**Microsoft Surface**

# Build a secure, productive hybrid workplace with Surface for Business

Empower employees to collaborate, connect, and achieve more with modern devices and secure solutions from Microsoft.
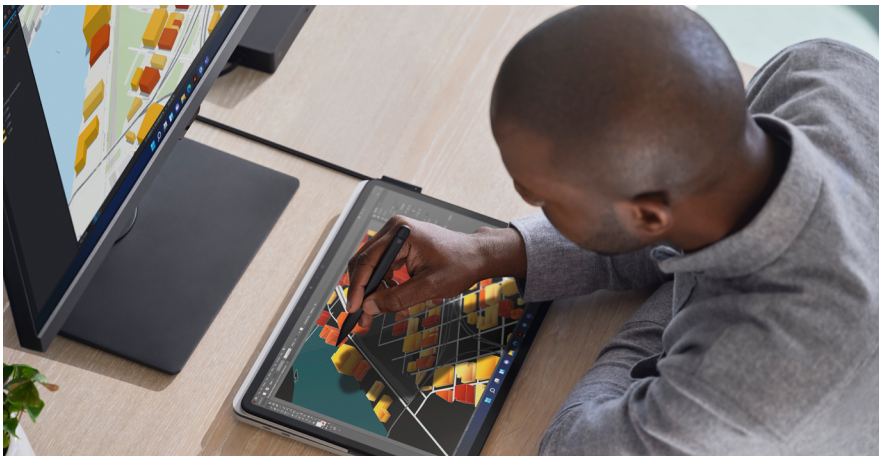
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It's clear that the hybrid work model is here to stay. Hybrid work encompasses varying workspaces throughout the week, placing a different set of demands on everyone, including IT. On one day, an employee might begin the day by working from home, then they might make a midday commute to a local office for a client video conference. The next day, they might write a report and exchange emails while traveling to a work site. They might shift gears again in the afternoon, working at a coffee shop on Wi-Fi. Devices play a critical role in keeping employees connected and collaborative throughout the "context switching" that defines hybrid work.

More than 70 percent of employees say they want these flexible remote work options to continue, while more than two-thirds prefer to be in the office, working alongside their teams.[1] Company leaders are recognizing these changes are here to stay, expecting more than 50 percent of their workforces to remain in remote or hybrid work situations.[2] This powerful shift is reshaping the business landscape, and it is now seen as a strategic path to success.

Business and IT leaders recognize the need to empower their employees—wherever they are working—with intelligent devices, software, and accessories that are intuitive, easy to set up, and reliable. They also recognize that the right devices can help support a hybrid work environment, and they are committed to making greater investments to meet that need. That requires a portfolio of devices and accessories that are versatile and optimized for the software they run, delivering long-term business value by keeping employees connected.

> *Nearly 40 percent of technology decision makers (TDMs) said that improving PCs, laptops, and device management was a top employee request for supporting a better hybrid work environment.[2]*

While aiming to streamline the employee experience, business leaders see the importance of managing devices remotely to keep costs down. And as cybercriminals continue to find new ways to steal data by compromising endpoints and apps, it is critical that everything—from the device to the apps that it runs—remains highly secure and integrated within the existing security stack.

Traditional workspaces are being challenged, and departments within an organization might have competing needs. Common hybrid workspace questions include:

• How can we ensure that our employees stay engaged no matter where they are working?

• What tools and technologies do we need for our employees to remain productive?

• Can we keep company data secure, no matter where our employees are working?

The goal is to build a sustainable hybrid workplace model that enables employee collaboration and empowers employees with the right tools, all while keeping company data secure. The right technology can not only help organizations maintain business continuity and employee productivity—it can also help companies grow and innovate.

This e-book discusses how technological solutions from Microsoft can help companies build a successful hybrid workplace through **connection**, **collaboration**, **choice**, and **control**.



Surface Pro 8: Performance that combines the power of a laptop with the flexibility of a tablet.

# Empower employees to **connect**

## Imagine meetings where everyone is engaged

Working in a hybrid model, employees won't be able to count on seeing each other face to face five days a week. Maintaining connections and sharing information with frontline staff in the field or with customers who depend on face-to-face interactions is a gap that can be hard to bridge. It's essential for leaders to embrace this new reality and put effective solutions in place.

Employees in hybrid work environments will always depend on their devices for connecting with colleagues and customers. The right hardware and software can reduce meeting fatigue, increase engagement in virtual calls, and create an environment in which everyone feels like they have a seat at the table.

