Microsoft

Leading Digital Transformation in an AI era

Empowered Citizens
Empowered Societies
Empowered Governments

Marcus Loh
Director – Industry Advisor
Worldwide Public Sector

When was Microsoft Founded?

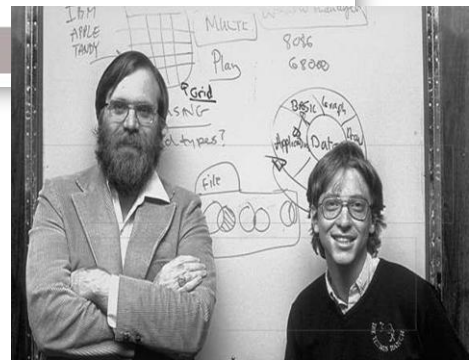
"a computer on every desk and in every home"

MICRO SOFT

1975

MICROSOFT

1975



Microsoft®

1987

WHERE DO YOU WANT TO GO TODAY?™

Microsoft

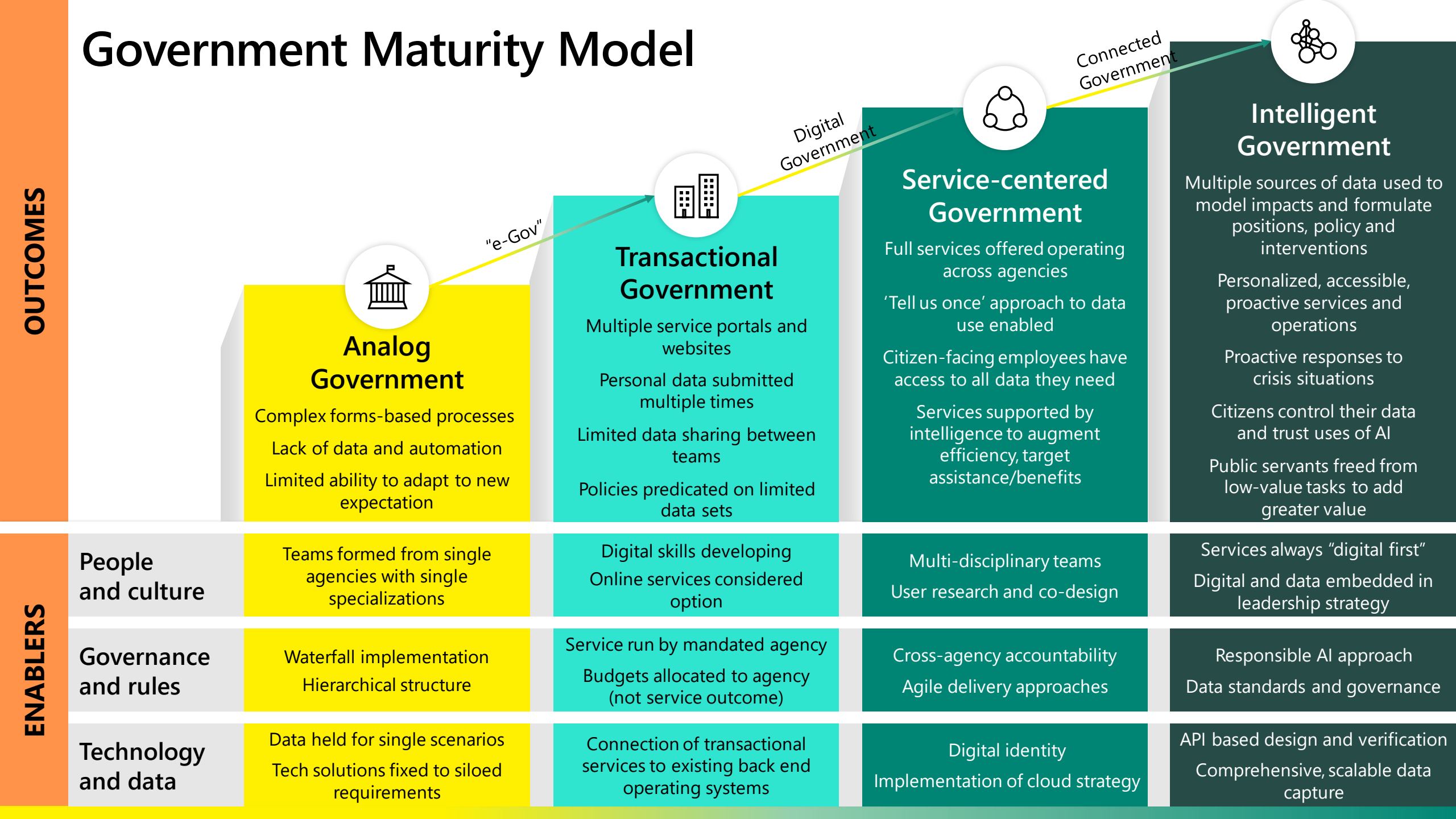
2012

Empower every person and every organization on the planet to achieve more

The Policy Building Blocks

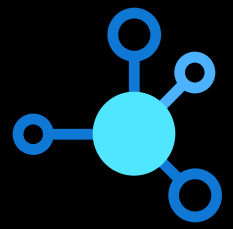
- A national cloud strategy and cloud first policy
