



Press Release

Alpha Bank invests in Artificial Intelligence and makes daily tasks easier for its people

Over 300 Alpha Bank employees have integrated Microsoft Copilot into their work

Firm in its belief that **Artificial Intelligence will transform the banking experience and the way banks operate**, Alpha Bank has already introduced leading AI tools in its workflows. Thus, part of the Group's employees is currently assisted in their work by **Copilot, Microsoft's leading AI productivity tool**.

Since September 2024, **over 300 employees** have adopted the program, with valuable support coming from **EY Greece's AI & Data** teams, while the Bank's goal is for over 1,000 employees to have their own AI "assistant" by the end of 2025.

What the first indicators of Copilot's use at the Bank have shown

The findings of Alpha Bank's internal **Copilot Adoption Survey** of the tool's first users confirm the added value that artificial intelligence brings to the Bank's daily internal operations.

Over 70% of users declare that they are very or quite satisfied with how Copilot has improved their daily work, with key AI use cases including writing and summarizing emails, creating documents and summarizing meetings, as well as supporting better decision-making through new capabilities for research, idea generation, and other capabilities.

Daily use has already become established, **with average time savings of around 25%**. Copilot users report that the tool has transformed the way they work, not only by noticeably reducing the time they spend on repetitive tasks but, most importantly, by enhancing the quality of their deliverables.

Another key aspect, as users become increasingly familiar with the capabilities of Artificial Intelligence, is that with the right prompting, **Copilot becomes a true "assistant"** that can effectively support an employee in brainstorming, highlighting new directions.

It should also be noted that in the next phase of the AI Transformation plan being developed at the Bank, Copilot will also be leveraged to support specialized cybersecurity tasks.

Michalis Tsarbopoulos, Chief Digital and Technology Officer at Alpha Bank, said: *"The adoption of Microsoft Copilot at Alpha Bank is not just a technological upgrade, but a strategic investment in training, innovation, and in empowering our people. By integrating Artificial Intelligence and supporting a customer-centric service model, we are enhancing the efficiency, quality, and sustainability of our services, while fostering a culture of innovation and collaboration. Copilot facilitates workflow, reduces errors, gives employees the freedom to focus on strategic priorities and more creative tasks, and empowers them with knowledge for better decision-making. This creates an improved experience for our Customers, as well as for our employees, in an increasingly digital world, where Alpha Bank stands out as a model of modern banking."*



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Antonis Oikonomou, Enterprise Commercial Director at Microsoft Greece, Cyprus, and Malta, said: *“Artificial intelligence is not just a technology upgrade – it is a catalyst for a new way of working. With Microsoft Copilot, we provide people with the tools to work in a smarter way, with greater confidence and creativity. Our collaboration with Alpha Bank and EY Greece demonstrates how the responsible adoption of innovation can boost productivity and free up time for what really matters.”*

Ilias Vyzas, Partner and Head of Consulting Services at EY Greece, said: *“Our collaboration with Alpha Bank and Microsoft is an excellent example of how technology and artificial intelligence can be leveraged in a targeted way to empower people and improve their daily work experience. The integration of AI productivity tools such as Microsoft 365 Copilot is not just about implementing novel technologies; it marks a change of mindset and a more profound shift towards a more flexible, intelligent, and efficient way of working. We are proud to have contributed to this transformative journey, which points to the future for an industry that is critical for the Greek economy and entrepreneurship.”*