

Scaling Agents.
Creating Business Impact
through an Agent Factory.

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Campana & Schott. International management and technology consultancy in Europe and the U.S.

Transformation. Passion. Results. We ensure that transformations are sustainably successful.

33

of the 40
DAX companies
are our customers



5

values

Passion.
Responsibility.
Humanity.
Diversity.
Sustainability.

Since **1992**

owner-managed



650+

highly qualified
employees



10

different locations



400+

Copilot projects – we
are the leading partner
in the DACH region
with notable awards

5

transformations
within our focus



Business
Transformation



Digital
Transformation



Sustainable
Transformation



AI
Transformation



Transformation
of Work

Over

30

years of
experience



Strategy and Operating
Model Design

Project and Transformation
Management

Business Process and
Organizational Excellence

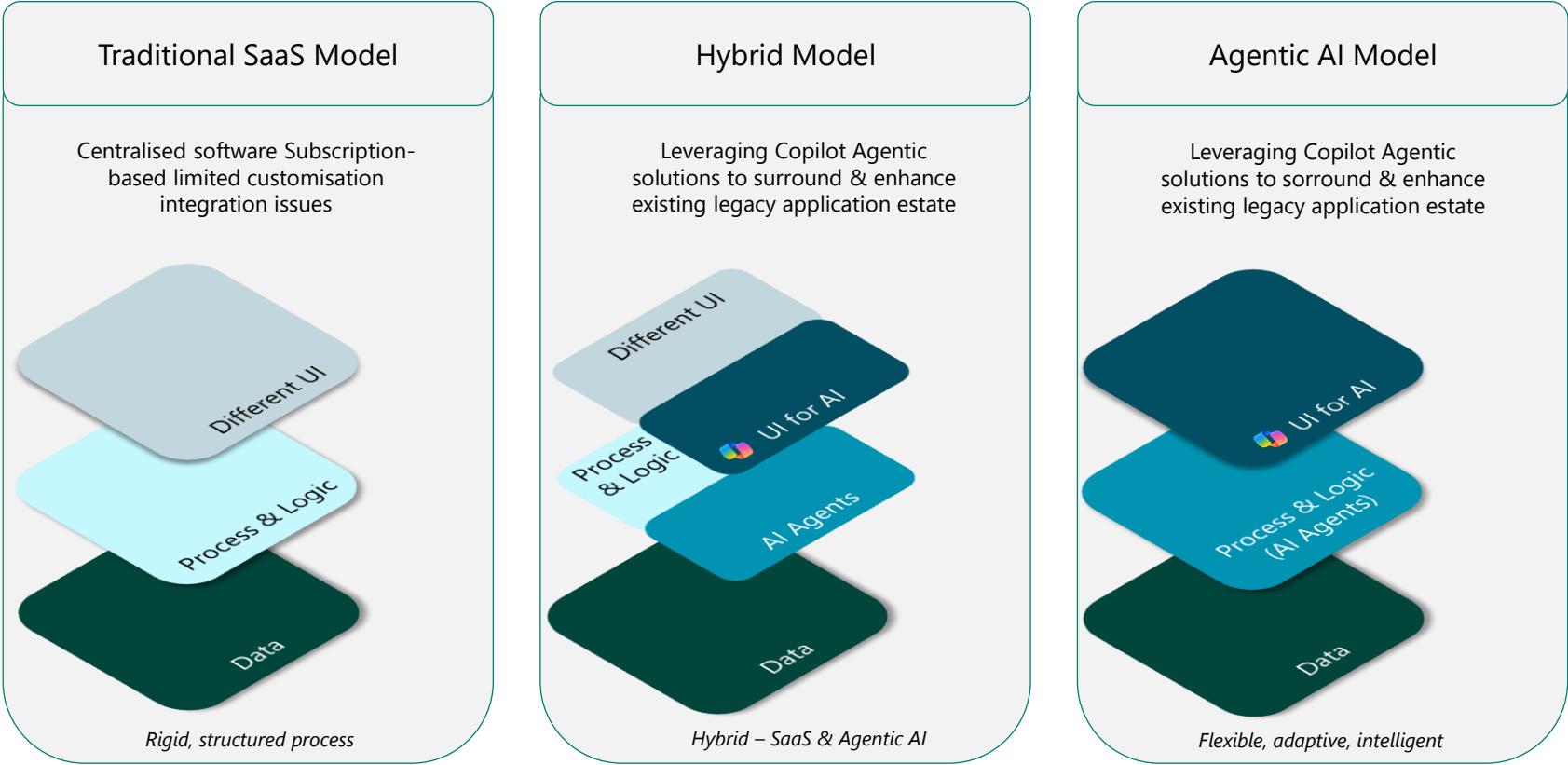
Digital Enablement and
Platform Integration



From «Software as a Service» to «Agentic AI» Model.