- A data classification framework fit for the digital age
- Adoption and implementation of a digital identity solution
- A centralized procurement function
- Use of government framework agreements
- Flexible and adaptive finance rules
- A collaborative approach amongst stakeholders
- AI infused digital culture and technology skilling agenda

Government Maturity Model



What is Artificial Intelligence (AI)? Why Now?

Why is AI accelerating now?



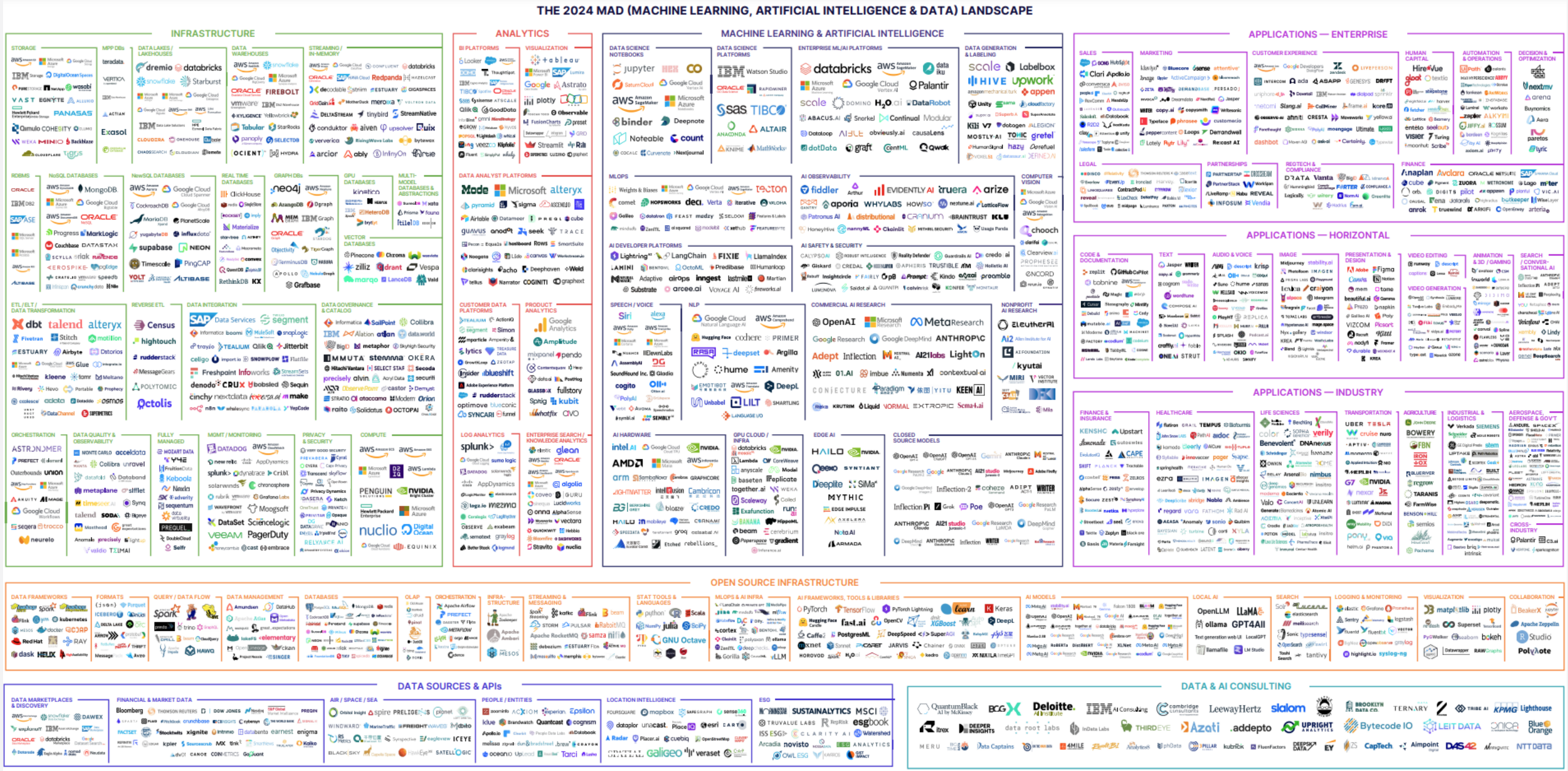
Cloud AI Supercomputers

Azure OpenAI Supercomputer
(285,000 CPU cores / 10,000 GPUs,
400 gigabits per sec for each GPU server)

