

AIB leading innovation in Irish banking with enterprise-scale deployment of Microsoft Copilot tools to simplify work and empower over 10,000 employees

AIB and Microsoft Ireland have announced the rollout of a broad and integrated suite of AI capabilities in AIB to support colleagues and drive greater innovation for AIB customers, transforming how the organisation works, builds, and innovates. This reinforces AIB's commitment to responsible, enterprise-scale AI adoption.

At the core of this transformation is the widespread deployment of **Microsoft 365 Copilot** to the vast majority of AIB employees. Seamlessly embedding AI into everyday tools like Outlook, Word, Excel, Teams, and PowerPoint, Copilot will empower colleagues to transform how they work. Copilot optimises forecasting, supports planning, and enhances collaboration by aligning project updates across teams. By reducing time spent on repetitive tasks, these tools will free up time for higher-value work and allow employees to focus on what matters most: delivering exceptional outcomes for customers.

To extend these capabilities further, AIB's AI Centre of Excellence is also using Copilot Studio to develop tailored AI solutions —for example, enabling teams to rapidly synthesise customer insights from complex data sources to support faster, more informed decision-making. These solutions will underpin a scalable, governed AI platform that drives measurable outcomes across the organisation.

In addition, AIB is planning to introduce a secure, enterprise-grade AI coding tool to accelerate software development with **GitHub Copilot**, enabling engineers to develop intelligent, secure solutions with greater speed and precision. By streamlining development workflows and collaboration, it will accelerate the delivery of innovative solutions that meet the bank's evolving needs and drive meaningful customer impact.

Together, these technologies form a unified ecosystem to enhance how AIB builds, collaborates, and delivers value. This positions AIB at the forefront of innovation in financial services in Ireland.

AIB is committed to fostering a collaborative culture as it embeds AI across the organisation. A comprehensive training and support programme will help colleagues build the skills and confidence to get the most from Copilot. The bank will also promote peer learning by encouraging the sharing of insights and experiences. AIB remains committed to engagement with the Financial Services Union on the continued implementation of AI capabilities.

Research from Microsoft and Trinity College Dublin¹ shows that AI is expected to add €250bn to Ireland's economy by 2035 and highlights how AI adoption in Ireland has surged to 91%, nearly doubling from 49% in 2024, a significant leap that now puts Ireland ahead of many of its EU counterparts. AIB is already leading the way when it comes to digital innovation, having mobilised its

¹ [AI Economy Ireland 2025](#)

AI Centre of Excellence to ensure it's being used in a safe and responsible way across the organisation, driving the best results for customers and employees.

AIB's Chief Technology Officer Graham Fagan, said: "At AIB, we see responsible AI as having a transformative effect on the experience of our customers and the empowerment of our colleagues. We've been exploring its potential with our employees through collaboration and testing, and now we're scaling it across the organisation to deliver smarter, faster, and more meaningful outcomes for our customers and our people.

Our AI Centre of Excellence has laid the groundwork for this shift, ensuring that every deployment of AI and generative AI is secure, purposeful, and people-centric.

Through our deepening relationship with Microsoft, we're equipping every AIB colleague with Microsoft Copilot tools—embedding AI into the flow of work to simplify tasks, building fluency, and elevating customer experiences.

And we're going further. With GitHub Copilot, our developers are accelerating innovation—building secure, intelligent solutions with greater speed and precision.

This is more than a technology rollout. We are unlocking innovation from within and creating space for our people to do their best work, so we can deliver even more for our customers."

Catherine Doyle, General Manager, Microsoft Ireland, said: "AIB is pioneering the adoption of AI in the Irish financial services sector, and we're proud to support them on this transformative journey. This strategic relationship, built over many years, reflects a shared commitment to innovation, trust, and responsible AI. By deploying Microsoft Copilot tools right across the organisation, AIB is not only empowering its people but also setting a new benchmark for how AI can be used to enhance customer experience and drive meaningful business outcomes."

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