*“Software as a Service is Dead”
Agentic AI will be the way of
interact with information*



Current challenges with AI Agents. Many companies are stuck in pilots and isolated initiatives.

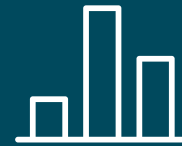
Architecture

Isolated applications, no standards and assets, no repeatability



Cost

Fragmented budgets, intransparent overall licensing, no cost optimization



Operations

No company wide monitoring, telemetry and lifecycle management



Benefits realization

Many Agent initiatives remain in PoC status w/o broad rollout



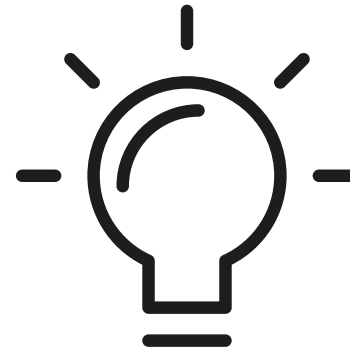
Goal alignment

Unclear prioritization and missing transparency on value cases

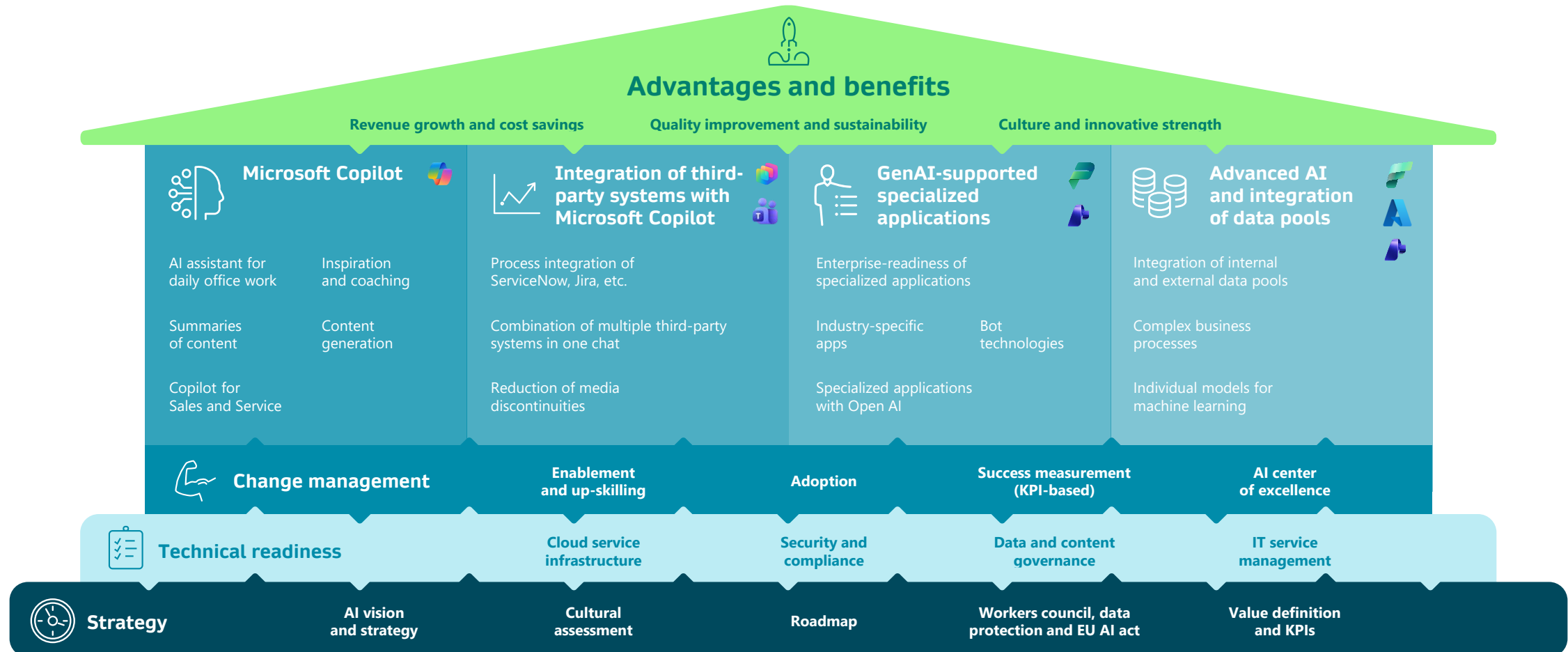


Know How

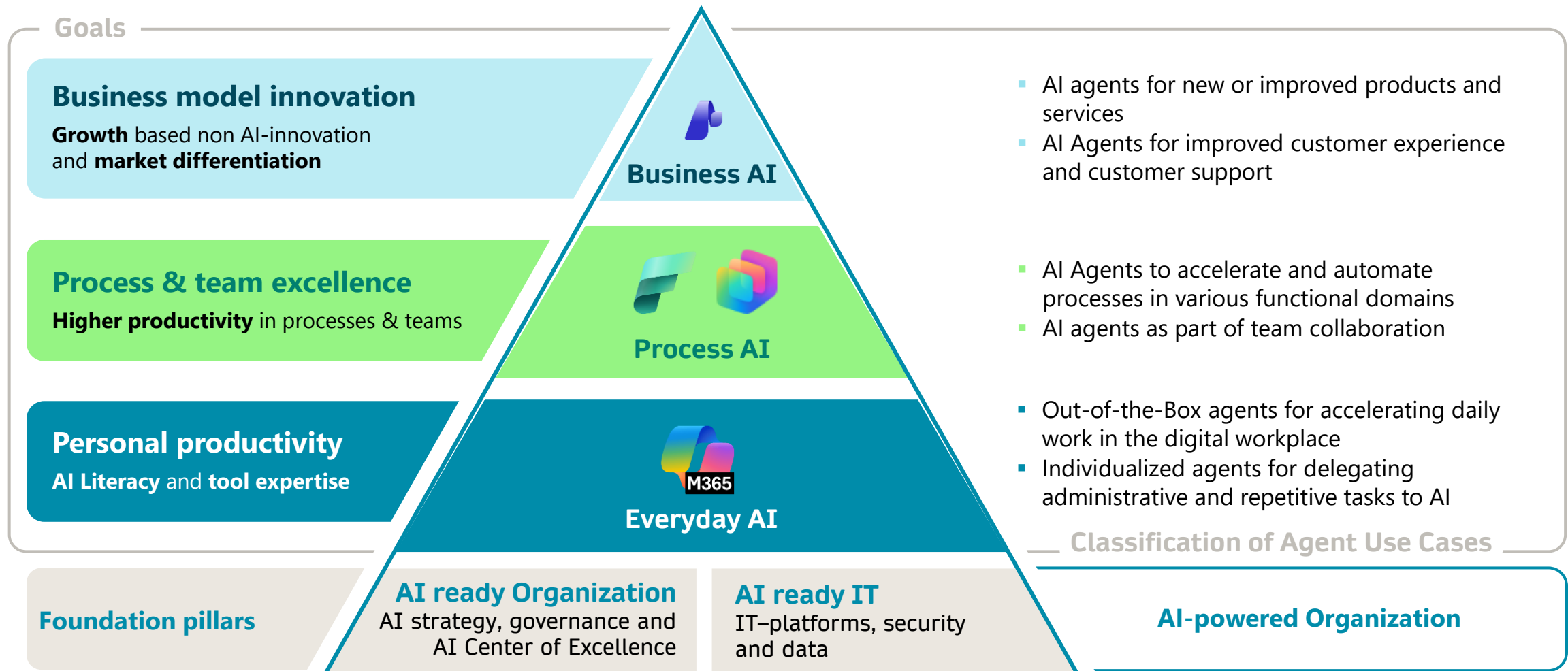
Limited Agent-Engineering-skills, partial technology coverage



