

Reinventing Work with AI and Agents

The Work Re-Engineering Journey



Microsoft





Why Enterprises Struggle to Become AI-Powered

Work is invisible

No live view of jobs, tasks, and processes, how work gets done, where time is wasted, or where AI has the most potential

Unclear where AI adds value

No visibility into which workflows Copilot or agents should target

No context for agents

Without workflow insight, agents are built in the dark and fail to deliver

Workflows not reengineered

AI is layered onto old processes instead of redesigning how work runs

Fragmented AI landscape

Multiple providers, no coordination, no clarity of capabilities

Employees stuck in old ways of working

AI is deployed, but people don't adapt, blocking adoption

No way to measure change

ROI and impact on work must be tracked manually, if at all

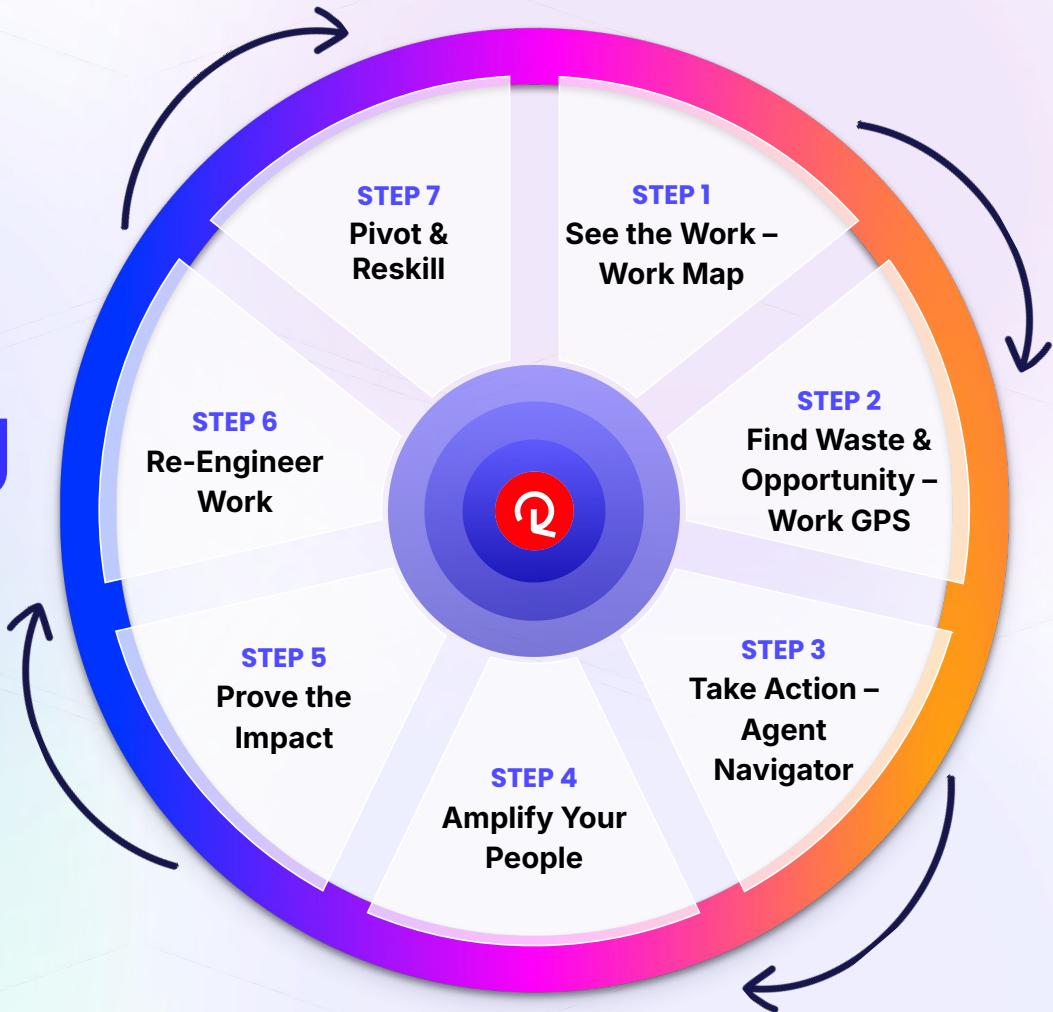
Fear of workforce disruption

No clear picture of how AI changes jobs and skills, creating resistance



The Work Re-Engineering Journey

A proven methodology to build an AI-powered workforce powered by Reejig





Build & Grow

A scaled path from pilots to an AI-powered enterprise

Build

0-8 weeks

3 pilot teams prove ROI
with agents

Grow

3-6 months

Full departments reengineered, business
case and ROI validated

Expand (6-12 months): Scale to full enterprise



Build (0–8 weeks)

