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Your "for user, by user" community

BC/NAV

Should You Invest in AI For Your Business?

And What Does That Even Mean?

September 27, 2024

Hosted by AJ Ansari

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AJ Ansari

Chief Operating Officer

DSWi

Microsoft MVP

bit.ly/AJAnsari

Only BC Fans

BC/NAV All Star

Community Summit Legend

- BC/NAV Board of Advisors
- Summit Planning Committee

Only Copilot Fans

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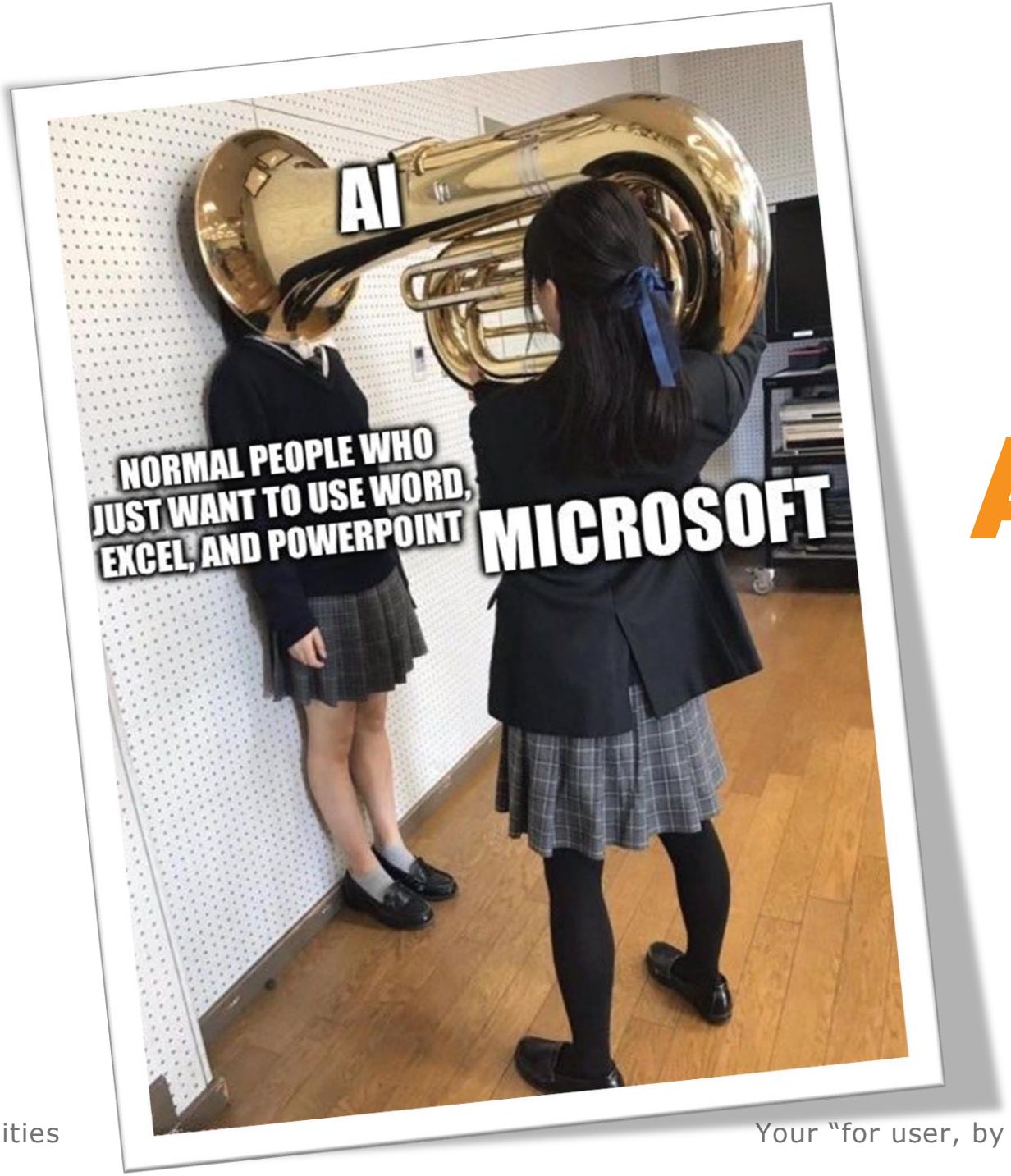

AJ

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WHERE ARE YOU ON THE AI SPECTRUM?

Too much hype..
Not buying into it

Everyone's talking about it... so it has be good, right??

It'll be the solution all my problems! It'll make my coffee, do my taxes, reduce costs by 50%!