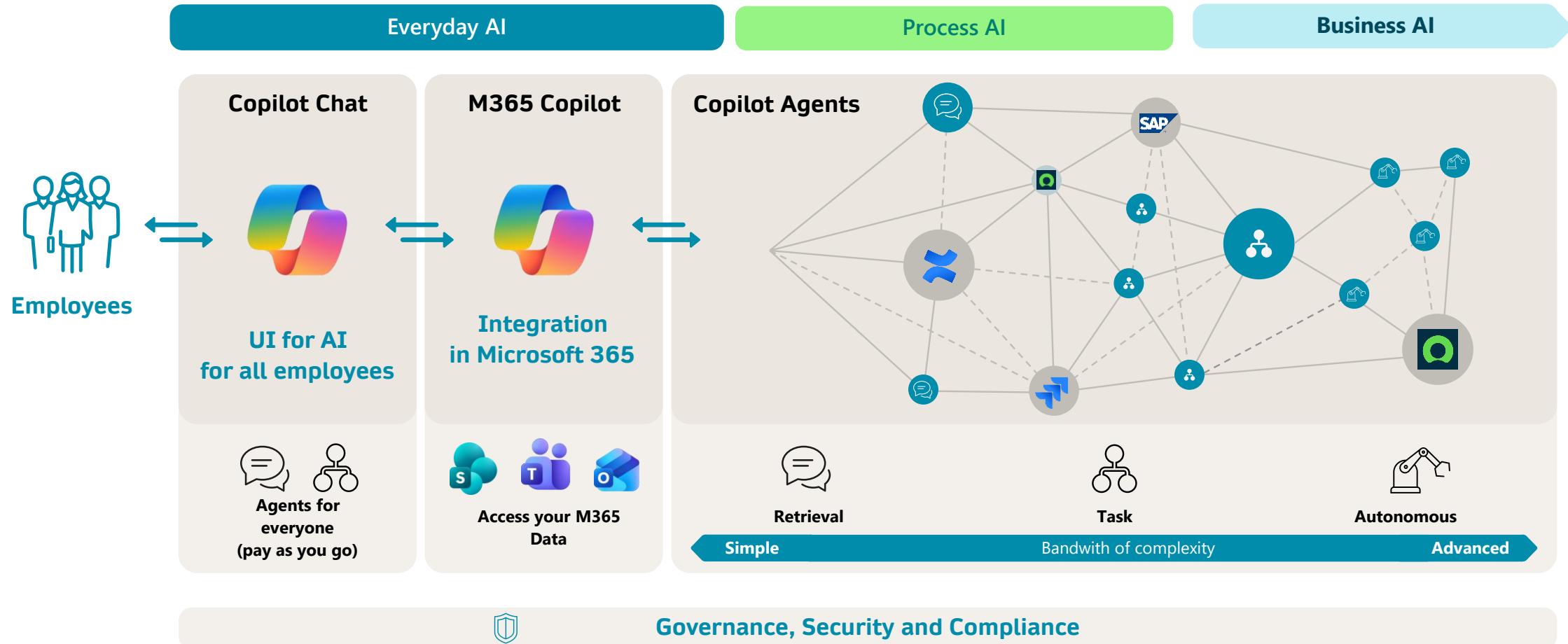
House of AI. Different layers support the overall strategy.



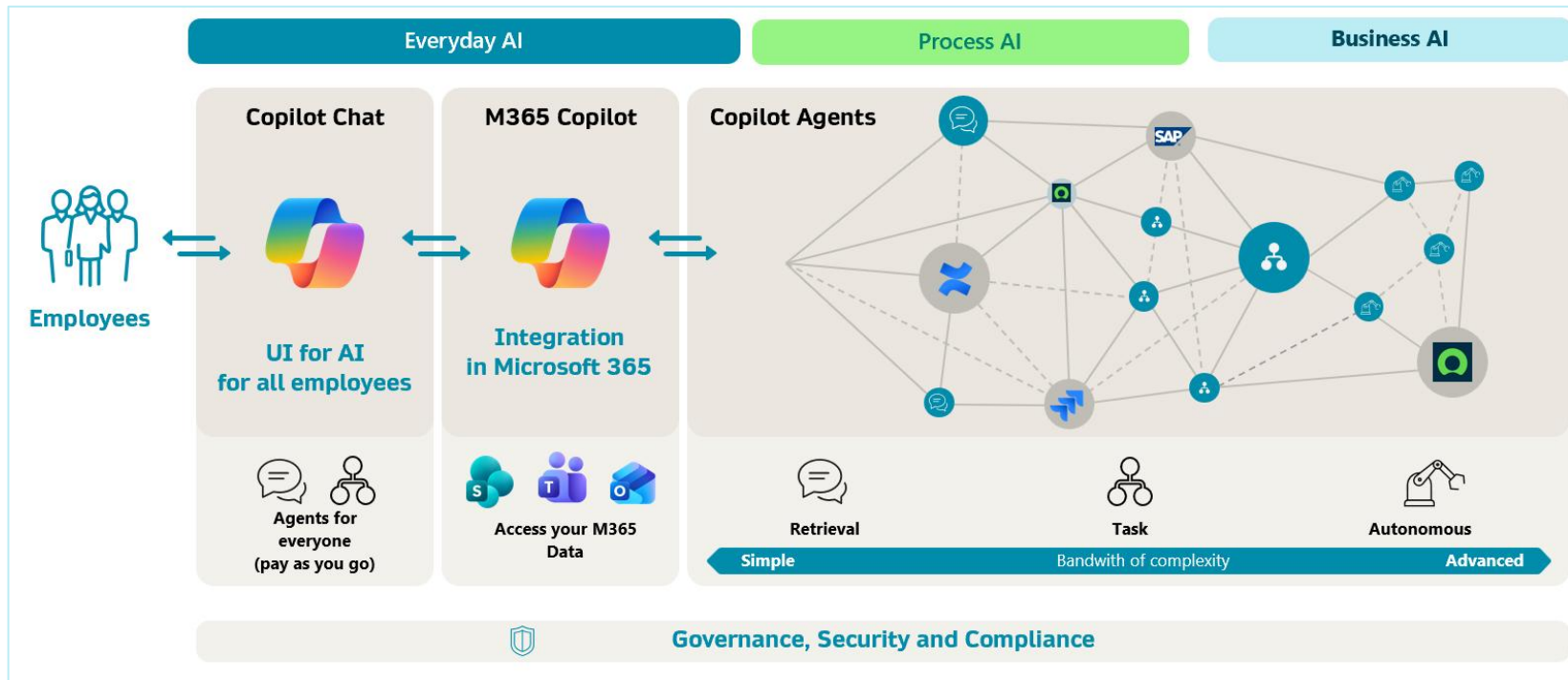
AI-powered Organization. It starts with the foundation.



