



## Insight's Cloud Care Update

Welcome to Insight's regular Cloud Care update – January 2025

This area is designed to keep you informed on the latest developments from our Cloud Care community, including news, additions, and updates from Microsoft, as well as recent and upcoming changes to our Cloud Commerce platform (CCx), and other valuable information.

We will regularly update this page as news from Microsoft is shared, ensuring you always have the most current information.

Here is an overview of our latest topics:

- 1. Microsoft News & Updates**
  - Copilot for all: Introducing Microsoft 365 Copilot Chat
- 2. New Commerce Experience (NCE) promotions**
- 3. Cloud Commerce Platform (CCx) – January 2025 improvements, additions and bug fixes**
- 4. Cloud Commerce Platform (CCx) – Upcoming release dates for Q1 2025**

We encourage you to regularly check our Cloud Care update page to stay informed about these important changes. As one of our valued clients, we welcome your thoughts and feedback as we strive to make this page an even more effective resource for you.

If you have any questions or need further assistance, please do not hesitate to contact us.

## Microsoft New & Updates:

- Copilot for all: Introducing Microsoft 365 Copilot Chat:

On January 15, 2025, Microsoft introduced Microsoft 365 Copilot Chat, a new offering that adds pay-as-you-go agents to their existing free chat experience for Microsoft 365 commercial customers. Copilot Chat enables your entire workforce, from customer service representatives to marketing leads and frontline technicians, to start using Copilot and agents today.

Microsoft 365 Copilot Chat includes:

- **Free, secure AI chat** powered by GPT-4o.
- **Agents** accessible right in the chat.
- **IT controls**, including enterprise data protection and agent management.

Moving forward, organizations are able to have a mix of Copilot Chat and Microsoft 365 Copilot to drive AI transformation at scale.

The main distinction between M365 Copilot and M365 Copilot Chat is you can only make queries against your M365 environment (SharePoint files, emails, Teams chat messages, etc.).

Further comparisons can be seen below:

|  |   | Microsoft 365 Copilot Chat<br>Free + Consumption | Microsoft 365 Copilot<br>\$30 perpm |
|--|---|--|-------------------------------------|
| <b>Chat</b>  | Copilot Chat – Web grounded (powered by GPT-4o)   | ●  | ●                                   |
|  | Copilot Chat – Work grounded (work data in your tenant's Microsoft Graph and 3rd party data via Graph connectors)     | ●  | ●                                   |
|  | Copilot Pages   | ●  | ●                                   |
|  | File upload <sup>1</sup>  | ●  | ●                                   |
|  | Code Interpreter <sup>1</sup>   | ●  | ●                                   |
|  | Image generation <sup>1</sup>   | ●  | ●                                   |
| <b>Agents<sup>2</sup></b>                                  | Create agents using Copilot Studio <sup>3</sup> , including SharePoint agents   | ●  | ●                                   |
|  | Discover and pin agents   | ●  | ●                                   |
|  | Use agents grounded in Web data   | ●  | ●                                   |
|  | Use agents grounded in work data (work data in your tenant's Microsoft Graph and 3rd party data via Graph connectors) | ▲  | ●                                   |
| Use agents that act independently using autonomous actions | ▲   | ▲  |                                     |
| <b>Personal assistant</b>                                  | Copilot reasons over personal work data (e.g., Outlook, OneDrive, Teams meeting transcripts and chats)                | ●  | ●                                   |
|  | Copilot in Teams  | ●  | ●                                   |
|  | Copilot in Outlook  | ●  | ●                                   |
|  | Copilot in Word   | ●  | ●                                   |
|  | Copilot in Excel  | ●  | ●                                   |
|  | Copilot in PowerPoint   | ●  | ●                                   |
|  | Copilot Actions   | ●  | In preview                          |
|  | Pre-built M365 agents (Interpreter, Facilitator, Project Manager, Employee Self-Service)                              | ●  | In preview                          |
| <b>Copilot Control System</b>                              | Enterprise Data Protection (EDP)  | ●  | ●                                   |
|  | IT management controls  | ●  | ●                                   |
|  | Agent management  | ●  | ●                                   |
|  | SharePoint Advanced Management  | ●  | ●                                   |
|  | Copilot Analytics to measure usage and adoption <sup>4</sup>  | ●  | ●                                   |
| Pre-built reports and advanced analytics to measure ROI    | ●   | ●  |                                     |

1. Limits apply. 2. Applies to employee-facing agents only. 3. Learn more about the full capabilities of Copilot Studio: aka.ms/CopilotStudioCapabilities 4. Basic reporting in Microsoft Admin Center available for Copilot Chat.

More information can be found [here](#)

## New Commerce Experience (NCE) promotions:

- **NEW:** Get customers AI ready with Microsoft 365 E5: 15% valid from January 1, 2025 until June 30, 2025
- **EXTENDED:** Microsoft 365 Copilot CSP Getting Started: 15% valid from September 1, 2024 until April 1, 2025
- **Do more with Microsoft 365 E3 Accelerate promotional offer:** 15 % valid from July 1, 2024 until June 30, 2025
- **Windows 365 CSP:** 15% valid from September 1, 2024 until February 1, 2025

- Dynamics 365 Business Central for Microsoft 365 customers: 10 % valid from August 1, 2024 until June 30, 2025

To find out more about the available NCE promotions, prerequisites and the eligibility criteria's, please contact your local account manager.

### Cloud Commerce Platform (CCx) – January 2025 improvements, additions and bug fixes:

- To schedule next term instructions "Manage Renewals", is a key feature within NCE and all Insight clients will now benefit from an improved user interface and experience with the introduction this feature, allowing all clients to easily manage their renewals. By providing the below options we make sure that clients will have more control and flexibility in managing their subscriptions.
  - Manage quantity
  - Change term & billing frequency
  - Upgrade

### Cloud Commerce Platform (CCx) – Upcoming release dates for Q1 2025:

- January 04, 2025 14:00 UK / 15:00 CET until 17:00 UK / 18:00 CET
- February 08, 2025 14:00 UK / 15:00 CET until 17:00 UK / 18:00 CET
- March 08, 2025 14:00 UK / 15:00 CET until 17:00 UK / 18:00 CET

Please be aware that this maintenance downtime (typically on the first Saturday of the month) will be used to deploy ongoing improvements and install new features. During this time, you will see a maintenance page on <https://buy.insight.com/> that will prevent you from accessing the site and making transactions.