AI FinOps for Microsoft Copilot Cowork and agents

Control AI spend while enabling valuable adoption



Adopt Microsoft Cowork and agents with greater confidence by understanding where your Copilot Credits are being consumed and the value delivered to your organisation. By **helping you forecast consumption, put effective guardrails in place** and **direct capacity towards the workflows that demonstrate the greatest business value**, CGI can help you achieve impactful, cost efficient AI adoption.

Move from licence management to workload economics

Cowork and agents change the economics of Microsoft AI, with spend based upon the work performed, not simply the number of people licensed.

Copilot Credit consumption can vary according to tool use, scheduled runs, automation and workflow design. At the same time, shared capacity can be consumed by user-directed work, autonomous agents, authoring, preview, evaluation and testing.

This means licence counts alone no longer provide the information you need to manage AI investment effectively. You need to **understand which workflows are driving demand, how that demand is changing, and whether the outcomes justify continued investment.**

Without a common approach to allocation and forecasting, teams can duplicate capacity, protect budgets unnecessarily or identify overage too late. Valuable AI use cases can also be constrained when priorities for shared capacity have not been agreed.



As Cowork moves from individual tasks towards business-critical workflows, you need a way to keep growth affordable, accountable and connected to human and organisational outcomes. AI FinOps gives teams room to adopt useful AI while keeping variable spend, service quality and accountability under control – helping capacity move to the work that demonstrates measurable value.

Make Cowork consumption predictable and accountable

We help you connect each workflow to a demand forecast, with accountable ownership, clear spending guardrails and an outcome your business can measure.

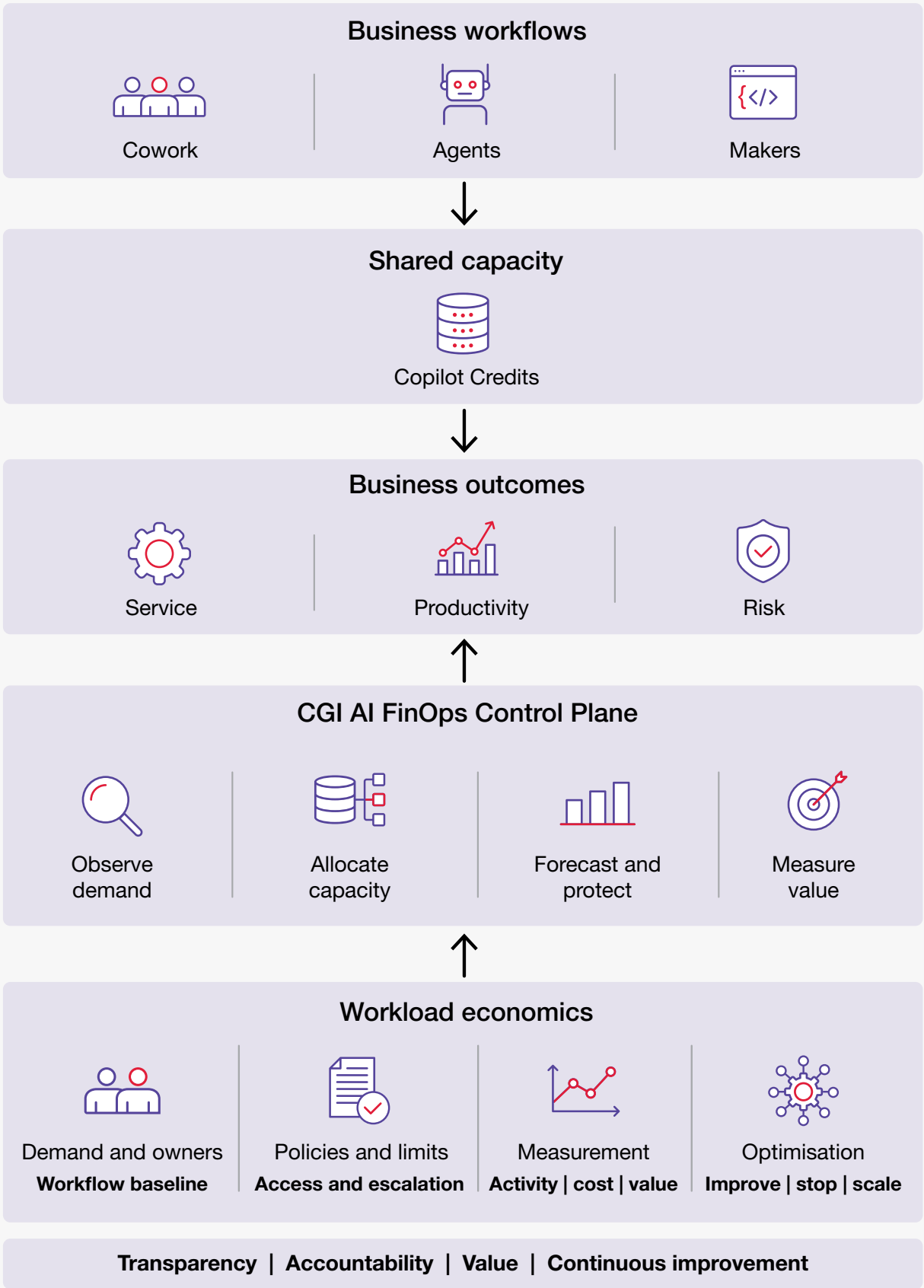
We start with the workflows drawing on shared capacity. For each one, we establish an activity and consumption baseline and agree who owns the service, value, budget and governance decisions.

