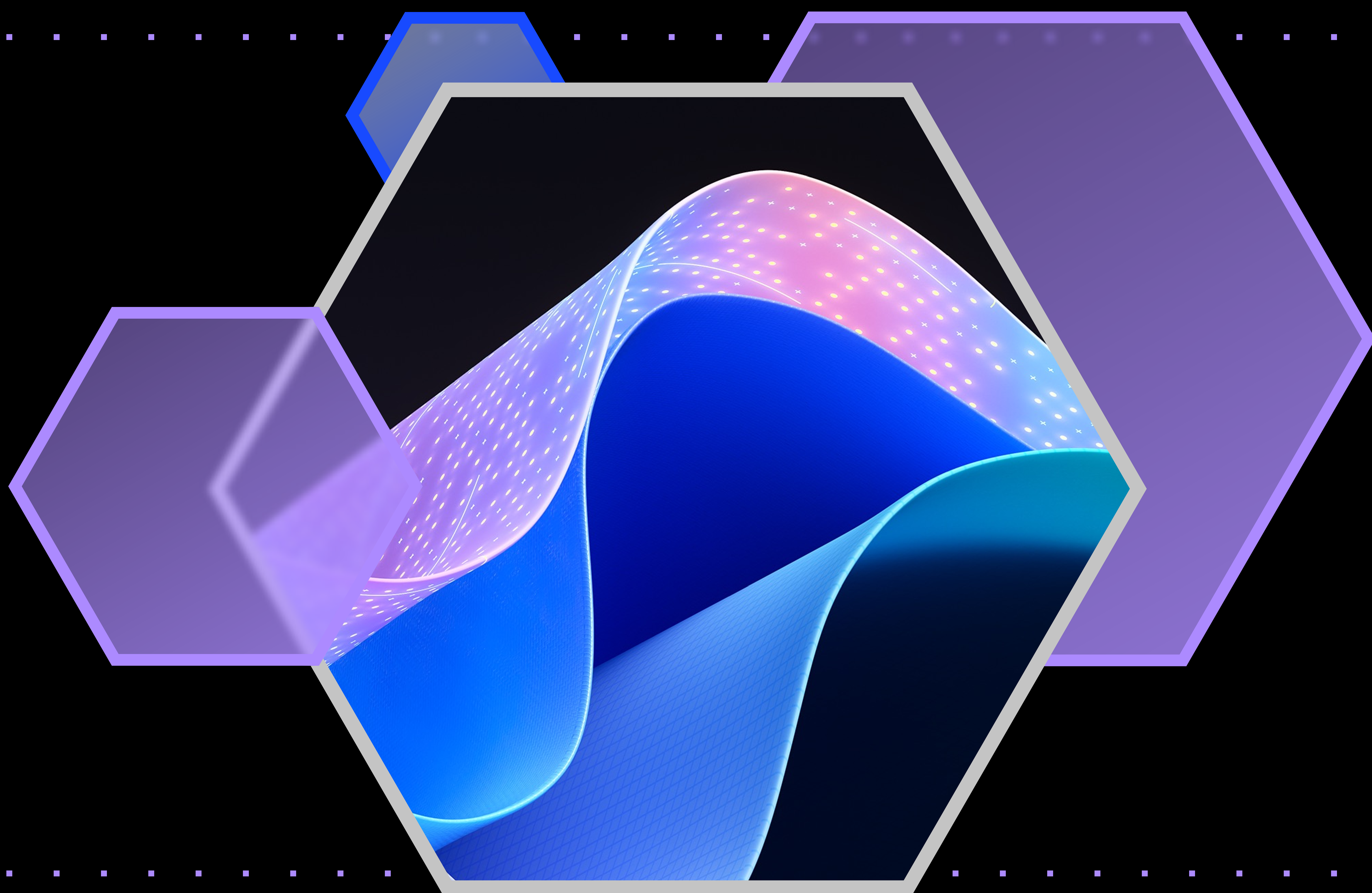


Executive Brief

The AI Workplace

A Strategic Executive Guide from Microsoft and Logicalis



Executive Summary

A new era of work has arrived.

