Microsoft Surface

Increase business value for hybrid work with
Microsoft Surface

Solution guide series

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Estimated reading time:

15 minutes

Who this is for:

Decision makers who are looking for
better, more efficient solutions for
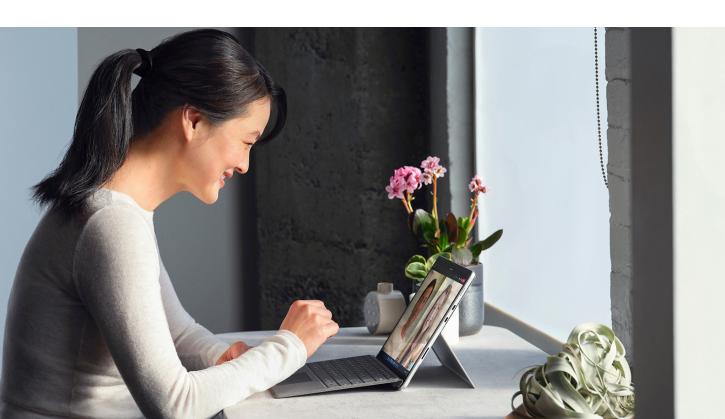deploying and managing devices in
their organizations.

01. Introduction

For organizations—and IT professionals in particular—keeping teams productive, fostering collaboration, and improving the work experience in a hybrid work environment is an ongoing challenge. That is why more than 75 percent of decision makers responsible for employee equipment plan to increase investments in PCs and laptops over the next couple of years.[1] IT teams need to support the ever-changing types of devices that are being used today—from laptops to tablets to large collaboration devices and beyond. This increasingly broad array of devices has made device management even more complex.

Replacing legacy devices with more flexible hardware solutions and cloud technologies lets organizations create modern work environments that elevate their employees' experiences. What is needed is a platform that gives IT teams control and agility so that they can keep the business running efficiently and securely while helping employees stay productive and collaborating—no matter where they're working or what device they're using.

Microsoft commissioned Forrester Consulting to conduct a Total Economic Impact (TEI) study to quantify the cost savings and business benefits that enterprises can realize by implementing Microsoft 365 for enterprise on Microsoft Surface devices. The study looks closely at the value that Surface devices add to Microsoft 365.

This solution guide focuses on how Surface and Microsoft 365, supported by Windows, deliver a more efficient and secure platform for the hybrid workplace while reducing costs and complexity. The Forrester Consulting TEI study found that by switching to Surface devices, organizations saw improved end-user productivity thanks to simple-to-use collaboration tools and device interfaces.[2] Simplicity was also a key driver of increased IT efficiency, while enhanced security and device consolidation delivered overall business cost savings.

02. Enhance employee engagement

Business and IT leaders want to continue driving innovative solutions forward so they can stay competitive by offering a great employee experience. Surface devices help people move seamlessly between individual contributions and collaborative teamwork, delivering that great experience while saving time and increasing productivity.

Surface helps keep your workforce engaged and productive

Challenges	Solutions
Our employees are not as productive as they could be because of our outdated technology.	Surface devices have an array of performance options to meet the needs of every employee, battery life that lasts all day, and options like LTE that keep employees connected even when Wi-Fi is slow, unstable, or unsecure. Microsoft Surface devices, paired with Microsoft 365 for enterprise, can save employees an average of two hours per day in increased efficiency and productivity.[2] And Surface users saw productivity savings that averaged 1.6 hours daily in Forrester Consulting's study.[2]
Ensuring security is hindering our employees' productivity.	The Windows Hello face-recognition sign-in option on most Surface devices offers fast, secure, password-free access to applications and resources with biometric authentication and a PIN unlocking the certificate stored in the Trusted Platform Module (TPM). Select Surface devices also offer a secure fingerprint reader option on the keyboard.
We struggle to keep our hybrid workforce engaged.	Surface and Microsoft 365 help ensure that everyone is seen and heard, enjoying a better Microsoft Teams virtual meeting experience thanks to high-definition (HD) cameras, high-performance chipsets, long battery life, multitouch screens, and crystal clear audio and video.
Joining meetings from anywhere on any device can be difficult and time-consuming for our employees.	Surface devices powered by Microsoft 365 saw a 77 percent increase in productivity due to users' ability to easily access meetings anywhere from any device.[2]
Our workers' peripherals are inefficient and difficult to connect.	Accessories like Surface Pen, Surface Headphones 2+, Surface Dock 2, and other Microsoft PC accessories are easy to connect and help users be more productive, with creative workers saving more than 35 minutes per day on their tasks thanks to the use of such accessories.[2]

"We've seen a **50% uptick in collaboration** measured by [Microsoft] Teams meetings, screen sharing, and whiteboarding among Surface device users, compared to non-Surface device users."

— VP and CISO, HR services[2]

03. Modernize management and deployment

IT departments can see significant time and cost savings with Surface device deployments powered by Microsoft 365.[2] Organizations reported that Surface devices could be remotely provisioned and deployed faster for new employees beginning work, enrolling a personal device, or accessing files and applications from home.

