



# Microsoft SMB Hänt Extra oktober 2024

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PSA Copilot



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## Agenda

- Copilot Wave 2
- Copilot - Partner as Customer Zero
- NIS2-direktivet med nya regulatoriska krav
- Surface – Copilot+PC
- Kommande träningar
- Q&A

Wave 2



Microsoft 365  
Copilot

### Recap a meeting



- Draft an email with notes and action items from **meeting**

### Summarize an email thread



- Click on the Summarize icon

### Draft an email



- Draft an email to [name] that informs them that Project X is delayed two weeks. Make it short and casual in tone.

### Summarize a document



- Give me a bulleted list of key points from **file**



## Över 150 nya Copilot funktioner sedan årsskiftet

### Tell me about a topic/project



- Tell me what's new about **topic** organized by emails, chats, and files?

### Give me some ideas for ...



- Suggest 10 compelling taglines based on **file**

### Help me write...



- Generate three ways to say [x]

### What did they say ...



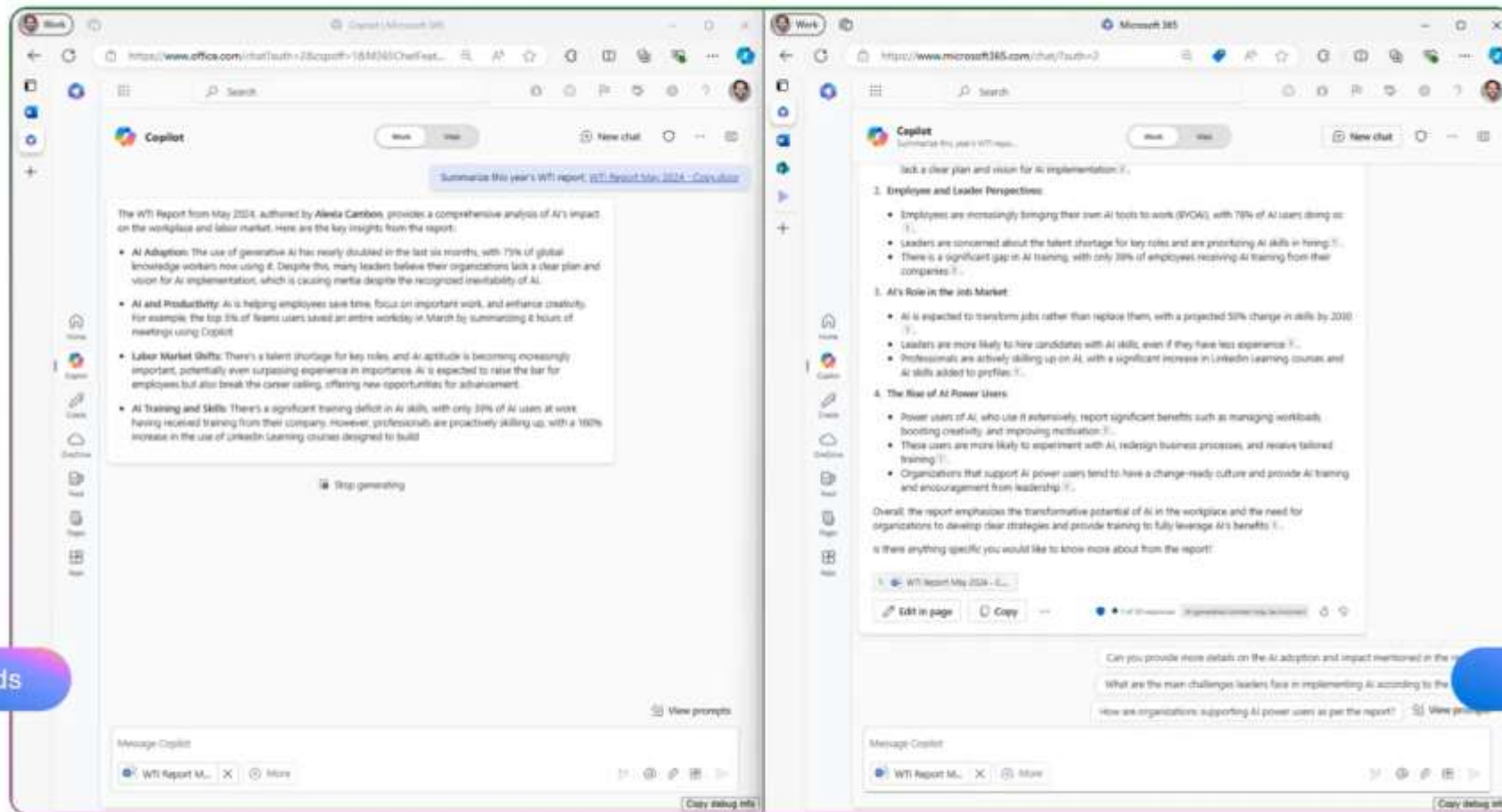
- What did **person** say about **topic**

# UI for AI



# Improving performance by moving to GPT4.o

Prompt: Summarize this year's WTI report [attach file]



# Improving quality by moving to GPT4.o



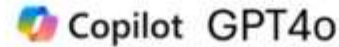
Certainly! Here are some recent news highlights related to Microsoft Teams, along with their sentiment:

- 1. Customize Draft Messages with Copilot:** In June 2024, Microsoft Teams introduced enhancements, including the ability to customize draft messages using Copilot. Users can instruct Copilot to adjust their messages based on custom prompts, such as adding a call to action, making it persuasive, or converting it into a list with inclusive language <sup>1</sup>.
- 2. Inclusive Reactions:** Microsoft Teams is working on an update that allows users to select their preferred skin tone for reactions, making video calls more inclusive <sup>2</sup>.
- 3. Customizable Notification Sounds:** Soon, users will be able to change the sound of their Microsoft Teams notifications to their liking, helping them stay focused and avoid distractions <sup>3</sup>.
- 4. Associate Insights App Template:** The new Associate Insights App template empowers Firstline staff to capture customer feedback quickly and securely within Microsoft Teams, using the low-code/no-code Power Platform <sup>4</sup>.
- 5. Sentiment Analysis for Teams:** Organizations can use sentiment analysis in Microsoft Teams to protect data and defend against insider risks. It helps identify potential issues and sentiments within communication tools like Teams <sup>5</sup>.

Remember that these updates aim to enhance productivity and user experience. If you have any specific questions or need further details, feel free to ask! 😊

Learn more <sup>1</sup> [techcommunity.microsoft.com](#) <sup>2</sup> [techradar.com](#) <sup>3</sup> [techradar.com](#) <sup>+2 more</sup>

👍 🗑️ 📄 ⬇️ 🔊 1 of 30 responses AI-generated content may be incorrect



## Positive News

- 1. What's New in Microsoft Teams | June 2024:** Microsoft introduced exciting enhancements to Microsoft Teams in June 2024, including new meeting organizer controls, intelligent message translation, and customizable draft messages with Copilot <sup>1</sup>.
- 2. Introducing the new Microsoft Teams:** Microsoft launched a public preview of the new Microsoft Teams app for Windows, which is built on a foundation of speed, performance, flexibility, and intelligence <sup>2</sup>.
- 3. Build community with new Microsoft Teams features:** Microsoft announced significant updates to the free version of Microsoft Teams, allowing collaboration with communities on Windows 11 devices, iOS, and Android <sup>3</sup>.

## Neutral News

- 1. New Microsoft Teams is live — here's the 3 biggest upgrades:** Microsoft launched a preview of the new Teams for businesses, highlighting improvements such as 50% faster performance, a redesigned layout, and AI-powered features <sup>4</sup>.
- 2. What's new in Microsoft Teams - Microsoft Support:** Microsoft Teams introduced collaborative notes for channel meetings, catch-up on meetings from chat, and more conversation features with Copilot <sup>5</sup>.

## Negative News

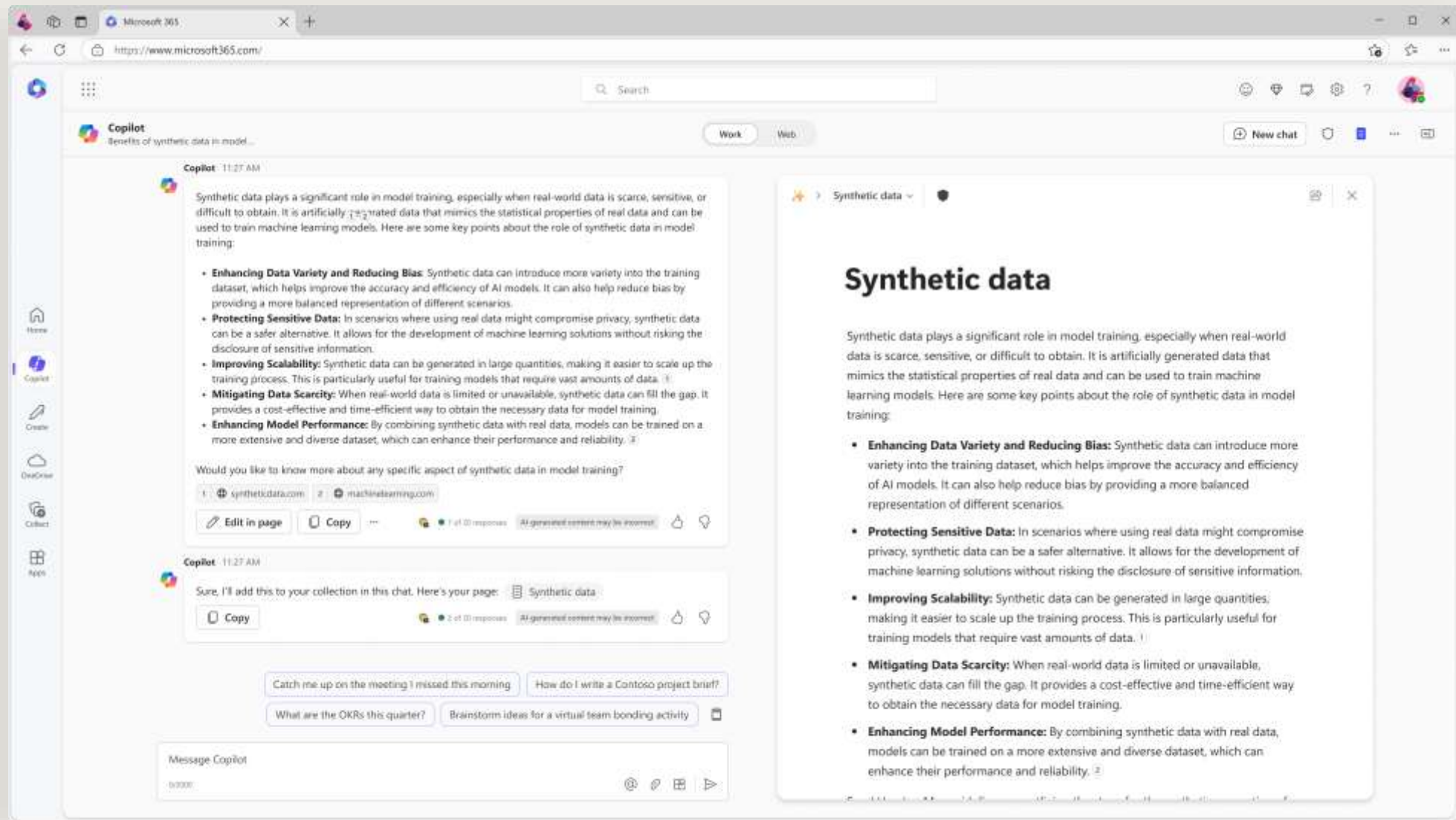
- 1. Big news — Microsoft Teams will now be completely separate from the rest of Office:** Microsoft confirmed changes to separate Teams from the rest of Office, potentially facing fines for bundling products together <sup>6</sup>.