AI and agents are expanding what humans can do and the speed of AI transformation is only accelerating. As agents take on more of the execution, humans gain more agency, more room to direct work, and more ownership over outcomes. In this strategy guide, we look at the state of the AI workplace and how organizations can modernize to keep up.

In many cases, people are more ready than the business. The constraint for most organizations is the gap between what employees can do with AI and what the business can support. Microsoft's 2026 Work Trend Index found that organizational factors like culture, manager support, and talent practices account for more than twice the reported AI impact of individual effort alone (67% vs. 32%).

Closing that gap starts with modernizing roles. Agentic AI delivered through Microsoft 365 Copilot and the role-based Copilot solutions for Sales, Service, and Finance takes on the menial, repetitive, and procedural work that has long consumed human time and budget, freeing people to focus on judgment, relationships, and outcomes.

The next layer is modernizing workflows. Copilot Studio and the Power Platform let organizations build, govern, and scale agentic workflows that span teams and systems, turning AI from a personal productivity story into an operational one measured in cycle time, cost, and customer experience.

The foundation is modernizing operations. Microsoft 365 E7 consolidates the AI workplace stack into a single integrated suite, with Agent 365 governing every AI agent, the Entra Suite extending Zero Trust across humans and machines, and Security Copilot and Purview securing the entire estate. Logicalis activates this platform end to end.



The AI Workplace in 2026

The AI workplace in 2026 is defined by a new division of labor. Agents handle execution while people direct outcomes, and the firms gaining ground are the ones redesigning roles, workflows, and operations to match.

Three key shifts already underway: AI is elevating what every employee can do, leaders are rearchitecting how work itself is organized, and organizations are turning into Learning Systems that compound their own intelligence with every cycle.

AI Is Elevating Employee Potential

Employees at every level now have a partner that helps them analyze, synthesize, and deepen their own expertise. According to Microsoft's 2026 Work Trend Index, 49% of all conversations support cognitive work such as analyzing information, solving problems, evaluating options, and thinking creatively.

In other words, the kind of analysis and decision-making that once required deep expertise or years of seniority is now within reach for more of the workforce.

Junior employees can produce sharper analysis earlier in their careers. Senior employees can spend more time on the judgment calls only they can make. More workers can reach confidently into adjacent domains with an AI partner alongside them. The ceiling on individual contribution is rising, and with it the bar for what the organization should expect from every role.

The Role of Leadership

Microsoft's 2026 Work Trend Index found that organizational factors like culture, manager support, and talent practices account for more than twice the reported AI impact of individual effort alone.

That ratio puts the burden squarely on leadership. AI literacy at the top sets the ceiling for AI value across the company, and the absence of it caps every downstream investment. Leaders who model AI use give their teams permission to experiment. Leaders who create psychological safety around new tools turn early adopters into in-house teachers. Leaders who reward AI-augmented outcomes rather than hours worked shift the entire culture toward higher leverage.

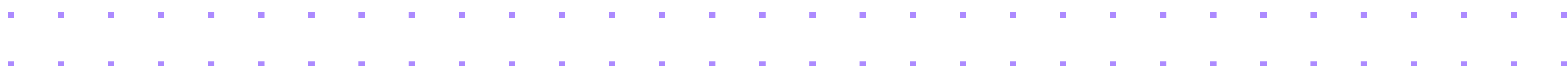
The implication: tomorrow's leading organizations will decide what humans and AI each do, then build roles, workflows, and accountability around those decisions.

Every Firm Is Now a Learning System

Agents are becoming a permanent part of how work gets done. The number of active agents in the Microsoft 365 ecosystem grew 15x year over year, and 18x inside large enterprises.

That shift creates a new strategic asset Microsoft calls Owned Intelligence: institutional know-how that compounds over time, is unique to the firm, and is hard to replicate. The firms that build a new operating model now will move faster in the short term, then become organizations that learn faster than their competitors, compound their own intelligence, and get harder to catch with every cycle.

The question for most leaders now: what's the best strategy moving forward?



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Three Moves

Modernize Roles, Workflows, and Operations

The path from individual AI adoption to a truly AI-ready organization revolves around modernizing roles, workflows, and the operational model.



