

# TD SYNEX's Copilot Readiness Assessment

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# TD SYNEX's Copilot Readiness Assessment

## Understanding the Service

**Q1: What is the TD SYNEX Copilot Readiness service, and why should my customers consider it?**

**A:** It's a structured, data-driven assessment of a customer's Microsoft 365 environment that **identifies risks, security gaps, and governance issues before deploying Copilot**. Customers should consider it to ensure their environment is secure, compliant, and ready to unlock the full value of Microsoft Copilot.

**Q2: What risks do customers face if they deploy Copilot without a readiness assessment?**

**A:** Without proper preparation, Copilot can:

- **Sensitive Data Exposure:** Without governance and lifecycle controls, Copilot may surface **confidential or sensitive content** to unintended users.
- **Compliance s Regulatory Issues:** Copilot can inadvertently access or generate content that violates **GDPR, ISO, or internal compliance policies** if the environment isn't properly scoped or secured.
- **User Trust s Brand Reputation:** If Copilot behaves unpredictably or leaks sensitive data, it can **erode trust** in the tool and the organization, especially in regulated industries.
- **Poor Results from Disorganized Data:** Copilot's performance depends on the **quality and structure of the underlying data**. If Teams, SharePoint, or OneDrive are cluttered or misconfigured, Copilot may return irrelevant or misleading results.

**Q3: How does this service accelerate Microsoft Copilot adoption for my customers?**

**A:** By removing blockers (like misconfigured permissions, uncontrolled data sharing, and governance gaps), the service builds customer confidence and creates a clear remediation roadmap. This helps customers adopt Copilot faster, safer, and with measurable business impact.

**Q4: What makes this service different from other assessments in the market, and what is TD SYNEX's added value?**

**A:** Unlike generic reviews, this is a **data-driven service powered by AvePoint's** enterprise-grade tooling. It provides objective insights rather than opinions, aligned to Microsoft best practices. **TD SYNEX adds value through expert technical consultants** to deliver, tailor recommendations, and bundle remediation and managed services for ongoing support.

## Scope and Coverage

**Q5: Which Microsoft 365 workloads are included in the assessment?**

**A:** The service encompasses **Microsoft Teams, SharePoint Online, OneDrive for Business, Exchange Oline, and Microsoft 365 Groups**. These workloads represent the primary areas for collaboration, information sharing, and potential security risks associated with Copilot.

**Q6: What deliverables will my customer receive at the end of the engagement?**

**A:** Customers will receive a detailed **Copilot Readiness Report**, a **Prioritized Remediation Plan**, and a **Business Review document**. Following the delivery of these assets, an expert **TD SYNEX**

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**technical consultant** will lead a **Business Review session** to walk through the key findings, identified risks, and a clear set of next steps to prepare the organization for a successful Copilot deployment.

**Q7: How many tenants and users are covered by the standard scope?**

**A:** The service can be delivered for **as many tenants and users as the customer requires**.

### Delivery and Process

**Q8: How long does a typical engagement take from start to finish?**

**A:** On average, **4–6 weeks from kick-off to final Business review call**, depending on the size and complexity of the environment, and customer availability.

**QG: Does TD SYNEX perform remediation, or only the assessment?**

**A:** The core service covers only the assessment. However, **TD SYNEX can perform remediation on demand** for an additional fee, depending on the type and scope of remediation required.

**Q10: What prerequisites or preparation are required from the partner or end customer?**

**A:** Customer must **purchase and provide admin access to the correct AvePoint license**, either **Element Workspace Management (recommended)** or Policies C Insights solution for all user accounts within each Microsoft 365 Tenant covered by the Copilot Readiness Service, and such licenses must remain active for the duration of the Service until its completion.

If a customer already owns AvePoint licenses, these can be used as long as they match the number of users included in the Copilot Readiness Assessment scope.

If no licenses are in place, the required AvePoint solution can be easily procured through StreamOne ION.

**Q11: How should I position this service with SMB customers vs. enterprise customers?**

**A:** For SMBs, position it as a **quick and affordable risk check before adopting Copilot**. For enterprises, emphasize compliance, governance, and scaling Copilot adoption safely across complex environments.

**Q12: How can partners leverage this service to run more successful Copilot Proof of Value (POV) engagements?**

**A:** This service creates the right **foundation for successful POVs by ensuring the customer's data is secure and organized**. By eliminating failures caused by poor data quality or access risks, our service — which combines TD SYNEX's data-driven insights and expert guidance — powers a compelling Copilot demonstration and a faster path to a successful business case.

### Technology and Security

**Q13: Which tool TD SYNEX use to provide the service?**

**A:** We use **AvePoint solutions**, a leading tool for Microsoft 365 governance and risk assessment.

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### Q14: What is the difference between TD SYNEX tool and the Microsoft assessment?

