

CASE REFERENCE · AGRI &amp; FOOD

# Multiple agri & food clients



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Multiple agri & food clients

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DELIVERED AS

• Zero to AI Hero

• Copilot

• Copilot Chat

• Copilot Agents

## COPILOT ADOPTION & ENABLEMENT

# Making Agri & Food teams go from Zero to AI Hero

Our First Campus Zero to AI Copilot Hero programme, run with Microsoft, took agri and food teams from AI fundamentals to confidently using Copilot Chat, Microsoft 365 Copilot and their own agents, with a managed-service follow-up so the adoption stuck.

01

### THE CHALLENGE

Several agri and food businesses had invested in Microsoft 365 Copilot, but the tools were sitting idle. These are not office-bound companies, their people are spread across farms, depots, processing sites and head office, and for many of them AI felt like something for someone else's industry. Staff had not opened Copilot Chat, did not know it was already inside the Microsoft 365 apps on their desk, and had no idea they could build an agent of their own. With tight margins and a busy operational calendar, paying for software nobody touched was money the business could not spare. They needed a practical way to take ordinary admin, finance and operations people from zero to genuinely useful with Copilot, and to actually trust it.

02

### THE APPROACH

We ran our First Campus Zero to AI Copilot Hero programme as part of a joint initiative with Microsoft. It is built as a modular, hands-on journey rather than a one-off lecture, with half of every core session spent working in the tools. Teams started on the core track, Zero to Copilot Chat Hero: the art of the possible with business-safe, grounded AI, a proper grounding in prompting through the GCSE framework, working with a human in the loop and building a first agent that follows group instructions, and a hands-on look at keeping AI use secure. Each cohort then took the focus track that fit them, getting the best out of Microsoft 365 Copilot across Word, Excel and PowerPoint, or building their own grounded agents in Copilot Studio with their own tools and triggers. We taught it against the work they actually do, summarising a supplier contract, drafting a note to growers, pulling a stock or delivery summary out of a sprawl of spreadsheets, so it clicked for people who do not think of themselves as tech-minded. It did not end at the classroom: our AI Guy managed service stood up a Copilot community and adoption analytics, engaged and empowered champions, and ran monthly follow-ups over the months that followed.

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## THE OUTCOME

Adoption moved from near zero to part of the routine. Admin, finance and operations staff who had been wary of AI are now prompting, drafting and summarising with Copilot across the business, and the people who took to it fastest have become the champions, backed by a community and analytics, pulling colleagues along. With the core in place, the first grounded agents are being pointed at the repetitive operational tasks that used to swallow time, and the monthly check-ins keep teams current as Copilot moves. The licences the business was already paying for are finally earning their keep.

04

## SUMMARY & BENEFITS

- ✓ First Campus Zero to AI Copilot Hero: a modular, hands-on path from AI fundamentals to Copilot Chat, Microsoft 365 Copilot and grounded agents.
- ✓ Pitched for a spread-out, operationally busy workforce that does not see itself as tech-minded.
- ✓ Delivered with Microsoft, taught against real agri and food work, not generic demos.
- ✓ A managed-service follow-up, Copilot community, analytics, champions and monthly mentorship, so adoption sticks.

### Want a result like this?

Talk to us about your own challenge — [info@firsttech.digital](mailto:info@firsttech.digital) or +27 10 501 0800.

Let's Talk →