# Exploring the Power of AI Agents

September 25, 2025
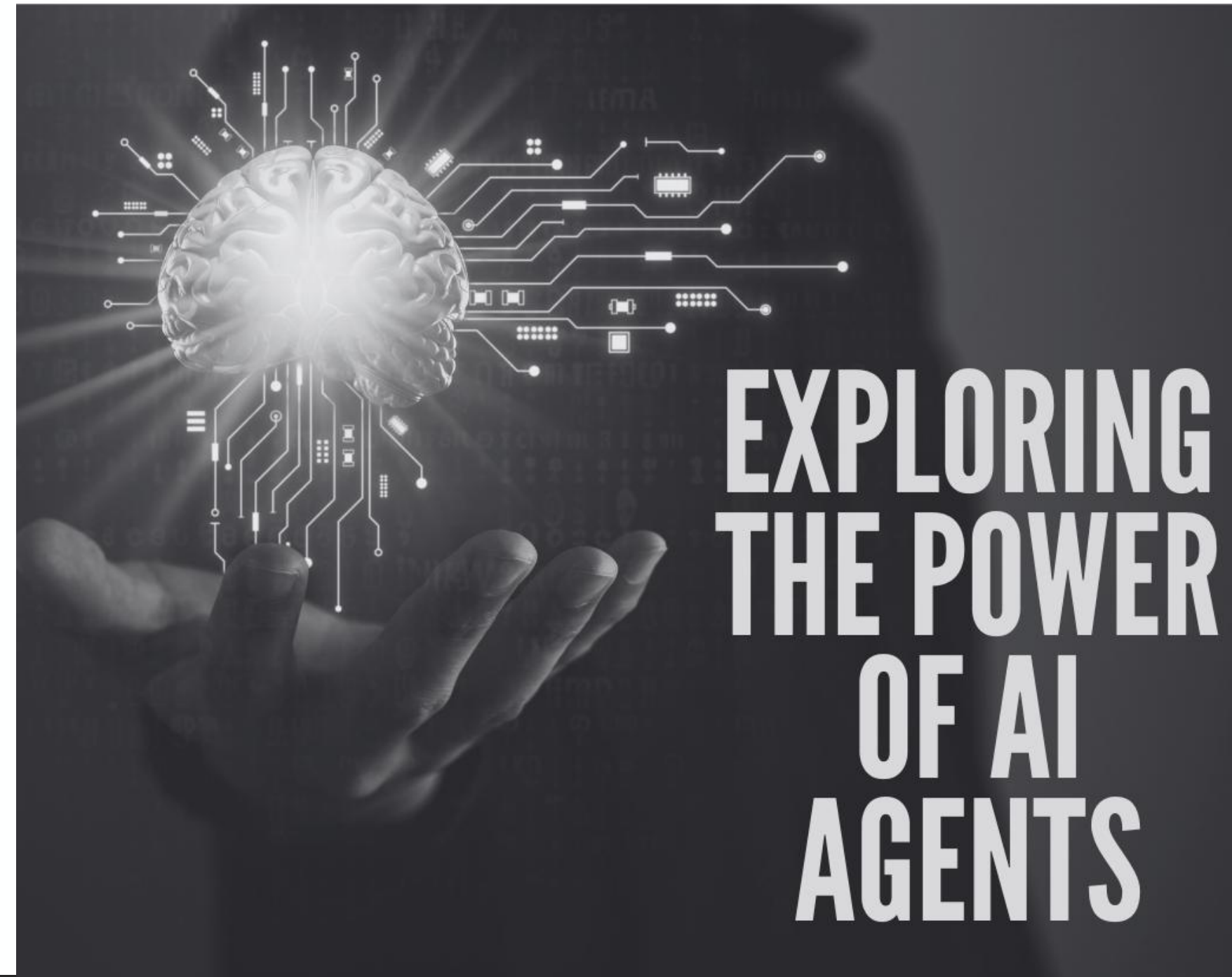
# Meet Your Presenters

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Data & AI Practice Director

Email | LinkedIn

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Senior Data & AI Architect

Email | LinkedIn

# Housekeeping Items

## CONTENT AVAILABILITY

- The recording and slide deck will be sent to all registrants via email.

