

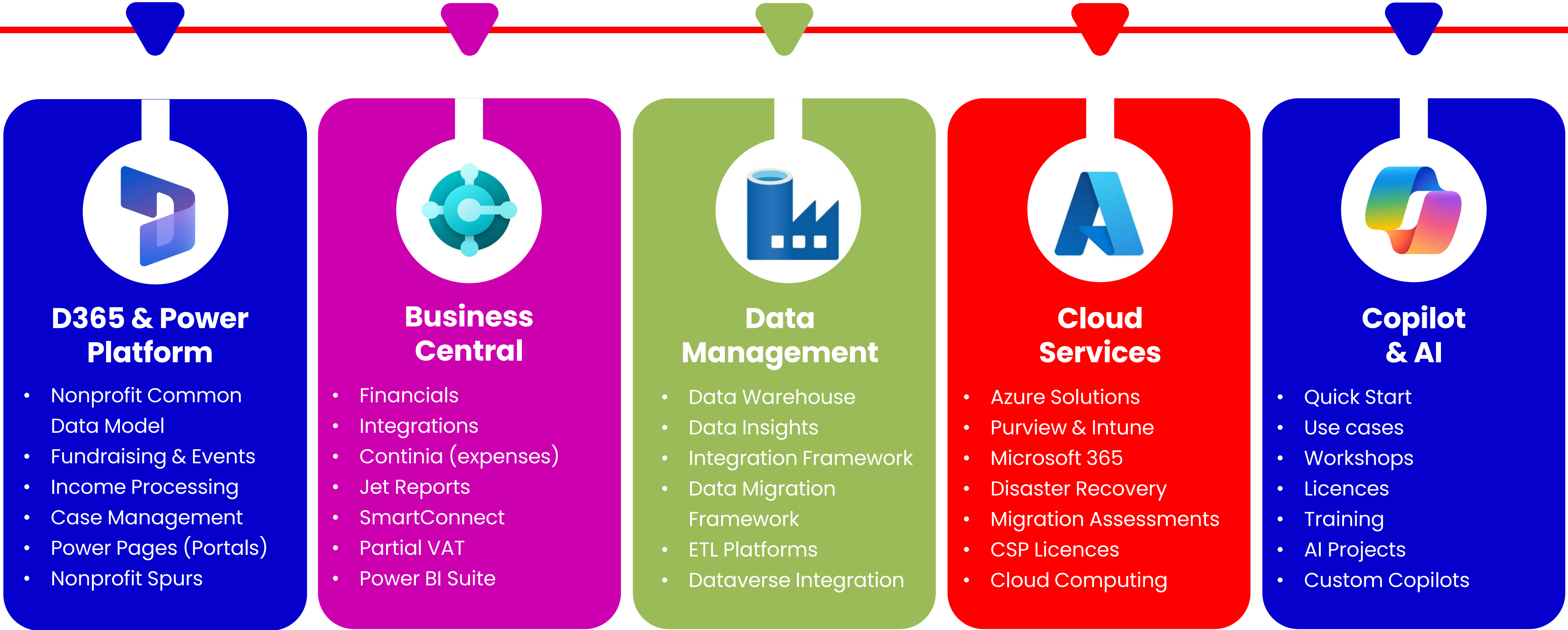


Cutting through the noise: Practical value from Microsoft Copilot

Thursday 12th March 2026
10:15 – 10:45

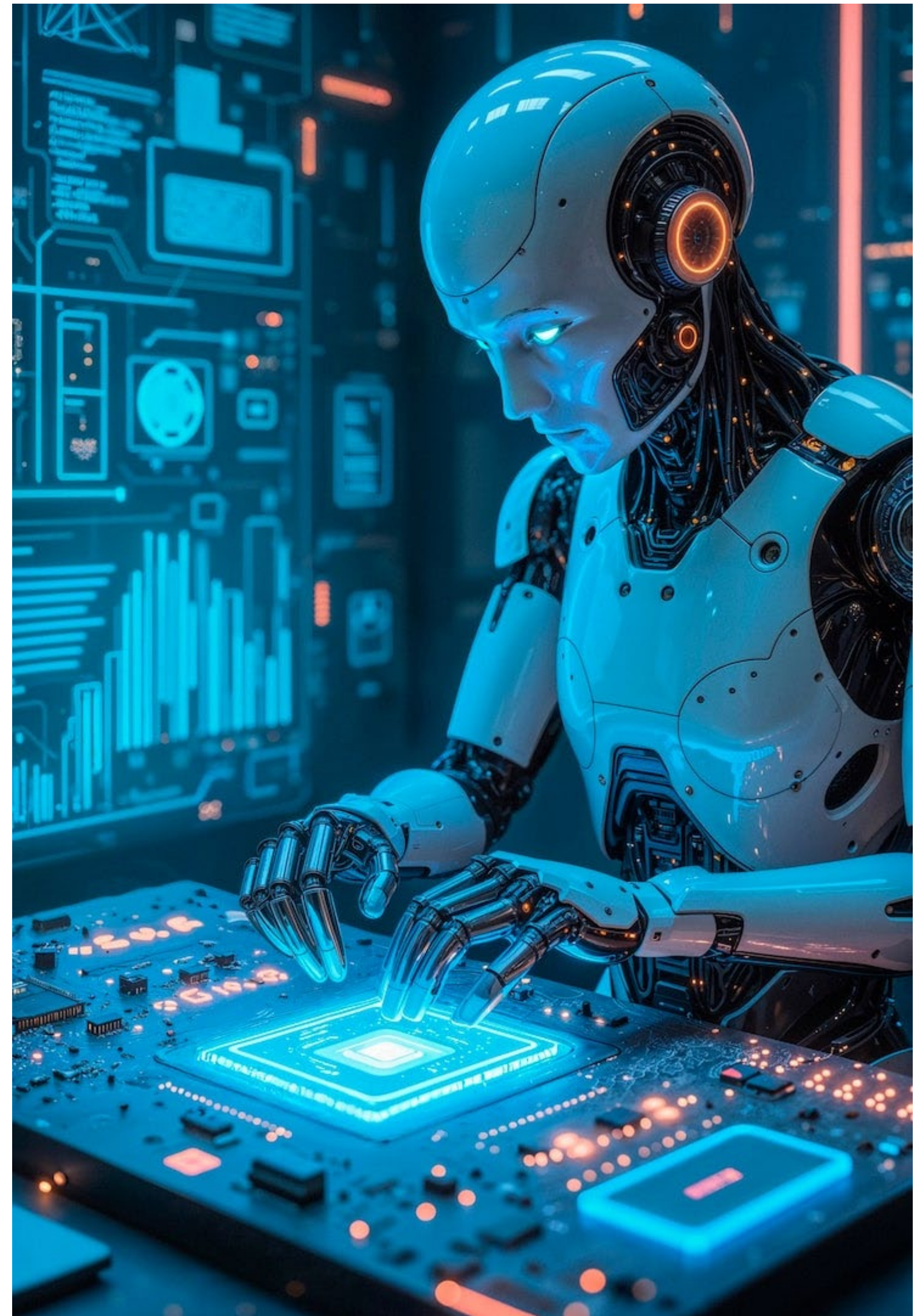
James Glover – Chief Technology Officer
Johannes Strack – Business Development Manager

What we offer



Cutting through the noise

- AI is everywhere – but charities need *practical* low-effort value
- Microsoft Copilot works across tools charities already use
- Creates time savings without big budgets or transformation projects
- Real benefits come from supporting staff capacity, not replacing people
- Today we focus on key personas where Copilot delivers immediate impact



Excessive use of AI 🤖 is the new digital waste

- AI is like free tote bags at a conference: brilliant at first... then suddenly you've got 47 and none of them hold your strategy
- If you're using AI to write things nobody reads, congratulations – you've invented automated paperwork
- Automating low value work doesn't create more value it creates more noise
- AI sprawl is like adopting 6 new donor databases: everyone's excited... until governance turns up
- Uncontrolled AI use risks donor trust, data ethics, and governance
- Staff time spent "prompting" can replace judgement and experience
- The goal isn't more AI – it's responsible, purposeful AI

What good AI 🤖 looks like in the nonprofit sector

- Clear use cases tied directly to mission outcomes
- Guardrails around data, bias, and transparency
- AI used where it saves time or improves service – ideally both
- Fewer tools, better decisions, measurable impact