I hope this helps! Let me know if you need more information.

Learn more <sup>1</sup> [techcommunity.microsoft.com](#) <sup>2</sup> [microsoft.com](#) <sup>3</sup> [microsoft.com](#) <sup>+3 more</sup>

👍 🗑️ 📄 ⬇️ 🔊 AI-generated content may be incorrect

# Copilot Pages





# Copilot in Excel

The screenshot shows the Microsoft Excel interface with the Copilot feature enabled. The main window displays a spreadsheet titled "EV Charger - Sales Analysis.xlsx" with columns for Date, Product ID, Product Name, Category, Sales Channel, Units Sold, and Total Revenue. The data spans from August 2024 to July 2024, listing various charger models and their sales performance.

On the right side, the Copilot pane is active, showing a prompt: "Highlight any rows where chargers have less than \$100K in revenue in red." Below the prompt, it says: "Sure! Looking at B2:H4538, here's 1 conditional formatting rule to review and apply:"

The Copilot suggests a custom formula: "Apply a conditional format on cells in Sales/Unique? body using the formula below"

- Fill color: red
- Font color: black

The formula provided is: `=AND(ISNUMBER(SEARCH("Chargers", $E3)), $H3<100000)`

Below the formula, there is a "Finish up..." section with a "Stop generating" button.

At the bottom of the Copilot pane, it says: "Using this workbook" and "Ask a question, or tell me what you'd like to do with B2:H4538"

# Copilot in Excel with Python

The screenshot displays the Microsoft Excel interface with a sales data table and the Copilot sidebar on the right.

**Excel Interface:**

- File Name:** EV Charger - Sales Analysis v02
- Formulas Bar:** = Total Revenue
- Table Headers:** Date, Product ID, Product Name, Category, Sales Channel, Units Sold, Total Revenue

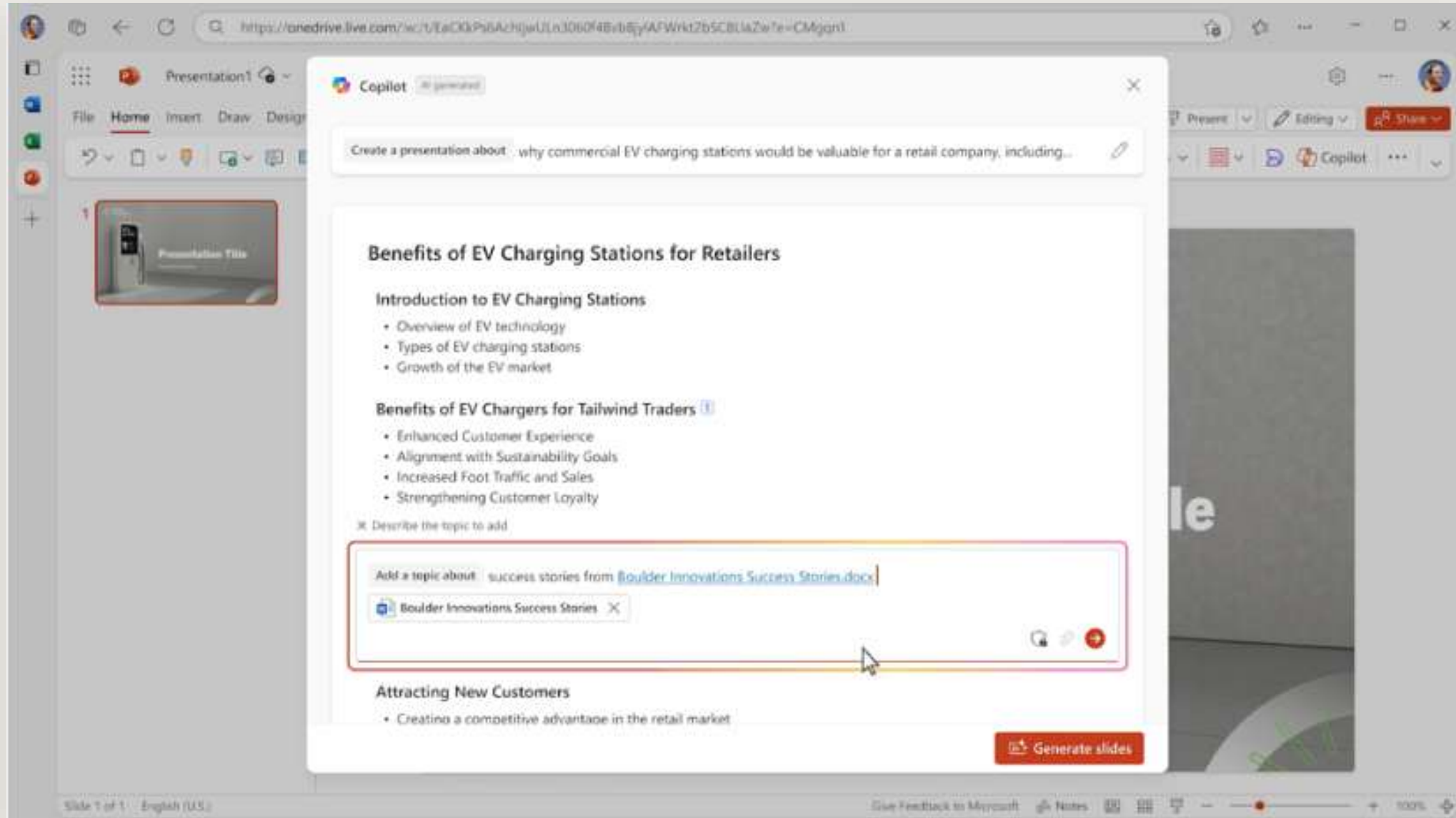
**Sales Data Table:**

Date	Product ID	Product Name	Category	Sales Channel	Units Sold	Total Revenue
Aug-2024	FC-3001	Basic	Fast Chargers	Direct	118	\$ 1,327,500.00
Aug-2024	FC-3002	Plus	Fast Chargers	Direct	112	\$ 1,050,000.00
Aug-2024	CC-2001	Standard	Commercial Chargers	Distributor	101	\$ 340,875.00
Aug-2024	CC-2002	Advanced	Commercial Chargers	Direct	99	\$ 445,500.00
Aug-2024	CC-2003	Standard	Commercial Chargers	Direct	97	\$ 327,375.00
Aug-2024	CC-2002	Advanced	Commercial Chargers	Distributor	97	\$ 436,500.00
Aug-2024	CC-2003	Pro	Commercial Chargers	Direct	92	\$ 621,000.00
Aug-2024	HC-1002	Plus	Home Chargers	Retail	90	\$ 112,500.00
Aug-2024	FC-3003	Premium	Fast Chargers	Direct	86	\$ 1,935,000.00
Aug-2024	CC-2003	Pro	Commercial Chargers	Distributor	81	\$ 546,750.00
Aug-2024	HC-1003	Premium	Home Chargers	Retail	79	\$ 112,500.00
Aug-2024	HC-1001	Basic	Home Chargers	Retail	75	\$ 75,000.00
Aug-2024	HC-1002	Plus	Home Chargers	Direct	72	\$ 90,000.00
Aug-2024	PC-4001	Standard	Public Chargers	Direct	65	\$ 202,500.00
Aug-2024	HC-1003	Premium	Home Chargers	Direct	60	\$ 90,000.00
Aug-2024	HC-1001	Basic	Home Chargers	Direct	60	\$ 60,000.00
Aug-2024	FC-3001	Basic	Fast Chargers	Distributor	50	\$ 562,500.00
Aug-2024	PC-4003	Pro	Public Chargers	Direct	48	\$ 1,000,000.00
Aug-2024	FC-3002	Plus	Fast Chargers	Distributor	48	\$ 450,000.00
Aug-2024	FC-3003	Premium	Fast Chargers	Direct	44	\$ 990,000.00
Aug-2024	FC-3003	Premium	Fast Chargers	Distributor	44	\$ 990,000.00
Aug-2024	PC-4002	Advanced	Public Chargers	Direct	42	\$ 472,500.00
Aug-2024	FC-3002	Plus	Fast Chargers	Direct	39	\$ 365,625.00
Aug-2024	FC-3002	Plus	Fast Chargers	Distributor	38	\$ 365,625.00
Aug-2024	FC-3003	Premium	Fast Chargers	Distributor	36	\$ 910,000.00
Aug-2024	FC-3001	Basic	Fast Chargers	Direct	35	\$ 393,750.00
Aug-2024	FC-3001	Basic	Fast Chargers	Distributor	30	\$ 393,750.00
Jul-2024	HC-1003	Premium	Home Chargers	Direct	33	\$ 48,500.00
Jul-2024	HC-1001	Basic	Home Chargers	Direct	28	\$ 28,000.00
Jul-2024	PC-4001	Standard	Public Chargers	Distributor	27	\$ 121,500.00
Jul-2024	HC-1002	Plus	Home Chargers	Direct	27	\$ 33,750.00
Jul-2024	HC-1003	Premium	Home Chargers	Direct	25	\$ 37,500.00
Jul-2024	HC-1002	Plus	Home Chargers	Direct	25	\$ 31,250.00