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AI Tools You May Have Heard Of…

ChatGPT	Gemini	Perplexity	Copilot
Dall-E	Grammarly	Microsoft Designer	So many more…

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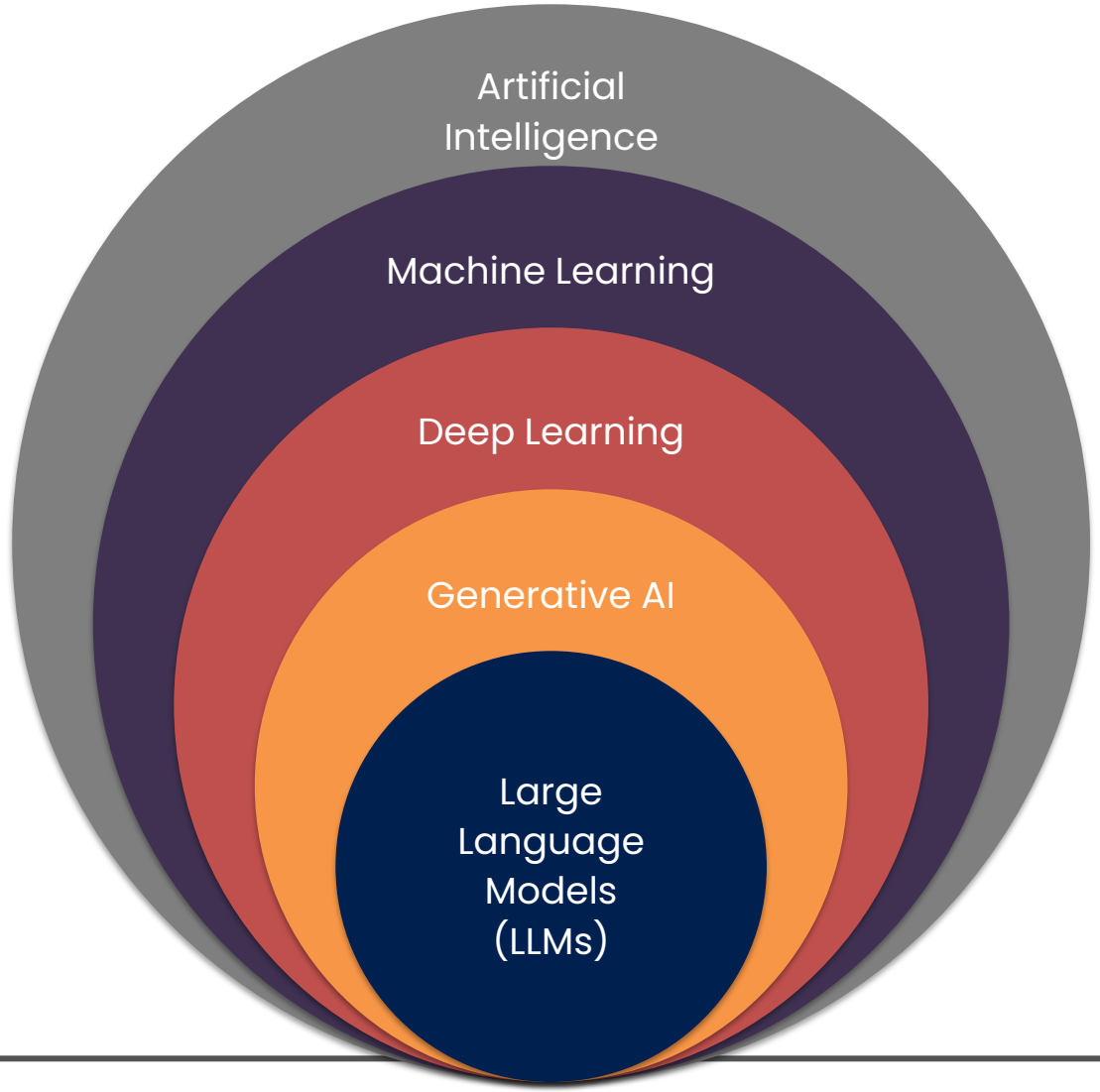
Evolution and Types of AI



Rule based systems, Classic computer vision, Algorithm based

Generate algorithms based on data

Generate algorithms based on data but without preset rules

Produces new content such as images (DALL-E), music, text (ChatGPT), etc.

Trained to understand and generate text. Interact using coherent human language

Source: Microsoft

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Common Concerns & Fear About AI

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Don’t Know Where to Start?

Struggling to go from POC to Production?

Concerned about data privacy?

Concerned about Adoption-Resistance?

Unconvinced it drive will growth & profitability?

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Does AI have a Return on Investment?

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FOR EVERY **$1**
COMPANIES
INVEST IN **AI**:

They are realizing an average of

$3.5 in return*

14 months

Average time it takes for organizations to realize a return on AI investment*

Source: IDC Infographic sponsored by Microsoft, The Business Value of AI, Nov 2023