## NEED YOUR INPUT

- We will be polling the audience during this webinar. Your input will shape the discussion!

## CHAT AWAY!

- Let's keep it interactive! In addition to the polls, we will watch the chat and reply whenever possible.

# What We Do

## Microsoft 365

- Exchange Online
- OneDrive
- Microsoft Teams Phone, Meetings, Rooms
- Endpoint Management
- SharePoint
- Microsoft 365 Copilot

## Data, AI, Apps & Automation

- Azure
- Azure Open AI
- Custom Agents
- Microsoft Power Platform
- Microsoft Fabric

## Security & Compliance

- Microsoft 365 Security
- Microsoft Intune
- Microsoft Purview
- Azure Security
- Arctic Wolf
- ThreatDefender MXDR

## Disaster Recovery

- Azure Site Recovery
- Nutanix
- Zerto (HPE)

## Cloud Data Protection

- Rubrik
- Cohesity

## Microsoft Azure

- Azure Migrations
- Entra ID
- Azure Storage
- Azure VMware Solution
- Nutanix Cloud Clusters

## Modern Datacenter Architecture

- Nutanix
- Cohesity
- Cisco
- VMware (Broadcom)
- Pure Storage

## Business Transformation Services

- Organizational Change Management
- Strategic Advisory Services
- Cloud Service Provider
- Licensing Optimization
- ROI Optimization
- Operational Alignment
- ERP System Deployment

## Networking

- Cisco
- Meraki

## Virtual Desktops

- Azure Virtual Desktop
- Citrix
- Horizon

# How We Do IT

> "eGroup Enabling Technologies has a plan and process to facilitate successful adoption of complex technology. Their approach is very practical, and end-user focused and has helped us plan and communicate better and respond more effectively across the company.
>
> Neal Guernsey CIO at SGT

## Consulting & Advisory

- Strategic Planning
- Tabletop Exercises
- Roadmaps & Budget
- Incident Response Planning
- Cost Optimization
- ROI Optimization
- Operational Alignment
- ERP System Deployment
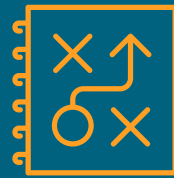
## Planning & Design

The core of every successful initiative starts with thoughtful planning, design, and a shared vision for the outcome(s) desired.

## Pilot & Execute

Project success is founded in the validation of outcomes through testing. Meeting project timelines is achieved through the swift execution of planned tasks.

## Managed Services

- ThreatDefender MXDR
- Managed Azure
- Managed AVD
- Managed Servers
- Managed Endpoints
- Managed DR
- Managed Backup

Organizational Change Management (OCM)

# Why We're Different

- 9x Microsoft Partner of the Year
- 30+ Years of Experience
- Year-Over-Year 98%+ Customer Satisfaction Score
- Strategic Advisory Services
- Award-Winning Organizational Change Management Team
- Nutanix Premier Partner

- Fully-Internal; U.S. based Managed Services Team
- Our Managed Security Services Team customizes response mechanisms (integrate vs. overwrite) with the client's current operations and processes
- Microsoft Intelligence Security Association (MISA) Member

## OUR MICROSOFT ADVANCED SPECIALIZATIONS

### AI Business Solutions
- Teamwork Deployment
- Calling for Teams
- Endpoint Management
- Organizational Change Management