Team members can meet, connect, and go beyond screen sharing with the right devices. High-definition (HD) cameras, high-quality mics and speakers, and even interactive digital whiteboards can help people make better connections. Devices should:

• Enable people to be themselves on screen with HD cameras that offer sharp video and image quality.

• Allow everyone to be heard loud and clear with dual array far-field mics that isolate background noise while capturing voices clearly.

• Deliver high-quality sound so that people can hear what's important and stay engaged.

• Equip employees with headsets and webcams that let them fully and effectively participate in virtual calls and meetings, no matter where they are.

The ability to choose the right meeting experience depending on the audience, meeting topic, or forum is not an option on every virtual meeting platform. Microsoft Teams has several meeting experience options.[3] Together mode helps everyone feel like they're in the same room. Virtual breakout rooms allow organizers to split meeting participants into smaller groups for brainstorming or discussions. Side chats enable information-sharing between participants, provide a forum for tracking questions and comments, and give people the opportunity to engage. Finally, recording a call lets those who missed a session catch up on-demand.

Surface Hub 2S 50": Enable teamwork anywhere.

# Give people better tools to **collaborate**

## Collaborate in the cloud

A lack of efficient and seamless collaboration in a hybrid work environment can hurt productivity. Technology can let hybrid teams collaborate more efficiently, whether the objective is to simply brainstorm or to meet a tight deadline.

> *Organizations that use Microsoft 365 with a Microsoft Surface device reported an average of 2 hours saved daily per user via improved means of collaboration, such as cloud-based file sharing, real-time joint authoring, and virtual meetings.[4]*

Modern devices like Surface have functional, flexible collaboration tools built in. These tools work seamlessly with critical business apps so that employees can work together from anywhere. Remote and in-office colleagues working with Microsoft 365 apps can live-edit presentations together in a virtual meeting and coauthor reports, documents, and spreadsheets.[3]

With inking and touchscreen technology on Surface devices, and the Microsoft Whiteboard experience on Microsoft Teams, colleagues in a virtual meeting can react quickly and contribute their ideas by sharing and even sketching out concepts together on the fly. Remote team members can follow the brainstorm and contribute ideas from their own screens.

Hybrid teams still require physical meetings and whiteboard experiences. But fixed locations can limit teams who need flexibility. Teams can experience mobile collaboration—with the ability to move a large-screen, shared device—with Surface Hub 2S and Steelcase Roam Mobile Stands.[5]



Surface Laptop Studio: The most powerful Surface Laptop.

# **Choice** lets people work their way

## Performance for everyone, wherever they work

When some employees come to the office a few days a week, and some not at all, it's important that they all get the level of performance they need to do their jobs, with a form factor that helps them do it their way. Organizations can see a real impact in productivity, employee experience, and ultimately customer experience when employees are able to choose the device that meets their needs. But business and technology decision makers are not fully confident that their current devices are the best fit for hybrid work, according to a Forrester Consulting study.[4]

> *More than 70 percent of those organizations surveyed believed that they need significant to moderate improvements to PC quality to support hybrid work more successfully.[2]*

Employees depend on their computers to ensure that they can get their essential tasks done anywhere. The right performance matters for every role, whether employees spend most of their days working in email and web apps, multitasking between Microsoft PowerPoint, Teams, and Power BI, or running graphics-intensive applications that require powerful processors and a terabyte of storage.

Some employees can never picture themselves without their beloved clamshell laptops, which they can find in the Surface Laptop family. Other employees prefer a 2-in-1 digital inking experience, whether they collect signatures, prefer to hand-write their feedback in shared files with a digital pen, or sketch in 3D apps. Surface Pro, Surface Go, and Surface Pro X are versatile devices that can be used as laptops or tablets. Whatever your preference, there's a device that's the right fit.

Location should not be a limiting factor in a hybrid workplace. Employees who work in the field, or who don't have secure or reliable Wi-Fi access, might need LTE-enabled devices. And even employees who are whiteboarding together in person should have the flexibility to move. They can do that with Surface Hub 2S paired with a Steelcase Roam Mobile Stand.[5] Adding accessories to home offices—like headphones, docking stations, and webcams—can significantly impact the productivity of employees who work at home some or all of the time. When the right devices are combined with the right accessories to support hybrid work, the result is not only increased employee productivity, but also enhanced communication and greater flexibility for supporting varying work styles and collaboration from anywhere.