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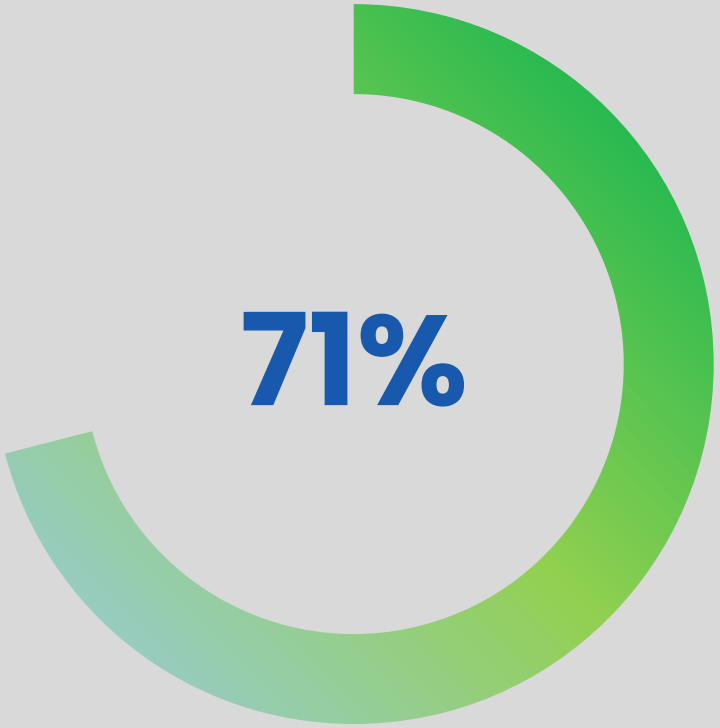
AI Adoption across the board

Driving Automation in IT tasks, streamlining workflows, fraud detection, and modernizing cybersecurity



71%

of organizations are currently using AI

22%

of organizations are not using AI but expect to do so in next 12 months

Source: IDC Infographic sponsored by Microsoft, The Business Value of AI, Nov 2023

What can you expect AI to do for YOU?

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PICKING YOUR AI TOOLS

AI That Talks Like Humans…

ChatGPT	Gemini	Perplexity	Copilot
Reliability?	Sources & References	Data Privacy	Extensibility

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Copilot for Dynamics 365

Copilot to assist roles within each line of business applications.

Copilot for Power Platform

Use natural language to accelerate the development of apps, automations and pages.

Copilot for Microsoft 365

Copilot assistant to accelerate productivity with Microsoft 365 apps and chat with your data

Copilot for Security

Receive tailored insights that empower your team to defend.

Copilot for Windows

Get answers and inspirations from across the web, supports creativity and collaboration, and helps you focus on the task

Copilot for GitHub

Increase developer productivity by helping you write code faster with less work.

Microsoft Copilot

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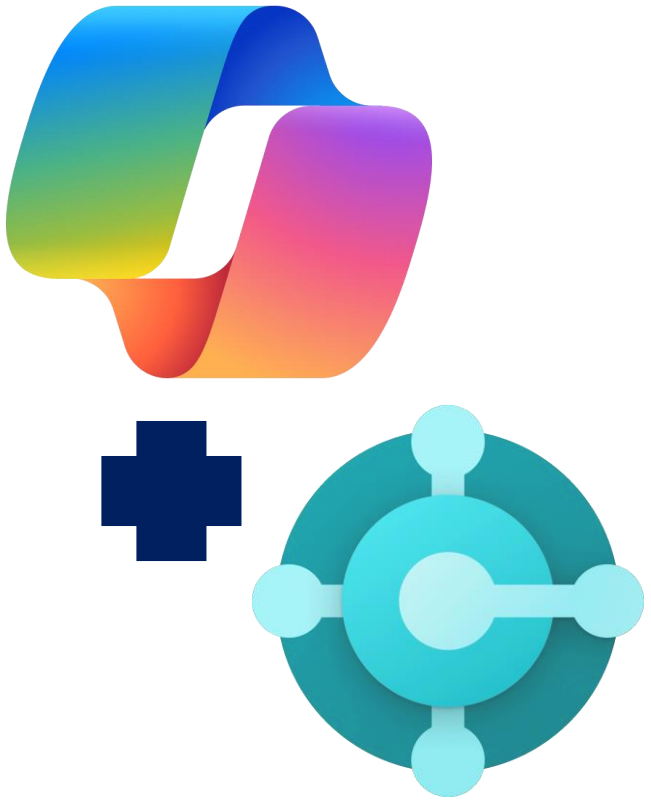
AI in Business Central



Bank Rec	Sales Lines	Late Payment Prediction	Copilot Chat
Item Descriptions	Cash Flow Forecasts	Copilot Toolkit for Developers	And much more coming...