Two/Three teams to prove value fast

Scope

- **2-3 Teams:** HR, Finance, IT, Sales — or teams chosen by the customer
- **Work Map:** visibility of jobs, tasks, and subtasks for each team
- **Pre-approved workflows:** out-of-the-box, configurable to customer context
- **Agent deployment tiers:**
 - Tier 1 — Out-of-the-box agents: *high-value, quick confidence wins*
 - Tier 2 — Configured agents: *more complex, guided by Reejig instructions*
 - Tier 3 — Designed & built agents: *technical support, deep context required*

Metrics

Reejig measures **before vs after**: how work was done pre-agents vs post-agents to show ROI, workflow change, and impact. Metrics include:

- Task velocity increase
- Hours saved per task and per team
- Early productivity signals (e.g. reports, reconciliations, approvals)
- Increase in specific team outcomes

Outcome:

Proof of value + confidence to expand, and a business case to scale into the **Grow** Phase across full departments.



Grow (3–6 months)

Expand pilots into full departments

Scope

- **Departments:** HR, Finance, IT (expanded from pilot teams)
- **Complete Work Map:** jobs, tasks, and subtasks mapped for entire function
- **Workflow tiers delivered:**
 - Tier 1 — Out-of-the-box workflows: standard, proven workflows for immediate impact
 - Tier 2 — Configured workflows: aligned to department-specific processes
 - Tier 3 — Designed & built workflows: custom workflows requiring technical support, Copilot Studio build, and deeper context
- **Pre-generated workflows** provided for rapid deployment
- **Business case creation:** ROI quantified for enterprise-wide rollout

Metrics

Reejig measures before vs after: baseline vs agent-enabled performance at department scale. Metrics include:

- Department-level hours unlocked
- Cost savings from automation
- Compliance and risk improvements
- Breadth and depth of Copilot and agent adoption
- Functional outcomes (e.g. time-to-hire in HR, close cycle in Finance, incident resolution in IT)

Outcome:

Full AI-native departments + validated business case to move into **Expand** Phase across the enterprise.



Expand (6–12 months)

Scale to the enterprise

Scope

- Extend agent-ready workflows across **all functions** (Sales, Customer, Supply Chain, Operations, etc.)
- **Proven use cases** replicated beyond pilot departments
- **Enterprise-wide ROI** tracking across workflows, teams, and functions
- **Workforce impacts visible**: what work is automated, augmented, or shifted
- **Governance in place**: prevent duplication, manage adoption, and track value consistently

Metrics

- Enterprise-wide productivity and efficiency
- ROI of Copilot and agents tied directly to business outcomes
- Reduction of duplication and wasted effort across the org
- Workforce change metrics (e.g. % of tasks automated, % of jobs reshaped)
- Adoption and engagement across the company

Outcome:

The company is replatformed on AI-powered workflows, with a proven ROI story and workforce impact clarity.



Why This Works

This isn't a tool rollout. It's a reinvention of how people and AI work together.

Copilot as the engine

Delivering intelligence and automation inside the flow of work

Reejig as the system around it

Mapping work, guiding adoption, and proving ROI

A clear 12-month roadmap

Structured stages from pilot to enterprise scale

ROI visible at every stage

Before vs after data that demonstrates Copilot's value

Amplification of your people

Copilot takes on repetitive tasks, teams focus on high-impact work

Reengineering work itself

Workflows redesigned to maximize both human and AI contribution

Enterprise-wide scale

Success in pilots cascades across all functions, de-risking adoption



The Decision

Do you want to experiment with AI...
or replatform your enterprise to run on it?

Experiment

- A few disconnected pilots
- Limited ROI, hard to prove value
- Teams still working the old way
- Resistance grows, momentum fades

The Choice

Stay in AI chaos and risk wasted spend...
or build the system that makes AI the way your enterprise works.

Replatform with Microsoft Copilot + Reejig

- Work mapped, visible, and measurable
- Proven ROI at every stage
- Workflows reengineered for humans + AI to thrive
- Your people amplified, not replaced
- Scales across all functions with confidence