Foundation models

Massive data

2024 Machine Learning, AI and Data Landscape



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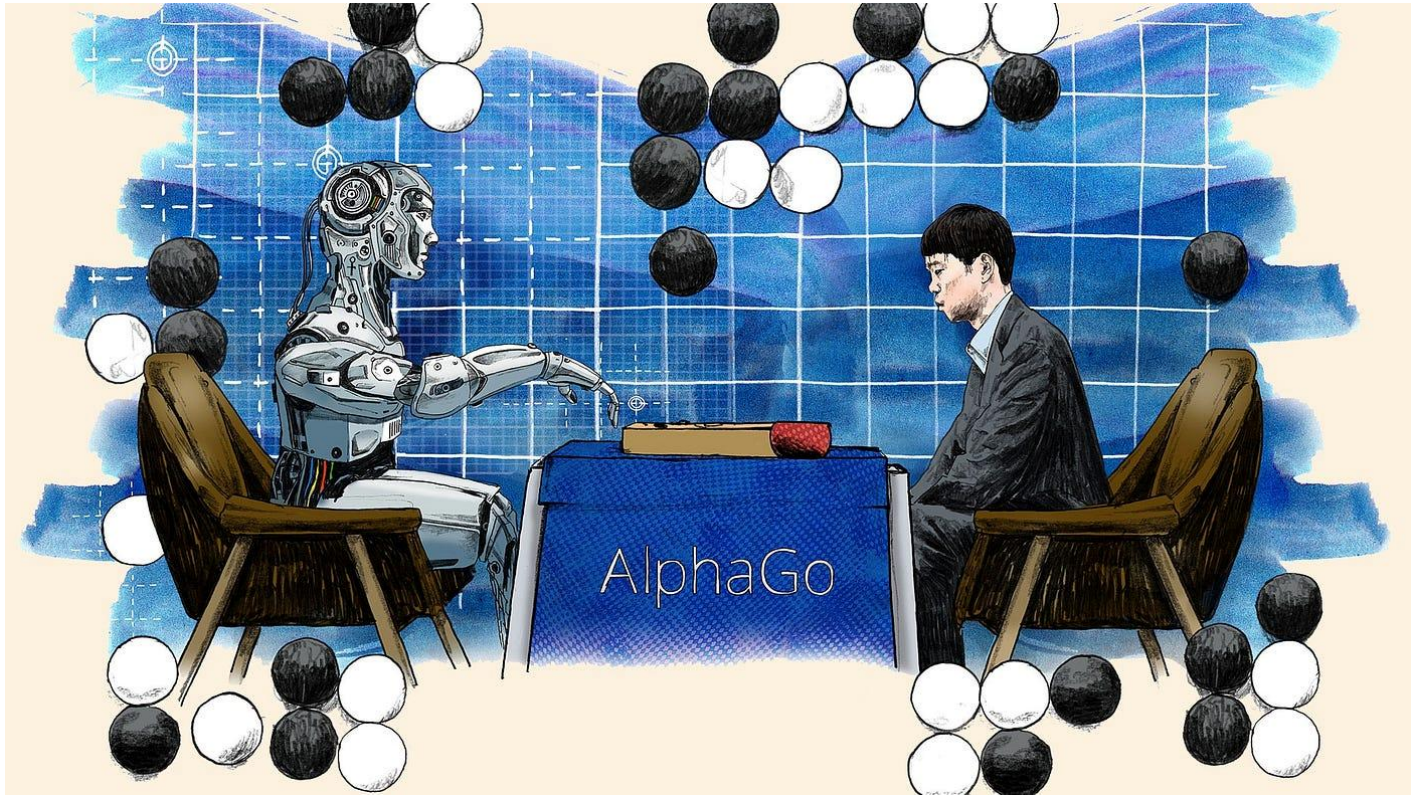
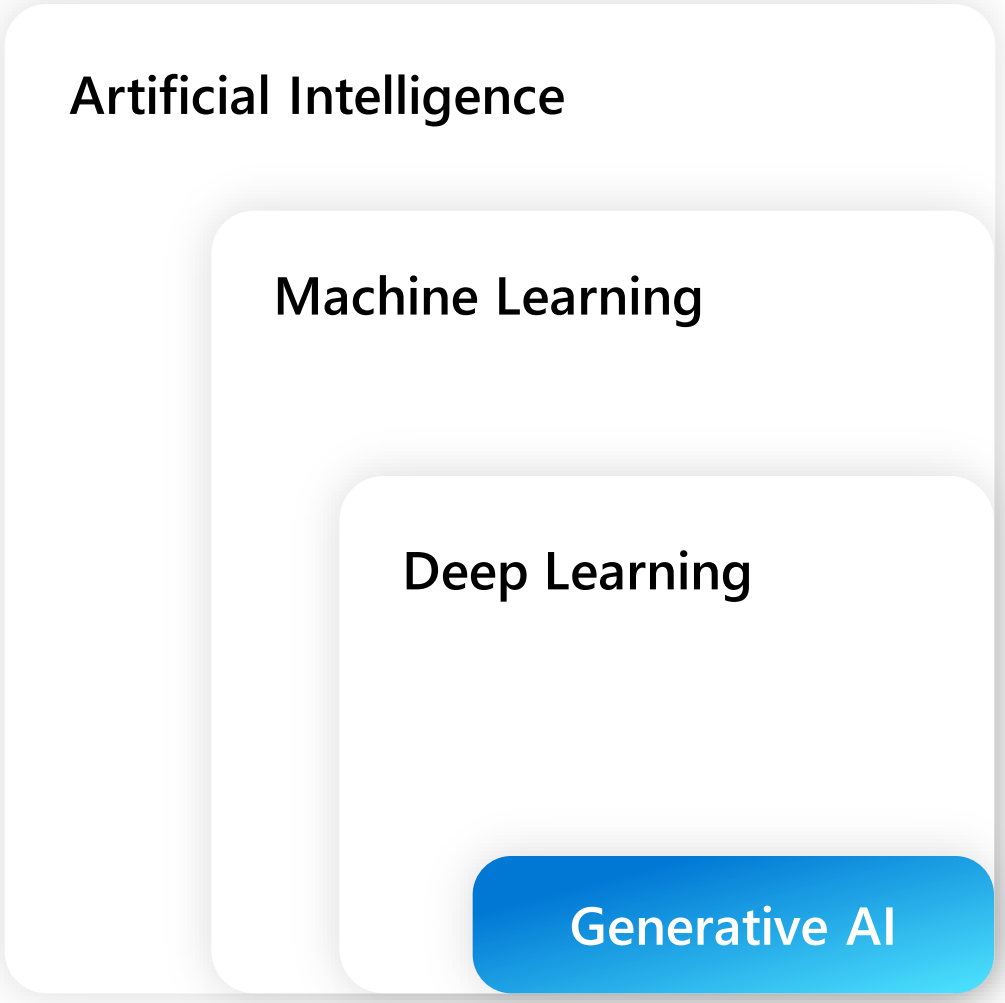
FIRSTMARK
EARLY STAGE VENTURE CAPITAL


