copilot for drafting documents and reviewing Python code, reducing task times by up to 90%. Pre-Copilot, these tasks took 1–2 hours; post-Copilot, they are completed in minutes. Joanne leverages Copilot for information retrieval, cutting search times from 20–30 minutes to seconds, saving up to 20 minutes per task. These examples highlight Copilot's profound impact on daily operations, freeing up hours weekly for core environmental work.

In the Department for Community and Children's Services, Scott Myers and his team have found Copilot to be a game-changer. Business support staff save 1.75 hours per meeting on transcription tasks, reducing the time from two hours to 10–15 minutes. Scott himself saves 20 minutes per email, reducing the time from 30 minutes to roughly 10 minutes. Additionally, a housing manager used Copilot to craft a humorous poem for an email campaign, significantly increasing the open rate and device returns. These applications demonstrate Copilot's versatility and its ability to enhance communication effectiveness and reduce administrative burdens.

The Innovation and Growth Team, including Erik Dronen and Ricardo Fajardo, has achieved dramatic efficiency gains with Copilot. Ricardo uses Copilot to generate weekly bulletins and summaries, reducing the time from three hours to 30 minutes, a savings of 2.5 hours or 83%. Erik relies on Copilot for information retrieval across SharePoint, cutting search times from 20–30 minutes to minutes, saving up to 25 minutes per search. These metrics—3 hours to 30 minutes for summaries and 20–30 minutes to 2–5 minutes for searches—demonstrate Copilot's profound impact on productivity and strategic focus.

In the City Surveyors Department, John Galvin's team has seen early-stage benefits from Copilot, particularly in meeting summarisation and recruitment preparation. Copilot condensed a 90-minute meeting into a 15- to 20-minute review, saving approximately 40 minutes per meeting. For recruitment preparation, Copilot reduced the time from an hour to about 20 minutes, saving roughly 40 minutes per role. These early applications highlight Copilot's capacity to save time and set the stage for wider adoption.

Best Examples of High Usage with quantitative benefits:

- **Environment Team:** James saves approximately 1–2 hours per coding or drafting task. Joanne saves 15–20 minutes per search task.
- **Department for Community and Children's Services:** Business support staff save 1.75 hours per meeting. Scott saves 20 minutes per email.
- **Innovation and Growth Team:** Ricardo saves 2.5 hours per bulletin creation. Erik saves 15–25 minutes per search task.



- **City Surveyors Department:** John saves 40 minutes per meeting summary. Recruitment preparation time reduced by 40 minutes per role.

5 RECOMMENDATIONS AND NEXT STEPS

The City of London Corporation has seen significant efficiency gains with the implementation of Microsoft Copilot across various departments. The Environment Team, for instance, has reported substantial time savings in drafting documents and reviewing code, with tasks that previously took hours now being completed in minutes. Similarly, the Department for Community and Children's Services has benefited from Copilot's transcription feature, reducing the time required to compile meeting minutes from hours to mere minutes. These examples highlight the transformative impact of Copilot on daily operations, justifying the investment in its licensing.

To further enhance the effectiveness of Copilot, several targeted improvements have been proposed. Firstly, the integration of Copilot Studio for Azure file searches could drastically reduce file transfer times, addressing current inefficiencies. Additionally, extending training sessions with longer lead times and reruns would ensure that all users, including new adopters, can fully leverage Copilot's capabilities. Focusing on Power BI and Excel integration is also recommended, as these tools are critical for data analysis and reporting, and enhanced training in these areas could yield significant time savings.

The next steps involve implementing these recommendations to maximize Copilot's potential. Departments should prioritize the development of Copilot Studio agents for specific tasks, such as Azure file searches. Training programs should be expanded and scheduled with sufficient notice to accommodate all users. Finally, a concerted effort should be made to integrate Copilot more deeply with Power BI and Excel, supported by targeted training sessions. By following these steps, the City of London Corporation can continue to improve efficiency and productivity across its departments.

6 DOCUMENT REVISIONS & DISTRIBUTION

6.1 DOCUMENT REVISION

Version	Date	Description	Contributor
0.1	24/04/2025	Copilot For M365 Departmental Feedback Report	Lucas Cuvier
0.2	25/04/2025	Error correction	Lucas Cuvier

6.2 CONTRIBUTORS

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6.3 DISTRIBUTION

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Partner with us to protect, optimise,
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