Surface delivers value for IT teams

Challenges	Solutions
We find that deploying and managing devices in a dynamic environment is time-consuming and complex for our IT team.	Zero-touch device provisioning—with Surface devices quickly sent directly to employees—reduced deployment costs by 16 percent.[2] IT departments saved four hours for each device deployed with Windows Autopilot and Microsoft Endpoint Manager.[2] IT administrators who deploy Surface devices with Microsoft Intune can easily manage Surface devices, keep track of warranties, and handle support requests with one easy-to-use dashboard.
We take too long to ensure that firmware patches are working properly.	Microsoft Endpoint Manager, which includes Microsoft Intune, increases accuracy and reduces the time required to implement patches and updates.[2]
We struggle to centrally manage all devices at scale with a single solution.	Windows Autopilot lets you set up and preconfigure new devices and reset, repurpose, and recover devices with ease. With Device Firmware Configuration Interface (DFCI)[3] and Microsoft Endpoint Manager, you can remotely manage thousands of Surface devices down to the firmware layer. With the Microsoft Surface management portal, you have a centralized solution to self-serve, manage, and monitor Surface devices at scale in Microsoft Endpoint Manager.
We can't remotely manage the firmware on devices.	Faster application updates can save about 3.25 hours annually per device, and you can easily and remotely manage Surface devices down to the firmware layer with DFCI.[3] With the Microsoft Surface management portal, you have visibility into all Surface devices in your organization, so you can keep an eye on device health, device storage levels, compliance issues, encryption needs, device registration statuses, and device activity states.
Our IT team is overwhelmed because we have to manage several devices per user.	A 2-in-1 Surface device eliminates the need for additional devices, reducing the complexity of managing multiple devices per user while also letting frontline workers easily switch between tablets and laptops, depending on the tasks on which they are working. Thanks to Surface's flexible form factor, IT departments in the Forrester Consulting study were able to replace more than one device with each Surface deployment, saving an average of more than $801,000 in device costs.[2]

"We used to spend the better part of a workday getting new devices ready for our end users. With Surface, the end user gets the device immediately and sets it up in 10 to 15 minutes. Microsoft Endpoint Manager, including Intune, does all the work for us."

— VP and CISO, HR services[2]

04. Reduce the cost of risk

Organizations focus on reducing risks—and their associated costs—for their employees and businesses. Surface devices change everything, with security built in, not bolted on to devices. With Surface, every layer of the device—firmware, operating system, and cloud-management solutions—is maintained by Microsoft and includes enterprise-grade security through Microsoft Defender Advanced Threat Protection, Windows Update for Business, Intune Conditional Access and remote-wipe capabilities, Windows Defender Exploit Guard, and Microsoft Defender Application Guard.

Surface simplifies and strengthens security

Challenges	Solutions
We are managing too many security layers.	Companies reduced spending on third-party security solutions by 18 percent with the combined security benefits of Microsoft 365 for enterprise and Surface devices.[2]
We have employees accessing company information using devices that might not be secure.	Surface devices plus Microsoft 365 enterprise-grade security features can result in a 17.2 percent reduction in data and security breaches.[2]
We have employees whose devices might not be securely accessing our network, and their devices might require additional security solutions.	The Microsoft-built Unified Extensible Firmware Interface (UEFI)[3] lets IT manage firmware through Microsoft Endpoint Manager, reducing risk at the firmware level, while the TPM chip implements a secure and sandboxed environment for storing passwords, PINs, and certificates.
We have found that controlling device firmware functionality and availability is difficult for our IT team members.	Microsoft Surface Enterprise Management Mode (SEMM) lets IT teams manage devices at the UEFI level, controlling firmware functionality and availability, thus giving IT control over a Surface device's ability to use cameras, microphones, or USB drives based on security policies.
We have had security-breach remediation costs impact our IT team's budgets and our business's success.	Using two-factor authentication and Advanced Threat Analytics, breach-remediation costs were reduced or eliminated using Surface devices powered by Microsoft 365.[2]

"We have seen a 30 to 40 percent reduction in security incidents needing a person dispatched thanks to using Surface devices with Microsoft 365 E5."

— CTO, professional services[2]

05. Realize business value with Surface

Research has found that investments in Surface devices powered by Microsoft 365 enhanced employee productivity, improved workforce collaboration and teamwork, increased security, and delivered more efficient device-related IT operations.

By automating the traditional run model with Microsoft 365, Windows Autopilot, and Microsoft Endpoint Manager, Surface can unlock substantial time savings. That gives IT teams more time to focus on innovation. And, with a variety of form factors, Surface gives employees the flexibility they need to do their jobs in the ways that work best for them.

Businesses that choose Surface get more than just a device—they open the door to enhanced employee engagement, modernized management and deployment, and lower costs. Surface is designed by Microsoft for the Microsoft software your people rely on every day. By integrating with existing software and cloud services, Surface extends coordinated security from device to cloud. Productivity and collaboration are also enhanced, and deployment and management is simple, no matter where employees are working.

> **Read the study, "Maximizing Your ROI From Microsoft 365 Enterprise With Microsoft Surface."**
>
> Learn more about Surface for Business.

[1] Forrester Consulting. "Understanding The Role Of Modernized PCs In Hybrid Work Environment Optimization." Study commissioned by Microsoft. July 2021. www.microsoft.com/surface/business/resources#Hybridwork.

[2] Forrester Consulting "Maximizing Your ROI From Microsoft 365 Enterprise With Microsoft Surface." Total Economic Impact study commissioned by Microsoft. July 2020. https://docs.microsoft.com/surface/forrester-tei-study.

[3] Surface Go and Surface Go 2 use a third-party UEFI and do not support DFCI. DFCI is currently available for Surface Go 3, Surface Pro 8, Surface Laptop Studio, Surface Duo 2, Surface Laptop 4, Surface Pro 7+, Surface Laptop Go, Surface Book 3, Surface Laptop 3, Surface Pro 7, and Surface Pro X. Find out more about managing Surface UEFI settings at https://docs.microsoft.com/en-us/surface/manage-surface-uefi-settings

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