Ziq

Wonen makkelijker maken

Welkom

Microsoft   Ziq Wonen makkelijker maken

Klaar voor de start?

Hier is het programma van vandaag

Samen op
weg naar

Wonen
makkelijker
maken

10:00	**Welkom**	Gerbert Kooij	Zig
10:05	**Productstrategie**	Kobbe van Daatselaar	Zig
10:15	**Innoveren met AI**	Tim Nagels	Microsoft
10:45	**Zaakgericht werken**	Martin Grotenhuis	Zig
11:15	**Pauze**		
11:30	**AI**	Marco Valk	Zig
12:00	**Afsluiting**	Kobbe & Gerbert	Zig
12:15	**Lunch**		

Missie

Wonen makkelijker maken

Industriële revoluties

05 Human Augmentation

04 Optimization and Sustainability

03 Efficiency and Accuracy

02 Productivity and Innovations

01 Speed and Efficiency

AI
Autonomous

Digital
IOT Robotics

Computer
Data processing, Automation, Information management

Electricity
Light and Power, revolutionized communication

Steam Engine
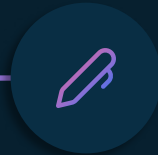Powered machinery, Mechanization of industries

Business has functioned
the same way for 50 years…

Forms over a system of record

Mainframe + terminals — Graphical UI — SaaS

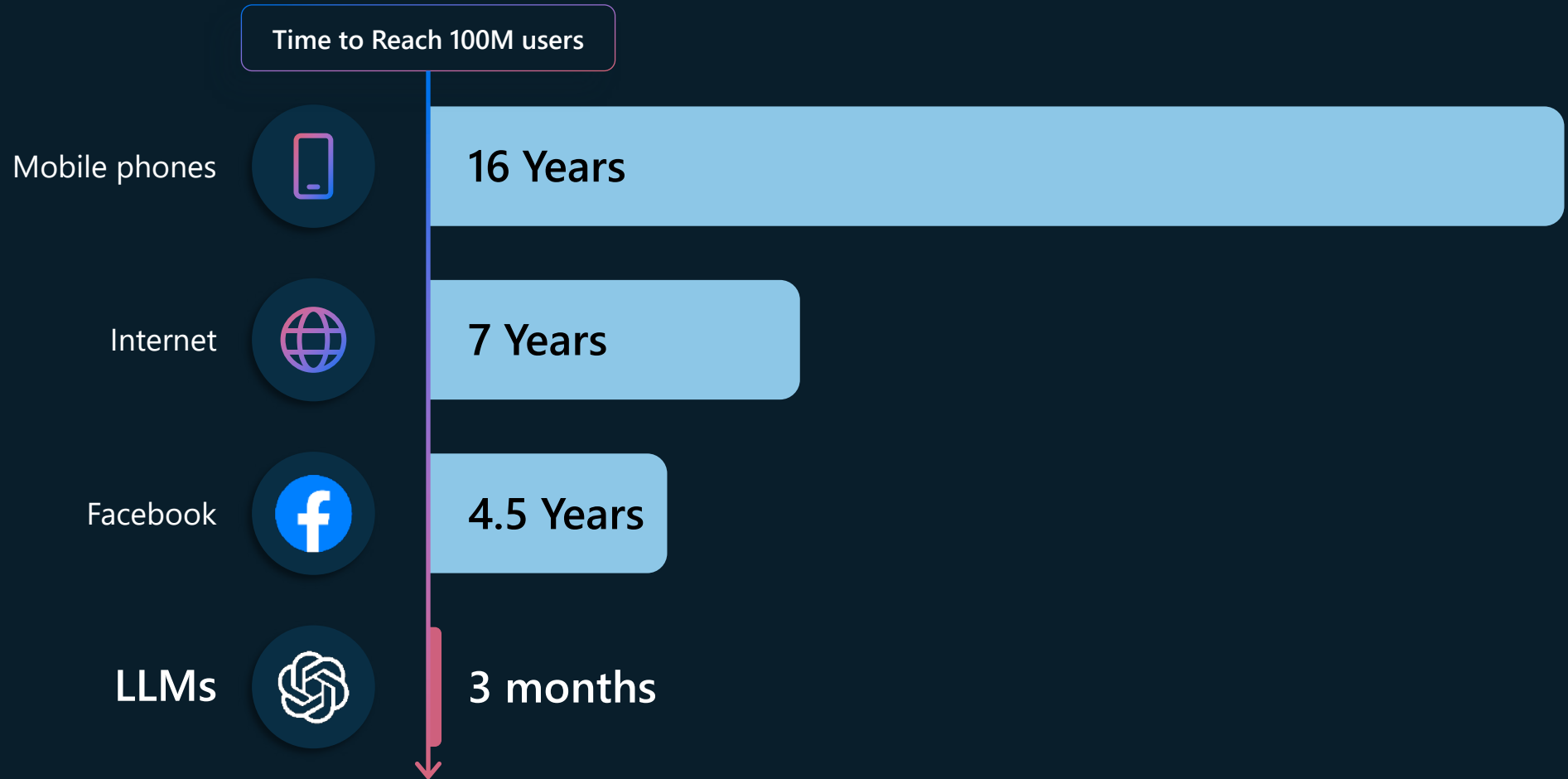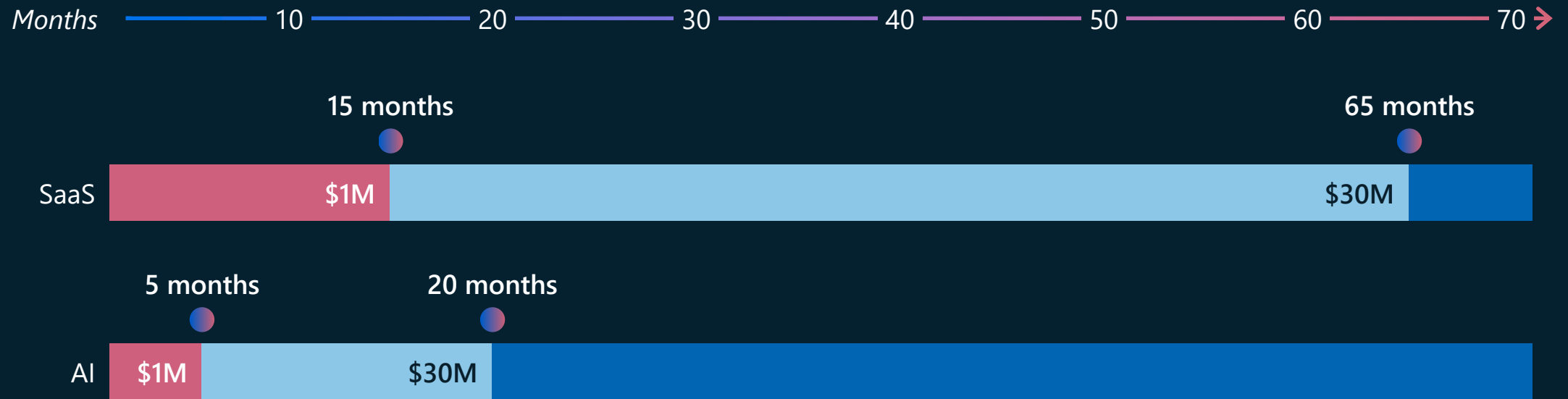# AI is disrupting business at its core

AI dramatically accelerates business value

Time to Annual Recurring Revenue (ARR) for start-ups

Months ← 10 — 20 — 30 — 40 — 50 — 60 — 70 →

15 months

65 months

SaaS | $1M | $30M

5 months

20 months

AI | $1M | $30M

Transforming Every Function and Process

Customer Service
- Self-help
- Support assignment
- Issue diagnosis
- Problem resolution
- Continuous improvement

Sales
- Customer self-service
- Lead generation
- Customer engagement
- Negotiations & closing
- Post-sale follow-up & upsell
- Sales analysis & forecasting

Finance
- Quote to cash
- Record to report
- Tax & treasury
- Planning & analysis
- Risk management and compliance
- Procure-to-pay

Marketing
- Customer insights & strategy
- Demand generation
- Content creation
- Campaign execution
- Predictive analysis
- Personalization
- Sales enablement & recommendation

HR
- Employee engagement
- Recruiting
- HR admin & payroll
- Compensation & benefits
- Learning & development
- Talent management
- HR strategy & planning

Legal
- Regulatory & compliance management
- Contracting
- Risk management
- Litigation
- Consultation
- Intellectual property
- Advisory services

IT
- Data management
- Software management & acquisition
- Device management
- IT operations
- Network operations
- Information security
- Change management & user adoption

Copilot
Every employee will have a Copilot

Agents
Every business process will have an agent

What is an agent?