We then put allocation, spending policies, limits, alerts and forecasts in place. Regular reviews compare actual consumption with forecasts and with the business outcomes each workflow was expected to deliver.

By bringing together our FinOps, **Microsoft platform**, data, security and **service management** experience, we help embed these controls into day-to-day operations rather than treating cost management as a separate activity.

The result is a shared operating model that gives finance, technology and service owners a clearer basis for deciding where to invest, optimise, scale or stop.

CGI's AI FinOps operating model



Our approach: from visibility to value

Our focused engagement turns usage data into clear decisions about where your AI investment can deliver the greatest value. Each stage creates practical evidence, controls and working artefacts your teams can carry forward.

1

Baseline demand and establish ownership

We identify priority workflows, establish activity and consumption baselines, and map the shared capacity they use. We then name the owners responsible for service, value, budget and governance, giving you clear accountability for both consumption and outcomes.

2

Design allocation and controls

We define access and allocation alongside spending policies, limits, forecast tolerances and escalation routes. We also make authoring, preview, evaluation and test demand visible, helping you understand and manage the different sources competing for shared capacity.

3

Measure outcomes and economics

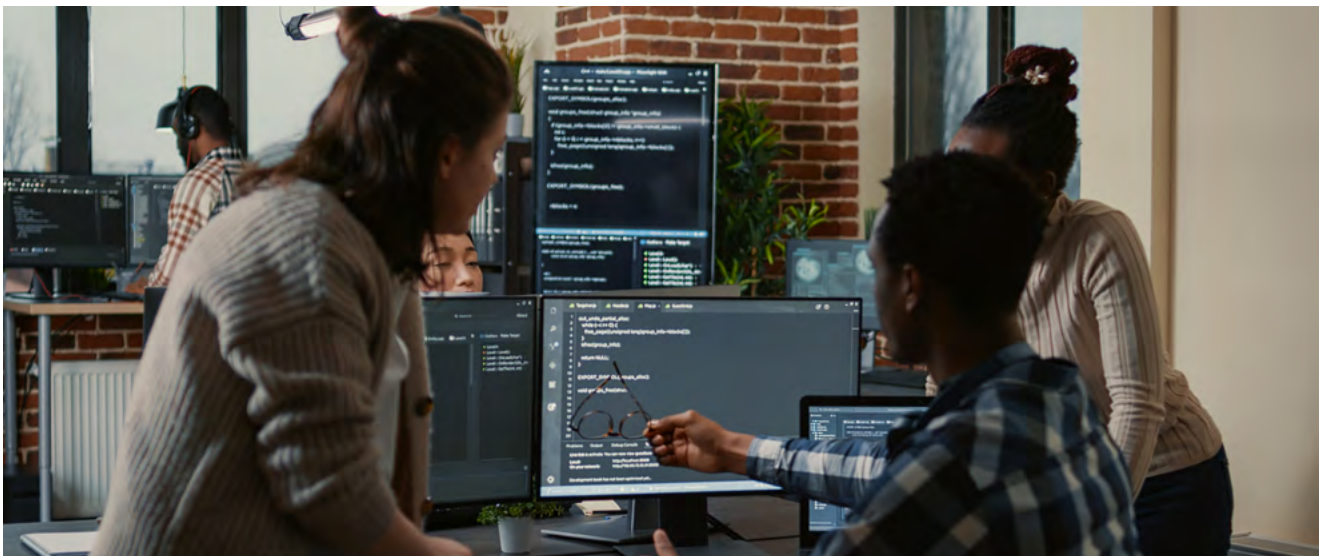
We combine run history and consumption with agreed business measures. This enables you to monitor forecast variance and unusual demand while assessing cost against useful outcomes before deciding whether a workflow is ready to scale.

4

Optimise and scale

We use cost and outcome evidence to improve workflow design, redirect capacity and retire workloads where results no longer justify the spend. We establish a regular review cycle and hand it over to your service teams, creating a repeatable route from early adoption to controlled scale.