**Copilot Sidebar:**

- Suggest a formula column**
- Understand**  
Summarize using PivotTables or charts
- Advanced analysis**  
Get deeper analysis results using Python
- Apply color and formatting**  
Highlight all cells with (incomplete in red)
- Ask Copilot**  
How do I sum values based on (criteria)
- Chat history**
- Show data insights**
- Show a suggestion for a formula column**
- Suggest conditional formatting**
- Send this feedback**
- Ask a question, or tell me what you'd like to do with this workbook**

# Copilot in PowerPoint



# Copilot in Outlook

FocusedOther

High priority

Colin Ballinger

Re: Inquiry of level of su... (2) 9:30 AM

Provide input on urgent issue

Celeste Burton

Charging stations for Europ... 8:22 AM

Customer ask about localization

Elvia Atkins

Issue with on-site visits 12:55PM

Customer issue needs attention

Celeste Burton

International Sales Data Sync D... 12:55PM

Delay in sales data

Normal priority

Wanda Howard

Potential Collaboration on Digit... 8:00 AM

We're planning a new digital marketin...

Miguel Garcia

Feedback on RFP 8:14 AM

Hi Samantha, I've gone through the ini...

Daisy Philips

Quarterly sales report Q2 6:22 AM

I wanted to give you an update on the...

Re: Inquiry of level of support in sales agreement General

Summary by Copilot

Tailwind Traders is asking for additional on-site vis add-on services. Urgent input is required by 5pm.

Lydia Bauer is asking about increasing on-site visits t quarter. 1

Level of support and service availability was confirme

Lydia Bauer is reviewing her budget and needs a res

Colin asked you to look into the sales agreement and

AI-generated content may be incorrect

Colin Ballinger

To: Boulder Innovation Support Lydia Bauer Kat Larson

Hi Kat,

I'm bringing you into this conversation to assist with Lydia's request from Tailwind Traders. They're looking to add an additional on-site visit for each of their charging stations.

She is on a pretty tight schedule so while I work on updating the sales request – Would you please help us understand by 5pm tomorrow if the current sales agreement supports that or if there would be an additional cost for those visits?

Let me know if you need anything from us.

Thanks,  
Colin Ballinger  
Boulder Innovation

Priority

This message is High priority

Help Copilot learn by telling it what is important (optional) :

People, topics, or anything else Copilot needs to know...

Tailwind Traders

Lydia Bauer

DoneCancel



# Copilot in Teams

The screenshot displays the Microsoft Teams interface during a meeting titled "RFP Discussion". The top navigation bar includes a search bar and a "Join" button. The left sidebar shows standard Teams navigation icons. The main content area is divided into several sections:

- Meeting Video:** A large video player showing the meeting content. Below the video, a "Speakers" section lists participants: Aadi Kapoor, Daniela Mandera, Babak Shammas, Kat Larsson, and Charlotte De Crum, each with a progress bar indicating their speaking time.
- Content:** A section titled "Content" with a "See all" link, displaying thumbnails for "Project Outline Ro...", "Evaluation criteria...", and "Marketing demo f...".
- Notes:** A section titled "Notes" with tabs for "Notes", "AI notes" (selected), "Mentions (3)", and "Transcript". It contains AI-generated meeting notes.
- Meeting notes:** A section titled "Meeting notes" with a "Copy all" button. It contains the following notes:
  - Evaluation Criteria:** Danielle proposed adding the following:
    - Technical:** Ray will review technical components of the RFP.
    - Cost:** Evaluations need to be done for cost-effectiveness and budget alignment. Babak will oversee this.
  - Timeline Development:** Charlotte will coordinate the project milestones.
  - Collaboration and Communication:** Aadi emphasized the importance of transparent communication with the client about the gap and our plan to address it. Kat suggested collaborating with the product team to expedite the development of the missing feature.
- Follow-up tasks:** A section titled "Follow-up tasks" with a "Show all 11 speakers" link and a "Is this info useful?" feedback prompt.

On the right side, the **Copilot** sidebar is open, showing a "Check the facts" section with a warning that a response could be inaccurate or incomplete. Below this, it says "It's your Copilot" and "Other people in the meeting can't see this conversation." A prompt "What are all the unresolved questions?" is visible, followed by a list of questions: "1. What are their budget constraints?" and "2. Have we started outlining our competitive positioning?". A "View prompts" button is at the bottom of the sidebar.

# Copilot agents

**Agent = en specialiserad  
Copilot för ett specifikt syfte**

AI assistant designed to help people automate and execute business processes, working with or for a human

# What are Copilot agents?

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



## Retrieval

**Retrieve information** from grounding data, reason, summarize, and answer user questions

Generally available



## Task

**Take actions** when asked, automate workflows, and replace repetitive tasks for users

Generally available



## Autonomous

**Operate independently**, dynamically plan, orchestrate other agents, learn and escalate

Preview

Advanced

# Spectrum of Copilot agents

## IT Helpdesk agent

How do I connect to the corporate network?



## Device Refresh agent

Request a new laptop and send approvals via IT Service tool.



## Lead Gen agent

The agent has identified and researched 15 new leads for you to review.



Simple



Advanced

## Project Tracker agent

What is the status of phase 2 for project X and the remaining budget?



## Expense Report agent

Review outstanding open purchase orders and begin financial planning.



## Customer Support agent

The agent identified new support issues and triaged to multi-agents to handle.





# Ett exempel på en Agent



## Details

[Edit](#)

### Name

Copilot Demo

### Description

None provided

### Instructions

None provided

## Knowledge

[+ Add knowledge](#)

Add data, files, and other resources to inform and improve AI-generated responses.

Allow the AI to use its own general knowledge (preview). [Learn more](#)

☒ Enabled



Dynamics 365 Product information

...



Dynamics 365 Licensing Guide - May 2024.pdf

...



<https://www.microsoft.com/en-us/dynamics-365>

...

[See all](#)

## Topics

[+ Add topic](#)

Add conversation topics to focus and guide the way your copilot answers.



Create Item in Business Central

...



Goodbye

...



Greeting

...

[See all](#)

## Actions

[+ Add action](#)


Add actions to empower the AI to complete specific tasks for improved engagement.



Run Flow to create item in Business Central

...

Details

Name  
Copilot Demo

Description  
None provided


Instructions  
None provided

Edit


Knowledge

Add data, files, and other resources to inform and improve AI-generated responses.


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Dynamics 365 Product information

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...

https://www.microsoft.com/en-us/dynamics-365

...


See all

+ Add knowledge


Enabled

Topics


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Create Item in Business Central

...

Goodbye

...

Greeting


...

See all

+ Add topic

Actions

Add actions to empower the AI to complete specific tasks for improved engagement.

Run Flow to create item in Business Central

...

+ Add action

Test your copilot

Hello, I'm Copilot Demo, a virtual assistant. Just so you are aware, I sometimes use AI to answer your questions. If you provided a website during creation, try asking me about it! Next try giving me some more knowledge by setting up generative AI.

Just now

give me some examples of customers innovating using dynamics 365

Just now

As per the information available, customers like Walgreens and Boots Alliance, Inc. have utilized Microsoft Dynamics 365 Customer Insights to deliver more engaging and tailored healthcare and shopping experiences while safeguarding patient and customer privacy choices [1]. Chipotle leveraged Dynamics 365 to gain a deeper understanding of individual customer preferences, track key performance indicators, and improve marketing efforts [1]. Leatherman used customer journey orchestration to create personalized customer journeys and enhance user experience continuity on their online store [1]. Home Depot partnered with PromoteIQ to enhance customer engagement on its e-commerce site, generating incremental revenue and providing vendor partners with enhanced marketing controls [1].

1 reference

1 [Introducing Microsoft Customer Ex...](#)

Just now | Surfaced with Azure OpenAI

Ask a question or describe what you need

0/2000

### Details

Edit



#### Name

Copilot Demo

#### Description

None provided

#### Instructions

None provided

### Knowledge

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...

<https://www.microsoft.com/en-us/dynamics-365>

...

[See all](#)

### Topics

Add conversation topics to focus and guide the way your copilot answers.

+ Add topic

Create Item in Business Central

...

Goodbye

...

Greeting

...

[See all](#)

### Actions

Add actions to empower the AI to complete specific tasks for improved engagement.

+ Add action

Run Flow to create item in Business Central

...

Hello, I'm Copilot Demo, a virtual assistant. Just so you are aware, I sometimes use AI to answer your questions. If you provided a website during creation, try asking me about it! Next try giving me some more knowledge by setting up generative AI.

A minute ago

when should i use dynamics 365 device licenses

A minute ago

Device licenses for Dynamics 365 are intended for scenarios where multiple users share a single device to access the system, rather than each user having an individual license. This type of license is suitable when the device is used by multiple individuals who do not require individual access rights but need to interact with Dynamics 365 through that shared device [1].

1 reference ▼

1 [Citation-1](#)

A minute ago | [Surfaced with Azure OpenAI](#) | [Like](#) [Share](#)

Ask a question or describe what you need

0/2000





## Details

Edit



### Name

Copilot Demo

### Description

None provided

### Instructions

None provided

## Knowledge

Add data, files, and other resources to inform and improve AI-generated responses.