Agents use AI to **automate and execute business processes**, working alongside or on behalf of a person, team, or organization.
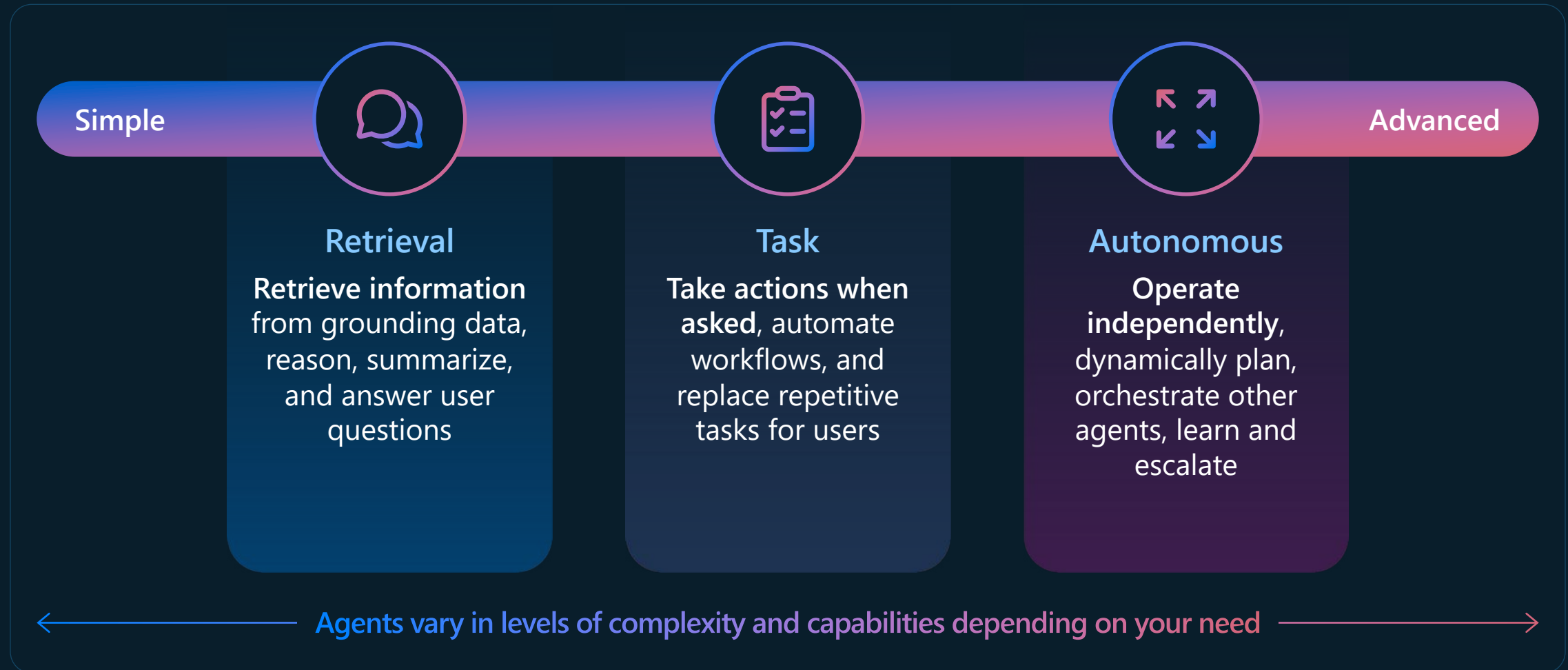
Deploy to...

