



CASE STUDY

Empowering the
NHS Workforce with
Microsoft Copilot+ PC



Windows 11



The Challenge

Across the NHS, digital transformation programmes continue to advance at pace, with increasing investment in artificial intelligence, automation and modern workplace technologies. However, many organisations face a common challenge: while technology is available, workforce readiness, governance and adoption often lag behind implementation. Teams remain uncertain about how to use AI safely and effectively, training is inconsistent, and frontline staff continue to spend significant time on administrative tasks rather than patient care.

NHS organisations needed a structured approach that would not only introduce Microsoft Copilot+ PC capabilities, but also ensure staff had the confidence, skills and governance frameworks required to drive meaningful and measurable outcomes.



The Solution

XMA developed a comprehensive Copilot+ PC adoption framework that combines workforce enablement, AI governance and practical deployment services. Drawing on the strengths of XMA's Digital Ready Workforce and AI & Automation methodologies, the approach focuses on helping NHS organisations move from isolated AI pilots to governed, organisation-wide adoption.

1. Workforce Readiness and Skills Development

XMA delivered role-based digital and AI skills training tailored to NHS teams, helping staff build practical capabilities for their day-to-day roles. Assessments and certification pathways provided clear visibility into workforce readiness and ongoing progress.

2. Microsoft Copilot+ PC Adoption

XMA enabled Microsoft Copilot+ PC adoption across everyday workflows, helping staff streamline tasks such as document creation, meeting summaries and content drafting. By embedding AI into daily work, users reduced administrative effort and increased focus on higher-value activities.

3. Responsible AI Governance

XMA established governance frameworks and responsible AI training to ensure Microsoft Copilot+ PC adoption remained secure, compliant and aligned with NHS standards, while promoting safe and ethical AI use across the organisation.

4. Analytics and Continuous Improvement

Real-time analytics provided visibility into Copilot+ PC adoption, skills growth and capability gaps, enabling leaders to track progress, target support and demonstrate the value of AI investments.



Outcome

Increased Workforce Readiness

Through targeted training and enablement programmes, NHS staff developed the skills and confidence needed to use Microsoft Copilot+ PC effectively, accelerating adoption across clinical, operational and administrative teams.

Improved Productivity

By embedding Copilot+ PC into everyday workflows, staff reduced time spent on repetitive administrative tasks, allowing greater focus on patient care, service delivery and strategic priorities.

Responsible AI Governance

XMA helped establish robust governance frameworks and best practices, ensuring AI adoption aligned with NHS security, compliance and responsible AI requirements.

Sustainable Transformation

The combination of technology, people-focused enablement and ongoing measurement created a scalable foundation for long-term AI adoption and continuous improvement.

Outcome

Thanks to XMA's expertise, NHS organisations were able to realise the full value of Microsoft Copilot+ PC through a governed, people-first approach. By combining workforce readiness, adoption and governance, organisations gained the capability to embrace AI with confidence while improving operational efficiency, enhancing staff experiences and supporting better outcomes for patients.

Key Benefit: Future-Ready Workforce

By partnering with XMA, NHS organisations have taken a proactive approach to AI transformation, ensuring their workforce is equipped with the skills, governance and tools needed to thrive in an increasingly AI-powered healthcare environment.



Take our Copilot+ PC AI Readiness Quiz and see where you stand on the Copilot+ PC_ PC AI Journey

TAKE QUIZ



xma.co.uk



enquiries@xma.co.uk



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