From Everyday AI to Process AI. Agents will play a critical role.



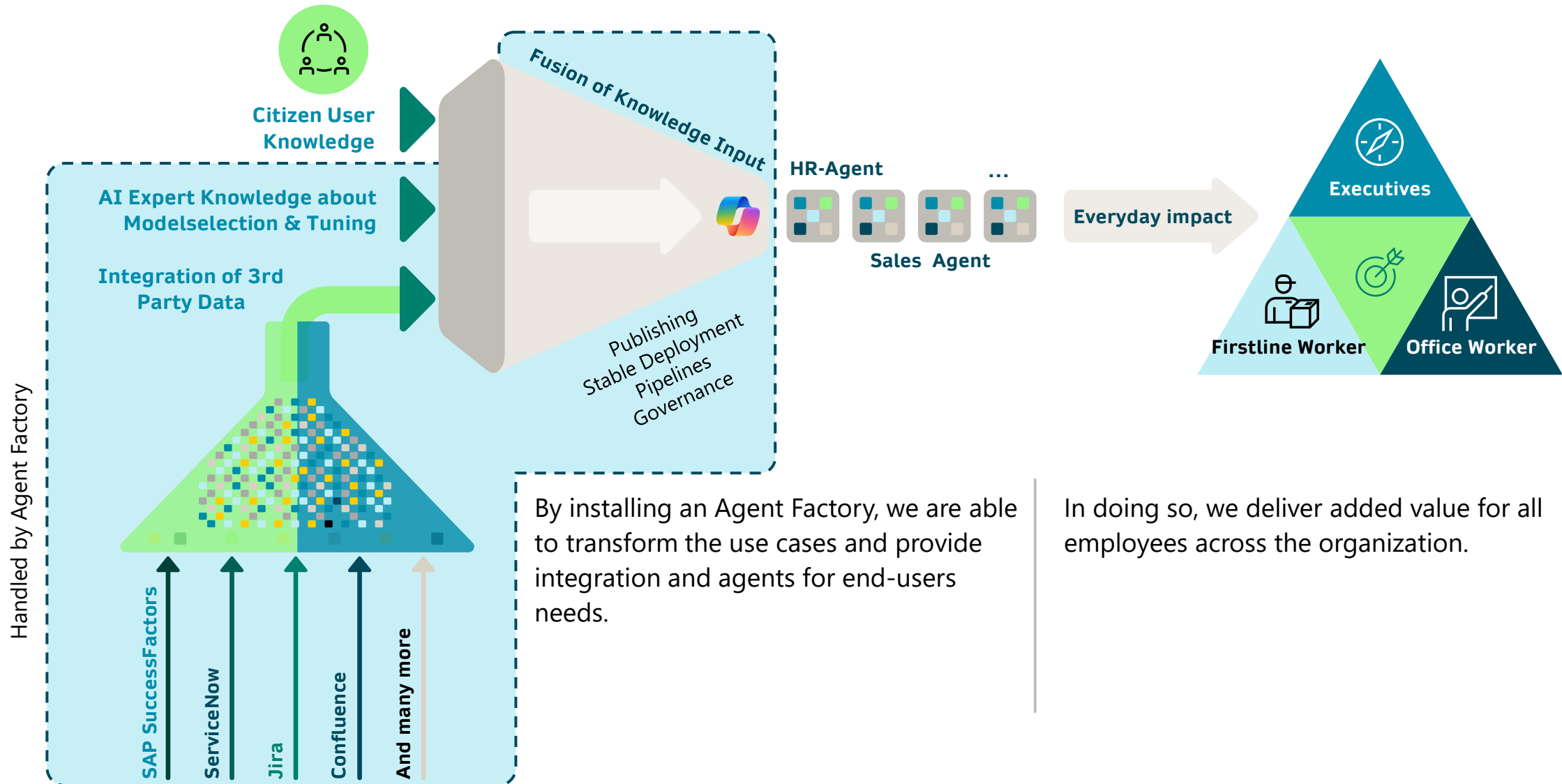
M365 Copilot and the Microsoft AI platform. Extensive capabilities for industrializing Agentic AI.