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AI For Developers

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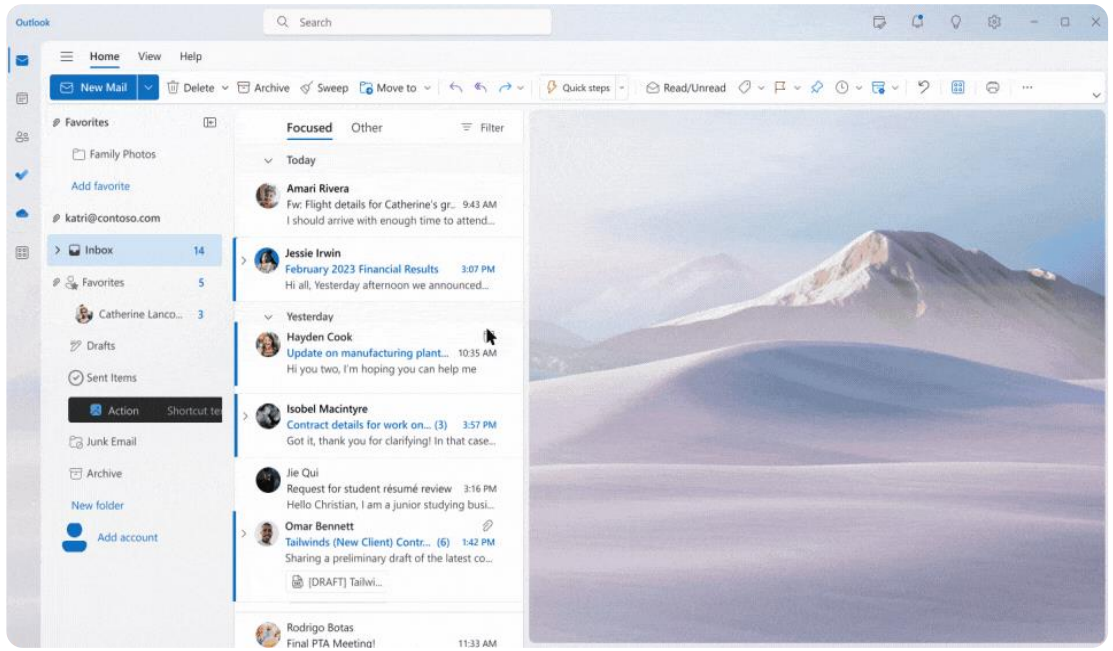
Copilot in Outlook

Manage your email and calendar with ease



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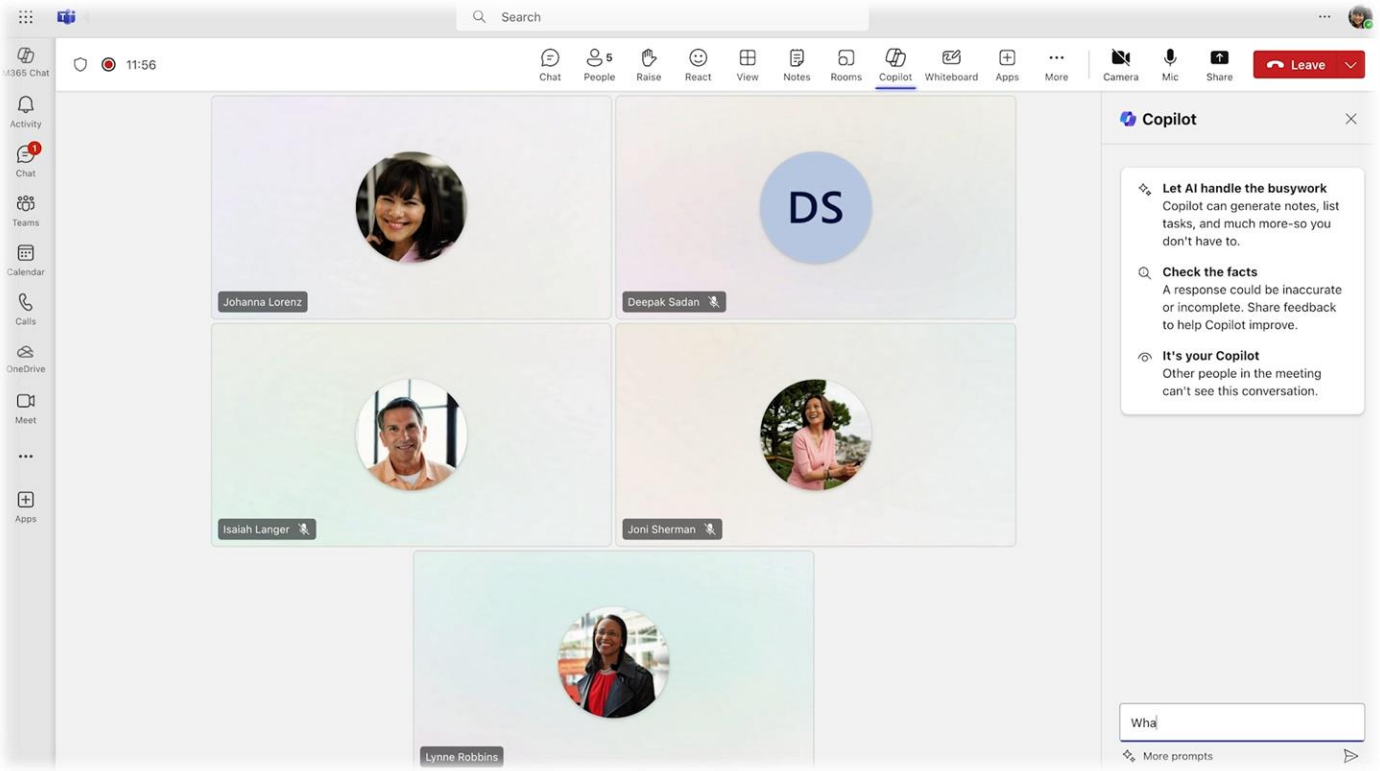
Copilot in Teams