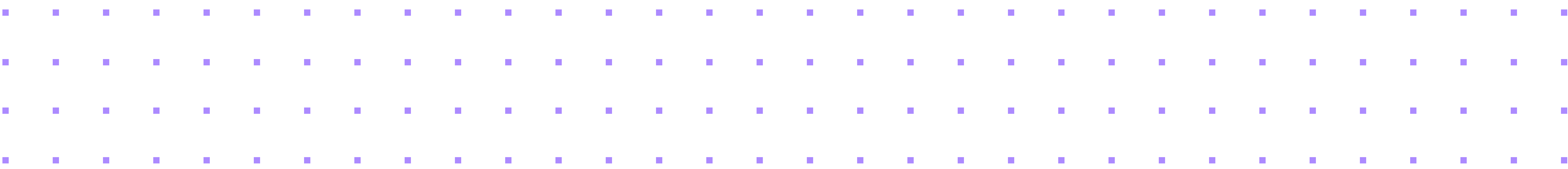
1. Modernize Roles with Copilot

Agentic AI, delivered through Microsoft 365 Copilot and the role-based Copilot solutions for Sales, Service, and Finance, can now take on the menial, repetitive, and procedural work that has historically consumed human brainpower, time, and budget. The result is an upgraded role, where the human focuses on judgment, relationships, and outcomes while Copilot handles the execution layer.

Practical moves to make now:

- **Deploy Microsoft 365 Copilot broadly** so every employee has an AI partner inside Word, Excel, PowerPoint, Outlook, and Teams, the tools they already use every day.
- **Add role-based Copilot solutions** for Sales, Service, and Finance, bringing CRM and ERP data directly into the flow of work for the functions that drive revenue and control cost.
- **Extend Copilot into Dynamics 365** so customer-facing and back-office teams operate against the same intelligent layer.
- **Encourage the four patterns of human and agent collaboration**, author, reviewer, director, and orchestrator, so people learn when to write with AI, when to review what it produces, and when to hand off entire tasks.

Modernizing roles is the fastest way to convert AI capability into measurable productivity, and it is the foundation for everything that follows.



2.