STEP 1

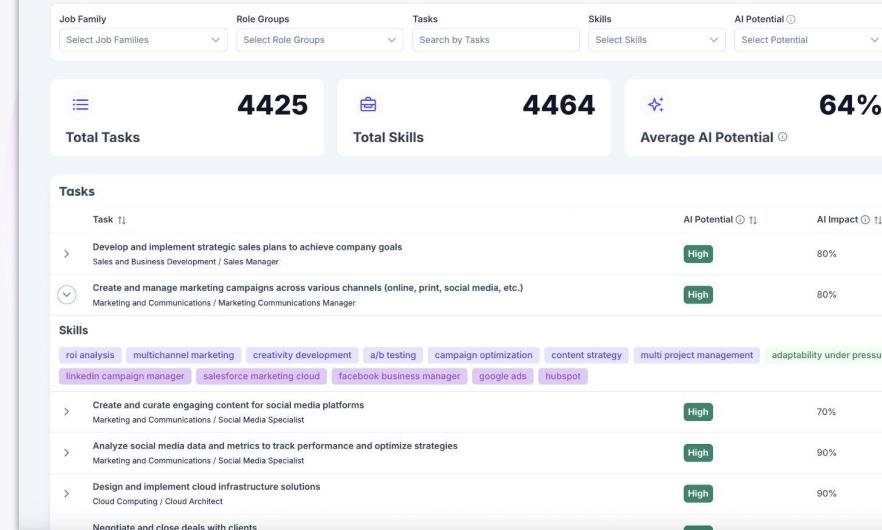
See The Work “The Work Map”

- Make the invisible visible.
- Capture roles, processes, and tasks.
- Build a living Enterprise Work Map.

Outcome

Leaders see all work as structured data.

Work Ontology





STEP 2

Find Waste & Opportunity

“Work GPS”

- Turn the map into intelligence.
- Identify duplication, inefficiencies, and areas for AI deployment.

Outcome

Clear priorities for automation and augmentation.

Work Intelligence

See the work. Find the waste. Reinvent and evolve your workforce with AI.

Wasted Potential

\$1.40B is trapped in low-value work

542K hours are wasted every week

Only 0% of AI-ready work has a plan

Reinvent Work

64% of tasks are ready for automation

84% of tasks are already shifting

AI returns value in 9 months

Evolve the Workforce

89% of skills are in disruption



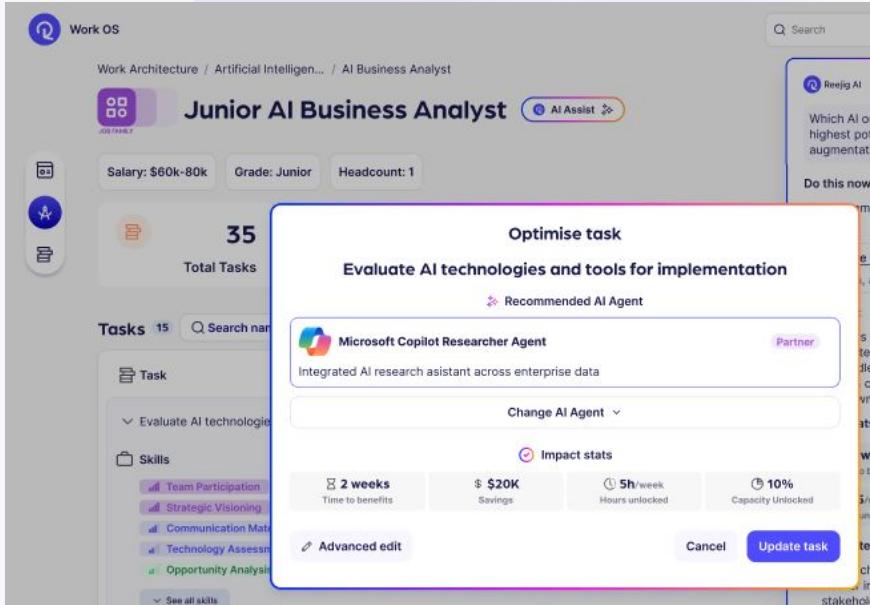
STEP 3

Take Action "Agent Navigator"

- Move from insight to execution.
- Assign the right agent to the right task (out of the box or custom build with instructions)
- Orchestrate humans and agents together.

Outcome

AI is embedded in daily workflows.





STEP 4

Amplify Your People

“Enable AI Adoption”

- Reset expectations for work in the age of AI.
- Equip employees with skills and confidence to adopt agents.
- Free people from repetitive tasks so they focus on higher-value outcomes.

Outcome

Workforce empowered, not replaced.

Reejig AI X

Marketing Associate to make it future-ready?

What would you like to dive deeper into first?

- Tasks and skills becoming irrelevant ☀
- Tasks and skills that are emerging ☀
- Roles and tasks to consolidate ☀

What are the new tasks and skills that will become important with AI?