### Security
- Information Protection & Governance
- Threat Protection
- Identity & Access Management
- Cloud Security

### Cloud & AI Platforms
- Azure Virtual Desktop
- Azure VMware Solution
- Infra and Database Migration to Azure

**eGroup**
ENABLING TECHNOLOGIES

## Goal

To explore the more advanced agentic AI features and functionality in Copilot Studio with a focus on task-based and autonomous agents.
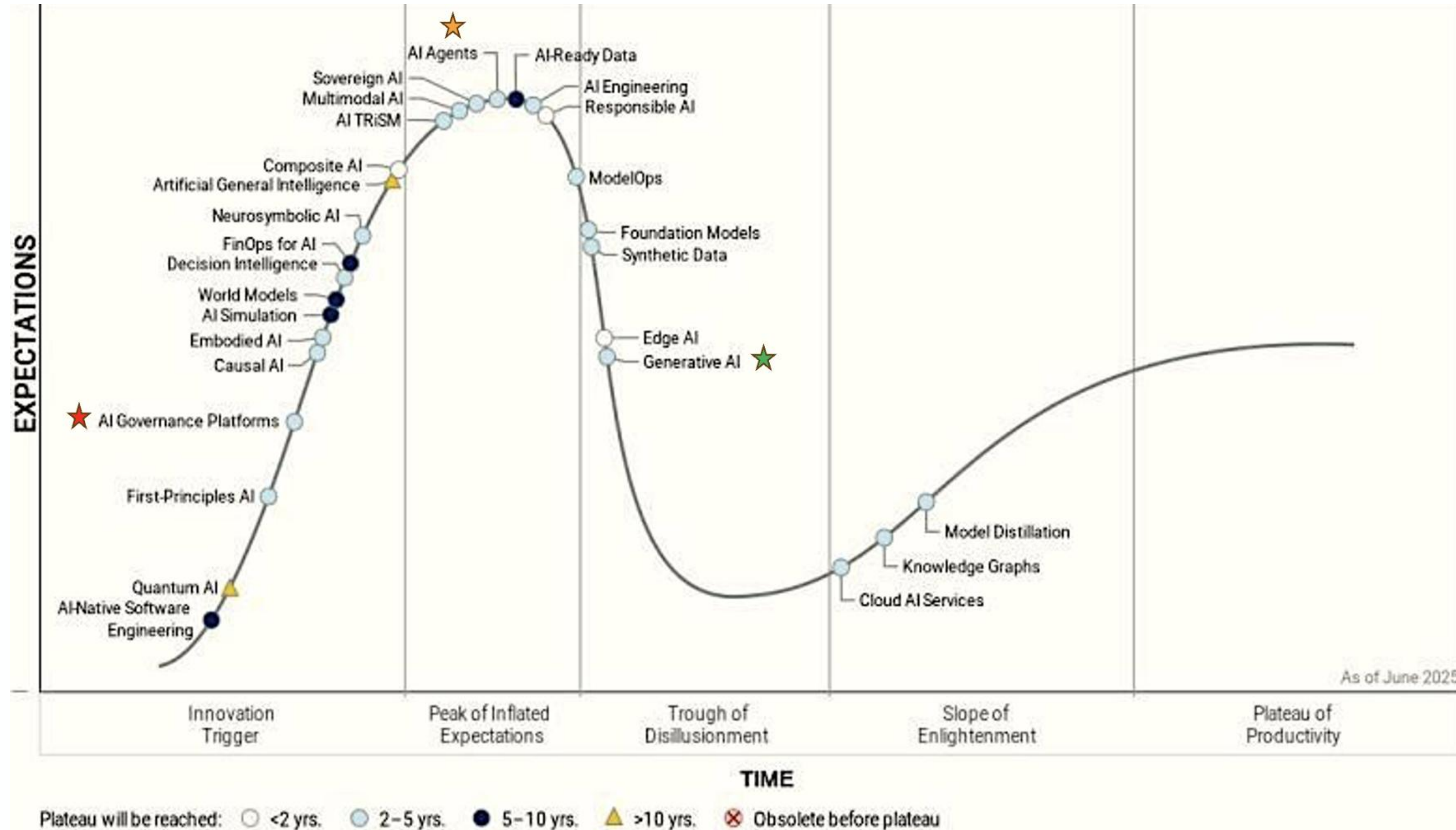
## Agenda

1. AI is a Journey
2. Public Sector Use Cases
3. Tool Strategies
4. Use Case Discovery
5. Next Steps

eGroup
ENABLING TECHNOLOGIES

# Hyper Cycle for AI, 2025 (Gartner)

# Breaking Through the Disillusionment

## KNOW WHEN TO USE IT

Generative AI is not a search engine; it is a creation engine.