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Allow the AI to use its own general knowledge (preview). [Learn more](#)

Enabled

Dynamics 365 Product information

Dynamics 365 Licensing Guide - May 2024.pdf

<https://www.microsoft.com/en-us/dynamics-365>

[See all](#)

## Topics

Add conversation topics to focus and guide the way your copilot answers.

+ Add topic

Create Item in Business Central

Goodbye

Greeting

[See all](#)

## Actions

Add actions to empower the AI to complete specific tasks for improved engagement.

+ Add action

Run Flow to create item in Business Central

Hello, I'm Copilot Demo, a virtual assistant. Just so you are aware, I sometimes use AI to answer your questions. If you provided a website during creation, try asking me about it! Next try giving me some more knowledge by setting up generative AI.

A minute ago

Give me the the price of product coffee machine xxl in dynamics 365

Just now

The price of the product "Coffee Machine XXL" in Dynamics 365 is \$17,900 in US Dollars [1].

1 reference

1 [orgdc47f3bd.crm.dynamics.com](https://orgdc47f3bd.crm.dynamics.com)

Just now | Surfaced with Azure OpenAI |

Ask a question or describe what you need

0/2000





## Details

[Edit](#)

### Name

Copilot Demo

### Description

None provided

### Instructions

None provided

## Knowledge

[+ Add knowledge](#)

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☒ Enabled



Dynamics 365 Product information

...



Dynamics 365 Licensing Guide - May 2024.pdf

...



<https://www.microsoft.com/en-us/dynamics-365>

...

[See all](#)

## Topics

[+ Add topic](#)

Add conversation topics to focus and guide the way your copilot answers.



Create Item in Business Central

...



Goodbye

...



Greeting

...

[See all](#)

## Actions

[+ Add action](#)

Add actions to empower the AI to complete specific tasks for improved engagement.



Run Flow to create item in Business Central

...



Copilot Studio



Power Automate



Power Apps



Power BI



Power Pages

1400+ Connectors



**Copilot Demo** Overview Knowledge **Topics** Actions Analytics Channels

Create Item in Business Central

Trigger

Triggered by copilot (preview)

Describe what the topic does

This tool can handle queries like these:  
create item, add new item, insert item in Business Central, make a new item in BC, create product in Business Central

Message

To create a Business Central item, please...

Question

What is the name of the item?

Identify

User's entire response

Save user response as

Question

What is the description of the item?

Question

What is the price of the item?

Identify

Number

Save user response as

Select a variable

Action

Power Automate inputs (3)

- ItemNo (String) =
- ItemDescr (String) =
- ItemPrice (Number) =

Run a flow from Copilot

Outputs (0)

Message

Thank you for providing the item details, Th...

i want to create an item in business central

47 minutes ago

To create a Business Central item, please provide the following information:

What is the name of the item?

47 minutes ago

AmazingProduct

46 minutes ago

What is the description of the item?

46 minutes ago

Tha Amazing Product can be used for amazing stuff.

Just now

What is the price of the item?

Just now

563

Just now

Thank you for providing the item details. The item has been created with the following information:

Name: AmazingProduct

Description: Tha Amazing Product can be used for amazing stuff.

Price: 563

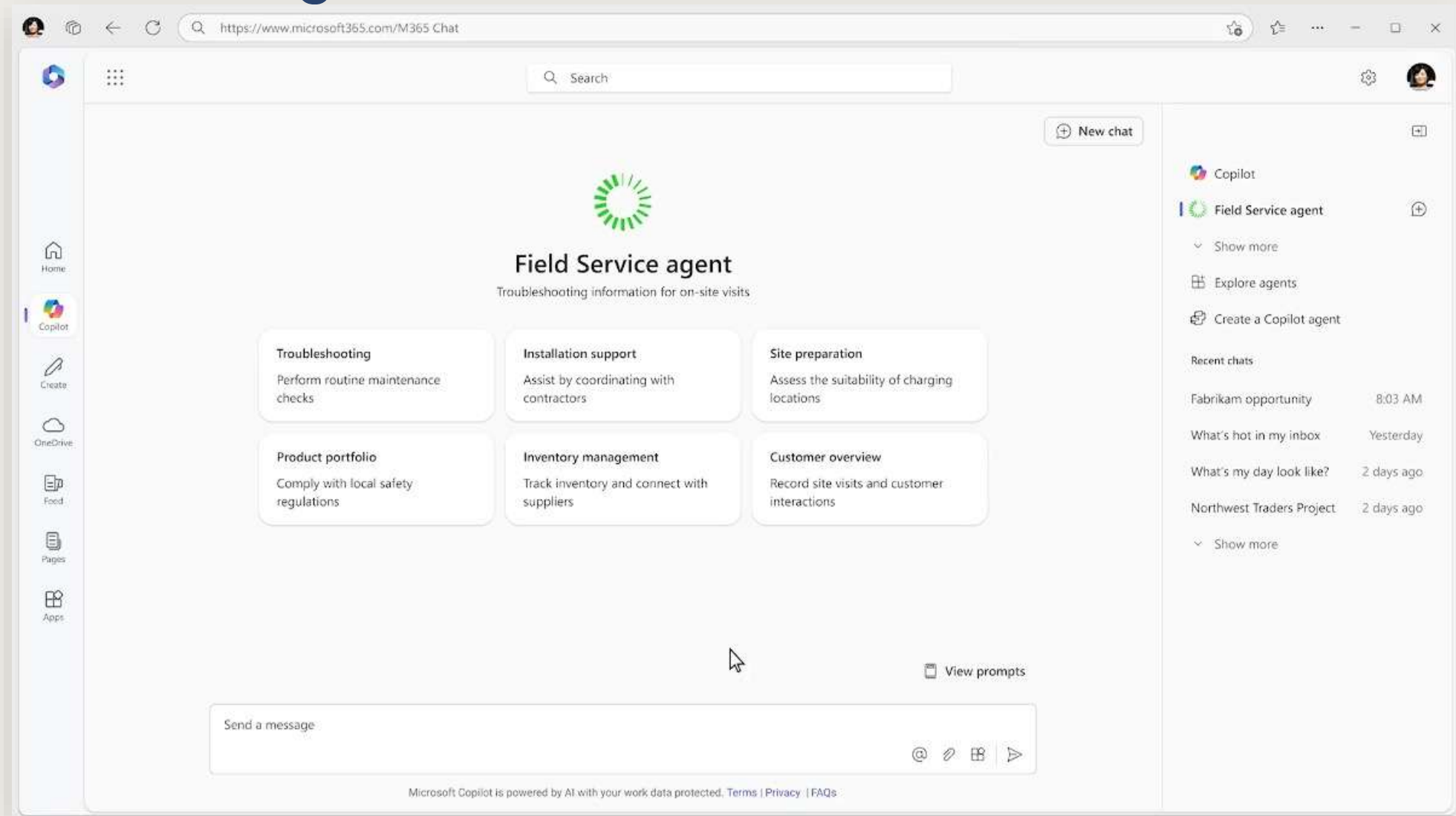
Just now

Ask a question or describe what you need

0/2000



# Copilot agents and Copilot Studio agent builder



# Agent builder in SharePoint

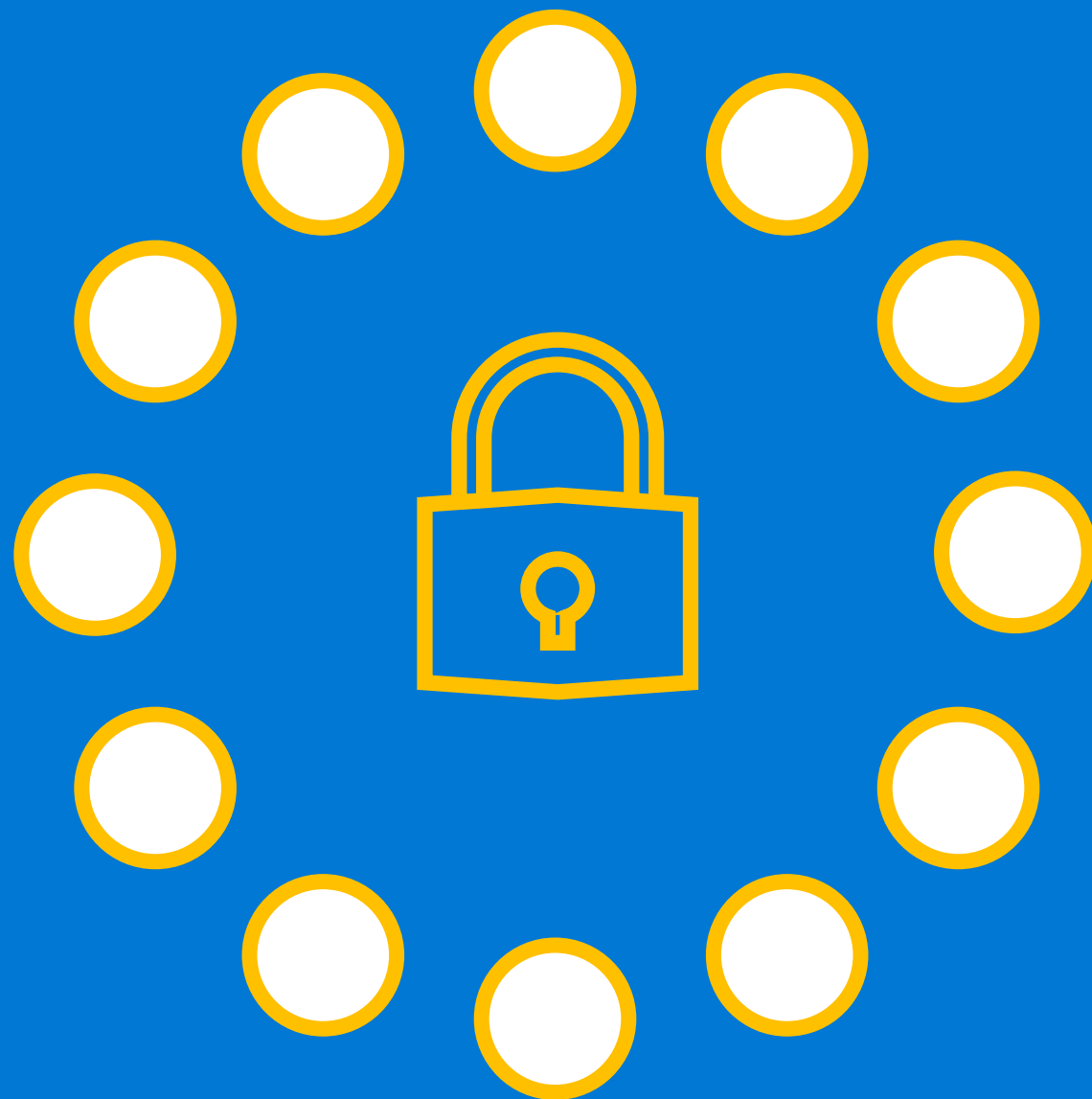
The screenshot shows a SharePoint interface for a site named 'Boulder Innovations'. The current page is 'Product Maintenance', which is part of a 'Documents' library. The top navigation bar includes a search bar and user profile information. The left sidebar shows the site structure with 'Documents' selected. The main content area displays a list of documents and folders. A red box highlights the 'Create a Copilot agent' button in the top ribbon. The document list includes folders like 'Current Deployments' and 'Parts & Inventory', and files like 'City ordinances checklist.docx' and 'PSE regional cost analysis.xlsx'.