NETFLIX
RECOMMENDED
TV


AlphaGo

A brief history of AI



1950s

Artificial Intelligence

the field of computer science that seeks to create intelligent machines that can replicate or exceed human intelligence.

1959

Machine Learning

subset of AI that enables machines to learn from existing data and improve upon that data to make decisions or predictions.

2017

Deep Learning

a machine learning technique in which layers of neural networks are used to process data and make decisions.

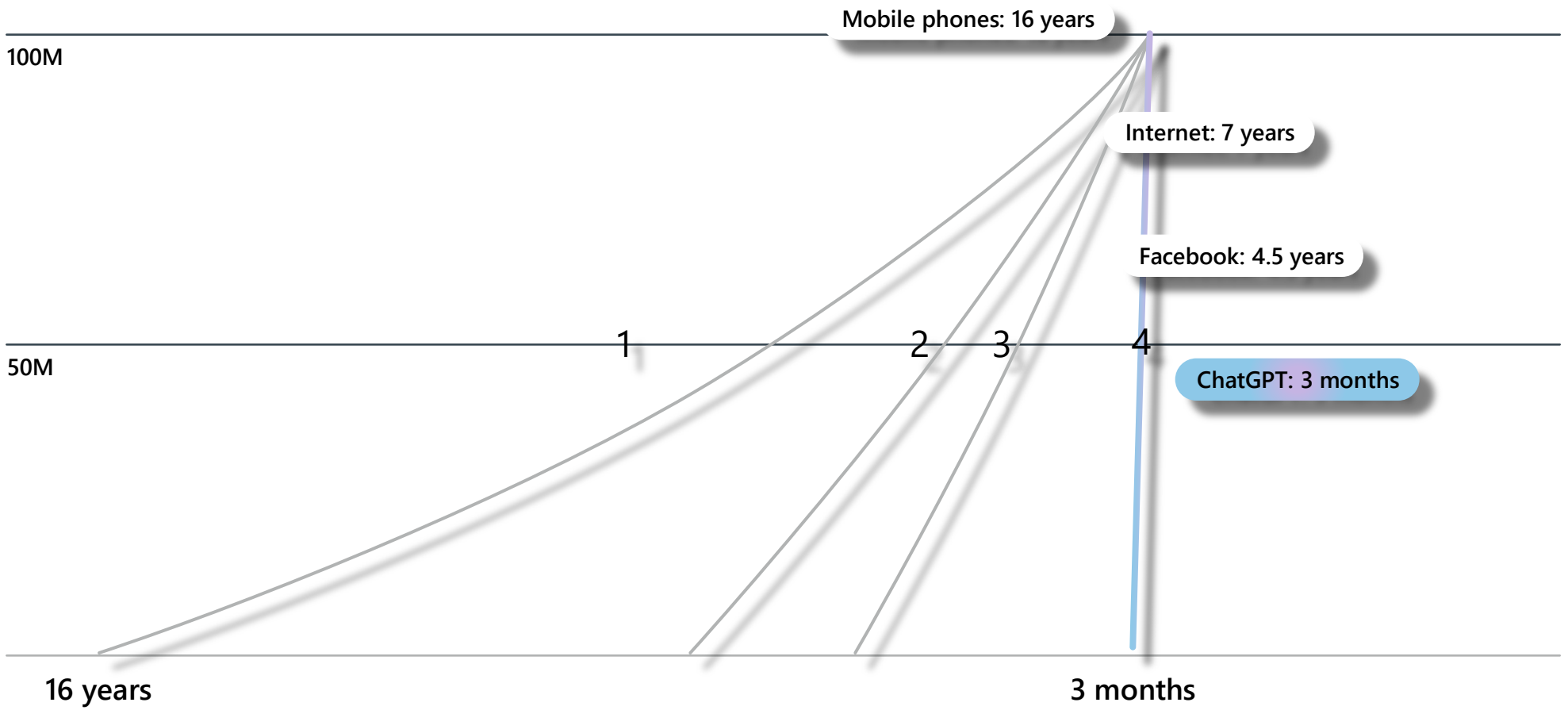
2021

Generative AI

create new written, visual, and auditory content given prompts or existing data.

