

Navantia enhances efficiency and collaboration with *Microsoft 365 Copilot*



The nationwide implementation, supported by Capgemini and Microsoft, has made Navantia the public sector company with the highest use of Microsoft 365 Copilot AI

Supporting naval innovation with Gen AI

Navantia, a strategic shipbuilding, defense and green energy company, was looking to modernize the way it works by implementing Microsoft 365 Copilot. However, the company needed a structured accompaniment program with robust methodologies in the adoption of Microsoft 365 Copilot. By doing so, Navantia intended to change the way employees worked and collaborated by incorporating and supporting the use of Generative AI in their daily operations.

To enable this vision, the organization engaged Capgemini and Navantia to form a collaborative project team that brought together a variety of expertise and technical skills.

Client: Navantia

Region: Spain

Industry: Aerospace and defense

Client challenge: Navantia wanted to modernize the way it works by adopting Generative AI with Microsoft 365 Copilot, improving employee productivity and collaboration across the organization.

Solution: The company worked with Capgemini and Microsoft to implement a comprehensive Microsoft 365 Copilot adoption program, with a focus on training, dynamization, monitoring, and extensibility.

Benefits:

- 91.7% of allocated licenses activated
- Average savings of 30 minutes per day per user
- High satisfaction with the program (8.3/10)
- Easy integration with tools such as SAP
- Optimization of data management and use

A collaborative journey

The partners launched a structured adoption program based on four fundamental axes. First, the project team emphasized dynamization and communication by creating a Copilot community. This provided a centralized space for sharing training resources and addressing doubts among potential users, which promoted the solution's impact.

Navantia, Capgemini, and Microsoft then collaborated to define a training plan per the application per user profile, differentiating between managers, champions, and other users throughout more than 40 sessions split in three waves. This approach was based on sessions called "Coffees with Copilot," in which the objective was to train users in an interactive and practical way in the most relevant functionalities of each application, adapting the content to the needs of different user groups.

The third axis was monitoring, wherein the project team developed a measurement plan based on four key levers: usage, productivity, satisfaction, and quality. This approach used periodic surveys, adoption metrics, and measurement experiments to collect data that compared employee productivity when completing tasks with and without Copilot.

Finally, Navantia, Capgemini, and Microsoft will now extend Copilot using other tools, such as SAP, which will optimize key process as part of the fourth axis: extensibility.

Working together with Capgemini and Microsoft, Navantia has optimized employee productivity and enhanced collaboration across the organization by adopting Microsoft 365 Copilot. This technology has transformed day-to-day operations by enabling employees to quickly summarize information, generate content, and extract insights from various data sources. As a result, decision-making processes have become faster and more data driven.

Efficiency now and future innovation

Navantia saw the solution experience rapid adoption, with more than 1500 licenses allocated and a 91.7% effective activation rate among employees. This has boosted operational efficiency by reducing the time spent on administrative tasks by an average of 30 minutes per day, allowing employees to focus on higher value activities. And the high adoption rate was accompanied by an average rating of 8.3 out of 10, reflecting a satisfactory perception on the part of users.

The integration of Copilot with key tools such as SAP and SharePoint have also improved operational efficiency, reduced manual work and promoted a more connected digital environment.

Throughout the project, champions proved essential for gathering feedback that allowed the partners to iterate and continuously improve the adoption, identifying specific use cases for Navantia's operations and ensuring maximum utilization of the tool.



Capgemini provided technical expertise to design, implement, and accelerate the adoption of Microsoft 365 Copilot."

Miguel Angel Roji
Digital Adoption Manager
at Navantia



Collaboration with Microsoft

Collaboration with Microsoft was key to the adoption program's success because this partnership provided specialized product knowledge. Microsoft offered transversal support that not only allowed the project team to address technical doubts and explore new functionalities but also added strategic value in the implementation. Thanks to Microsoft, a seamless integration with existing systems was achieved and the performance of Copilot in Navantia's digital ecosystem was optimized. In addition, its consultancy enabled the capabilities of Microsoft 365 Copilot to be exploited to the full.

Thanks to this project, Navantia has consolidated its digital transformation, improving collaboration, optimizing processes, and positioning the company at the forefront of innovation in the naval and defense sector.

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