✓	Name	Modified	Modified By
✓	Current Deployments	Monday at 3:31 PM	Mona Kane
✓	Parts & Inventory	Monday at 3:31 PM	Mona Kane
✓	Product Failure Reports	Monday at 4:30 PM	Kat Larson
✓	Service Manuals & Documentation	Wednesday at 8:30 PM	Kat Larson
✓	City ordinances checklist.docx	July 27	Lee Gu
✓	PSE regional cost analysis.xlsx	Yesterday at 1:40 PM	Adela Vance
✓	RMC 21.40.030 - EV Charging Stations.pdf	August 20	Pradeep Gupta
✓	Rollout announcements.docx	Yesterday at 2:10 PM	Lynne Robbins
✓	Site deployment process.pptx	September 3	Megan Bowen

**Partner as Customer Zero**

# NIS2: The new EU-wide cybersecurity directive

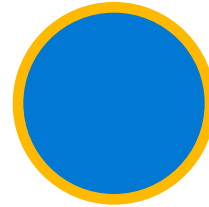
Ensuring a high common level of  
cybersecurity across the Union



# Overview of NIS2



NIS2 is the new European cybersecurity directive that will replace the existing NIS Directive in October 2024



It is the most comprehensive EU cybersecurity legislation to date, covering 15 sectors and over 160K+ companies



Its purpose is to establish a baseline of minimum-security measures for digital service providers and operators of essential services, to mitigate the risk of cyber attacks and to improve the overall level of cybersecurity in the EU



# Who?

## Essential sectors:

-  Energy
-  Transport
-  Banking
-  Financial market infrastructure
-  Health sector
-  Drinking water
-  Wastewater
-  Digital Infrastructure
-  IT service management
-  Public administration
-  Space

## Important sectors:

-  Postal and courier services
-  Waste management
-  Chemicals
-  Food
-  Manufacturing of medical devices
-  Digital providers
-  Research organizations

# Key Features of NIS2

Comprehensive  
European cybersecurity  
directive

Emphasizes the need for cybersecurity in supply chains  
and the relationship between companies and direct  
suppliers

More than 160,000  
companies are affected

Sets a benchmark 'minimum measures' including risk  
assessments, policies and procedures for cryptography,  
security procedures for employees with access to  
sensitive data, multi-factor authentication, and  
cybersecurity training.



Provides guidelines on  
reporting security  
incidents and potential  
vulnerabilities

Aims to harmonize  
cybersecurity  
requirements and  
enforcement across  
Member States

Covers 15 sectors  
including: Energy,  
Finance, Healthcare,  
Transportation, and  
Manufacturing

Directs companies to create a plan for handling security  
incidents and managing business operations during  
and after a security incident

# Key Changes from NIS Directive to NIS2

## NIS2 expands the scope of the previous NIS Directive:

To cover 15 sectors, including new sectors such as manufacturing and research, and includes medium-sized companies that are identified as critical infrastructure.

## NIS2 sets out a benchmark of minimum measures:

That companies need to take to improve their cybersecurity posture. These include conducting risk assessments, implementing multi-factor authentication, and having plans for incident response and supply chain security.

## NIS2 introduces stricter enforcement:

Through enhanced measures and sanctions for non-compliance with the directive, as well as more stringent supervisory measures for national authorities.

## NIS2 establishes a framework for coordinated vulnerability disclosure:

and creates an EU registry for vulnerabilities, operated by ENISA.















## NIS2 also enhances cooperation and information sharing:

between Member States and their authorities, including on cyber crisis management.

# NIS2-kampanj (svenska)

- [Nätverks- och informationssäkerhetsdirektiv \(NIS2\) \(microsoft.com\)](https://www.microsoft.com/nis2)

NIS2-principerna och de Microsoft-lösningar som kan hantera dem

NIS2-princip	Microsoft-lösningar
 Styrning	Microsoft Defender CSPM, Entra, Microsoft Purview Compliance Manager
 Riskhantering	Microsoft Defender XDR, Microsoft Purview Insider Risk Management
 Resurshantering	Microsoft Defender XDR, Microsoft Purview Data Lifecycle Management
 Leveranskedja	Microsoft Defender XDR, Entra, Microsoft DevOps
 Skydd av tjänster	Microsoft Defender XDR
 Identitet och åtkomst	Entra
 Kryptering	Microsoft Purview Information Protection
 Systemsäkerhet	Microsoft Defender XDR
 Motståndskraftiga nätverk	Nätverkssäkerhet i Azure
 Personalens medvetenhet	Simulering av nätfiske och utbildningsvägar i Office 365, aviseringar och principer i Microsoft Purview
 Säkerhetsövervakning	Microsoft Sentinel, Microsoft Purview Insider Risk Management
 Proaktiv säkerhet	Microsoft Defender XDR
 Respons och återställning	Microsoft Defender XDR, Azure säkerhetskopiering och återställning, Microsoft Purview Insider Risk Management (anpassningsbart omfång)
 Rapportering av incidenter	Microsoft Purview e-Discovery och granskning

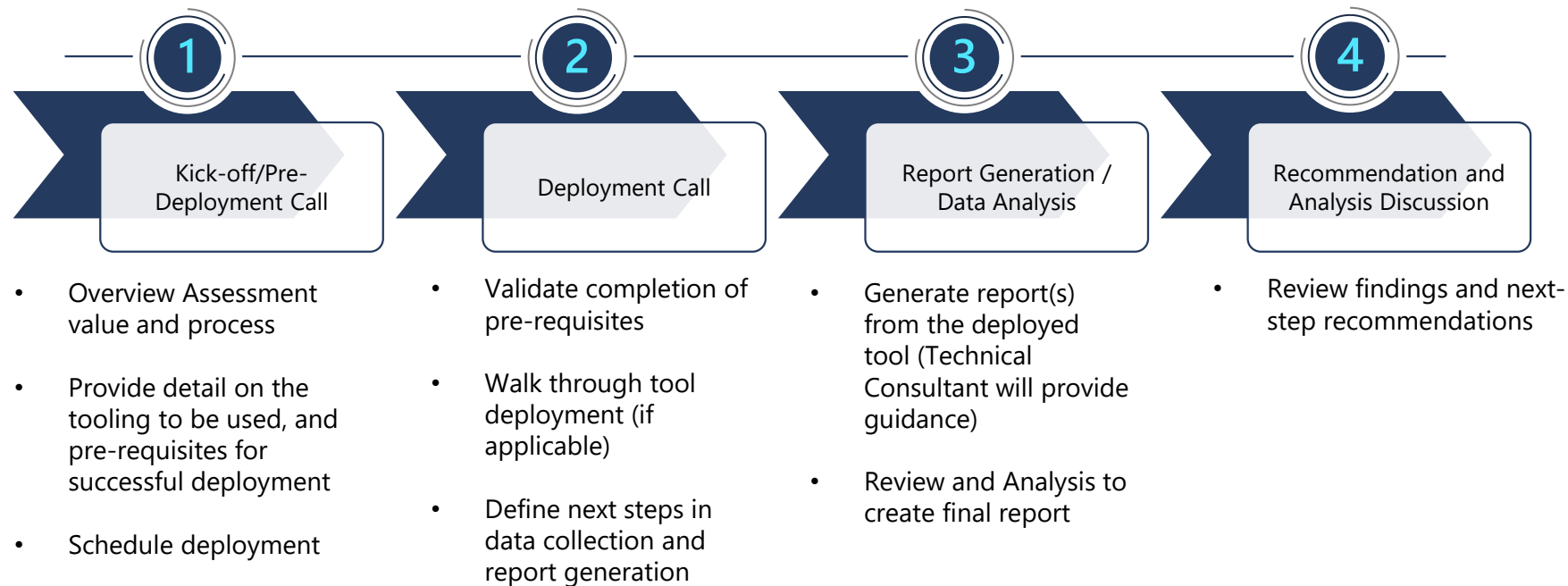
Samarbeta med oss så att du är redo att följa NIS2 före oktober 2024



# Overview | Assessment Process

Solution Assessments leverage Microsoft tools and ISV tools, to provide a robust foundation of data

- **Rapid Migration:** The assessment will take 2-3 weeks, requiring <5 hours effort from customer
- **Rapid Security:** The assessment will take 1-2 weeks, requiring <8 hours effort from customer
- **Copilot M365 Ready:** The assessment will take 1-2 weeks, requiring 4-8 hours effort from customer
- The 4 steps below will be conducted by Microsoft's technical consultant, involving the customer and partner throughout.
- **Note:** partners should ensure customers are ready to start, as requests will be cancelled if no response is received (3 email reminders are sent over a 14-day period)





# Rapid Security Assessment | What You Get

**Objective:** Provide Microsoft partners and customers a real-time analysis of your organization's security posture, evaluating vulnerabilities, identity, and compliance risks with remediation recommendations.