Fastest platform shift ever

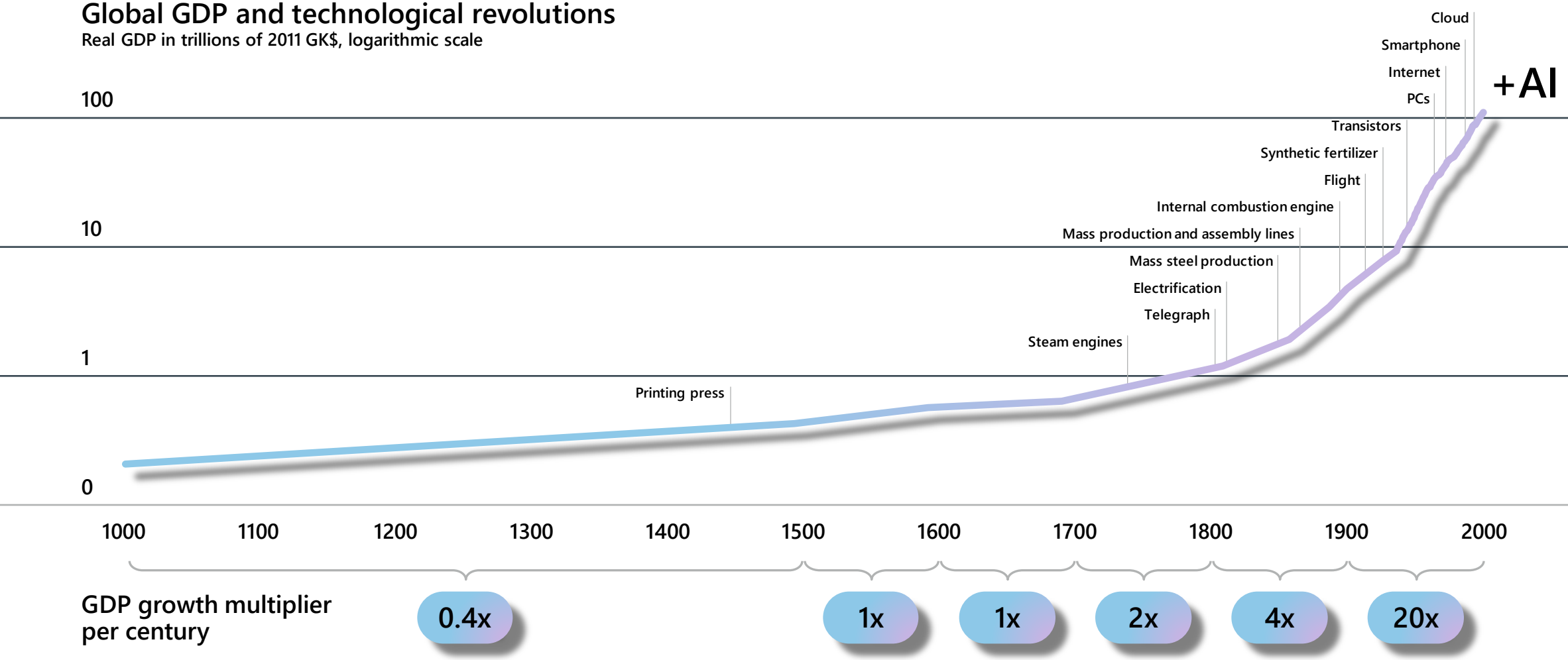
Time to reach 100M users



And technology drives GDP growth, and that pace is accelerating

Global GDP and technological revolutions

Real GDP in trillions of 2011 GK$, logarithmic scale

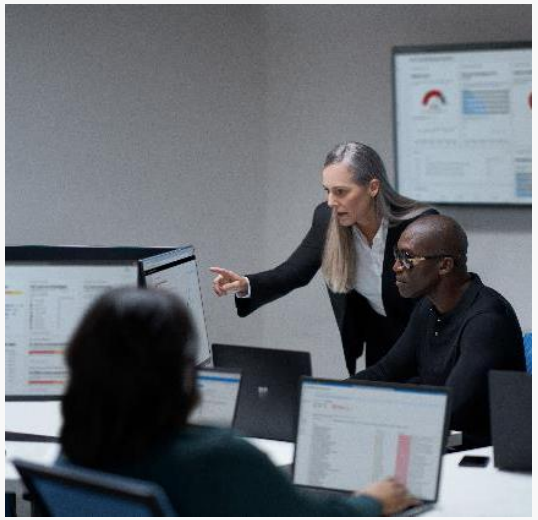


GDP growth multiplier per century

0.4x | 1x | 1x | 2x | 4x | 20x

Source: Maddison Project, Ourworldindata

Trends influencing government



Exponential growth of government data

Data collaboration & insights

Personalized digital experiences and use of AI

Protect public data

Microsoft

Don’t be left behind….

