

Human + AI Working Together



Conclusion: The Future Isn't AI First. It's Agent First.

Throughout this guide, we have explored Microsoft's vision for the future of work. A future shaped by Frontier Firms. A future powered by Human-Agent Teams. A future where digital labour expands organisational capacity and intelligent agents work alongside people to deliver outcomes.

For some organisations, this future may still feel several years away. The reality is that many of the foundations already exist today. Microsoft 365 Copilot is helping employees work more productively. Copilot Studio is enabling organisations to create custom agents. Microsoft Fabric is bringing data together to create organisational intelligence. Microsoft Graph, Work IQ and Fabric IQ are creating the context required for increasingly capable AI experiences.

The journey towards Agent First has already begun. The question is no longer whether intelligent agents will become part of the workforce. The question is how organisations will prepare for them.

The organisations that thrive in the next decade will not necessarily be those with the largest budgets or the most advanced technology. They will be the organisations that successfully combine human expertise with digital capability.



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Those that understand how to balance innovation with governance. Those that invest in data, people and organisational readiness. Those that embrace Human-Agent Teams as a new operating model rather than simply another technology trend.

Microsoft calls these organisations Frontier Firms.

And while the technologies will continue to evolve, the direction of travel is becoming increasingly clear. The future workplace will not consist solely of employees using software. It will consist of employees working alongside intelligent digital colleagues.

The future is not human versus AI.

The future is human and AI working together.

The future is Agent First.

Your Agent First Journey Starts Today

Whether your organisation is exploring Microsoft 365 Copilot, building custom agents, modernising data platforms or assessing the opportunities presented by Autopilots, Scout and OpenClaw, one thing is certain:

The decisions made today will shape your ability to take advantage of tomorrow's opportunities. Successful adoption is about more than technology.

It requires:

- A clear strategy
- Strong governance
- Trusted data
- User adoption
- Security and compliance
- Practical use cases that deliver measurable value

Most importantly, it requires a partner that understands both Microsoft's technology roadmap and the realities of organisational change.



Microsoft Partner of the Year
Copilot & Agents

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Why CPS?

CPS has been helping organisations unlock the value of Microsoft technology for more than three decades. Today, we work with organisations across local government, healthcare, policing, education, housing and the wider public and private sectors to deliver practical, measurable outcomes through Artificial Intelligence, Microsoft 365, Power Platform, Dynamics 365 and Microsoft Fabric.

As a recognised Microsoft AI Partner and Microsoft Partner of the Year for Copilot and Agents, CPS is helping organisations move beyond experimentation and into real-world adoption.

From Microsoft 365 Copilot deployments and Copilot Studio solutions to Agent Factory engagements and AI readiness assessments, we help organisations build the foundations required for the Agent First future.

Our approach combines:

- **Strategy**
 - Helping leaders understand what Microsoft's roadmap means for their organisation.
- **Readiness**
 - Assessing people, process, data and governance maturity.
- **Adoption**
 - Driving meaningful employee engagement and business value.
- **Innovation**
 - Designing and deploying agents that solve real organisational challenges.
- **Governance**
 - Ensuring AI is implemented securely, responsibly and compliantly.

The result is a practical pathway from where you are today to where you want to be tomorrow.





Take the Next Step

If your organisation is exploring the future of AI, now is the time to start preparing.

Whether you are:

- Assessing Microsoft 365 Copilot
- Building your first agents
- Exploring Agent First opportunities
- Modernising your data estate
- Developing an AI governance framework
- Preparing for Human-Agent Teams

CPS can help.

- **Start Your Agent First Readiness Assessment**
 - Understand your current maturity, identify opportunities and build a roadmap for the future.
- **Explore Human-Agent Team Use Cases**
 - Discover where agents can create the greatest value across your organisation.
- **Build Your Agent First Roadmap**
 - Create a practical plan aligned to Microsoft's vision, your priorities and your governance requirements.

The future of work is changing.

The organisations that prepare today will be best positioned to lead tomorrow.

Are you ready for Agent First?

Talk to CPS about your Agent First Readiness Assessment today.

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**AI Strategy | Copilot | Copilot Studio & Agents | Agent Factory | Microsoft Fabric |
Dynamics 365 | Power Platform**

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Appendix A

Agent First Glossary

Agent

An AI-powered digital worker designed to perform specific tasks or business functions on behalf of a user or organisation. Unlike traditional AI assistants, agents can operate with varying levels of autonomy and can be configured to monitor information, execute actions and support business processes.