1

## Business Outcomes

- Empower your organization to make security decisions backed by data and guided by experts.
- An understanding of your organization's threat landscape to improve threat surface management.
- A roadmap with proposed security improvement actions based on your organization's actual data.
- Evaluation of your organization's current on-premise and cloud security, compliance, and identity posture against industry best practices

2

## CSAT Scan

### Planning

- Identify security-related business goals and objectives.

### Data collection

- Scan your on-premise and cloud environments with CSAT (a 4-6 hour scan) followed by a questionnaire regarding your organization's security and compliance policies and procedures.

3

## Assessment Report

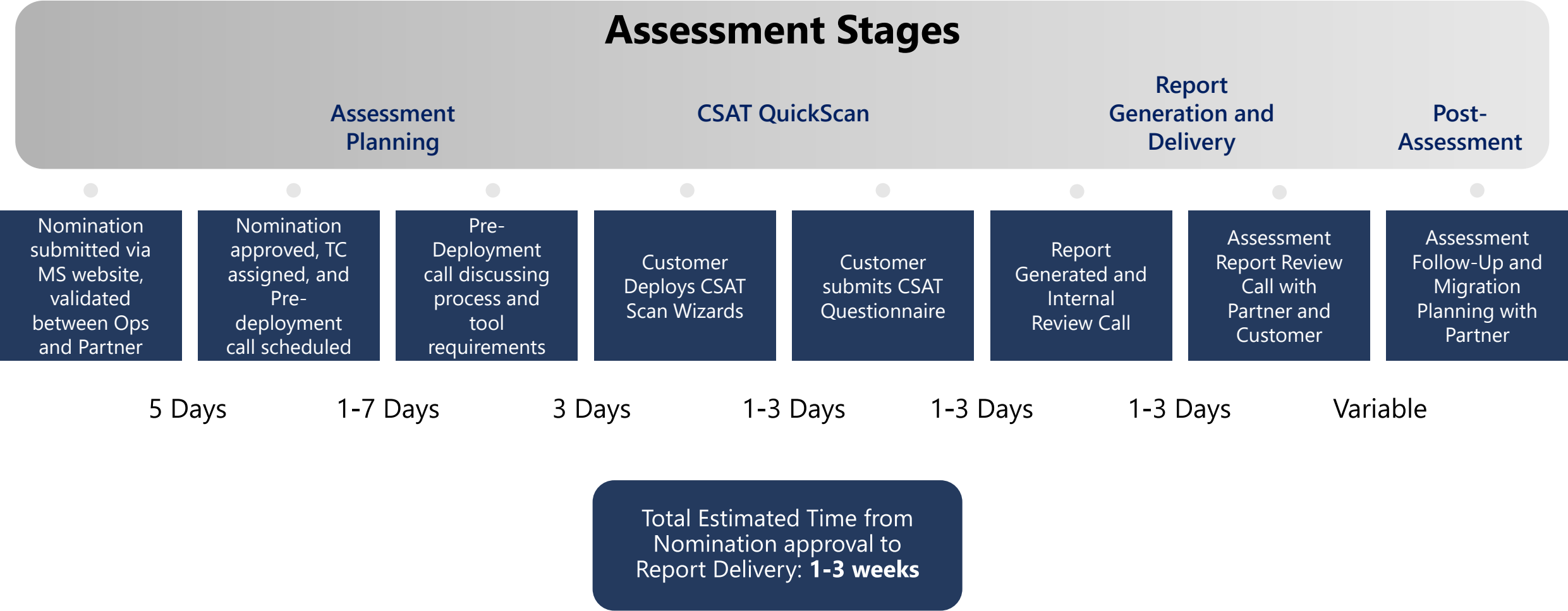
### Analysis

CSAT provides a detailed report evaluating your organization's current security posture against industry standards and highlighting top security improvement recommendations.

### Action

Implement a strategic plan tailored to improve your organization's on-premise and cloud security posture and learn how Microsoft tools can help.

# Rapid Security Assessment | Estimated Timeline



# NIS2 maturity scores backed up by undisputable data

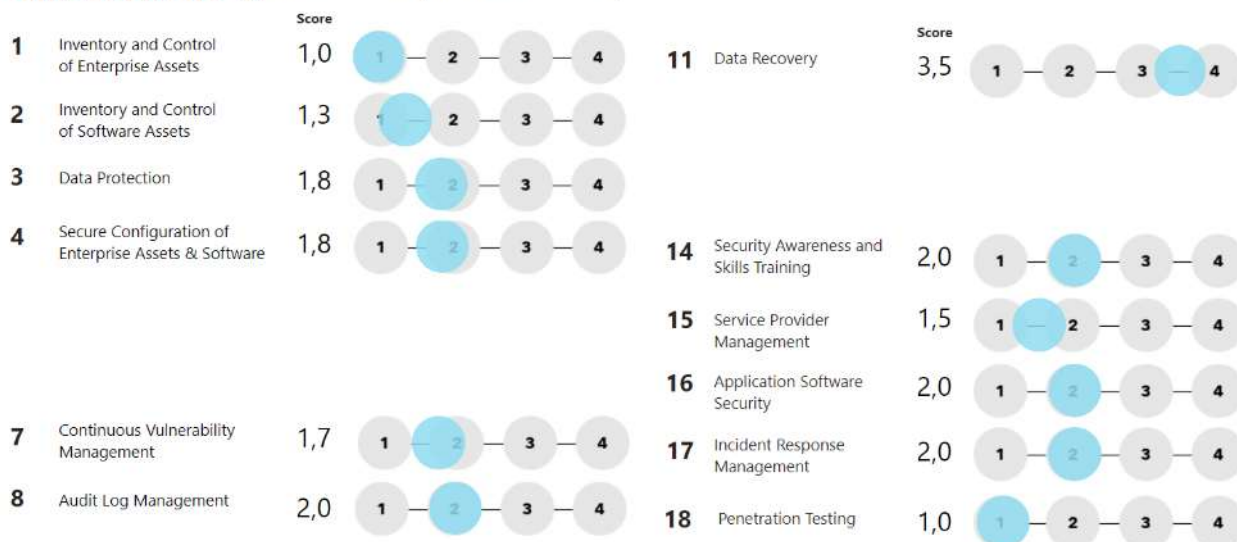
## NIS2 Measures Summary

This overview examines the CIS scores related to NIS2 but is not intended as a compliance score.



## NIS2 Measure A

Policies on risk analysis and information security



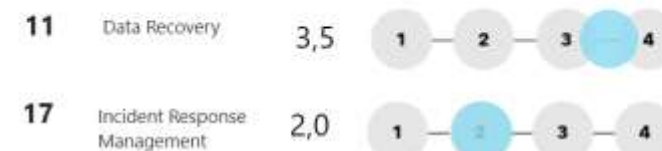
## NIS2 Measure B

Incident handling



## NIS2 Measure C

Business continuity, such as backup management and disaster recovery, and crisis management



## NIS2 Measure D

Supply chain security, including security-related aspects concerning the relationships between each entity and its direct suppliers or service providers



# Välkommen till Surface for Business

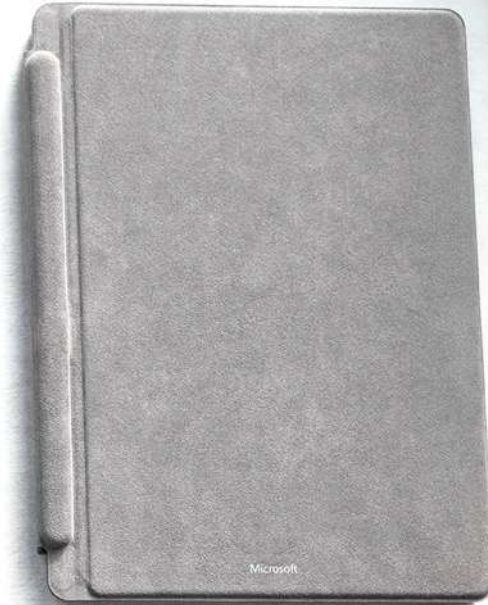
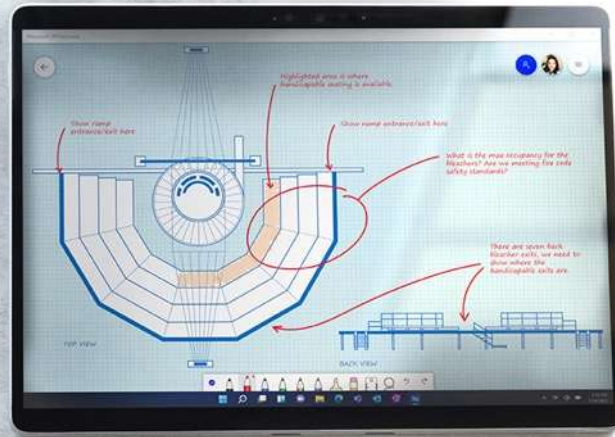


Mikael Broberg, Surface Partner Sales, Microsoft



# Hybrid work is the new normal

But it can be challenging to equip the new workplace



Employees want flexible work options and technology that doesn't complicate their lives.



Teams need better tools for remote collaboration and productivity.



IT environments are complex, with more outside devices connecting to internal networks.



Remote provisioning, deployment, and management of devices are becoming standard.



Privacy and cyberthreats require more advanced security across devices, users, apps, and their data.



A man and a woman are shown against a black background. The man, on the left, is wearing a light-colored sweater and glasses, smiling while holding a white tablet. The woman, on the right, is wearing a grey dress and is sitting on a white rectangular block, using a white laptop. The text 'Surface Pro 10' is to the left of the man, and 'Surface Laptop 6' is to the right of the woman.

