

Case Study



Flottweg: Pilot Project for the Introduction of Microsoft 365 Copilot

Company Profile

Flottweg, a family-owned company, is one of the world's leading providers of mechanical solid-liquid separation solutions. With more than 1,200 employees worldwide and an export ratio of over 80%, Flottweg has a strong international presence. Leveraging its deep process engineering expertise, the Flottweg Group develops tailored solutions for complex requirements. <https://www.flottweg.com/de/>

Technologies

#Microsoft 365 Copilot

Challenge

- Strategic positioning of Copilot within the existing M365 ecosystem
- AI adoption as the next step in the ongoing digital transformation
- Data protection and compliance risks due to uncontrolled AI usage and shadow AI

Solution

- Structured six-month pilot phase
- Use case workshops and "flight recorder" approach for systematic documentation and tracking
- Change & adoption support through workshops, deep dives, and consultation hours

Benefits

- Structured approach, rapid implementation, and targeted knowledge transfer through external consulting
- Development of practical AI expertise and cross-functional knowledge sharing
- Solid foundation for AI roadmap and governance decisions
- Identification of next steps such as agent-based solutions and third-party integrations

Flottweg recognized early on the potential of artificial intelligence as a productivity-enhancing tool for its employees. As part of a six-month pilot project, the company partnered with novaCapta to test Microsoft 365 Copilot not only to evaluate the technology itself, but also to establish the organizational, technical, and cultural foundations for sustainable AI adoption. A deliberate bottom-up approach was chosen to identify real business needs and practical use cases directly from employees, rather than driving the initiative solely from IT.

Following the completion of its M365 foundation, Flottweg entered the next phase of its digital transformation journey. In this context, Copilot was identified as a logical next step. At the same time, the growing use of shadow AI, employees using freely available AI tools, highlighted the need for secure, governance-compliant alternatives.

Structured pilot as the foundation for sustainable adoption

Unlike many organizations, Flottweg deliberately chose not to rely on test licenses. Instead, standard licenses were used to ensure an independent, realistic pilot carried out at the company's own pace. Around 25 employees from various departments tested Copilot in their daily work. Participants were carefully selected across the organization, based on criteria such as technological affinity, openness to new solutions, and availability.

A key element of the pilot was the "flight recorder" – a structured documentation concept used to systematically capture use cases, prompts, experiences, and efficiency gains. More than 500 data points enabled a detailed analysis of actual usage and provided a solid decision-making basis far beyond traditional surveys.

In parallel, novaCapta supported the initiative with a comprehensive change and adoption approach. Deep dives into individual applications, use case workshops, regular consultation hours, and targeted enablement formats fostered collaboration and encouraged active engagement with AI in everyday work.

Governance, enablement, and real usage insights

The pilot clearly demonstrated that successful AI adoption requires more than simply providing a tool. Clear governance rules, structured support, and continuous motivation proved essential for sustainable usage. At the same time, the pilot triggered an organization-wide learning process, with employees collaboratively developing new ways of working and sharing experiences. Based on the results, Flottweg decided to roll out Copilot Chat across the entire group, while the use of paid M365 Copilot licenses will be evaluated selectively based on concrete business cases. Different requirements are thus addressed with tailored solutions.



The structured approach and the close collaboration with novaCapta enabled fast results and valuable learnings for future use.



Moritz Kronseider Mapeli

Head of Global IT Business Solutions
Flottweg SE

The insights gained from the pilot directly informed the company's AI roadmap. Among the next steps identified are the integration of agent-based technologies and further expansion of AI use cases. The proof of concept therefore marked not an endpoint, but a structured entry into a long-term AI strategy. Flottweg now benefits from clear decision-making foundations, established methodologies, and an organizational framework for the sustainable use of AI.

DE

novaCapta GmbH

Im Mediapark 5c, 50670 Köln

T +49 (0)221 58919 343

M info@novacapta.com

CH

novaCapta Schweiz AG

Theaterstrasse 17, 8400 Winterthur

T +41 (0)41 392 20 00

M info.schweiz@novacapta.com