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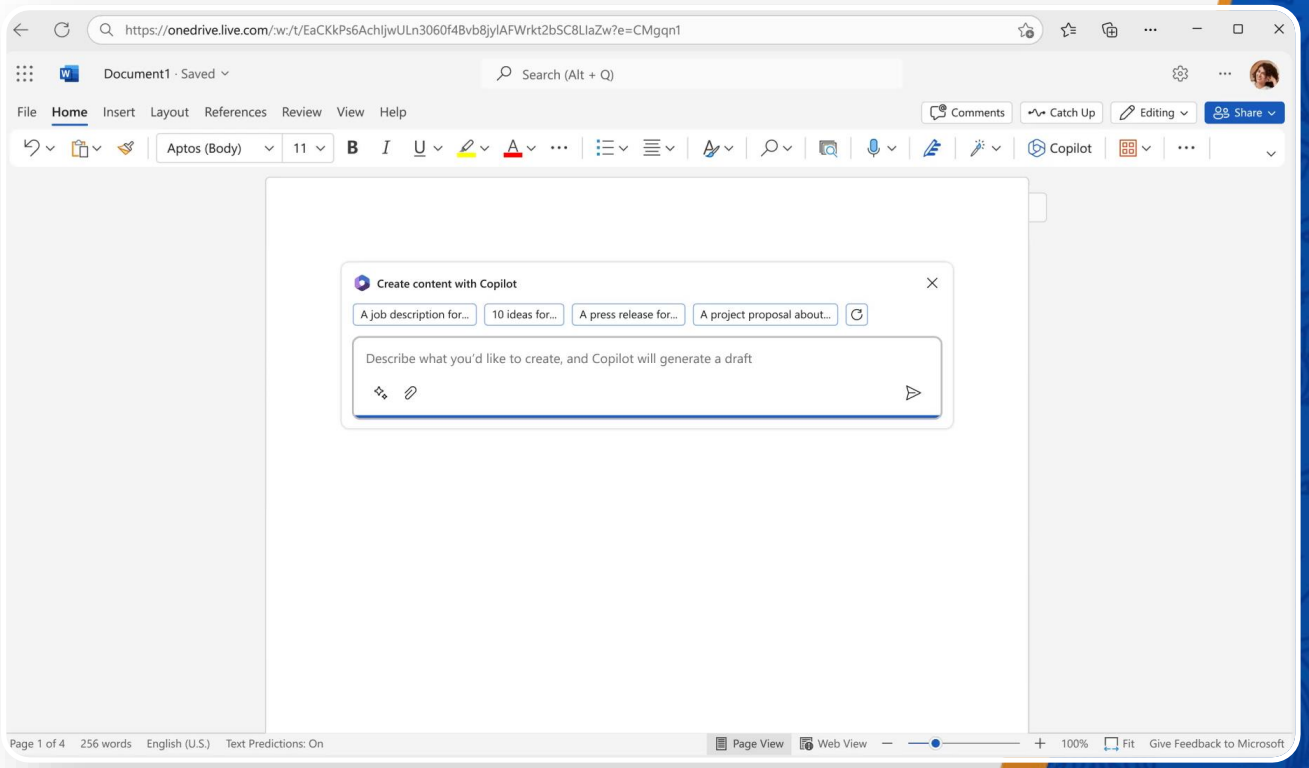
Copilot in Word

Writes, edits, summarizes and creates right alongside you



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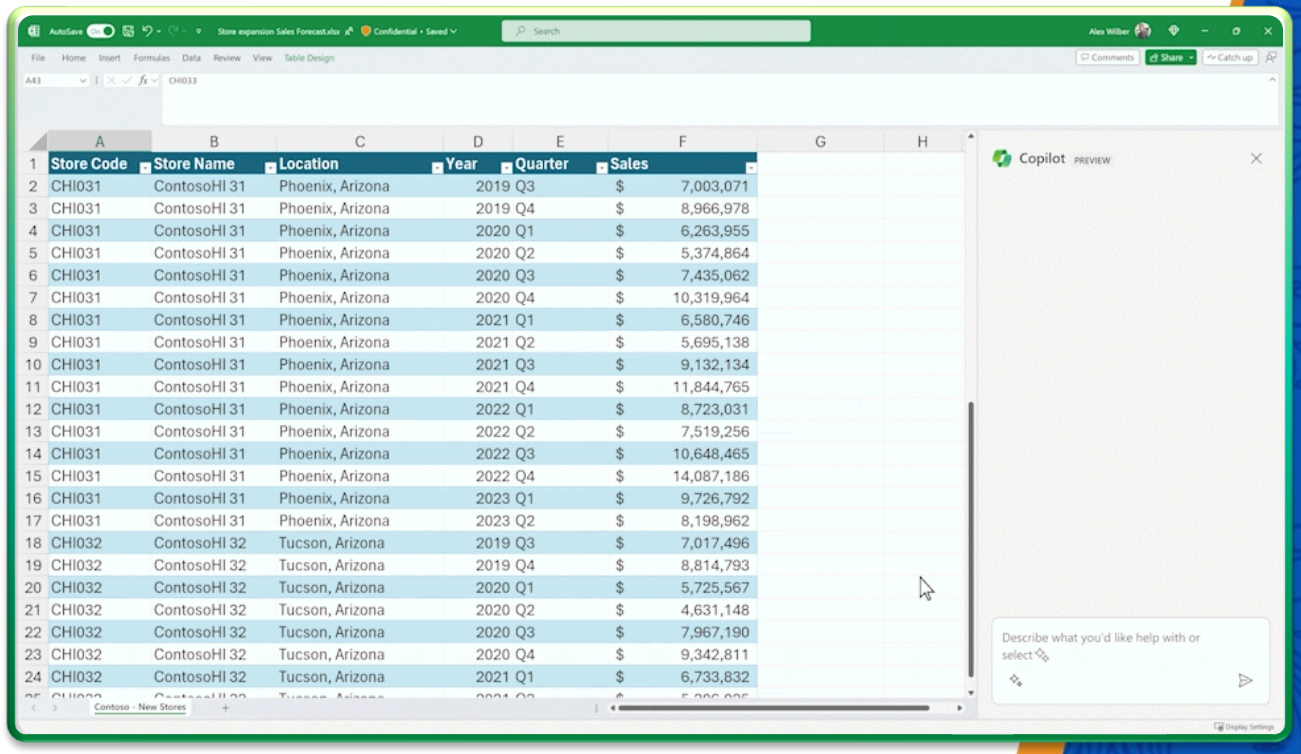
Copilot in Excel