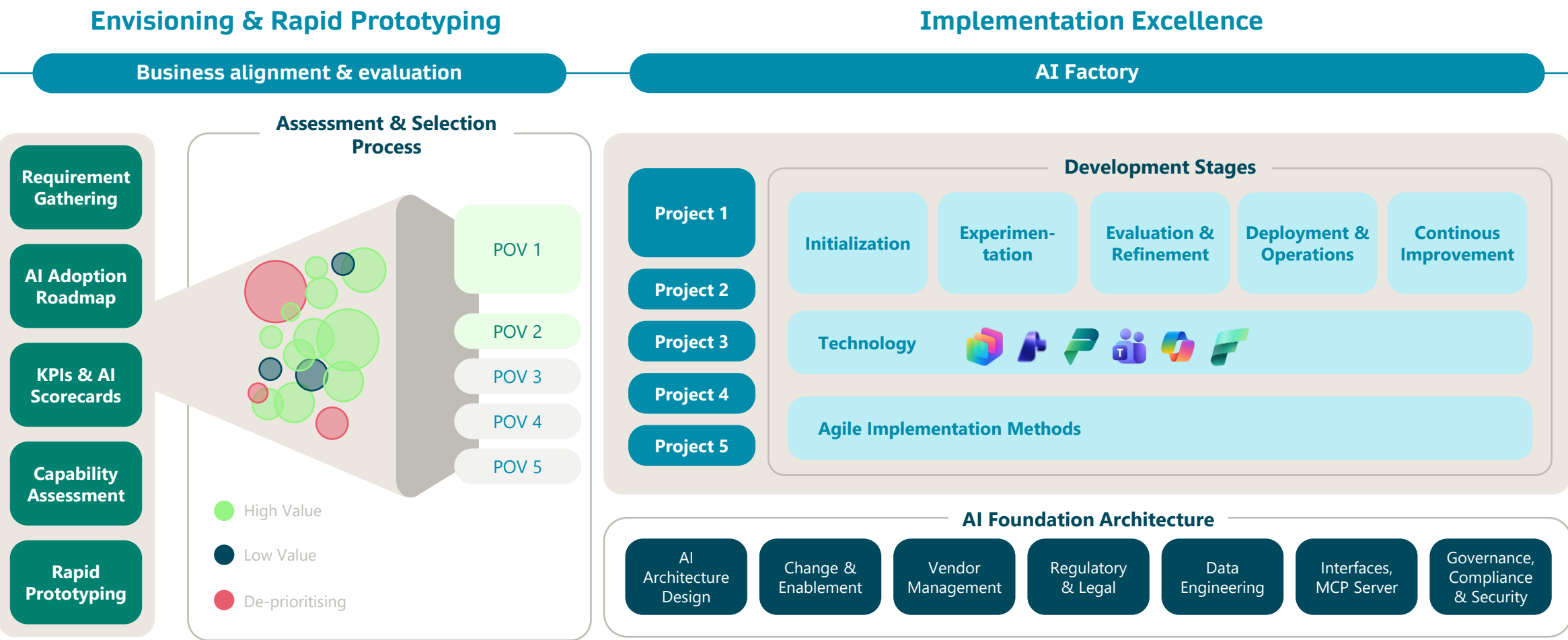
Approach

- Copilot for M365 will become the **central platform for business critical AI use cases**
- Copilot is the only AI platform that provides orchestration of AI skills & AI services whilst being **deeply integrated into M365/Office**
- **Extensibility** allows to **integrate business critical systems** like:
 - ERP systems
 - HR systems
 - CRM systems
 - Project Management Tools

Transform Business Needs in AI-infused Agents.

