



EPIC FUSION
BRING IT ALL TOGETHER



SUCCESS STORY
HOFFMANN NEOPAC

**HOFFMANN NEOPAC SUCCESSFULLY
IMPLEMENTS MICROSOFT COPILOT -
A SUCCESS FOR THE ENTIRE TEAM.**

MAKING MICROSOFT COPILOT TANGIBLE - AI ADOPTION AT HOFFMANN NEOPAC

Epic Fusion supported Hoffmann Neopac through a focused Microsoft Copilot pilot program. Through communities, training sessions, and individual one-on-one shadowing, Copilot was brought to life in a practical way, acceptance was increased, and concrete use cases were established in daily work. This laid a sustainable foundation for productivity, efficiency, and digital transformation.

ABOUT HOFFMANN NEOPAC

Hoffmann Neopac is an internationally active packaging manufacturer headquartered in Oberdiessbach. The company stands for innovation, quality, and sustainability - not only in its products, but also in its approach to digital transformation. Following an initial Microsoft Copilot trial that delivered limited results, Hoffmann Neopac decided to launch a second, more structured pilot project. The goal was not only to test Copilot but to bring it to life, with a focus on adoption, tangible use cases, and measurable added value.

Quelle Bild: Berner Zeitung | Foto: Patric Spahni



- ~ 900 EMPLOYEES
- MEASURABLE BUSINESS IMPACT
- + GREATER EFFICIENCY
- ↑ DIGITAL CULTURE
- < LESS MANUAL WORK

HOFFMANN NEOPAC
TINS AND TUBES



«Thanks to Epic Fusion, I came to embrace Copilot over the course of the project - not just as a tool, but as a partner that understands our data and processes, supports me with complex issues, and sparks new ideas.»

Lukas Bühler, IT Service and Operations Manager, Hoffmann Neopac

SUCCESS STORY

Initial Situation and Objective

From Theory to Productivity - making Copilot deliver real Value.

The initial Copilot pilot provided valuable insights and highlighted opportunities to drive stronger adoption across the organization. User feedback indicated that employees needed more guidance, practical examples, and hands-on support to integrate Copilot into their daily work. The new pilot program was designed to address exactly these needs. The objectives were clearly defined: to make Copilot tangible through practical, personalized guidance that enabled employees to experience its value firsthand. At the same time, the aim was to increase acceptance by creating «aha» moments and concrete experiences of success. Productive use cases also needed to be established, tailored to roles, tasks, and tools. Furthermore, the focus was on fostering a culture of learning, supported by communities, knowledge sharing, and continuous feedback. Finally, the program was designed to ensure long-term success through an internal ambassador network, clear communication channels, and structured follow-up initiatives.

Project

A Pilot Program combining Communities, Training, and 1:1 Shadowing.

Over a three-month period, approximately twenty employees from Procurement, Sales, HR, Marketing, and Production participated in the pilot program. Its core was a structured combination of user communities, targeted training sessions, and personalized 1:1 shadowing. In the communities, participants regularly exchanged ideas, learned from one another, and solved tasks together in a hybrid and flexible manner so that everyone could make progress at their own level. This was supplemented by hands-on training on the most important tools, which provided guidance and made it easier to get started. The greatest impact came from the personalized shadowing sessions. By working one-on-one with employees, Epic Fusion was able to analyze individual workflows and challenges, identify opportunities, and develop practical Copilot use cases that delivered immediate value in day-to-day work. The program was further strengthened by an internal ambassador network and clear communication channels, ensuring continuous knowledge sharing, rapid support, and ongoing engagement throughout the pilot.

Solution

Personalized Enablement as the Game Changer.

The 1:1 shadowing sessions were the decisive factor: Copilot could be experienced directly in the context of specific roles and provided immediately usable use cases. Excel analyses took minutes instead of hours, and PowerPoint automatically generated presentations from Word content, adapted to the corporate design and translated. Outlook and Teams became more efficient: emails were clearer, threads were consolidated, and notes and to-dos were created automatically. Loop and One-Note strengthened collaboration. Dashboards and agents standardized analysis workflows from market analyses to supplier comparisons. Even complex tasks like competitive analyses were completed faster and with greater transparency. Impact measurement: high satisfaction, clear added value, and numerous new use cases.

RESULTS



HIGH USER ADOPTION AND SUSTAINABLE AI ADOPTION

The hands-on pilot transformed Microsoft Copilot from an abstract AI tool into a trusted everyday work companion. Employees experienced tangible «aha» moments that significantly increased user adoption and established a strong foundation for long-term AI adoption across the organization.



MEASURABLE PRODUCTIVITY GAINS IN DAILY WORK

Excel analyses suddenly took minutes instead of hours, presentations were generated automatically, and email threads were efficiently summarized. Copilot significantly reduced repetitive tasks and sped up complex analyses.



ROLE-BASED USE CASES WITH DIRECT BUSINESS IMPACT

The 1:1 shadowing sessions resulted in specific use cases ranging from market and competitive analyses to standardized dashboards and supplier comparisons. Copilot was tailored precisely to roles, tasks, and tools.



STRENGTHENING DIGITAL CULTURE AND INTERNAL EXPERTISE

User communities, ambassadors, and clear communication channels fostered collaboration and continuous learning. Copilot was not only introduced but also culturally embedded.



«Thanks to Epic Fusion, I've rediscovered Copilot as a tool that helps me clarify questions and develop ideas. It's a whole new perspective.»

Michael Fankhauser, Head of HR Controlling & HRIS, Hoffmann Neopac

HOFFMANN NEOPAC HAS SUCCESSFULLY ROLLED OUT MICROSOFT COPILOT TO THE FULL SATISFACTION OF ITS EMPLOYEES. HOW DO YOU SUPPORT YOUR EMPLOYEES?

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START AN EPIC JOURNEY. GET AN EPIC WORKPLACE.

We are Epic Fusion – connecting what truly makes businesses thrive: people, organizations, and technology. We don't believe in isolated tools or quick fixes. Instead, we create integrated digital workplaces that work, provide security, and deliver measurable impact. With years of expertise in Cloud, Data, Security, Modern Workplace, and AI, we build the digital foundations that enable organizations to grow sustainably. We design resilient cloud infrastructures, deliver uncompromising security, unlock the value of data, and develop tailored business solutions that simplify, automate, and optimize processes.

We implement AI where it creates real business value. At the same time, we guide people through change, ensuring that new technologies are not only introduced but truly embraced. Epic Fusion means intelligently connecting everything, putting people at the center, and applying technology with purpose.

Digital first. Humans not second. That's our Epic Journey.

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CONTACT

www.epicfusion.com
hello@epicfusion.com
+41 31 512 14 14

BERN

Bahnhofplatz 10b
3011 Bern
Switzerland

ZURICH

The Circle 60
8058 Zurich
Switzerland

GERMANY

Bürgermeister-Stöcklein-Strasse 1
76829 Landau in der Pfalz
Germany



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