Analyze and visualize data like a data analyst



Store Code	Store Name	Location	Year	Quarter	Sales
CHI031	ContosoHI 31	Phoenix, Arizona	2019	Q3	$ 7,003,071
CHI031	ContosoHI 31	Phoenix, Arizona	2019	Q4	$ 8,966,978
CHI031	ContosoHI 31	Phoenix, Arizona	2020	Q1	$ 6,263,955
CHI031	ContosoHI 31	Phoenix, Arizona	2020	Q2	$ 5,374,864
CHI031	ContosoHI 31	Phoenix, Arizona	2020	Q3	$ 7,435,062
CHI031	ContosoHI 31	Phoenix, Arizona	2020	Q4	$ 10,319,964
CHI031	ContosoHI 31	Phoenix, Arizona	2021	Q1	$ 6,580,746
CHI031	ContosoHI 31	Phoenix, Arizona	2021	Q2	$ 5,695,138
CHI031	ContosoHI 31	Phoenix, Arizona	2021	Q3	$ 9,132,134
CHI031	ContosoHI 31	Phoenix, Arizona	2021	Q4	$ 11,844,765
CHI031	ContosoHI 31	Phoenix, Arizona	2022	Q1	$ 8,723,031
CHI031	ContosoHI 31	Phoenix, Arizona	2022	Q2	$ 7,519,256
CHI031	ContosoHI 31	Phoenix, Arizona	2022	Q3	$ 10,648,465
CHI031	ContosoHI 31	Phoenix, Arizona	2022	Q4	$ 14,087,186
CHI031	ContosoHI 31	Phoenix, Arizona	2023	Q1	$ 9,726,792
CHI031	ContosoHI 31	Phoenix, Arizona	2023	Q2	$ 8,198,962
CHI032	ContosoHI 32	Tucson, Arizona	2019	Q3	$ 7,017,496
CHI032	ContosoHI 32	Tucson, Arizona	2019	Q4	$ 8,814,793
CHI032	ContosoHI 32	Tucson, Arizona	2020	Q1	$ 5,725,567
CHI032	ContosoHI 32	Tucson, Arizona	2020	Q2	$ 4,631,148
CHI032	ContosoHI 32	Tucson, Arizona	2020	Q3	$ 7,967,190
CHI032	ContosoHI 32	Tucson, Arizona	2020	Q4	$ 9,342,811
CHI032	ContosoHI 32	Tucson, Arizona	2021	Q1	$ 6,733,832

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DATA PRIVACY, SECURITY & GOVERNANCE

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AI Privacy, Security, and Viability Concerns

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Will our data leave our tenant?	Will our data be used to train public AI models?	Who can access what data in my tenant?	Will AI really be able to find a needle in a haystack?

