

# How Small Businesses Can Safely and Effectively Start Using Artificial Intelligence

Artificial intelligence is now common in business, but not all AI tools are suitable for professional use. Many free tools store or reuse input for training, risking company data. Microsoft 365 Copilot Chat addresses this by offering secure,

compliant AI built into most Microsoft subscriptions. It ensures data isn't used for training and respects security settings. Copilot Chat assists with drafting, summarising, and researching without compromising privacy.

Unlike consumer tools, it requires no extra licence or setup and is integrated into daily Microsoft 365 apps, providing a safe, easy AI experience with full data confidence.

## Introducing Microsoft 365 Copilot Chat

Copilot Chat is a free, easy-to-use AI assistant in Microsoft 365 that simplifies tasks like asking questions, summarising documents, and creating content using web data. Included with eligible subscriptions, it lets small businesses explore AI without disrupting workflows or extra costs.

Employees can safely experiment with low-risk tasks, gaining confidence in AI's value. Unlike paid Microsoft 365 Copilot, which integrates deeply with Office apps and uses company data, Copilot Chat relies on public web info, offering a secure way for new users to benefit from AI.

## Everyday examples of what Copilot Chat can do

Imagine you are short on time and need to reply to a customer enquiry. You can ask Copilot Chat to outline a polite, professional response that you can refine before sending. Preparing for a presentation? Upload a document or a slide outline and ask Copilot Chat to create a summary or generate talking points.

Small businesses often juggle social posts, meeting notes, proposals, and internal communication. Copilot Chat can help by:

- Drafting first versions of content, so teams start with a foundation rather than a blank page.
- Summarising large text files for quicker reading and decision-making.
- Brainstorming ideas for campaigns, job descriptions, or reports.
- Helping non-technical staff find reliable answers using up-to-date web information.

These tasks may seem simple, but combined they reclaim hours each week, allowing small teams to focus on customer service, growth, and innovation.

## Built-in security and compliance

When adopting AI, many small business owners' first concern is data protection. Public AI tools often raise questions about where inputs go and whether sensitive information might be used to train future models.

Microsoft 365 Copilot Chat was created specifically to ease those worries. It operates within the trusted Microsoft 365 security and compliance framework your business already relies on. Unlike other AI tools, data entered in Copilot Chat isn't used to train the model, meaning your information stays private and isn't shared or stored outside your organisation. This makes it suitable even for businesses with strict confidentiality policies.

By keeping AI access within familiar Microsoft controls, small businesses can enjoy the best of both worlds: innovative AI powered by the latest technology and peace of mind from enterprise-grade data protection.

## The difference between Copilot Chat and Microsoft 365 Copilot

Understanding Copilot Chat's role in Microsoft's AI ecosystem helps businesses plan. It is free and designed for web-based tasks, generating content and answers from online info.

Microsoft 365 Copilot, a paid upgrade, is for advanced, data-driven tasks, integrating with Word, Excel, and Teams to analyse emails, files, and conversations, with specific licensing needed.

For small businesses, Copilot Chat is ideal as an initial, cost-free, easy-to-implement option. It allows teams to familiarise themselves with AI, establish safe usage guidelines, and later consider investing in Microsoft 365 Copilot based on their goals.

## Getting started safely and confidently

Start small for lasting AI success. Pick a daily frustration, like rewriting reports or summarising feedback, and test Copilot Chat. Encourage staff to try non-sensitive cases first and share effective methods.

Consider establishing simple internal guidance covering:

- What types of information can safely be uploaded or queried?
- How to verify AI outputs before using them externally.
- When to involve your MSP for configuration or support requests.

Providing a clear framework helps employees gain confidence while maintaining compliance. Over time, businesses can explore broader uses, from content creation to market research support or administrative simplification.

## Your next step in everyday AI

Artificial intelligence will continue to influence how every small business operates. The question is not whether to use it, but how safely and effectively it can be introduced. Microsoft 365 Copilot Chat provides a simple, secure way to take that first step, empowering teams to work faster, think creatively, and make informed decisions without extra cost or complexity.

If you are ready to understand how AI can help your business, contact us today to explore how to enable Copilot Chat securely and start building your confidence with everyday AI.