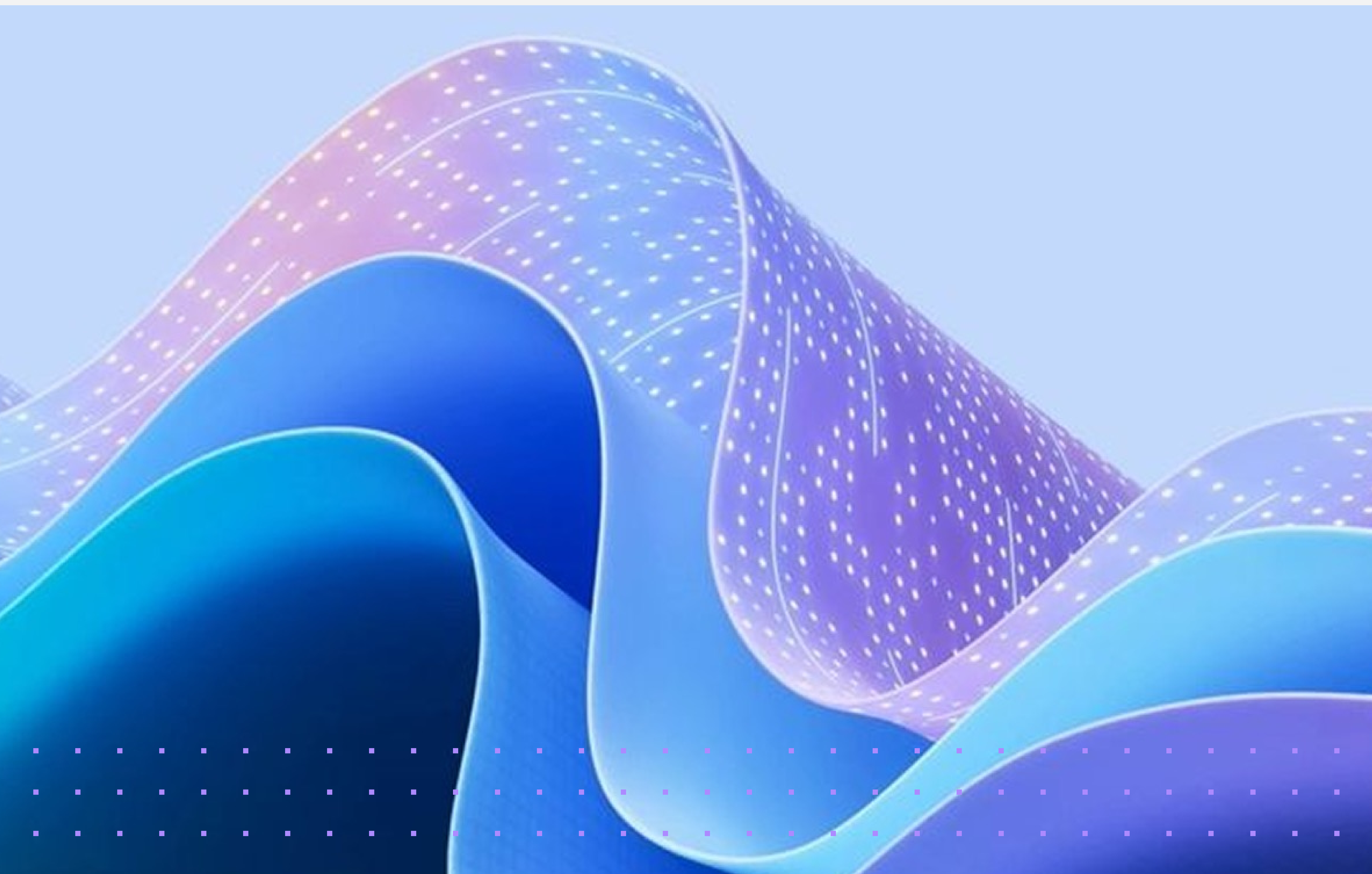
Modernize Workflows

Individual productivity gains plateau quickly when the work itself still moves through legacy processes. The next move is to redesign the workflows that span teams, systems, and approval chains, then let agents do the manual, repetitive work that has been consuming human time. Microsoft's approach centers on Copilot Studio and the Power Platform, which together let organizations build, govern, and scale agentic workflows without writing custom code for every integration.

Practical moves to make now:

- **Use Copilot Studio** to build agents for conversational frontline work such as triage, intake, customer questions, and internal requests.
- **Use Power Automate** for structured, rules-based processes including approvals, data movement, and system updates.
- **Use Power Apps** to create lightweight interfaces where structured input is required.
- **Govern from day one** so agents created in Copilot Studio inherit enterprise security, identity, and observability through one platform.

Workflow modernization is the stepping stone to modernizing operations, the next pillar of the strategy.





3. Modernize Operations

Roles and workflows only scale when the underlying platform can support them securely, compliantly, and across every part of the business. This is where licensing becomes a key decision.

Microsoft 365 E7, generally available May 1, 2026, brings the AI workplace into a single integrated suite. It includes the full E5 foundation, Microsoft 365 Copilot, Agent 365 for AI governance, and the full Microsoft Entra Suite for identity and network security.

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E7 makes the AI workplace achievable. One license replaces the patchwork of add-ons, one identity layer covers every human and agent, and one governance plane keeps security and compliance aligned across the estate. Organizations get the foundation to modernize and run AI operations confidently, securely, and at scale.

About Logicalis

Logicalis is a global Microsoft partner with deep expertise across the full Microsoft estate, including Microsoft 365, Dynamics 365, Power Platform, Azure, and Security. We help organizations drive AI transformation across the workplace by activating Copilot, deploying Microsoft 365 E7, and operationalizing security with the Entra Suite, Defender XDR, Purview, and Security Copilot.

As architects of change, our role is to support our clients' transformation through strategy, architecture, deployment, adoption, and managed services, delivered as one engagement.

Visit www.us.logicalis.com/microsoft to learn more.