## ACCEPT MISTAKES

All AI will make mistakes, so trust in value and verify accuracy.
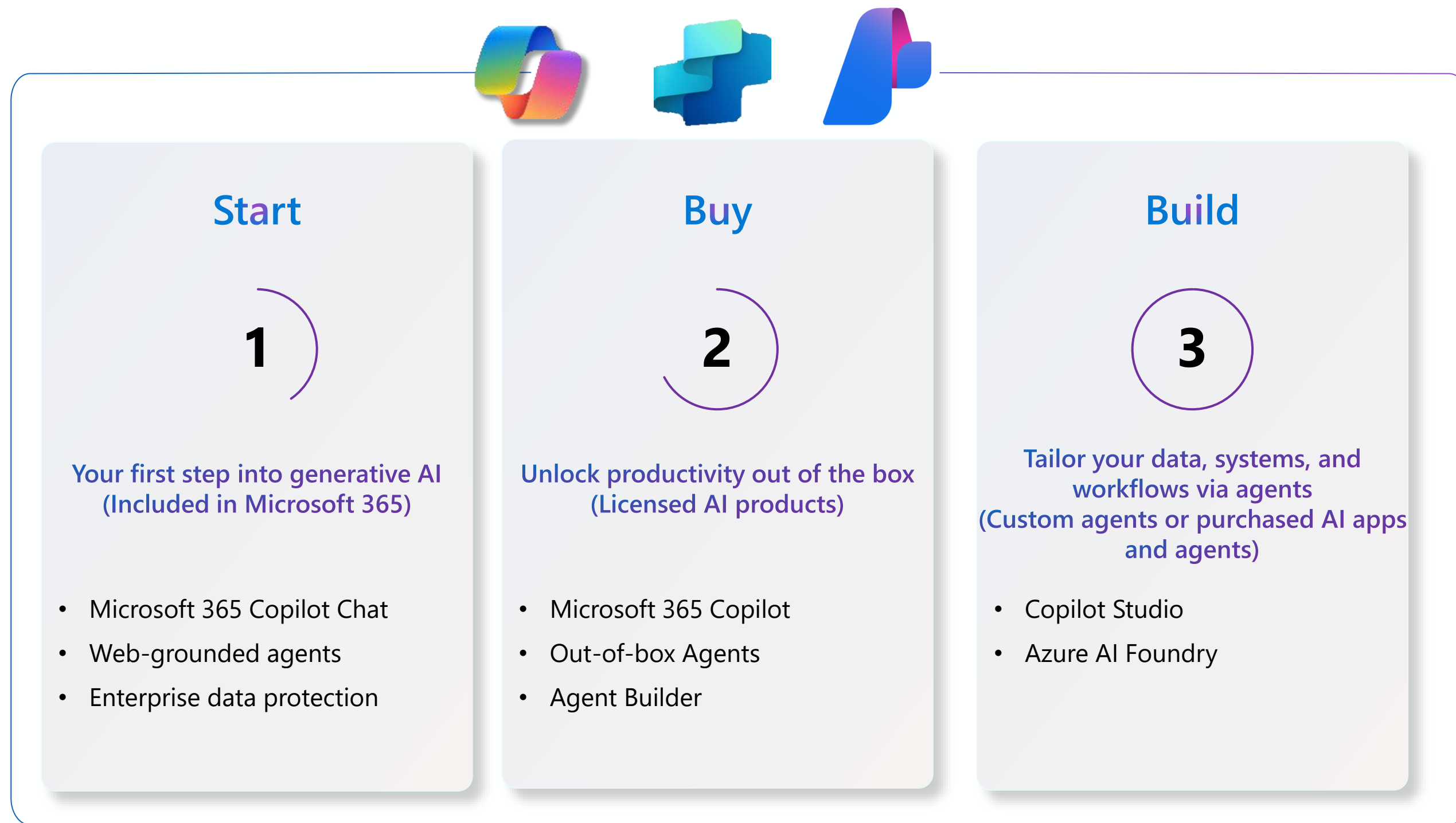
## CLEAN YOUR DATA