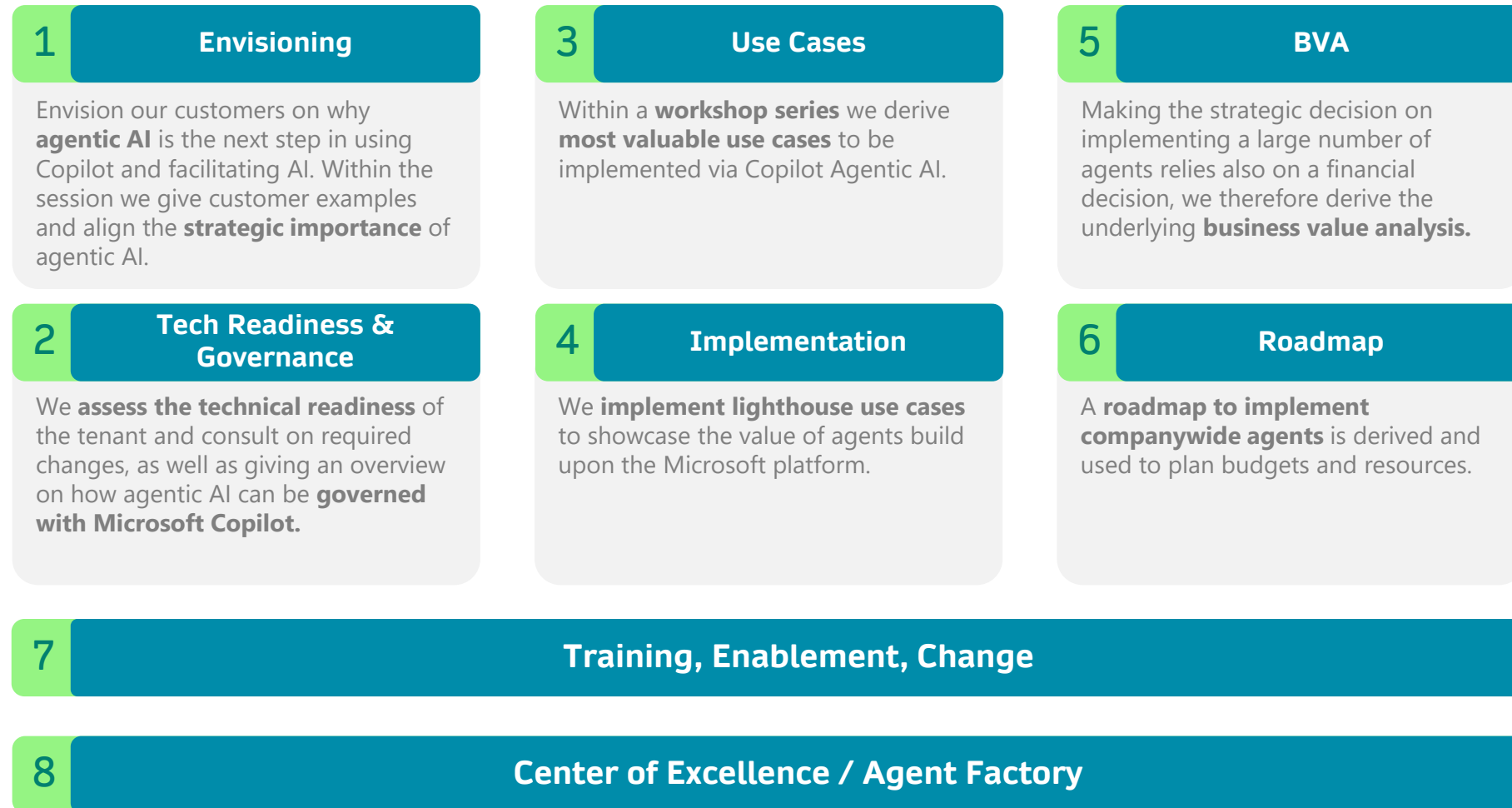


Agent Factory Blueprint. Increased efficiency, velocity and business value as key benefits.



Legend: POV = Proof of Value

CS Agent Factory program. Our approach to enable agent implementation at scale.



Long lasting
anchoring of
agentic AI

Sales Reps' Customer Inquiries “Paper Sales Agent”

Processing up-to-date sales data from different SAP sources LIVE

Initial situation

At a German manufacturing company, sales representatives are required to navigate various views and data sources in SAP to obtain pertinent information about a customer or invoices.

When a sales representative has inquiries regarding specific invoices, they must change their focus and access the SAP system, shifting through different layers of views and cumbersome data to locate the necessary information.

The customer was interested in a GenAI-based solution that would enable them to pose questions about customers and invoices, receiving real-time updates from the SAP system and combining those in the M365 Copilot interface.

