ChangePilot

To alleviate the pressures of running evergreen cloud environments, organisations need a seamless, end-to-end process to effectively manage Microsoft 365 updates.

ChangePilot streamlines this process by proactively communicating and enabling effective management of Microsoft Message Center and Roadmap services, helping to extract the full value of your Microsoft 365 investment while ensuring critical updates are broadcast to relevant service owners and maintaining operational efficiency.

2500+
new Microsoft 365 Message Center items a year

1000+
changes to existing updates a year

80% increase in security updates

102% increase in Copilot updates

65% increase in Message Center items year-on-year

70%
Time saved in processing M365 change

25%
Improved efficiency and compliance

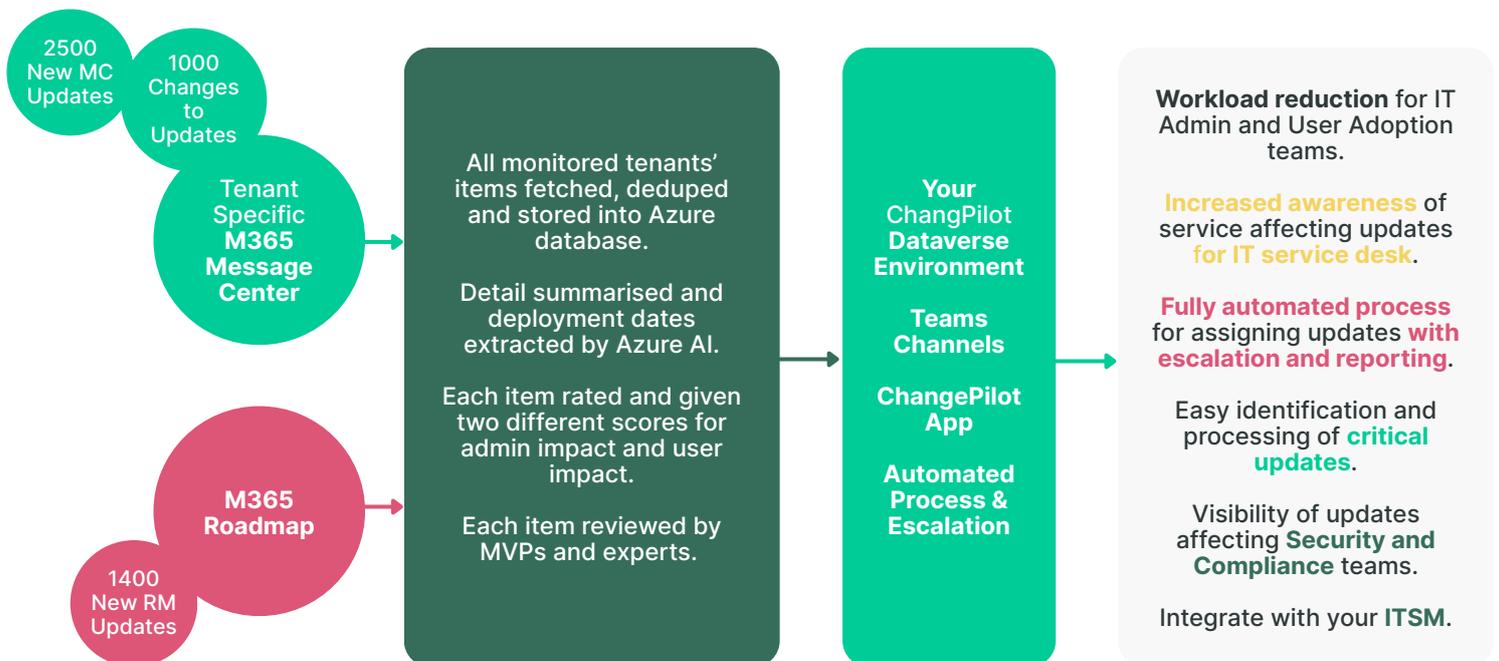## Reduce Security Risk & Ensure Compliance

Microsoft 365 updates can expose vulnerabilities if missed. ChangePilot highlights risks early and flags updates that affect compliance, helping organisations stay secure and compliant.

Simplify & Improve IT Operations

Hundreds of Microsoft 365 updates can overwhelm IT. ChangePilot integrates change details into workflows, reducing manual effort and helping IT teams operate more efficiently.

Enhance User Adoption & Experience

Unexpected updates drive support costs and users adapt faster when changes are explained. ChangePilot enables proactive communication, supporting adoption and minimising service tickets.

2500 New MC Updates

1000 Changes to Updates

Tenant Specific **M365 Message Center**

M365 Roadmap

1400 New RM Updates

All monitored tenants' items fetched, deduped and stored into Azure database.

Detail summarised and deployment dates extracted by Azure AI.

Each item rated and given two different scores for admin impact and user impact.

Each item reviewed by MVPs and experts.

Your ChangPilot Dataverse Environment

Teams Channels

ChangePilot App

Automated Process & Escalation

Workload reduction for IT Admin and User Adoption teams.

Increased awareness of service affecting updates **for IT service desk**.

Fully automated process for assigning updates **with escalation and reporting**.

Easy identification and processing of **critical updates**.

Visibility of updates affecting **Security and Compliance** teams.

Integrate with your **ITSM**.

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BAE SYSTEMS

HERBERT SMITH FREEHILLS KRAMER

Feature Matrix

	ChangePilot Bulletin	ChangePilot
Monthly Change Call		✅
Weekly or Monthly Email	✅	✅
One Microsoft Teams Team for Microsoft 365 Change		✅
Dedicated ChangePilot App for item management		✅
New item notifications in Teams channels		✅
Five bullet summary of Microsoft 365 Message Center items	✅	✅
Admin Impact and User scores for Microsoft 365 Message Center items	✅	✅
Deployment/release date tracking for all Microsoft 365 Message Center items	✅	✅
Human review of all Message Center items	✅	✅
Change item auto-assignment and manual reassignment		✅
Updates to Microsoft 365 Message Center and Microsoft 365 Roadmap items		✅
Automated change status reports for users and intelligence reports for management		✅
Microsoft 365 Service Health Alerts and ITSM integration for ticket creation		✅
Tenant Organisation / Specificity		✅
ChangePilot Copilot Agent		✅
Change Analytics & Dashboards		✅
Customer Success & Support		✅

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