Emerging Tasks

- Strategic Planning and Campaign Development
- Creative Content Ideation and Copywriting
- Data Interpretation and Insight Generation

Emerging Skills

- Data-Driven Decision Making
- Cross-Channel Marketing Integration
- User Experience (UX) Optimization

Next Step Suggestions ☀

Like X



STEP 5

Prove the Impact

“See how work has changed”

- Track capacity unlocked, costs reduced, and time saved.
- Build evidence for leadership and reinvestment decisions.

Outcome

Measurable ROI from every deployment.

Ree jig AI

Re-engineer this task ✨

Integrated Full Automation ✨

Can you re-engineer the task “Evaluate AI technologies and tools for implementation”?

I've helped you re-engineer this task

Summary:

- Replaced 100% of task to use AI
- \$20k of savings gained
- 10% capacity unlocked for this role
- It'll take about 2 weeks to see the benefits
- The person in this role will review the final work

<input checked="" type="checkbox"/> 2 weeks	\$ \$20K
Time to benefits	Savings
<input checked="" type="checkbox"/> 80%	⌚ 10%
AI Impact	Capacity Unlocked



STEP 6

Re-Engineer Work

“Dynamic and Evolving”

- As agents take on more, redesign processes.
- Continuously optimize for speed, intelligence, and scale.

Outcome

New ways of working emerge, not just old work automated.

Task re-engineer

Evaluate AI technologies and tools for implementation

4 weeks + 2 Time to benefits

\$ 20K + \$8K Savings

5h/week Hours unlocked

5% -5% Capacity Unlocked

The AI Agent rewrites or creates subtasks based on the original task. It also decides whether each subtask should be handled by AI or a human, depending on complexity context.

Recommended

Subtasks 12	Process Name	Inputs	Outputs	AI Potential	Who?
Research available AI tools and platforms	Market Scanning	Business goals, functional needs, online research, vendor directories	List of relevant AI tools/platforms	0.7	AI ▾
<button>Save subtask</button> Cancel					
Gather internal requirements from stakeholders	Requirement Gathering	Interviews, surveys, feature wishlists, documentation	Clear set of technical and business requirements	Medium	Human ▾
Create a comparison matrix	Feature Mapping	Requirements list, vendor documentation, analyst reports	Comparison table of tools by feature/value	High	AI ▾



STEP 7

Pivot & Reskill

“Evolve your Workforce”

- Redirect unlocked capacity to new priorities.
- Reskill employees for AI-augmented roles.

Outcome

Organization stays future-ready.

Reejig AI
Role: Digital Marketing Associate

Re-engineer the role
Transform this role for the future - add emerging skills, consolidate tasks, and repurpose freed up capacity to evolve how work gets done.

Pivot the role
Transition this role into a new direction - explore alternative roles and skills when demand is declining.

Choose an option to start a guided conversation with Reejig AI.

Re-Engineer

Pivot

What are the best pivot options for the Digital Marketing Associate role?

Adjacent Roles to Consider
Choose an option to start exploring skills to pivot to these roles.

Product Marketing Manager

Market Research Analyst

Brand Manager

Like Dislike



Why Microsoft + Reejig

Scalable technology + repeatable methodology



The AI Platform

Copilot → AI embedded in work

Azure → Scalable cloud & AI

Fabric → Data foundation

The Outcome

Customers get transformation that is practical, measurable, and lasting.



The Work Operating System

Work Map → Make work visible

GPS → Find opportunities

Navigator → Execute with AI

ROI Engine → Prove value



Reinvent The Enterprise with AI at Scale

Value Drivers for the CIO

- Build an AI-ready enterprise architecture.
- Ensure governance, security, and compliance.
- Deliver enterprise-scale ROI from AI.

See the Work (Work Map)

Gain a complete, data-driven view of the enterprise — a foundation for AI deployment.

Find Waste & Opportunity (Work GPS)

Identify where automation delivers the highest ROI across functions.

Agent Navigator

Govern and orchestrate agents across Copilot, OpenAI, and custom solutions.

Prove the Impact

Track hard metrics (cost, capacity, productivity) to justify investments.

Re-Engineer Work

Modernize processes continuously, shifting to an AI-first operating model.



Evolve The Workforce in The Age of AI

Value Drivers for the CHRO

- Build a future-ready workforce.
- Deliver employee adoption and engagement in AI transformation.
- Lead the shift from jobs → skills → AI-augmented work.

See the Work (Work Map)

Understand how roles and tasks are actually structured.

Find Waste & Opportunity (Work GPS)

Reveal duplication and identify new role opportunities.

Agent Navigator

Redesign jobs by shifting repetitive tasks to agents, freeing employees for higher-value work.

Amplify Your People

Equip employees with the skills, mindset, and confidence to adopt AI.

Pivot & Reskill

Redeploy freed capacity, build new career pathways, and ensure workforce sustainability.



Thank you