Microsoft Copilot

Your applications

Your websites

Spectrum of agents

Simple ── Advanced

Retrieval
Retrieve information from grounding data, reason, summarize, and answer user questions

Task
Take actions when asked, automate workflows, and replace repetitive tasks for users

Autonomous
Operate independently, dynamically plan, orchestrate other agents, learn and escalate

← Agents vary in levels of complexity and capabilities depending on your need →

Copilot is the UI for AI

Copilot

Agents

Copilot Control System

Changing the way work is organized

Level 1	Level 2	Level 3
Humans with assistants	**Human-led agents**	**Agent-led work**
Every person is augmented by AI that understands their job	Every team includes AI agents, managed by humans, that complete tasks autonomously	Humans set direction and AI agents run entire teams or departments, checking in as needed
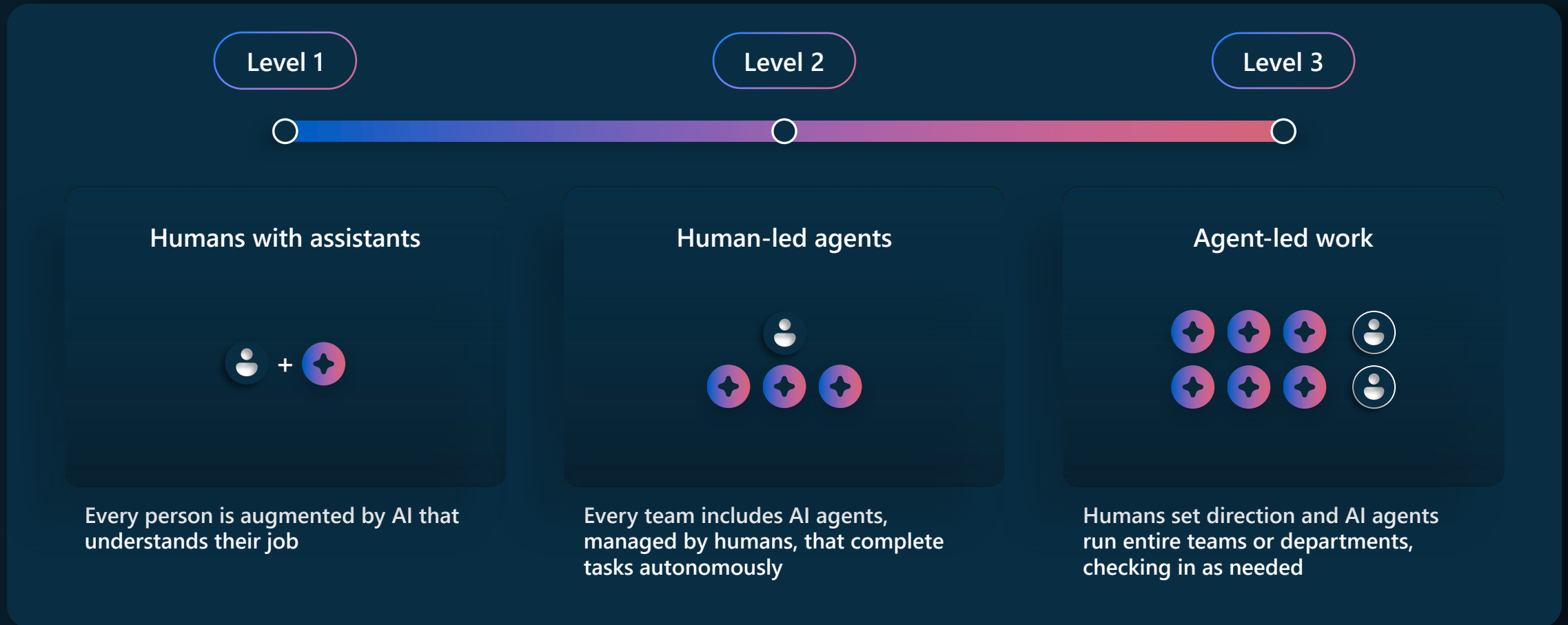
Microsoft Copilot makes AI a productive part of everyone's work

67%
of people said Copilot saved them time, so they could focus on more important work

