



Becoming Frontier

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Winner

Partner of the Year Awards

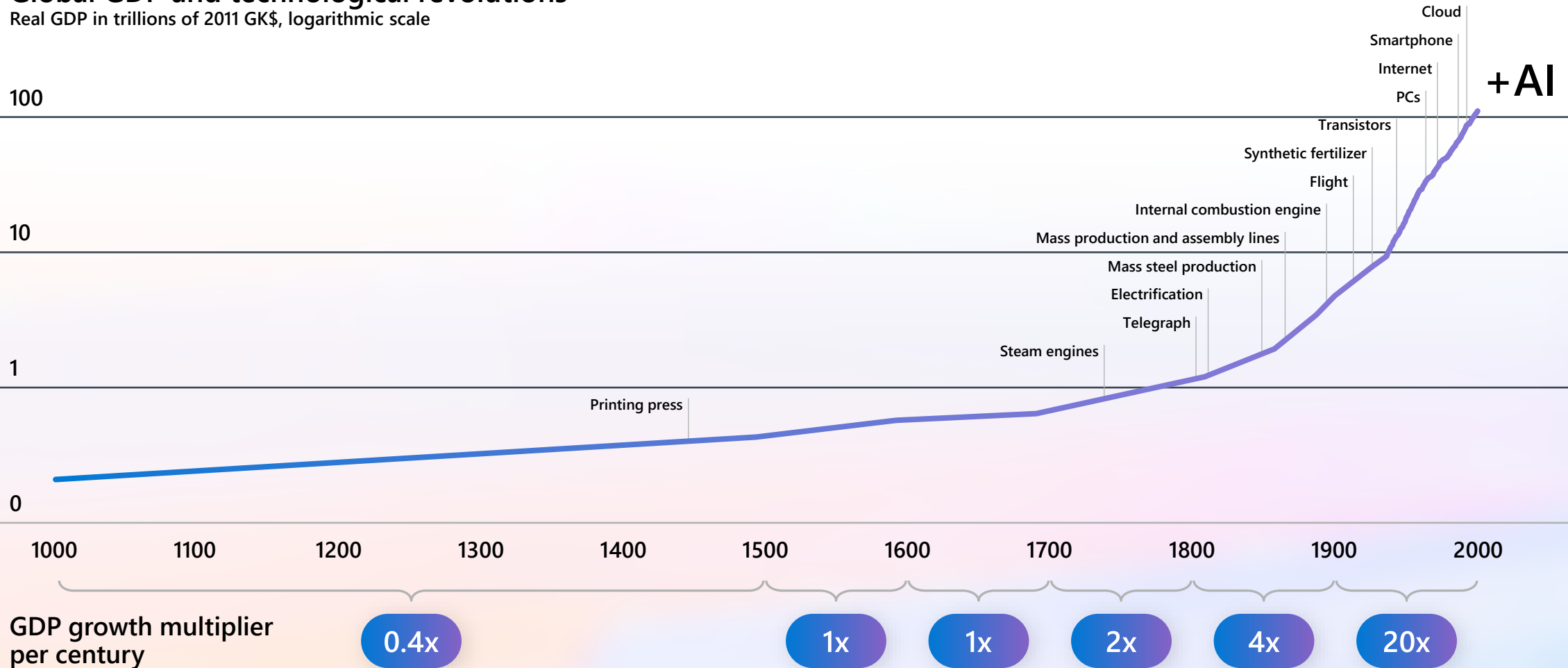
Telco Partner of the Year



AI accelerates economic growth

Global GDP and technological revolutions

Real GDP in trillions of 2011 GK\$, logarithmic scale



A detailed architectural sketch of a modern building complex. The drawing is rendered in a light, sketchy style with fine lines and shading. It depicts a multi-story structure with various levels, balconies, and a prominent central tower. The foreground shows a wide, open plaza with several groups of people walking, providing a sense of scale. The overall composition is dynamic and futuristic. The text 'The Frontier Firm' is overlaid in the center in a bold, dark blue font.

The Frontier Firm

Journey to an AI “Frontier Firm”

Phase 1

Human with assistant



Every employee has an AI assistant that helps them work better and faster

Phase 2

Human-led agents



Agents join teams as “digital colleagues,” taking on specific tasks at human direction

Phase 3

Human-led, agent-operated



Humans set direction and agents run entire business processes and workflows, checking in as needed

1.3 Billion

AI Agents by 2028

Source: IDC Info Snapshot, 1.3 Billion AI Agents by 2028, doc #US53361825, May 2025

How to **transform** your business to **increase revenue**



**Enrich
employee
experiences**



**Reinvent
customer
engagement**



**Reshape
business
processes**



**Bend the
curve
on innovation**

Typical Customer AI Journey



Shadow AI

Copilot Chat

M365 Copilot

Pre-Built Agents

Full Agentic AI

First Base



Frontier Firm

Empowering Frontier Transformation



Work IQ

How your employees work



Fabric IQ

How your business operates



Foundry IQ

How your agents unlock knowledge



Agent 365

Observability across every layer of the stack



Agent Factory

Build and scale agents | Access deep expertise | Grow org-wide AI skills

How we've done it: Our journey as a Frontier Firm

Humans with assistants



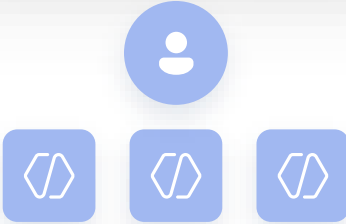
Copilot Immersion

+9% revenue per head
+20% faster deal closure

Driving Actionable Seller Insights

30% cost savings
100K seller hours saved

Human-led agents



AI-Infused Sales Process

Increased pipeline growth / +10% deal cycle velocity*

Reimagining Customer Support

+9-12% cases managed by support agents

Reshaping Quoting & Negotiations

+25% seller productivity / +10% deal closure velocity*

Improving Customer Investment Agility

+70% velocity improvement / 10% cost savings

GitHub Copilot-Led Customer Delivery

+15% developer productivity

Agent-led work



Scaling SMB with Autonomous Agents

13% lead to opportunity conversion rate
(compared to 7.2% in non-agentic mode)

Enabled by Digital Core

Trusted MCAPS Data & Insights | Reshaping processes & workflows | AI for Sales Planning

*projected results

Essentials for Building for AI & Copilot success



Leadership

Develop leadership capabilities to leverage AI for business outcomes

- ✓ Executive sponsorship
- ✓ Align AI to business strategy
- ✓ Providing clarity and prioritization
- ✓ **Best practice:** AI Council



Human change

Manage the human transformation with robust user enablement programs

- ✓ User enablement program
- ✓ Communications and community
- ✓ Skilling and training
- ✓ **Best practice:** Community of Practice and Copilot Dashboard



Technical readiness

Build and iterate technical skills to deliver on business results

- ✓ Secure your data infrastructure
- ✓ Policy review
- ✓ Extend to new high value line of business scenarios
- ✓ **Best practice:** AI Center of Excellence

Responsible AI principles

Thank you!

Please feel free to reach out if you have any questions.



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