Microsoft Cloud

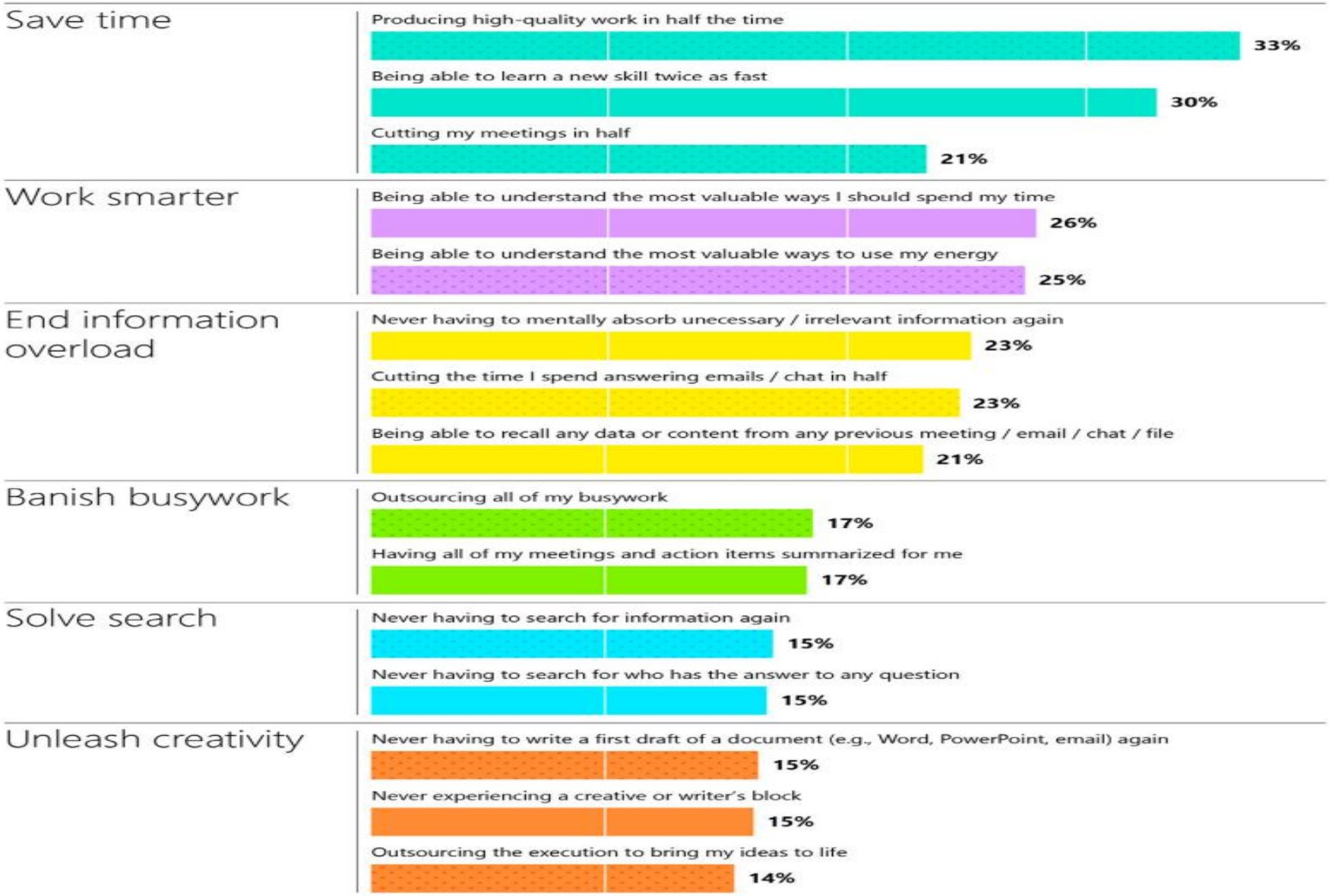
Digital Transformation

AI Transformation

The potential for meaningful business impact is real

Microsoft

What employees want from AI



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Key use cases 4 Generative AI

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68%

of people say they struggle with the pace and volume of work, and 46% feel burned out.

85%

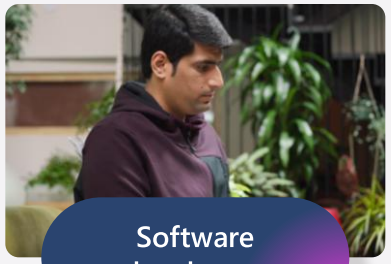
of emails are read in under 15 seconds, and the typical person has to read about four emails for every one they send.

People still spend

60%

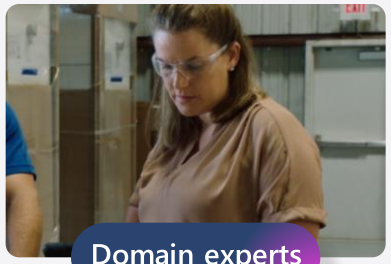
of their time on emails, chats, and meetings, and only 40% creating.

Unlock productivity with Copilot



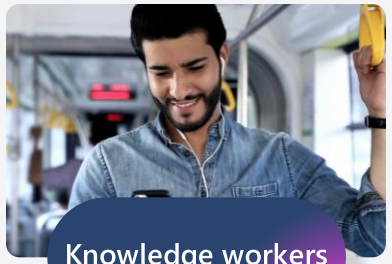
Software developers

Code
55% faster



Domain experts

Create
workflows
in half the time

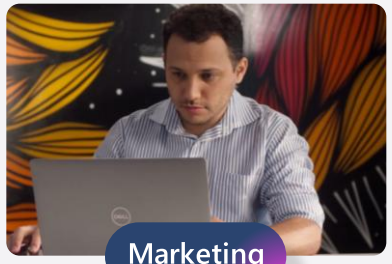


Knowledge workers

Complete tasks
37% faster

Employee performance

Reduce
employee
attrition by 20%

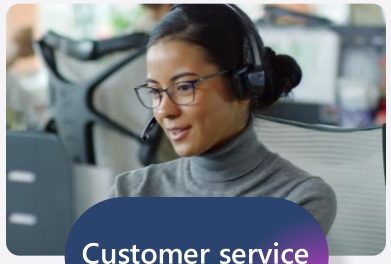


Marketing

67% say it saves them time, and 50% say it improves the quality of their work

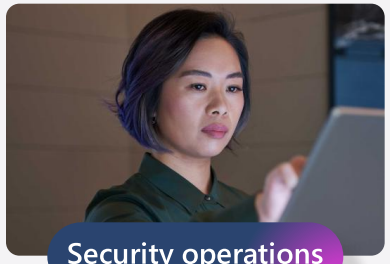
Sales

Streamline the process of checking and answering emails



Customer service

Resolve 14%
more
customer issues
per hour



Security operations

Respond to
threats in
minutes, not
hours

Industry

Reduce physician burnout by 70%

MS Copilot At-a-Glance

Copilot (Formerly Bing Chat Enterprise)