68%
of people said Copilot improved the quality of their work

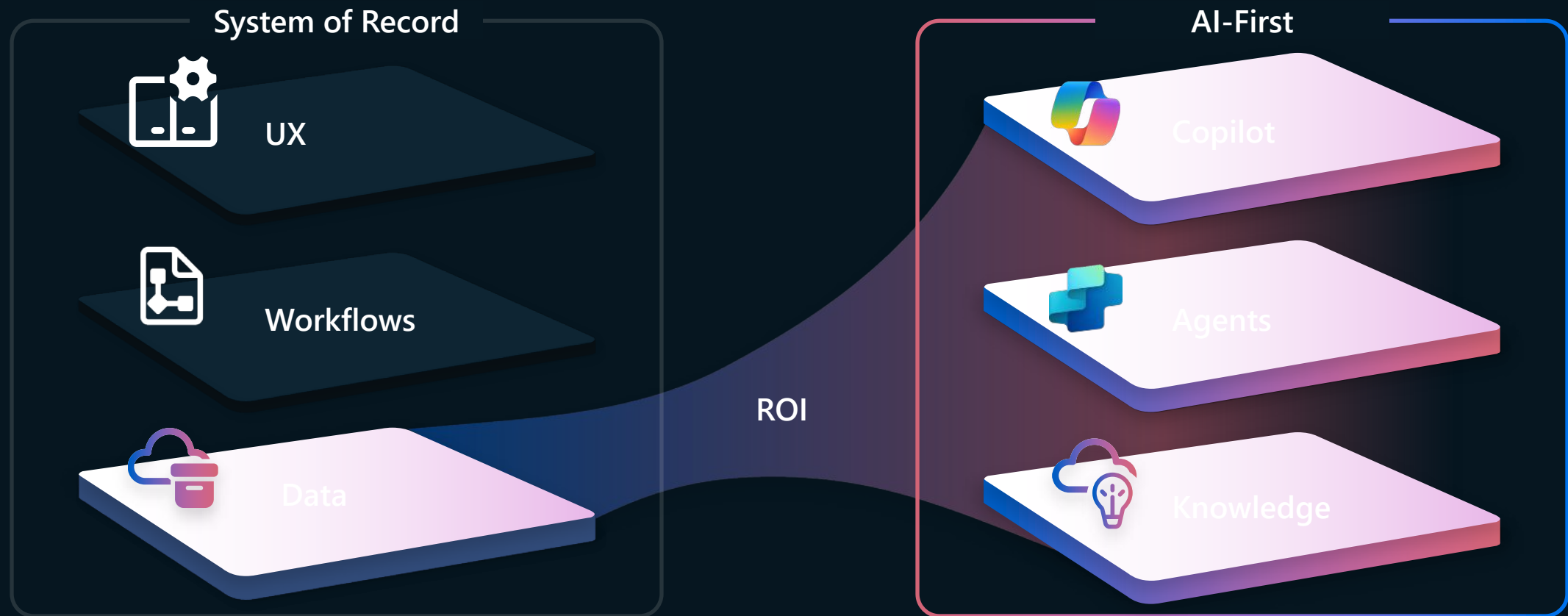**70%**
of people said they were more productive with Copilot

77%
of people said they didn't want to give it up!
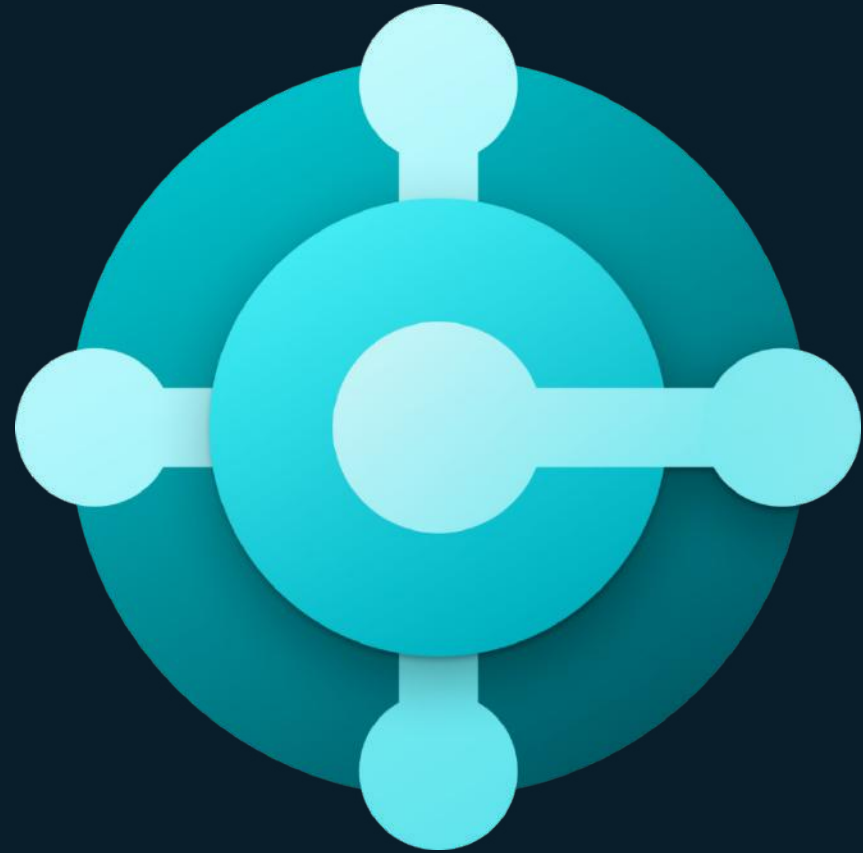
Microsoft Work Trend Index