Approach

- Rapid agent prototyping based on Teams Toolkit to evaluate feasibility
- Integration of first SAP APIs using the Enterprise Gateway and Custom Authentication provider
- Set-up of Azure resources and DEV as well as testing environment for early user feedback
- Incremental enhancements of the agent instructions for better results towards “speaking” the actual sales reps’ language

Benefits

- Access customer specific data without the need of switching to the SAP system
- Increase efficiency when seeking answers to customer / invoice related questions in Teams chat
- Create overviews and tables with customer related information using natural language right from within the M365 Copilot app



Manufacturing



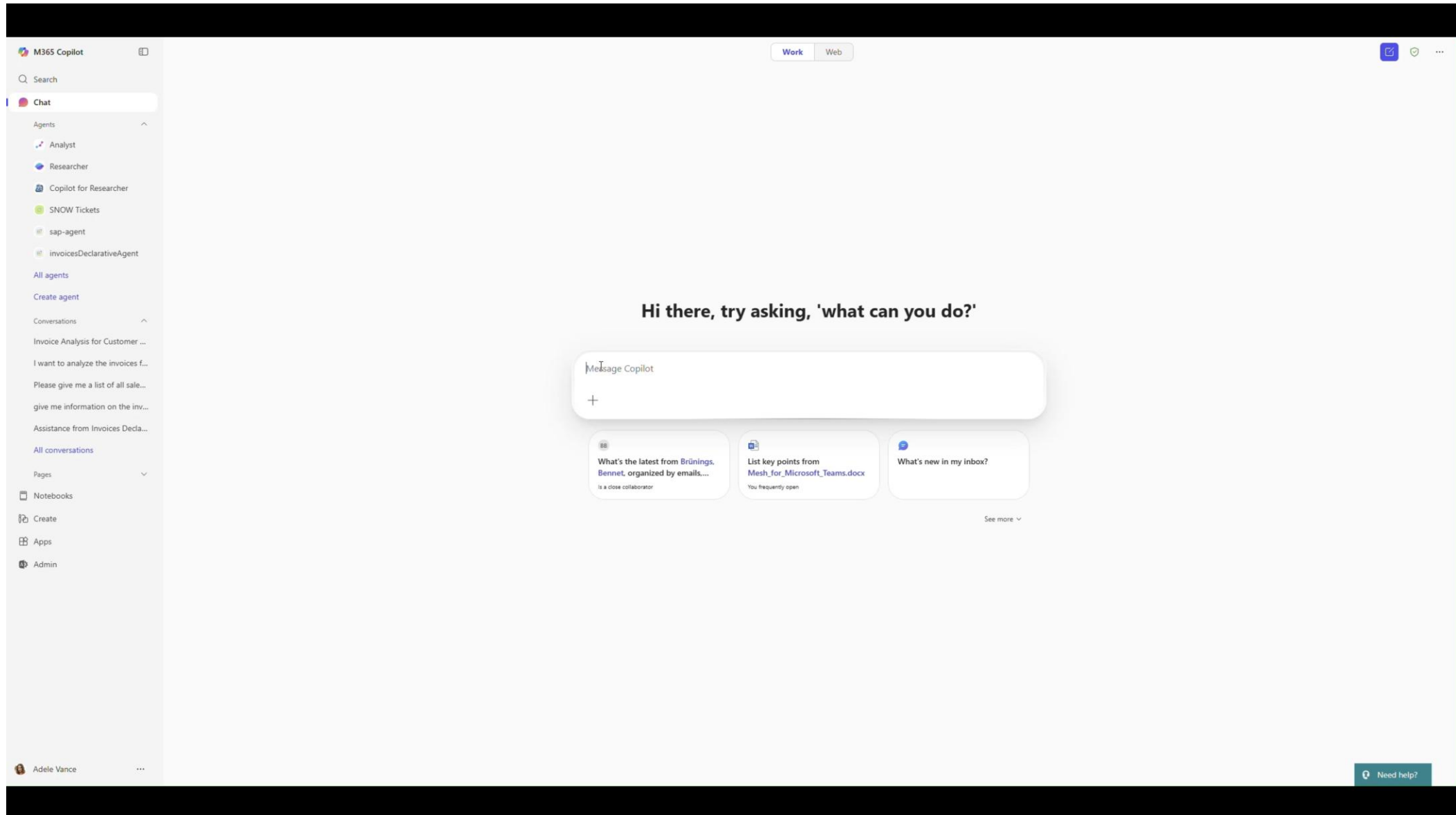
Germany



10.000 employees



Paper Sales Agent. Creating an invoice overview.





**Live Demo.
Copilot Cowork.**



Happy to answer your
questions 1:1 and **let's
connect on LinkedIn.**



Transformation

Passion

Results

Let's connect.

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