> *With the ability to access meetings anywhere from any device, 77 percent of organizations that adopted Microsoft Surface and Microsoft 365 increased productivity.[4]*



Surface Laptop Go: The essential, everyday laptop.

# Maintain **control** to keep information safe

## Simplify remote device deployment and management

Deploying new devices to remote workers can be a challenge for IT. Surface for Business PCs offer a Windows Autopilot zero-touch deployment experience, reducing IT complexity and eliminating time-consuming corporate reimaging by shipping and deploying straight to employees' hands.

*49 percent of survey respondents with Surface devices reported reduced security incidents annually, compared to only 40 percent of other respondents.[4]*

*Surface device deployments powered by Microsoft 365 can result in up to a 17.1 percent reduction in IT time to configure and deploy, resulting in reduced costs and improved efficiency.[4]*

Surface helps drive a highly orchestrated, centrally managed, zero-trust security solution to protect employees, apps, and data from the latest cyberthreats. Engineered to integrate with your choice of Windows 10 or Windows 11, Microsoft software, and Microsoft cloud security provisions, Surface devices can be managed through the cloud down to the firmware level with just a few clicks.

The ability to manage devices remotely is vital to business continuity. Microsoft Endpoint Configuration Manager allows IT to synchronize and deploy Surface firmware and driver updates within the Endpoint Configuration Manager client. Integration with Microsoft Intune enables IT to see all of the company's managed, co-managed, and partner-managed devices in one place.

## Enterprise-grade security

Security is at greater risk with employees off-site. Even security-minded employees can inadvertently introduce vulnerabilities. Security updates might be ignored, passwords could be revealed, the wrong user could access company data, or firmware could be compromised.



Surface Go 3: Compact tablet-to-laptop flexibility for work on the go.

# Get more from the investment you make in your hybrid workplace

Leaders, whether in human resources (HR), finance, IT, operations, or other roles, aim to achieve a common goal: equipping employees with more flexible work options that keep them connected, collaborative, safe, and productive. With this shared goal comes added pressure to do more with less. But that doesn't mean investing less in the right technology, which might put them at a disadvantage considering what their competitors might be doing.

> *76 percent of decision makers responsible for employee equipment plan to increase investments in PCs over the next couple of years.[2]*

The basic building blocks of the hybrid workplace can solve some of these challenges. A hybrid work environment, designed with Surface for Business devices and Microsoft 365, can help leaders:

• Enable employees to successfully connect and collaborate from wherever they work.

• Provide hardware choices and software solutions designed to work seamlessly together, so employees can focus on getting their jobs done.

• Unlock value through increased employee productivity, time savings for IT, and lower security costs.

Surface devices can expand the capabilities of hybrid teams who work together from home, face-to-face in the office, and from the field. From laptops and 2-in-1s that enable employees to do their jobs from anywhere to the all-in-one meeting platforms and collaborative canvases of the Surface Hub 2S family, Surface for Business devices can help overcome the challenges of building a successful and thriving hybrid workplace.



Surface Laptop Studio with Surface Slim Pen 2 and Surface Hub 2S 50: Give team members the tools to collaborate and engage in hybrid meetings, no matter where they work.

Surface Pro X: The totally mobile Surface Pro X makes quick work of every task.

## See which Surface devices are best for your hybrid workplace.
### Learn more about Surface for Business.

[1] Microsoft. "The Next Great Disruption Is Hybrid Work—Are We Ready?" March 2021.
https://ms-worklab.azureedge.net/files/reports/hybridWork/pdf/2021_Microsoft_WTI_Report_March.pdf.
[2] Forrester Consulting. "Understanding The Role Of Modernized PCs In Hybrid Work Environment Optimization." A commissioned study conducted by Forrester Consulting on behalf of Microsoft. July 2021. https://www.microsoft.com/surface/business/resources#Hybridwork.
[3] Software license required for some features. Sold separately.
[4] Forrester Consulting. "Maximizing Your ROI From Microsoft 365 Enterprise With Microsoft Surface." A commissioned Total Economic Impact™ study conducted by Forrester Consulting. July 2020.
https://techcommunity.microsoft.com/t5/surface-it-pro-blog/maximizing-your-roi-from-microsoft-365- enterprise-with-microsoft/ba-p/1740437.
[5] Steelcase Roam Mobile Stand, Steelcase Roam Wall Mount, and APC Charge Mobile Battery (for Surface Hub 2S 50") are sold separately.

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