Surface  
Pro 10

Surface  
Laptop 6



# Surface Pro 10

## Blurring the boundaries between hardware and software

Securely sign-in and authenticate with a built-in NFC reader<sup>2</sup>



AI-enhanced 114-degree ultrawide field of view Surface Studio Camera<sup>3</sup> for improved meeting experiences



Anti-reflective technology reduces reflections by up to 50%, making it easier to see what's on the screen

Versatile and light with up to 19 hours of battery life<sup>4</sup>

Replaceable components<sup>6</sup> and service options maximize the life of the device



New Copilot key for quick access in Windows 11 Pro<sup>5</sup>



Intel® Core™ Ultra processors with Intel® AI Boost NPU<sup>1</sup>

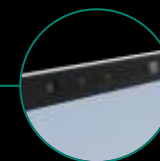


PixelSense™ touchscreen with anti-reflective technology ensures content looks crystal clear, accurate, and works with touch.

# Surface Laptop 6

Removing barriers to how people work

Additional Thunderbolt port<sup>2</sup> connects to peripherals that up-level productivity



AI-enhanced 1080p Studio Camera with Windows Studio Effects bring video calls to life

Omnisonic® speakers with Dolby® Atmos® and dual Studio Mics with voice focus<sup>4</sup> isolates background noise to capture voices more crisply



New Copilot key for quick access in Windows 11 Pro<sup>3</sup>



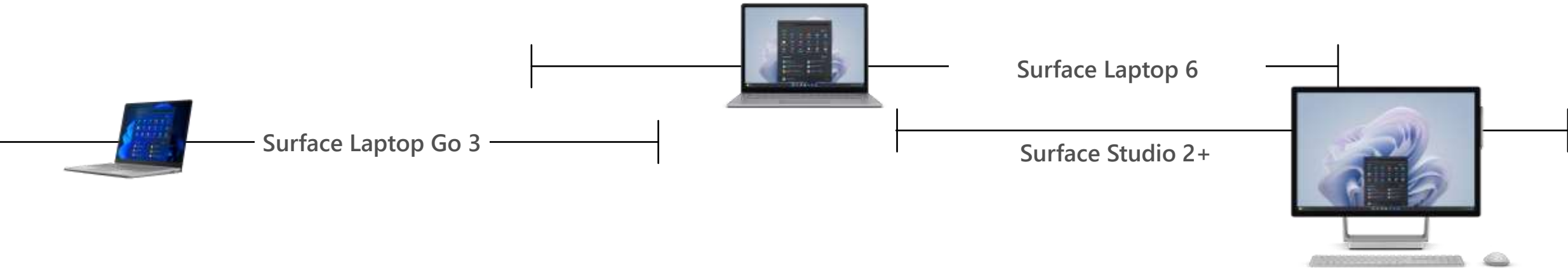
Intel® Core™ Ultra processors with Intel® AI Boost NPU<sup>1</sup>



# Surface devices for every role



Frontline / Mobile customer service	Field service	Customer relationship managers	Information workers	Executives	Engineers, designers, researchers
Bank branch workers Nurses Patient Intake Production floor operations Retail associates Sales reps	Mobile care workers Field technicians Case workers First responders Facilities operators	Wealth advisors Insurance adjustors Physicians Retail store managers Paralegals	Sr. Managers Consultants Office workers Attorneys City planners	Financial directors Legislative staff Officials	Investment analysts Engineers Developers Product designers





# Surface Laptop 7<sup>th</sup> Edition | ARM

Embrace opportunity with Copilot+ PC performance in a newly sleek profile with a smaller footprint and larger screen real estate. Turbo-boost productivity with the Snapdragon® X Elite and Plus processors for smooth-running apps and seamless on-device AI—and a battery that runs all day on one charge.<sup>5</sup> From security to serviceability, **Surface Laptop** is tailored for trust to help your business outperform.



Snapdragon® X Elite and Plus processors deliver new levels of speed and efficiency with a CPU that's 86% faster than Surface Laptop 5<sup>29</sup> and an industry-defining NPU driving up to 45 TOPS for seamless on-device AI

On-device AI helps find almost anything fast with Recall<sup>11</sup> and empowers collaboration with real-time translation of 40+ languages to English with Live Captions<sup>10</sup>

Project professionalism with the new HD 1080p Surface Studio Camera and unique AI-driven Windows Studio Effects

Adaptive color, adaptive contrast and HDR technology,<sup>14</sup> offer a clear view in varied lighting on the PixelSense™ Flow touchscreen



The signature Surface keyboard experience is even better with a Copilot key<sup>6</sup> for quick access to Copilot<sup>4</sup> and a large Surface precision haptic touchpad for comfort and accessibility

Provide uninterrupted performance with up to 22 hours on a single charge and built-in power-saving features.<sup>5</sup> Supports fast charging with minimum of 65W power supply via Surface Connect or USB-C.<sup>®38</sup>

Two USB-C®/USB 4® ports enable fast data transfer and support up to three 4K monitors at 60Hz with compatible docks.<sup>7</sup> Ensure fast, resilient connectivity with Wi-Fi 7.<sup>9</sup>

Microsoft Pluton technology enables future security features to be deployed directly from Microsoft

<sup>3</sup>Enclosure includes A Cover, C Bucket and D Cover. Based on validation performed by Underwriter Laboratories, Inc. using Environmental Claim Validation Procedure for Recycled Content, UL 2809-2, Second Edition, November 7, 2023. <sup>4</sup>Copilot with commercial data protection is available at no additional cost for users with an Entra ID with an enabled, [eligible Microsoft 365 license](#). <sup>5</sup>Based on local video playback test. Battery life varies significantly based on device configuration, usage, network and feature configuration, signal strength, settings and other factors. See [aka.ms/SurfaceBatteryPerformance](#) for details. <sup>6</sup>Feature availability varies by market, see [aka.ms/WindowsAIFeatures](#). When Copilot for Windows is not available or enabled on the device, pressing the Copilot key will launch Windows Search. <sup>7</sup>Supporting 3 external displays requires either 2 displays connected to a compatible dock or connected through daisy chain. <sup>8</sup>6GHz band not available in all regions. <sup>9</sup>Currently supports translation for video and audio subtitles into English from 40+ languages. See [aka.ms/copilotpluspcs](#). <sup>10</sup>Optimized for selected languages (English, Chinese (simplified), French, German, Japanese and Spanish). Content-based and storage limitation applied – [Learn more](#). <sup>11</sup>HDR requires HDR content and enabling HDR in device settings. <sup>12</sup>Replacement components available through Surface Commercial authorized device resellers. Components can be replaced on-site by a skilled technician following Microsoft's Service Guide. Microsoft tools (sold separately) may also be required. Availability of replacement components and service options may vary by product, market and over time. See [Surface service options – Surface | Microsoft Learn](#). Opening and/or repairing your device can present electric shock, fire and personal injury risks and other hazards. Use caution if undertaking do-it-yourself repairs. Unless required by law, device damage caused during repair will not be covered under Microsoft's Hardware Warranty or protection plans. <sup>29</sup>Tested May 2024 using CineBench 2024 Multi-Core benchmark. Up to 86% faster comparing Surface Laptop 15" with Snapdragon X Elite 12 core to Surface Laptop 5 15" with Intel® Core™i7. Up to 73% faster comparing Laptop 13.8" with Snapdragon X Elite 12 core to Surface Laptop 5 13.5" with Intel® Core™i7. <sup>38</sup>13.8" Surface Laptop comes with 39W Surface power supply. Fast charging (from 5% to 80%) is supported with minimum 65W Surface power supply or USB-C® PD charger, sold separately. Testing was conducted at Microsoft in February 2024, using pre-production devices, software, and minimum of 65W USB-C® charger under controlled conditions. The device was powered on to the desktop screen with default display brightness settings. Actual charge time will vary based on operating conditions. Measured at typical office ambient temperature of 23C.



# Surface Pro 11<sup>th</sup> Edition | ARM

Pioneering versatility matched  
by intelligent power

Unlock high performance in a form factor that redefines what a laptop can do. The brilliant display and adjustable kickstand combined with a Surface keyboard make work comfortable in more places. Turbo-boost productivity with Snapdragon® X Elite and Plus processors for smooth-running apps and seamless on-device AI—and a battery that runs all day on one charge.<sup>5</sup> From security to serviceability, **Surface Pro** is tailored for trust to help your business outperform. Choose from Wi-Fi+5G or Wi-Fi only.

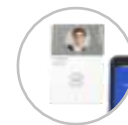


Snapdragon® X Elite and Plus processors deliver new levels of speed and efficiency with CPUs up to 90% faster than those on Surface Pro 9 and industry-defining NPU driving up to 45 TOPS for seamless on-device AI

The haptic Surface Slim Pen<sup>15</sup> charges on the Surface Pro Flex Keyboard<sup>15</sup> for convenient access to natural drawing and writing anywhere in Windows 11. Use Cocreator<sup>8</sup> to turn quick sketches into finished images using AI.