aka.ms/wti

Business applications also being reinvented

System of Record
- UX
- Workflows
- Data

ROI

AI-First
- Copilot
- Agents
- Knowledge

Business Central – The AI-First Business Application

Business Central differentiation: Collaboration and productivity

Unmatched experiences built on the broad Microsoft ecosystem

Microsoft 365 ⟷ **Business Central** ⟷ **Power Platform**

Microsoft Copilot

What can Copilot do for you?

Guide
Explains concepts and helps you learn new skills

Find
Locates records and pages, finds matching products based on natural language inquiries or similar products

Compare
Reconciles bank statements and incoming e-documents

Analyze
Organizes data to help you get to insights faster

Suggest
Drafts product descriptions, suggests numbering pattern setup for records

Your AI-powered assistant with a growing skillset

Copilot in Business Central

Security

Copilot can only access data available to the user

Compliance

For EU customers, data does not leave the EU Data Boundary

Privacy

Microsoft does not view your prompts or share your data with others

Responsible AI

Users can review Copilot output before it is saved

Strong Customer Momentum

45K   SMB business applications customers
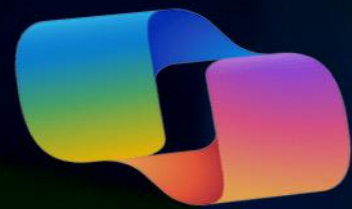
160K   customers use Copilot features in Dynamics 365 or Power Platform

500K   organizations use Dynamics 365 and Power Platform every month

AI

Copilot, jouw Persoonlijke Assistent

- Kennis
- Assistent
- Automatisering

Responsible AI

01

Verantwoordingsplicht

02

Transparantie

03

Betrouwbaarheid

04

Veiligheid

Beyond the Roadmap

Huuropzegging

Huurder

Copilot
Get AI-powered help with solving customer issues.

Ask a question   Write an email

Orchestratie agent
Hoi Verhuur agent, mevrouw Holthuis heeft zojuist haar contract opgezegd per 30-04-2025, graag controleren of dit mogelijk is. Het contractnummer is 0123456789.

Verhuur agent
Beste orchestratie agent, helaas is dat niet mogelijk omdat de afgesproken opzegtermijn niet aangehouden is. Mevrouw Holthuis kan haar contract pas per 31-05-2025 opzeggen, tenzij een verhuurmedewerker dit goedkeurd.

Hi Kobbe,
Mevrouw Holthuis heeft zojuist haar huurcontract opgezegd.
Ik heb uitgezocht of dit mogelijk is, en nu blijkt dat de afgesproken opzegtermijn niet in acht is genomen (30-04-2025 in plaats van 31-05-2025). Wil je de huur opzegging accepteren?
Ja Nee

View prompts

Describe what you need
0 / 2000

Make sure AI-generated content is accurate and appropriate before using. Read terms

Medewerker verhuur

Copilot
Starten controle opzegging

Mag opzeggen?   Leegstandscontract   Overige contracten opzeggen

Huuropzegging in app

Inspectie verzoek   Correspondentie adres

Contract agent

Verhuur agent

Ziq

De toekomst van vastgoedorganisaties

Heruitvinding

Processen worden opnieuw ontworpen en ingericht

Automatisering

AI-agents nemen intake en routinetaken zoals documentcontrole over

Communicatie

Bots en agents verzorgen de interactie met huurders

Maatwerk & Toezicht

Medewerkers blijven betrokken om overzicht te houden en te controleren

Bedankt

Vragen?
Spreek ons aan tijdens de lunch

Microsoft

Wonen makkelijker maken

Wonen makkelijker maken

Botterstraat 51,
1271 XL Huizen
035 524 1040

Bastion 4,
3905 NJ Veenendaal
035 524 1040