Copilot for Web

Better Q&A and task completion

Better interaction with web content

Microsoft 365 Copilot

Copilot for Productivity

Better reading and writing assistance

Better e-mail management

Better data analysis

Better presentations

Better Meetings

Better knowledge management

Microsoft Designer

Copilot for Creativity

Better digital creations

Windows Copilot

Copilot for Everyday

Better interaction with OS, apps, and files

Sales Copilot

Copilot for Business

Better sales and customer support

Security Copilot

Copilot for Security

Better threat detection, identification, and mitigation

GitHub Copilot

Copilot for Development

Better code development

Power Platform Copilot

Copilot for Low/ No Code Development

Better creation of apps, workflows, and agents

Power Bi Copilot

Copilot for Analytics

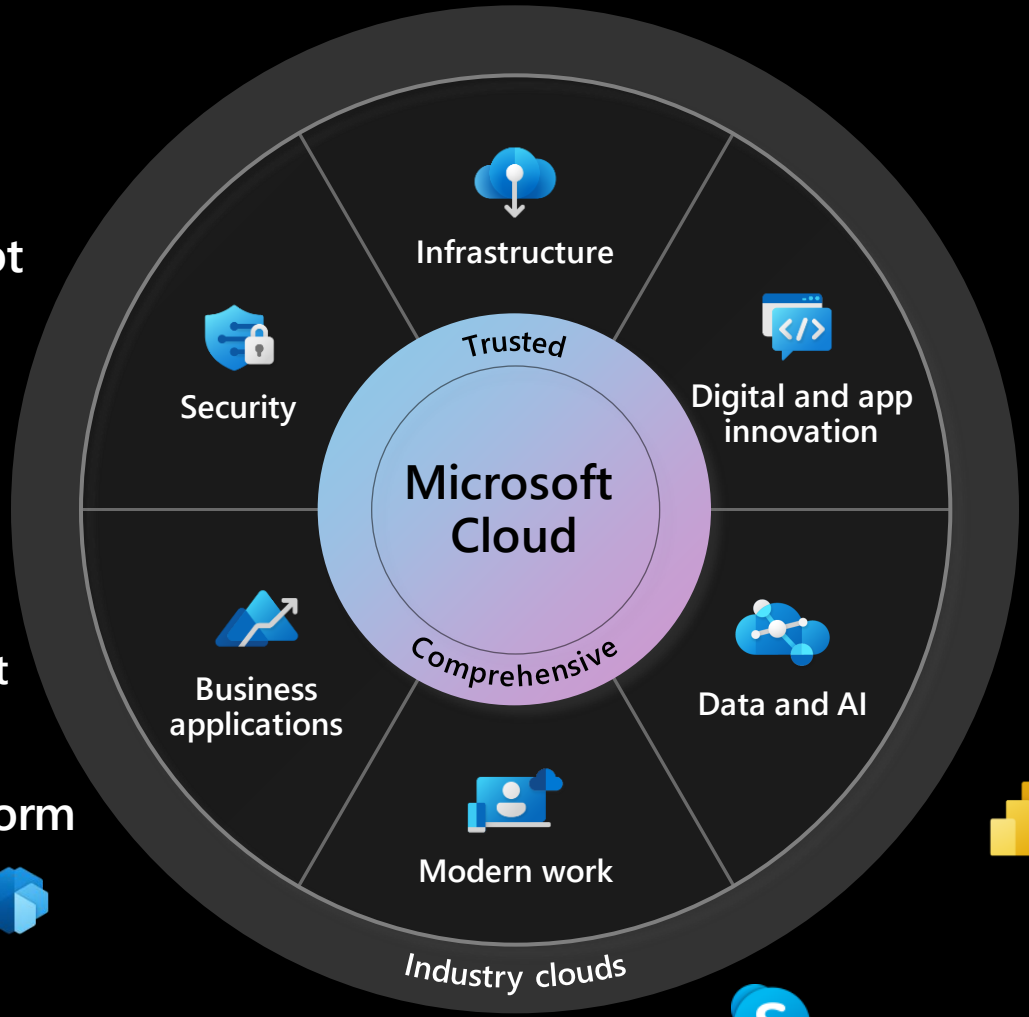
Better data analytics and business intelligence

Microsoft Supports Government Customers

OpenAI

Microsoft Security Copilot

GitHub Copilot



Microsoft Dynamics 365 Copilot

Azure OpenAI Service

NUANCE

Power Platform

Power BI

Microsoft 365 Copilot

Windows 11

Key considerations for AI transformation

- Where will you focus your **AI innovation?**
- Which **employees** will you enable and why?
- Where will you apply AI to serve **people** better?
- Where will you apply AI to **streamline government operations?**
- Is your **data in order** to fuel this innovation?
- Where will you **build?** Where will you **partner?**
- Is your platform designed to **simplify** AI development?
- How will you organize for **success?**