Govern the knowledge sources fed to AI to get better results.

## KEEP TRYING

The technology is evolving very quickly; if it doesn't work today, it might work next week.

# Agentic AI Options

## Start

**1**

**Your first step into generative AI**
**(Included in Microsoft 365)**

- Microsoft 365 Copilot Chat
- Web-grounded agents
- Enterprise data protection

## Buy

**2**

**Unlock productivity out of the box**
**(Licensed AI products)**

- Microsoft 365 Copilot
- Out-of-box Agents
- Agent Builder

## Build

**3**

**Tailor your data, systems, and**
**workflows via agents**
**(Custom agents or purchased AI apps**
**and agents)**

- Copilot Studio
- Azure AI Foundry

# Mix and Match Agents

| | Simple ──────── | ──────────────── | ──────── Advanced |
|---|---|---|---|

**Simple** ———————————————————————————————— **Advanced**

### M365 Copilot
**For End Users**
Declarative agents*

### Copilot Studio
**For Makers**
Declarative or custom-engine agents*

### Copilot Studio + Azure AI
**For Developers**
Custom-engine agents*

**Knowledge** ← Microsoft Graph & connectors ———————————————— Custom RAG on any data →

**Actions** ← Retrieval Only ——————————————————————————— Task / Autonomous →

**Channels** ← Microsoft 365 Only —————————————————— Multiple Internal & External Channels →

**$30/User/Month License**

**$210/25,000 Transactions/Month OR Pay as You Go (No User Licenses)**

**Consumption Model Based on Services Used**

★ Custom agents do NOT require a M365 Copilot license.

★ Most custom agent usage is free for M365 Copilot licensed users.

* Declarative = prompts handled by Microsoft 365 Copilot; Custom-engine = prompts handled by custom AI engine (i.e., orchestrator and foundation models)

