



Leading Copilot adoption at Lumen, from vision to impact

Reply partnered with Lumen to make Microsoft Copilot part of everyday work – guiding people, teams, and mindsets towards a new way of working.



A human-centered approach to Copilot adoption

With the support of Valorem Reply, Lumen ensured that Copilot became more than just a new tool - it became a natural part of how people work. By empowering "AI Champions" across business units, facilitating peer-to-peer learning, and keeping sessions close to real work needs, adoption grew as an organic, trusted evolution.

“Reply brought a technical expertise and an approach. It was not only a training program, but it was an integration program: they understood how to work with Lumen and how to reach employees in the way they needed to be reached.”

Carl Wilson
Senior Director, Service Excellence &
IT Operations

Lumen Technologies



Preparing Lumen for Copilot at scale

Reply supported Lumen through a structured and people-centered approach to Copilot adoption. We began by assessing Lumen's readiness and designing a strategy tailored to the company's culture and ways of working. To ensure continuous enablement, we introduced a recurring "What's New" program to keep employees informed about the latest Copilot developments.

In parallel, we helped establish a strong data governance foundation, enabling Copilot to surface relevant, high-quality information. Finally, we created internal communities to serve as Copilot ambassadors - driving adoption across business units and sharing real-world use cases to inspire others.

Click to watch the video



LUMEN



SCALING AI ADOPTION

**How Lumen accelerated
transformation with
Microsoft Copilot**



The results: measurable impact across the organization

93% Copilot utilization

Employees are actively using Microsoft Copilot in their day-to-day work across functions, from Sales to HR.

5700+ Employees trained

Part of a continuous learning path designed to evolve with Copilot's capabilities and business needs.

180+ Training sessions delivered

Tailored to different user needs, from first-time users to advanced teams.



About us

Reply [EXM, STAR: REY, ISIN: IT0005282865] specializes in the design and implementation of solutions based on new communication channels and digital media. As a network of highly specialized companies, Reply supports major industrial groups in the telecom and media; industry and services; banking and insurance and public sectors in defining and developing business models enabled by the new paradigms of AI, cloud computing, digital media and the internet of things. Reply's services include: consulting, system integration and digital services.

www.reply.com