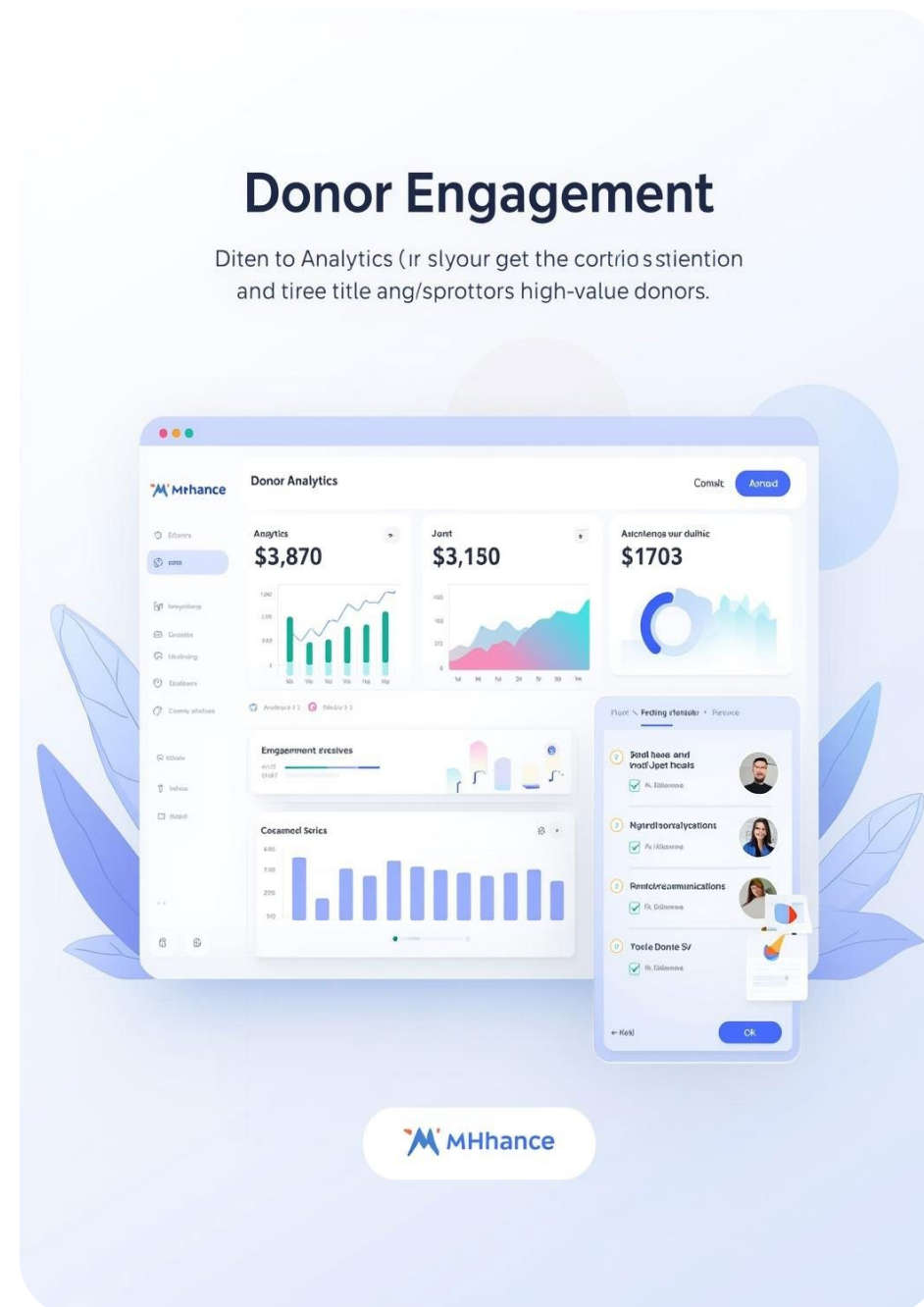
High-Value Fundraising

Summarise donor research and wealth indicators instantly

Draft personalised stewardship messages and proposals

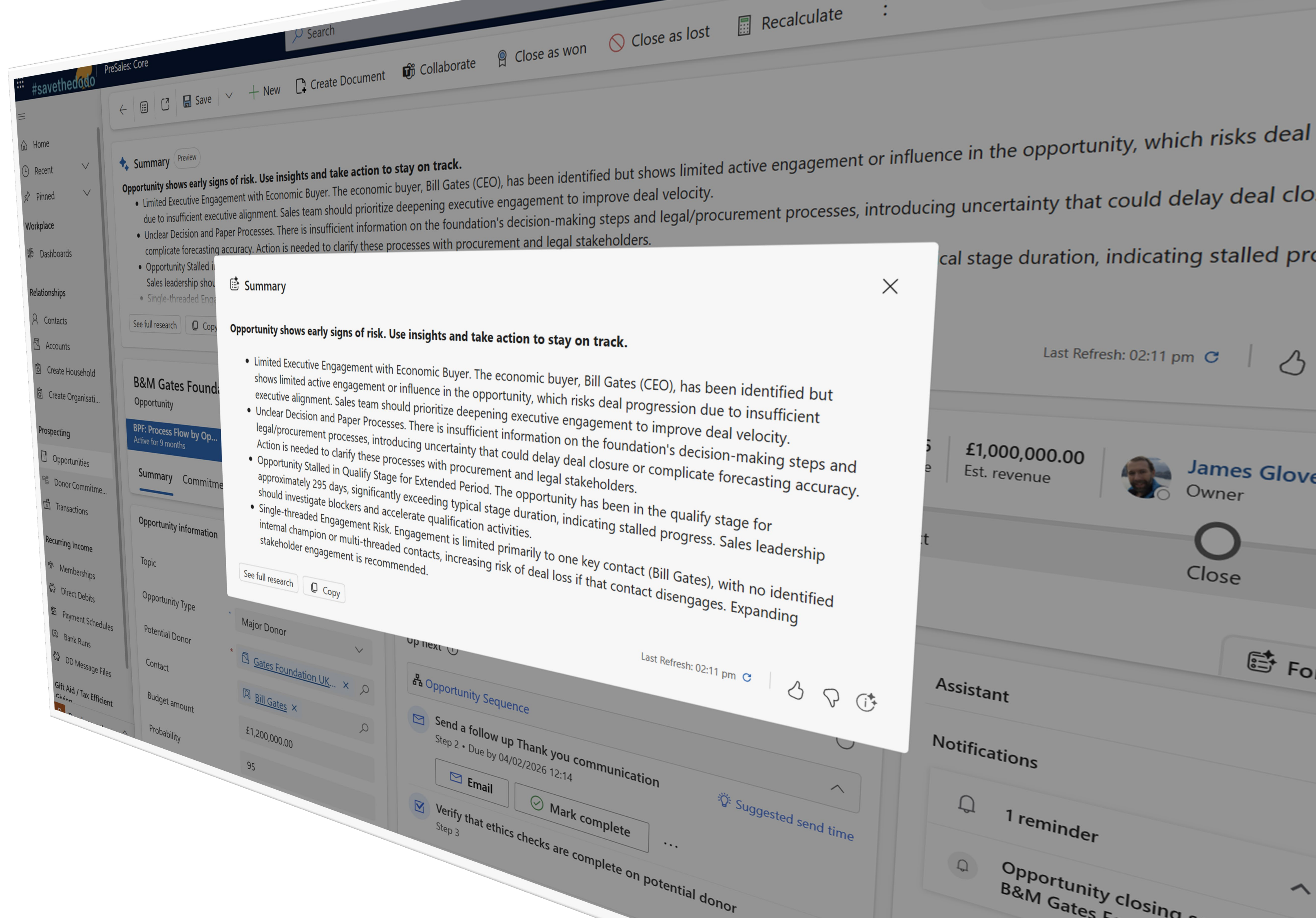
Generate briefing packs for CEO/Trustees ahead of meetings

Turn meeting notes into follow-up actions automatically



Demo

Having AI proactively researching and understanding major donor and corporate sponsorship outreach and highlighting areas where we need to dig deeper or potentially speak to different people.