Agent Factory

A structured approach to designing, deploying and managing AI agents at scale. Agent Factory enables organisations to move beyond individual agent experiments and establish repeatable frameworks for delivering business value through Human-Agent Teams.

Agent First

Microsoft's vision for the future of work, where intelligent agents become a fundamental part of how organisations operate. In an Agent First organisation, humans and AI agents work together to deliver outcomes, combining human expertise with digital labour.



Artificial Intelligence (AI)

Technology that enables machines to perform tasks that traditionally require human intelligence, including understanding language, analysing information, identifying patterns and making recommendations.

Autopilot

An advanced AI capability designed to coordinate outcomes across multiple tasks, systems and agents. Unlike a traditional agent focused on a specific activity, an Autopilot can plan, orchestrate, monitor and manage end-to-end processes while keeping humans informed and in control.

Always-On Personal Agent

A persistent AI assistant that works continuously in the background on behalf of an individual. Rather than waiting for prompts, Always-On Personal Agents proactively monitor information, prioritise actions and provide support throughout the working day.

Copilot

Microsoft's AI-powered assistant embedded across Microsoft 365 applications such as Word, Excel, PowerPoint, Outlook and Teams. Copilot helps users complete tasks faster through natural language interactions.

Copilot Studio

Microsoft's low-code platform for creating, customising and managing AI-powered agents. Organisations can use Copilot Studio to build agents tailored to their specific processes, knowledge and business requirements.

Digital Labour

The organisational capacity provided by intelligent agents and AI systems. Digital labour complements human employees by performing tasks, coordinating activities and supporting decision-making at scale.

Fabric IQ

An emerging intelligence capability built on Microsoft Fabric that enables AI to reason over enterprise data, identify patterns, generate insights and provide context-aware recommendations.

Frontier Firm

Microsoft's term for organisations that successfully combine human expertise with AI-powered digital labour. Frontier Firms use Human-Agent Teams, organisational intelligence and intelligent automation to achieve higher levels of productivity, innovation and service delivery.





Human-Agent Team

A team structure that combines human employees and intelligent agents working together towards shared outcomes. Humans provide judgement, leadership and expertise, while agents provide scale, speed, analysis and execution.

Intelligence on Tap

Microsoft's vision for making organisational knowledge, insights and expertise instantly accessible through AI. Rather than searching for information, employees can access relevant intelligence when and where it is needed.

Large Language Model (LLM)

The underlying AI technology used to understand and generate natural language. Large Language Models power many modern AI experiences, including Microsoft Copilot and AI agents.

Microsoft Fabric

Microsoft's unified data and analytics platform that brings together data integration, engineering, warehousing, business intelligence and AI capabilities into a single solution.

Microsoft Graph

A platform that connects information across Microsoft 365, providing AI with context about relationships between people, documents, meetings, emails and business activities.

OpenClaw

An emerging AI capability designed to interact with systems and applications in a similar way to a human user. OpenClaw can navigate interfaces, enter information, complete tasks and support automation across disconnected systems.

Organisational Intelligence

The collective knowledge, relationships, processes and context that exist across an organisation. Organisational intelligence enables AI systems to provide more accurate, relevant and actionable outputs.

Responsible AI

A framework for developing and deploying AI in a secure, ethical and trustworthy way. Microsoft's Responsible AI principles include fairness, reliability, privacy, transparency, inclusiveness and accountability.

Scout

An AI-powered research and intelligence capability designed to locate, analyse and synthesise information from multiple sources. Scout acts as an organisational researcher, helping employees access knowledge more efficiently.





Semantic Model

A layer of context that helps AI understand the meaning, relationships and business definitions within organisational data. Semantic models improve the accuracy and relevance of AI outputs.

Work Chart

Microsoft's concept for understanding how work is delivered across Human-Agent Teams. Unlike traditional organisational charts, Work Charts focus on outcomes, responsibilities and collaboration between people and agents.

Work Graph

An evolution of Microsoft's understanding of organisational activity that helps AI identify how work happens across teams, projects, commitments and business processes.

Work IQ

An intelligence capability designed to help AI understand organisational priorities, activities, collaboration patterns and operational context, enabling more informed recommendations and actions.

Zero Trust

A security model based on the principle of "never trust, always verify." Zero Trust ensures that users, devices and agents are continuously validated before accessing organisational resources and information.

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**AI Strategy | Copilot | Copilot Studio & Agents | Agent Factory | Microsoft Fabric |
Dynamics 365 | Power Platform**

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