**A:** The core difference is that Microsoft's assessment offers high-level, best-practice guidance based on general assumptions, while the **TD SYNEX service delivers a deep, data-driven analysis**.

Rather than relying on a simple checklist, our service leverages a **specialized tool to generate measurable insights** across the customer's tenant(s). These findings are then enriched by a **TD SYNEX expert technical consultant**, who develops a prioritized remediation plan and conducts a Business Review session to ensure a clear, actionable path toward a successful Copilot deployment.

### Q15: Is the assessment tool simply aggregating Microsoft's existing assessment tools, or does it provide additional intelligence?

**A:** The tool goes beyond aggregation. It offers:

- **Risk scoring** across Teams, SharePoint, OneDrive, Exchange Online, and Groups
- **Sensitive data classification and exposure analysis**, including external sharing and "shared with everyone" flags
- **Copilot readiness scoring**, showing which workspaces are ready and why others are not
- **Remediation recommendations** and actionable insights, which go far beyond what Microsoft's free survey provides.

The tool provides a **single-pane-of-glass view** of risks and governance gaps, making it easier to act on findings than using Microsoft's native admin centres.

### Q16: Does the tool access customer data directly? Where is the data stored, and what are the security implications?

**A:** The assessment tool used in the Copilot Readiness Service **does not copy or store customer content**. It scans **metadata, permissions, and configuration settings** across Microsoft 365 workloads — including Teams, SharePoint Online, OneDrive for Business, Exchange Online, Microsoft 365 Groups, to identify risks and readiness gaps.

All data remains **within the customer's Microsoft 365 tenant**, and the tool integrates via **secure Microsoft Graph APIs**. It requires **delegated admin permissions** to perform the scans but does not extract or replicate content externally.

The tool operates within **Microsoft Azure**, and its processing complies with **Microsoft's security and compliance standards**, including support for **Microsoft Purview sensitivity labels** for data classification and protection.

### Q17: How does the assessment tool identify and classify sensitive data?

**A:** The AvePoint tool used in the TD SYNEX Copilot Readiness Service **integrates directly with Microsoft 365 via secure Graph APIs** and operates entirely within the customer's tenant. It does not copy or store content. Instead, it scans metadata, permissions, and configuration settings across Teams, SharePoint, OneDrive, Exchange Online, and Microsoft 365 Groups to surface risks and readiness gaps.

For sensitive data classification, the **tool leverages Microsoft Purview sensitivity labels** and DLP policies when available. If these are not configured, AvePoint activates its own detection engine using

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pattern matching, keyword dictionaries, and AI-based classifiers to identify categories like personal records, financial data, and intellectual property. **All processing occurs within Microsoft Azure and complies with Microsoft's security and compliance standards.**

### Licensing and Commercials

#### Q18: Who provides the AvePoint tool license?

**A:** The Copilot Readiness Service follows a **bring-your-own-license (BYOL)** model. This means the partner or customer is responsible for purchasing and providing access to TD SYNEX to the appropriate AvePoint licenses.

#### Q20: How many AvePoint licenses are required to perform the service?

**A: a license is needed for each Microsoft 365 user under each tenant** that will be included in the assessment. For example, if 1 tenant with 500 users are assessed, 500 tooling licenses must be put available. Partial coverage is not supported.

#### Q21: How is AvePoint licensing structured, and can licenses be reused for future assessments or other uses?

**A:** AvePoint licenses are subscription-based, charged per user per month (based on active, assigned Microsoft 365 users). There are two options:

- **Annual Commit Pool License Model:** Allows you to pre-purchase licenses and reassign them to another tenant or customer after completing the initial risk assessment. In this case, the first customer must be disabled and will no longer have any capabilities.
- **Monthly Commit License:** A flexible option that can be cancelled on a monthly basis.

For more details, please engage your AvePoint sales representative.

#### Q22: What is the pricing model, and how can I request a quote?

**A:** Pricing is a **fixed fee per assessment**, plus the cost of AvePoint licenses (per user/month).

To request a quote, contact your TD SYNEX representative with details such as customer size, tenant count, and desired scope.

#### Q23: What is included in the price of the Copilot Readiness Assessment?

**A:** The price covers **the end-to-end delivery of the assessment**, including the Copilot Readiness Report, a Prioritized Remediation Plan, and a Business Review document and session with a TD SYNEX expert technical consultant for the remediation recommendations. **AvePoint Licensing is not included.**

#### Q24: Does the service qualify for Microsoft accelerator or ESIF funding?

**A:** While the service itself does not directly unlock funding, it will help. Prepare partners for Microsoft AI business foundations and potential specialization **strengthen the case for Microsoft Accelerator support** by demonstrating structured readiness and a clear Copilot adoption roadmap.