# Agent Content Security

## Security Through EXCLUSION
## (Microsoft 365 Copilot)

**REMOVE** select SharePoint sites from the AI knowledge/brain.

M365 Tenant
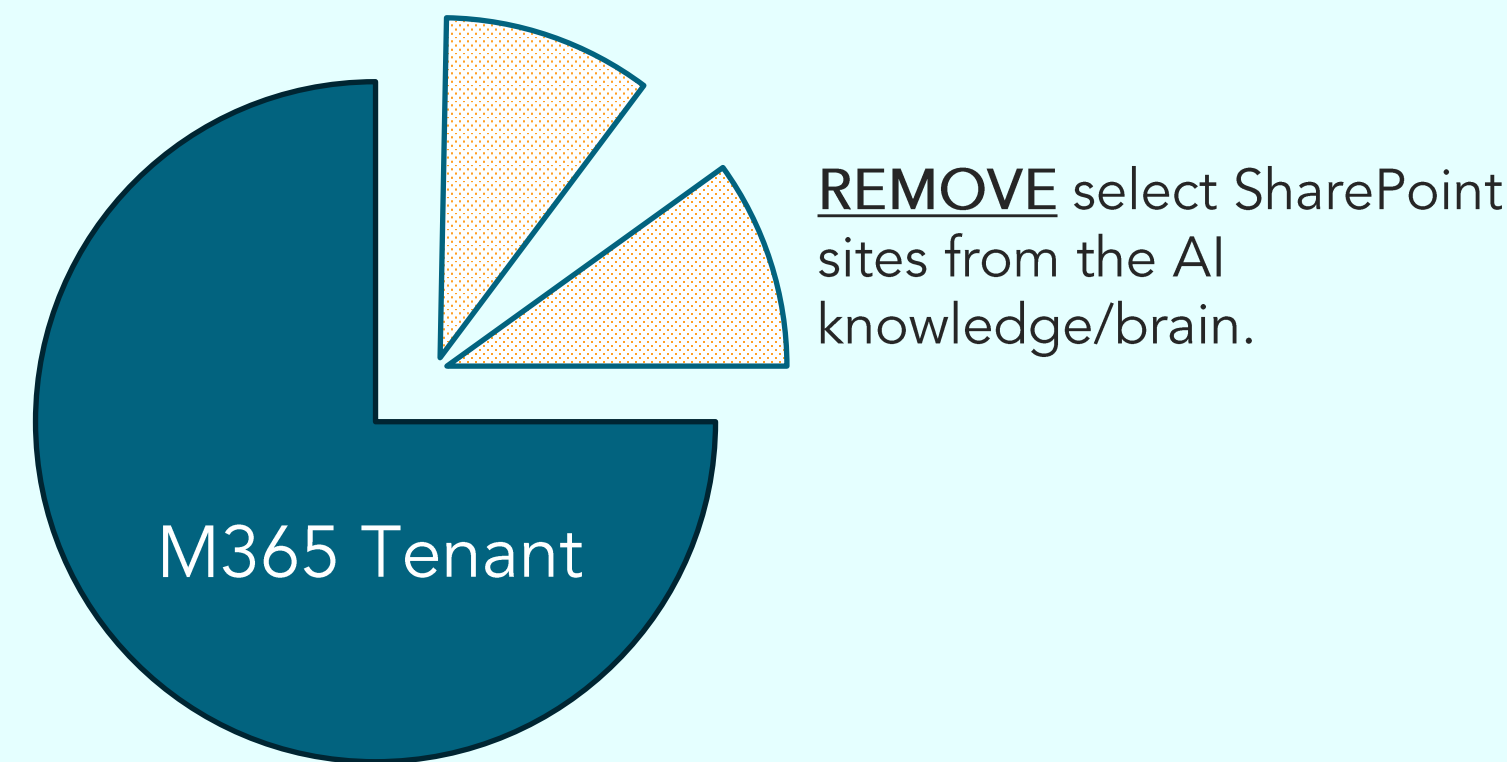
| PROS | CONS |
|---|---|
| Quickly remove areas of concern from discovery. | Removes entire SharePoint sites/no fine tuning. |
| Deploy M365 Copilot while cleaning up content access. | Disables SharePoint search on excluded sites. |
| | Might still miss content in other sites. |