Individual Giving



Produce campaign copy (email, social, paid ads) in minutes

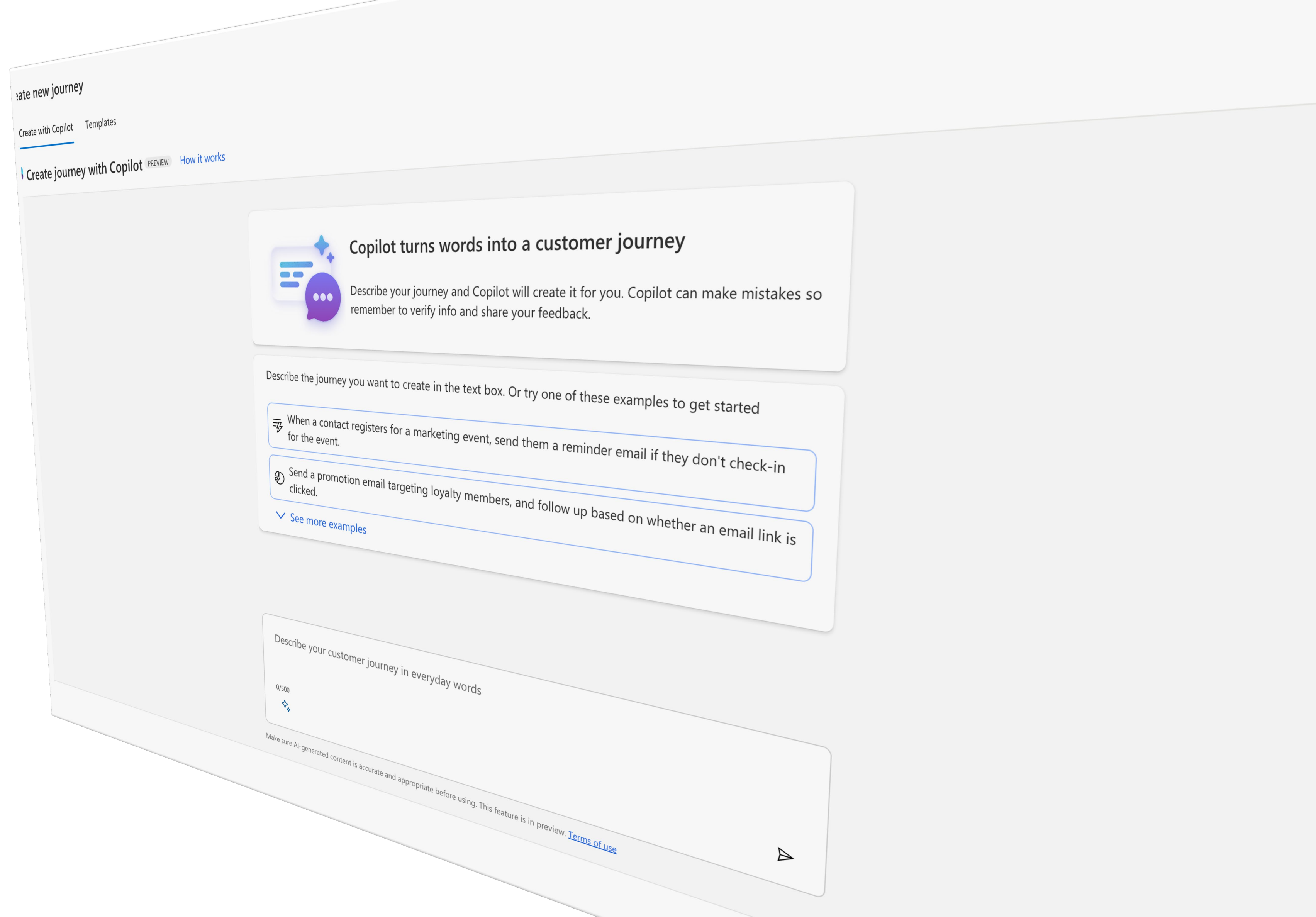
Automatically create A/B variants to test messaging