Gain greater control and confidence in your AI investment, with predictable demand, clear accountability and evidence to direct capacity towards the workflows that deliver measurable value.



Make confident AI investment decisions

Cowork can move quickly from individual tasks to business-critical workflows. Working together, we can help you develop the ownership, forecasts and controls to keep AI growth affordable and tied to measurable outcomes.

The result is a shared operating model that gives finance, technology and service owners a clear basis for action:

See where credits go
Attribute Copilot Credits by workflow, team, service, tool and environment, giving you a clearer picture of what is driving consumption.

Plan demand before it arrives
Use run history, adoption plans and business events to establish forecasts and prepare for changing demand.

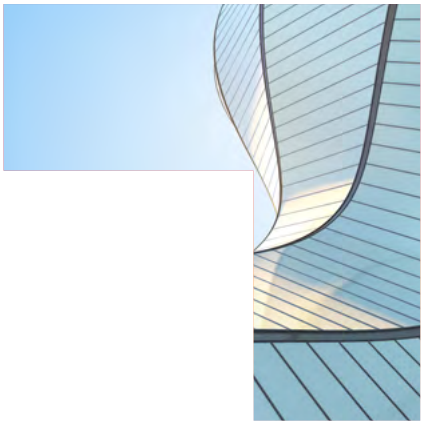
Protect shared capacity
Set priorities, spending policies and escalation routes before workloads compete for capacity.

Judge cost against outcomes
Compare consumption with time saved, service quality, risk or another agreed business measure, helping you understand the cost of useful outcomes.

Act on variance early
Identify unexpected demand, correct inefficient workflows and retire low-value work before unnecessary consumption grows.

Scale what proves its worth
Direct capacity towards successful workloads through clear ownership, evidence-based decisions and regular reviews.

Together, these capabilities give you a dependable demand baseline, clear decision rights, workable guardrails and a repeatable approach for moving from early AI adoption to controlled scale.



About CGI

Insights you can act on

Founded in 1976, CGI is among the largest IT and business consulting services firms in the world.

We are insights-driven and outcomes-focused to help accelerate returns on your investments. Across hundreds of locations worldwide, we provide comprehensive, scalable and sustainable IT and business consulting services that are informed globally and delivered locally.

For more information
Learn more about our Advisory Services and Digital Backbone framework for digital transformation

Contact us

© 2026 CGI IT UK Ltd.