## VS

## Security Through INCLUSION
## (Custom Agents)

**ADD** select SharePoint sites and/or documents to the AI knowledge/brain.

M365 Tenant
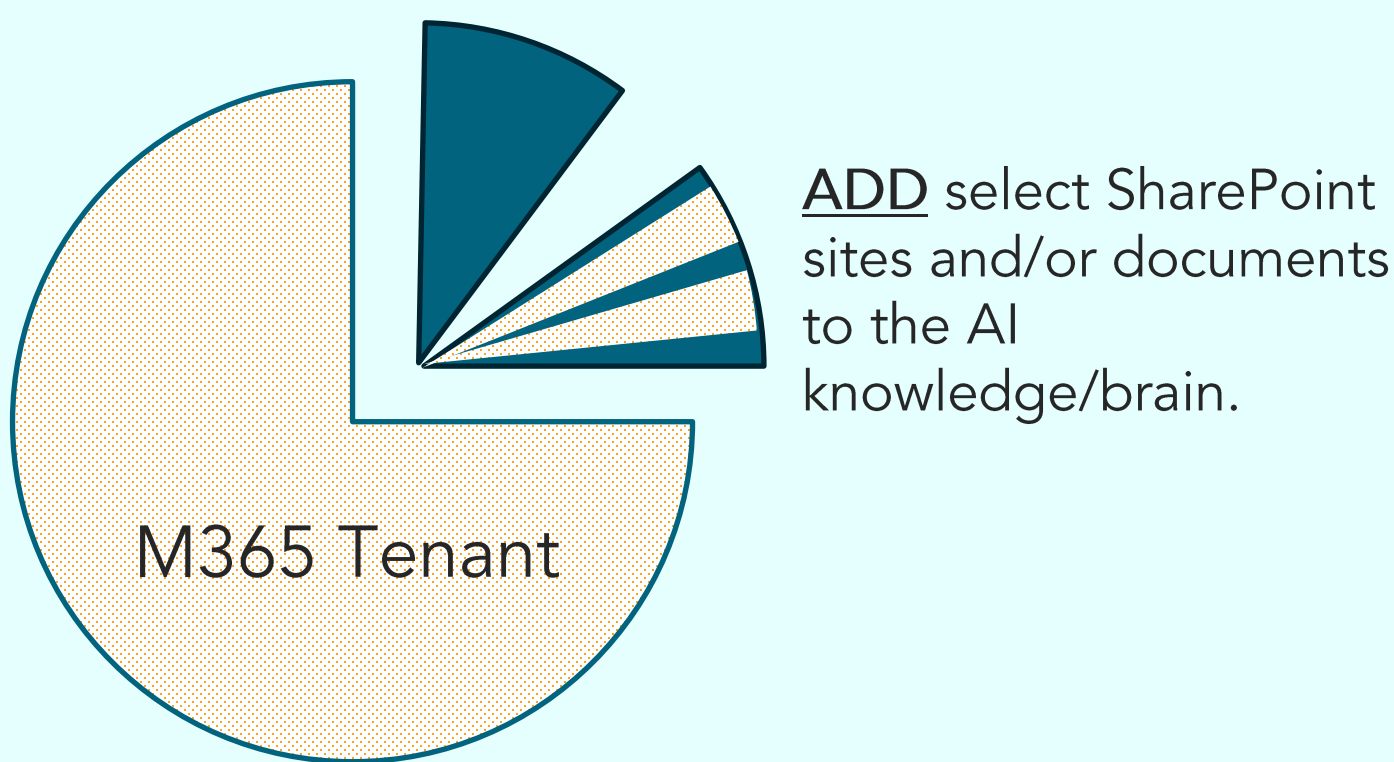
| PROS | CONS |
|---|---|
| Takes a surgical approach to including content. | Requires development of a custom agent. |
| Focus the AI on the content that is relevant to its function and audience. | |
| Answers are more complete. | |

# Agent Types

Copilot agents are AI assistants that can help optimize business processes and enhance productivity

Copilot agents vary in level of complexity and capabilities depending on your need

Simple                                                                                          Advanced
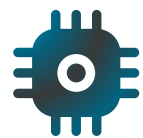
## Retrieval
Retrieve information from grounding data, reason, summarize, and answer user questions