Summarise donor behaviour trends from CRM data

Collate multi-channel results into one narrative summary

Demo

AI Based Journeys and Marketing



Supporter Care



Draft responses to common supporter enquiries

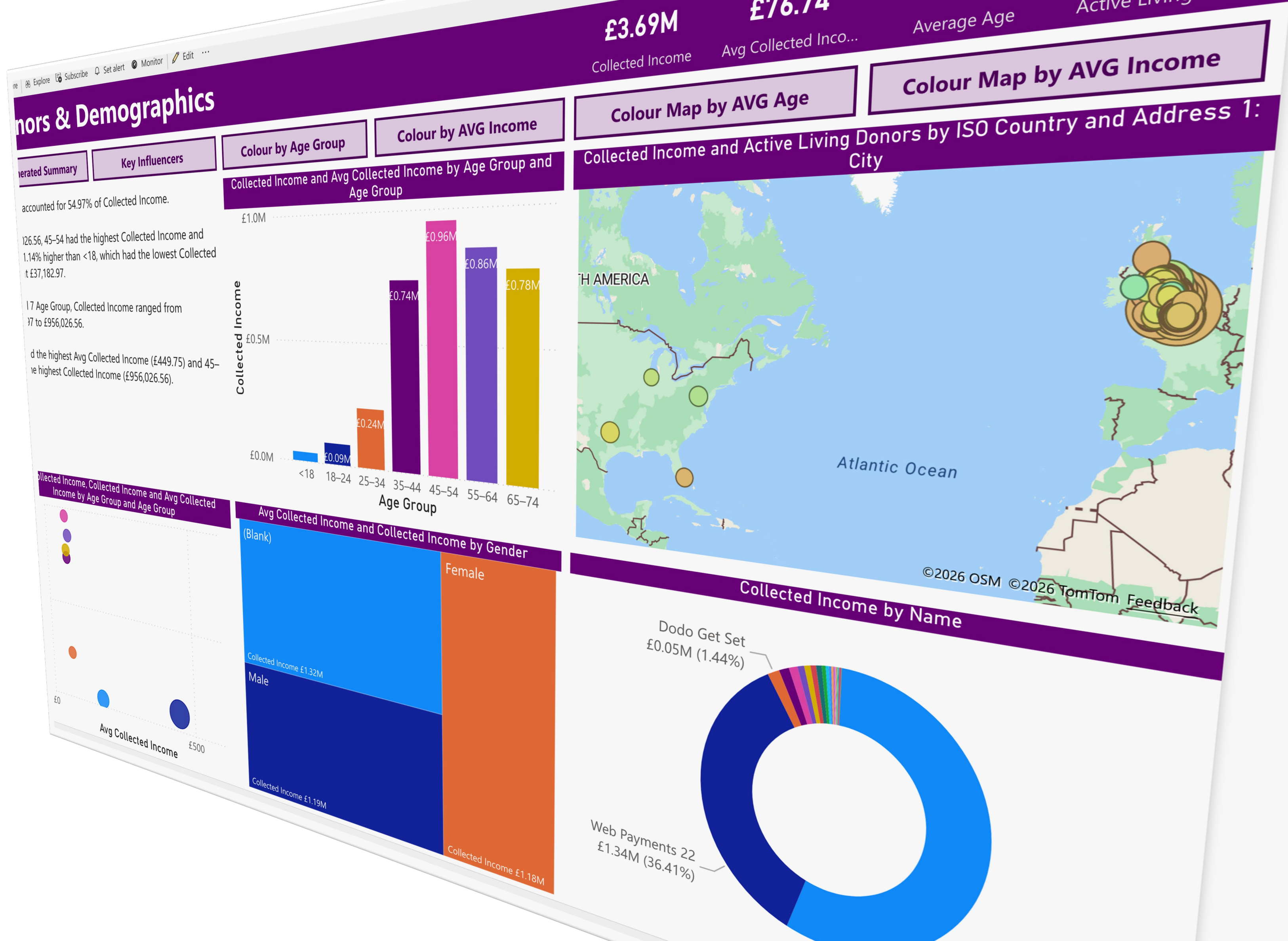
Summarise supporter history, sentiment and previous issues

Query CRM data conversationally (e.g., 'show all open cases')