The Surface Pro Flex Keyboard, stabilized with five layers of carbon fiber, combines sleek and silent typing with a spacious, haptic touchpad

Microsoft Pluton technology enables future security features to be deployed via Windows Update



Project professionalism with the ultrawide camera and unique AI Windows Studio Effects

The optional 13" OLED display provides crisp visuals in varied conditions with HDR technology,<sup>14</sup> adaptive color, and outstanding contrast and brightness

On-device AI helps find almost anything fast with Recall<sup>11</sup> and empowers collaboration with real-time translation of 40+ languages to English with Live Captions<sup>10</sup>



The Copilot key<sup>6</sup> provides quick access to Copilot<sup>4</sup>

Provide uninterrupted performance with up to 14 hours of battery life for Wi-Fi only models and built-in power-saving features.<sup>5</sup> Supports fast charging with minimum of 65W power supply via Surface Connect or USB-C®.<sup>37</sup>

<sup>1</sup>NFC is available on Wi-Fi only configurations of Surface Pro. <sup>4</sup>Copilot with commercial data protection is available at no additional cost for users with an Entra ID with an enabled, [eligible Microsoft 365 license](#). <sup>5</sup>Based on local video playback test. Battery life varies significantly based on device configuration, usage, network and feature configuration, signal strength, settings and other factors. See [aka.ms/SurfaceBatteryPerformance](#) for details. <sup>6</sup>Feature availability varies by market, see [aka.ms/WindowsAIFeatures](#). When Copilot for Windows is not available or enabled on the device, pressing the Copilot key will launch Windows Search. <sup>7</sup>Supporting 3 external displays requires either 2 displays connected to a compatible dock or connected through daisy chain. <sup>8</sup>Requires a Microsoft account. <sup>9</sup>6GHz band not available in all regions. <sup>10</sup>Currently supports translation for video and audio subtitles into English from 40+ languages. See [aka.ms/copilotpluspc](#). <sup>11</sup>Optimized for selected languages (English, Chinese (simplified), French, German, Japanese and Spanish). Content-based and storage limitation applied – [Learn more](#). <sup>14</sup>HDR requires HDR content and enabling HDR in device settings. <sup>15</sup>Sold separately. Software license required for some features. <sup>16</sup>Requires Windows 11 for detached use. <sup>17</sup>Replacement components available through Surface Commercial authorized device resellers. Components can be replaced on-site by a skilled technician following Microsoft's Service Guide. Microsoft tools (sold separately) may also be required. Availability of replacement components and service options may vary by product, market and over time. See [Surface service options – Surface | Microsoft Learn](#). Opening and/or repairing your device can present electric shock, fire and personal injury risks and other hazards. Use caution if undertaking do-it-yourself repairs. Unless required by law, device damage caused during repair will not be covered under Microsoft's Hardware Warranty or protection plans. <sup>22</sup>Enclosure includes Bucket and Kickstand. Based on validation performed by Underwriter Laboratories, Inc. using Environmental Claim Validation Procedure, UL 2809-2, Second Edition, November 7, 2023. <sup>37</sup>In select markets, only specific configurations come with 39W Surface power supply. Fast charging is supported with minimum 65W Surface power supply or USB Type-C PD charger rated at 60W or higher, sold separately. Testing conducted by Microsoft in March 2024. For details on Fast Charging see – [USB-C and Fast Charging for Surface - Microsoft Support](#).

# Vanliga invändningar och hur du hanterar dessa

- "Priset är för högt jämfört med konkurrerande produkter"
- "Det finns för få portar"
- "Vill inte ha en surfplatta"
- "Microsoft erbjuder inte NBD on site"



# Vanliga anledningar att välja Surface

- Hårdvara mjukvara – vi gör allt
- Autopilot & managering, mangament portal
- Säkerhet – vi kan kontrollera hela kedjan
- Hållbarhet
- Enheter som arbetar som du vill och inte tvärtom
- Detaljer som gör skillnad
- Restvärde
- Nöjda användare





# Användbara länkar

[Microsoft Surface](#)

<https://aka.ms/SurfacePartnerHelp>

[Surface Reseller Alliance \(microsoft.com\)](#)

[Surface Catalog \(licensedhardware.azurewebsites.net\)](#)

<https://partner.microsoft.com/sv-se/surface/offers>

<https://exploresurface.com/>



# Directions 2024

directions vienna  
emea 2024

6-8 November 2024

Directions EMEA 2024

Directions EMEA is the "Go To" place where Dynamics partners share the future. It's the preferred global community for collaborating and learning from Microsoft, MVPs, ISVs, VARs and their peers. The focus is on helping the SMB market unlock its full potential in technical, business development and strategy with ERP, CRM, and Cloud solutions, including the Microsoft Power Platform, Microsoft Dynamics 365 Business Central, and Azure.

Normal ticket – 1299 EUR

Group discount 10% for 5+, 20% for 10+

Buy tickets

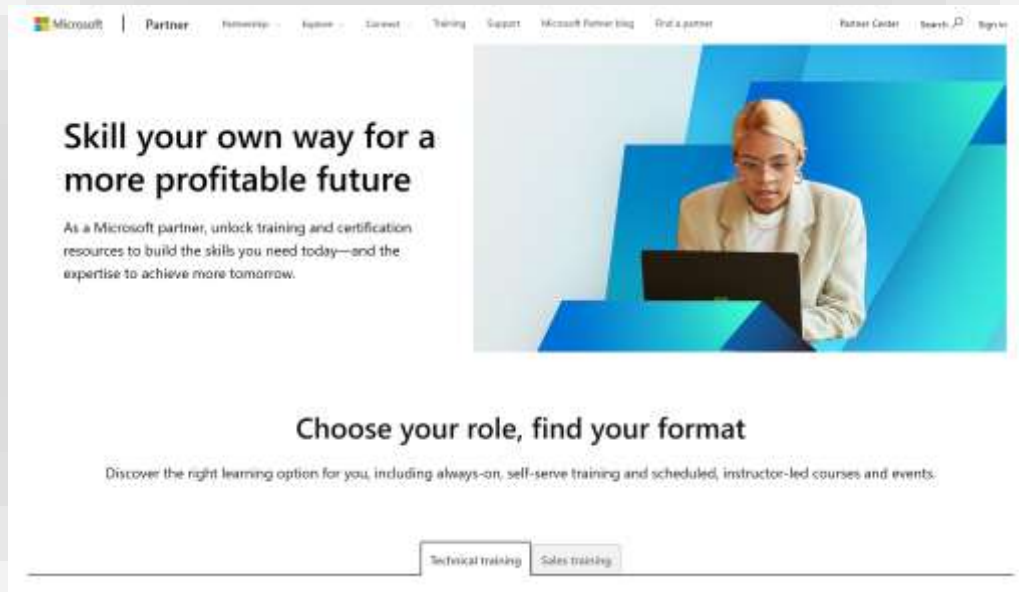
Buy sponsorship

An aerial view of the Vienna skyline, featuring prominent skyscrapers like the Pöschel Tower and the Sky Tower. A video player interface is overlaid on the image, showing a play button, a progress bar at 04:25, and volume controls.

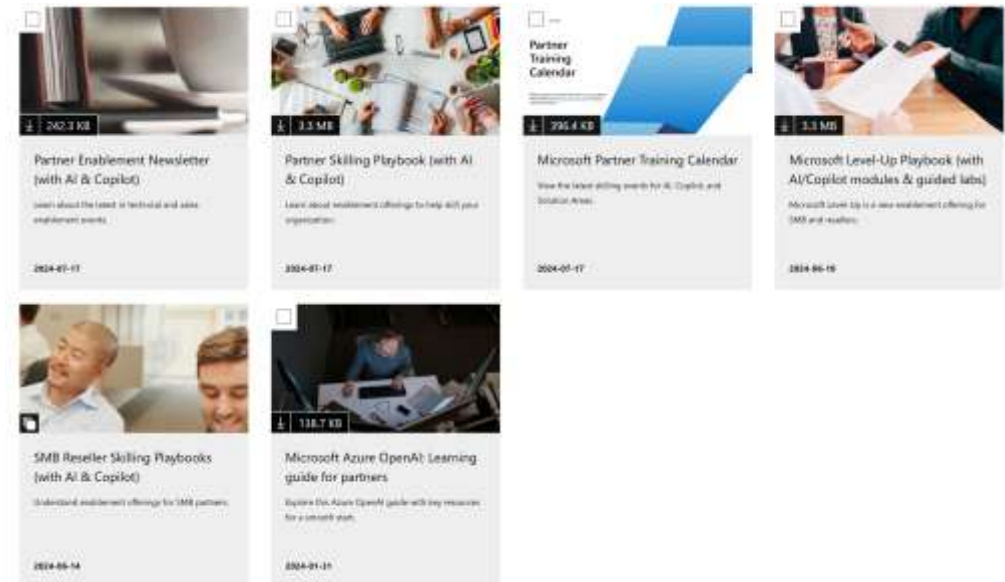
<https://www.directionsforpartners.com/conferences-and-events/directions/emea-2024>

# FY25 EMEA Big Bets: 4. Awareness & Skilling Consumption

## Partner Training Gallery



## Partner playbooks, newsletters, and guides



SUBSCRIBE TO OUR SKILLING NEWSLETTER: [aka.ms/PartnerSkillingNewsletter](https://aka.ms/PartnerSkillingNewsletter)

# Gear up for advanced, role-based certification training

Prepare for certifications with Cloud Weeks for Partners. The training also helps meet Microsoft AI Cloud Partner Program designation and specialization skilling requirements.



## Azure Cloud Week (with AI & Copilot)

Accelerate your journey to Azure certifications with technical training in Microsoft Cloud and AI.

[Explore and register for upcoming events](#)



## Business Applications Cloud Week (with AI & Copilot)

Accelerate your journey to Microsoft Dynamics 365 and Power Platform certifications with technical training in Business Applications solutions.

[Explore and register for upcoming events](#)



## Modern Work Cloud Week (with AI & Copilot)

Accelerate your journey to Microsoft 365 certifications with technical training in Modern Work solutions.

[Explore and register for upcoming events](#)



## Security Cloud Week (with AI & Copilot)

Accelerate your journey to security certifications with technical training in Microsoft Security solutions.

[Explore and register for upcoming events](#)



Event

## Copilot Partner Bootcamp for Sellers | October 29 - November 1, 2024 | PDT, IST, GMT



### Event summary

The Copilot Partner Bootcamp for Sellers will enable partners in delivering the right AI-powered tools and technologies to empower every organization to boost productivity, transform work, and open a new world of possibilities. This event will provide practical guidance on showcasing the business value of Copilot. We will deep dive into a measurable approach to demonstrate how Copilot will create new business opportunities to serve customers better and more profitably. This event will include hands on customer scenarios and activities that you will be able to follow along.

[Microsoft Partner Skilling Hub - Sales and Pre-sales Partner Skilling \(on24.com\)](#)



# Level Up CSP Microsoft 365 & Copilot

Sales & Technical Bootcamps

Sales Bootcamp: October 9<sup>th</sup>

Technical Bootcamp: October 16<sup>th</sup> & 17<sup>th</sup>

[Bootcamp Listing Page \(eventbuilder.com\)](https://eventbuilder.com)