Most common fears about deploying AI-tools IN your business

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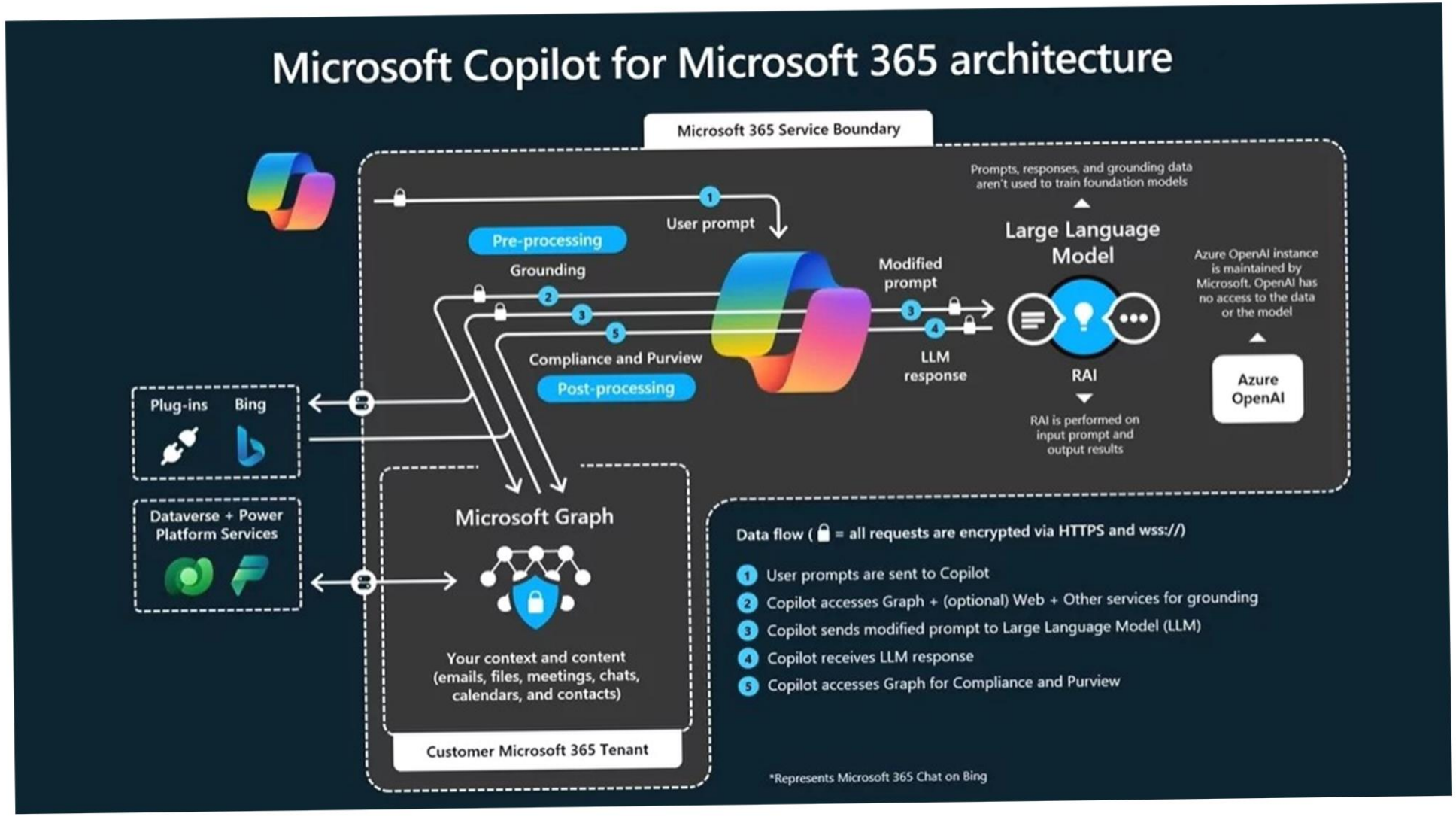
What Microsoft Helps With…



But YOU Need To Handle These…

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No more "Security through obscurity"

Organize Your Data properly

Training, Upskilling, Acceptable Use Guidelines

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TAKING CONTROL OF AI

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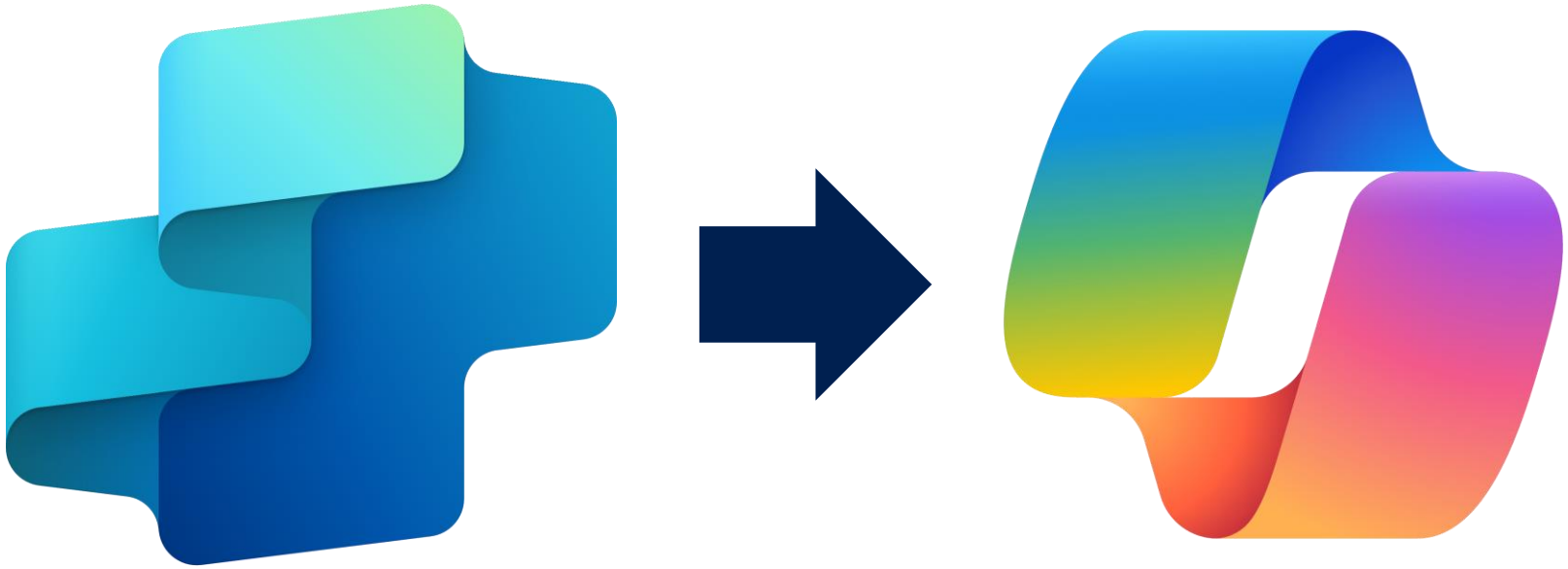
Copilot Studio