Auto-categorise and structure inbound emails and cases

Demo

Fabric as your gateway to support knowledge



Service Delivery



Summarise case notes, risk reports and assessments

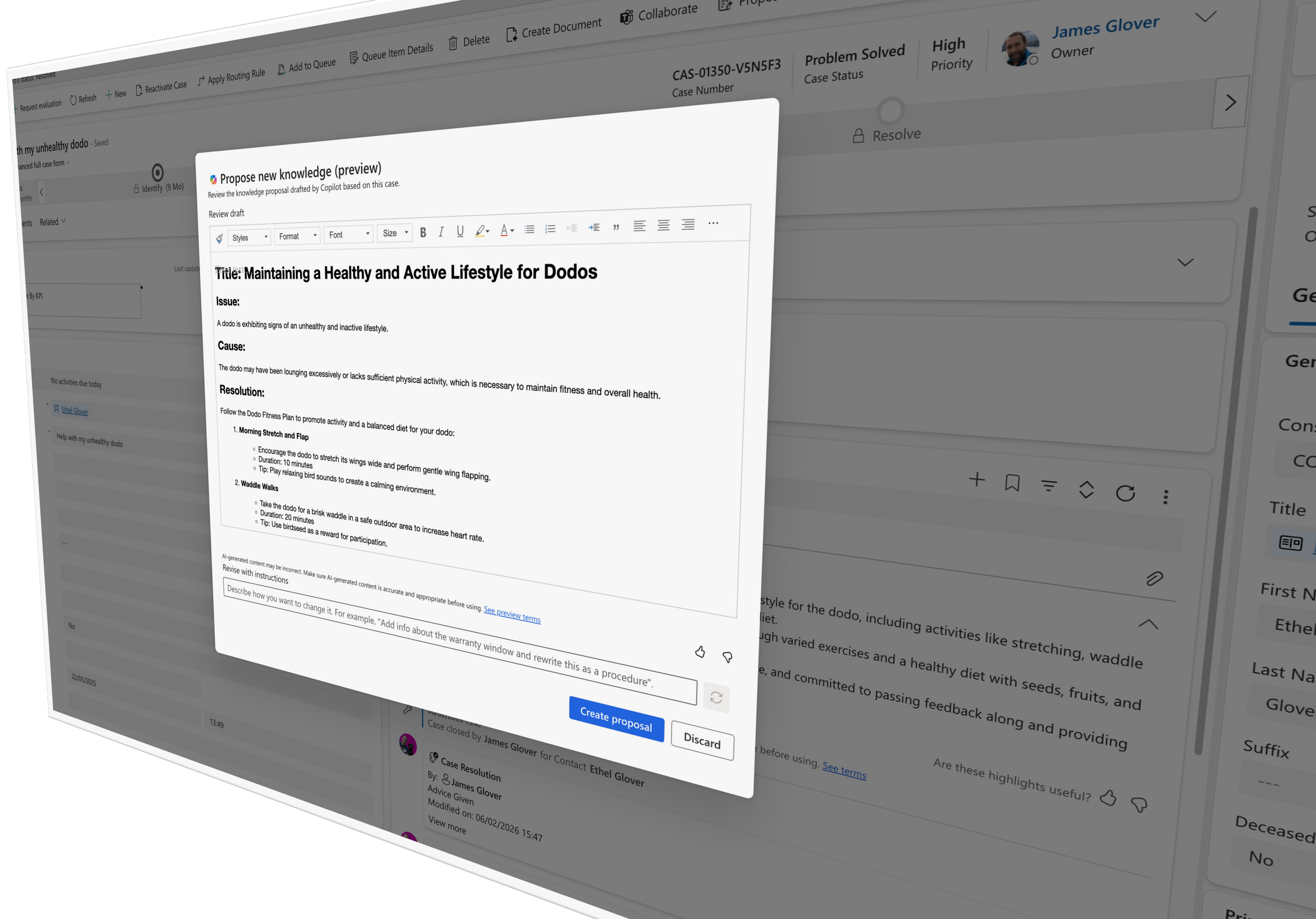
Draft support plans or referral documentation

Automate repetitive admin such as visit write-ups

Surface key risks or important history across multiple systems

Demo

From Knowledge to case close



Finance



Summaries of month-end packs and board reports

Explain reconciliation differences automatically

Draft audit responses, policy updates or financial procedures

Flag unusual spend, anomalies or missing data

Grant Management

Grant Writing,
Grant Writing



 mhance

Draft first-pass applications based on prior successful bids

Summarise impact data and pull narrative from reports

Generate tailored responses for different funders

Track deadlines and automate reminders or action lists

Key takeaways

- Copilot delivers value fastest when embedded into daily workflows
- The biggest gains come from **time saved** in writing, summarising and admin
- Charities don't need big budgets, new systems or AI expertise to benefit
- Start small: choose 1–2 personas and unlock quick wins
- mhance supports charities in adopting Copilot safely and effectively



Thank you!

Use AI like you use
funding: purposefully,
transparently, and only
when it moves the
mission

Please reach out to me if you have any questions or
would like to discuss anything further:

sayhello@mhance.com