Copilot Chat agents with Agent Builder or Custom agents with Copilot Studio

## Task
Take actions when asked, automate workflows, and replace repetitive tasks for users
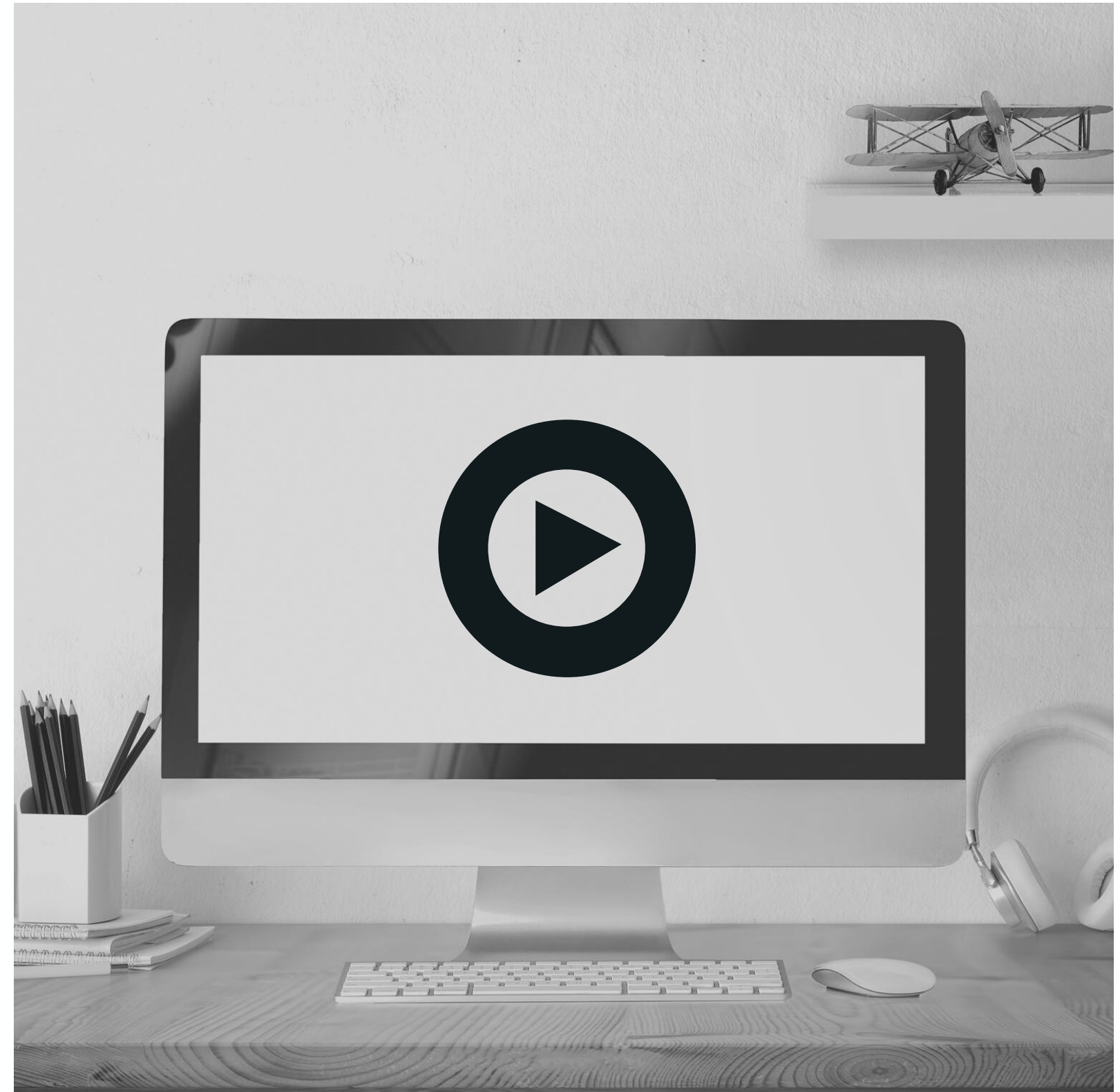
Custom agents with Copilot Studio

## Autonomous
Operate independently, dynamically plan, orchestrate other agents, learn and escalate

Custom agents with Copilot Studio

# Agent Demo

# eGroup's AI Strengths

## ACQUIRE

1. License Procurement
2. Cloud Solution Provider Plans

## IMPLEMENT

1. Readiness
   - AI in a Day Envisioning
2. Validate
   - AI Foundations Assessment
   - AI Road Mapping
   - AI Solution Design
3. Implement
   - M365 Copilot Deployment
   - Agent in a Box
   - Custom AI Solutions

## MANAGE

1. AI as a Service
2. AI Solution Management