

INDRA GROUP SPEEDS UP ITS PROCESSES WITH AI: OVER 3,000 PROFESSIONALS IMPROVE THEIR PRODUCTIVITY AND EFFICIENCY BY USING MICROSOFT 365 COPILOT

- The partnership between Microsoft and Indra Group has facilitated the deployment of the solution in record time, with an 80% adoption rate
- Indra M365 Copilot Helper is the first AI agent developed by the company, designed to provide support for professionals in their initial steps with the tool, thereby boosting its implementation process
- Through Minsait, which won the Microsoft Spain Partner of the Year Award in 2024, Indra Group is channeling its commitment to innovation in AI through solutions such as Copilot Chat, Microsoft 365 Copilot, Copilot Studio and Agentic technologies, covering Microsoft's entire technological portfolio

Madrid, July 9, 2025. – Indra Group, one of the leading global defence, air traffic, space and digital technology companies, has taken a decisive step in its Artificial Intelligence (AI) strategy with the mass roll-out of Microsoft 365 Copilot. In barely one year, over 3,000 professionals from the technological corporation have begun using this generative AI solution integrated into the Microsoft 365 environment, with tangible results in terms of efficiency, quality, and productivity.

With operations in over 140 countries and more than 57,000 employees, Indra Group is driving the digital transformation in all of the key business sectors. The company is channeling its commitment to innovation in AI through its Minsait subsidiary, which specializes in emerging technologies and digital environments. Minsait is leading initiatives in the public and the private sectors while applying these advances to its own internal transformation, with solutions ranging from software development to improved operations and the creation of new AI-based services.

"From the outset, we wanted Artificial Intelligence to be part of the day-to-day work of our teams, helping them generate quality content, access relevant information and optimize their tasks", declared Luis Navarrete, CIO of Indra Group and sponsor of the Program.

AI integrated into everyday life

Indra Group's goal with the adoption of Microsoft 365 Copilot is to incorporate generative AI into the daily work of its professionals, without undermining security or information governance.

The choice of this solution was based on its native integration into the productivity tools already rolled out within the organization, including Word, Excel, PowerPoint, Outlook and OneDrive, as well as its scalability and ability to generate an impact from the outset. The mass roll-out of licenses has unfolded in a short period of time, thanks to centralized management and Microsoft's support.

"The partnership with Microsoft has been key to accelerating our internal digital transformation with AI. We chose Microsoft 365 Copilot because of its native integration into our tools, as well as its scalability and ability to improve our employees' productivity without jeopardizing security", stated Julia Martos, head of Information Systems Technology at Indra.

An industrialized implementation model

According to Carmen Bauset Carbonell, head of Information Systems Governance and Strategy of the Microsoft 365 Copilot Adoption Program at Indra Group, the success of the implementation program has been based on a proprietary methodology developed by the corporation which is focused on people and divided into four pillars:

- Structured training: practical sessions and materials developed in collaboration with Microsoft and adapted to each of the different user profiles.

- Network of champions: these are the early adopters of the tool, a community of key users that act as internal references and accelerators of the change.
- Cross-cutting use cases: designed for different markets and functions, with a measurable impact on productivity, efficiency, quality, and satisfaction.
- Effective communication: personalized support for leaders and key areas to ensure a style of implementation aligned with the business goals.

Tangible results in terms of increased productivity and efficiency

The deployment of Microsoft 365 Copilot has begun to transform the way in which Indra Group professionals work, cooperate, and generate value. According to an internal survey, 79% of users find the use cases developed to date useful, reflecting rapid assimilation of the tool into their daily work flow. On average, users have managed to optimize two hours of their schedule each week, and the forecasts suggest that this figure could triple in the coming months as new habits and functions take root.

The improvement in productivity currently stands at 5%, while satisfaction with the tool has reached four points out of five. However, beyond the indicators, what stands out is the cultural change that is taking place, as the teams are embracing a new, more streamlined, and creative way of working. The implementation rate is already over 80%, with frequent and sustained use throughout the week.

According to Esperanza Marchante, head of Administrative Bid Office Mobility at Indra, and Patricia Leal, head of Social Services Business Development at Minsait, both Champions of the program, the impact has been particularly significant in key areas such as Mobility and Business Development. Teams that previously needed hours to prepare a business proposal can now do so in less time, meeting all the regulatory requirements and raising the quality of the deliverables. In some cases, the time spent on repetitive tasks such as comparing documents has been reduced by as much as 90%, freeing up resources to focus on strategy and innovation.

Copilot and the creation of agents to work better and faster

The key to success has been the identification and development of use cases that meet the teams' real needs. These range from the generation of commercial offers (with requirements traceability, multilingual writing, and quality improvement) to the automation of data analysis in Excel. They have also improved the intelligent management of complex emails and the creation of PowerPoint presentations, finding an ally to work better and faster in Copilot.

One of the main advances has been the creation, with Agent Builder, of intelligent agents such as Indra M365 Copilot Helper, which acts as an interactive assistant to guide new users through their initial steps with the tool, resolving queries and facilitating the adoption process. These agents improve operational efficiency, democratize access to information and speed up the learning curve, thus playing a key role in the implementation model.

These use cases have been shared at training workshops and they are constantly evolving as a result of the users' feedback, in a continuous improvement process set to strengthen Indra's commitment to applied innovation.

International growth and new agents

Indra Group is working on the incorporation of 1,500 new users worldwide and the mass deployment of Copilot Chat throughout the organization. Through Minsait, the winner of the Microsoft Spain Partner of the Year Award in 2024, the company is also supporting the transformations of other public and private organizations with generative AI. Its strategic offer focuses on the development of customized agents, change management and the implementation of solutions such as Copilot Chat, Microsoft 365 Copilot, Copilot Studio and Agentic technologies, covering Microsoft's entire technological portfolio.

With this project, Microsoft and Indra Group are reinforcing their commitment to co-innovation and the development of technological solutions to make it easier for organizations to roll out Artificial Intelligence as the backbone of their business strategy.

About Microsoft

Microsoft (Nasdaq MSFT @microsoft) creates AI-powered platforms and tools to deliver innovative solutions that meet its customers' constantly evolving needs. The technological company has undertaken to make AI widely available and do so in a responsible manner, with a view to helping every person and every organization on the planet to achieve more in their day-to-day lives.

About Indra Group

Indra Group is a holding company that promotes technological progress. It includes Indra, one of the main global defense, air traffic and space companies; and Minsait, leading in new digital environments and disruptive technologies. Indra Group promotes a safer and more connected future through innovative solutions, trusted relationships, and the best talent. Sustainability is part of its strategy and culture, to respond to present and future social and environmental challenges. At the end of the financial year 2024, Indra Group had revenues of 4,843 million euros, local presence in 46 countries and commercial operations in more than 140 countries.

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