Build your own Copilot Agents



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Copilot Studio

Low-code Chatbots driven by your data and instructions	Connect to external systems	Customer Service Employee Help	Standalone Plugins for Copilot Teams

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Build Your Own Custom AI Solutions

Microsoft Azure AI Platform

Azure AI Services

Azure AI Search

Azure Machine Learning

Azure AI Studio

Azure AI Infrastructure

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FINAL THOUGHTS

Where Should You Invest AI $ & Time?

Building Your Own AI Solutions?

Building AI Agents (Chatbots)?

Empower Your Team with AI productivity Tools?

Don’t Sleep on **Business Central’s AI** Features

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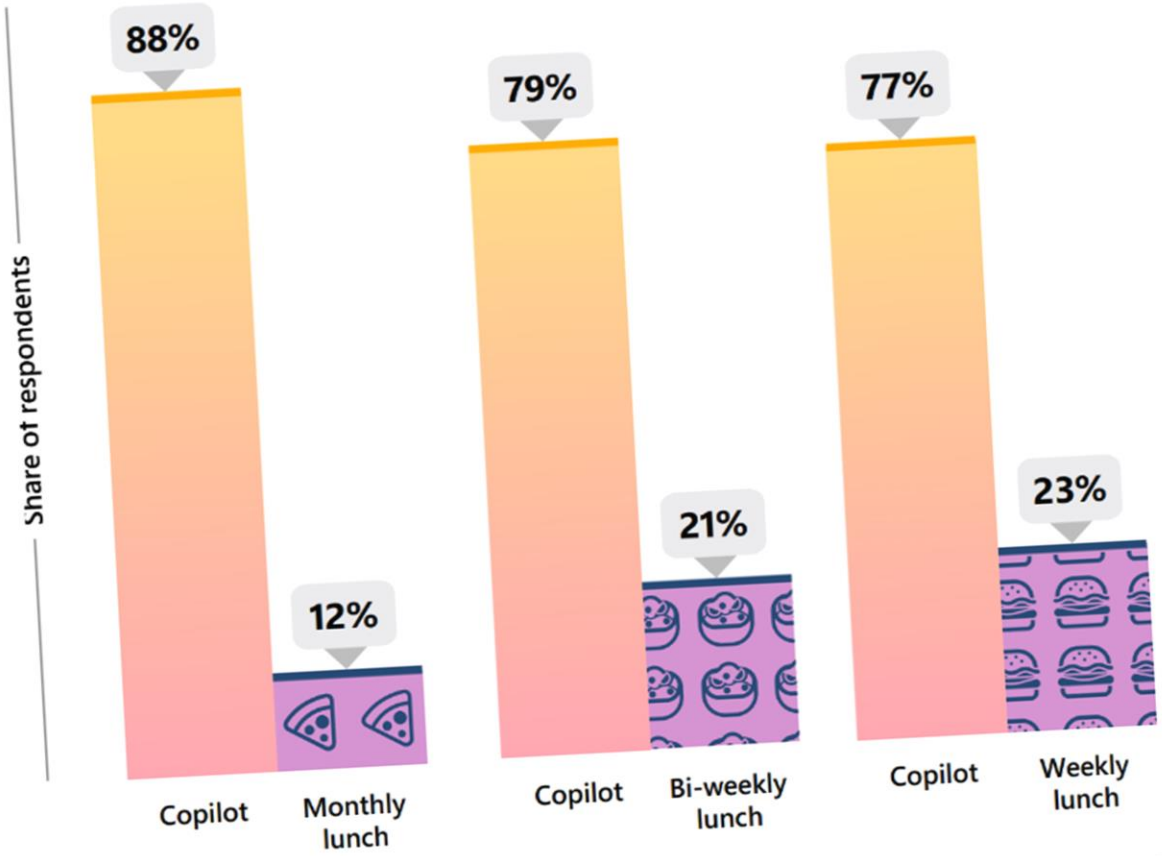
Is Copilot worth more than a free lunch?

If offered the choice, users overwhelmingly said they would pick Copilot



Survey question: If your organization offered you the choice between a monthly/bi-weekly/weekly free lunch and having access to Copilot, which would you choose? (Monthly free lunch estimated $10/month, bi-weekly free lunch estimated $20/month, weekly free lunch estimated $40/month)

Microsoft

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Thank You!

Questions?

Need Help Later?
Contact me on LinkedIn or e-mail!

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