



# Empower your hybrid workforce with the right tools

Lessons from organizations that transformed IT workloads and helped employees achieve more with **Microsoft Surface** devices.



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Companies around the globe are embracing hybrid work and now, more than ever, employees need the freedom and the tools to do their best work from anywhere—without compromising on security. IT departments initially rose to the challenge by working overtime to protect sensitive information, deploy and manage company and personal devices, and push out updates to applications and software. As companies are moving to hybrid models on a permanent basis, IT teams must look to the future.

To support the hybrid workplace IT teams need hardware that works seamlessly with the software they're already using. They need a solution that:



Enables users to collaborate with customers, partners, and each other



Secures an increasingly complex network of devices and infrastructure



Streamlines device deployment, management, and updates

# Surface devices, powered by Microsoft 365, allow organizations to develop hybrid work models securely

Surface devices are developed to be optimized with Windows and Microsoft 365, and available in a variety of form factors that empower employees to do their best work—whether they're working from their couch, the office, onsite with a customer, or traveling around the globe.





# Hybrid work investments are on the rise

Early in their shift to remote work, many companies made do with legacy devices and infrastructure. Today, as they embrace the hybrid workplace and undertake digital transformation efforts, companies are making significant investments to support employees and stay competitive. In a new survey of over 1,700 business decision makers, Forrester Consulting found<sup>1</sup> that business and IT leaders see hybrid work as here to stay, and are planning on increasing technology investments as a result.

**50%+**

Business leaders expect over half of their workforce to remain in remote or hybrid work after the pandemic

**76%**

of enterprise decision-makers plan to increase their investments in PCs and laptops in the next couple of years

**70%+**

of those surveyed believe they will need to make significant to moderate improvements to their PCs in order to successfully support hybrid work

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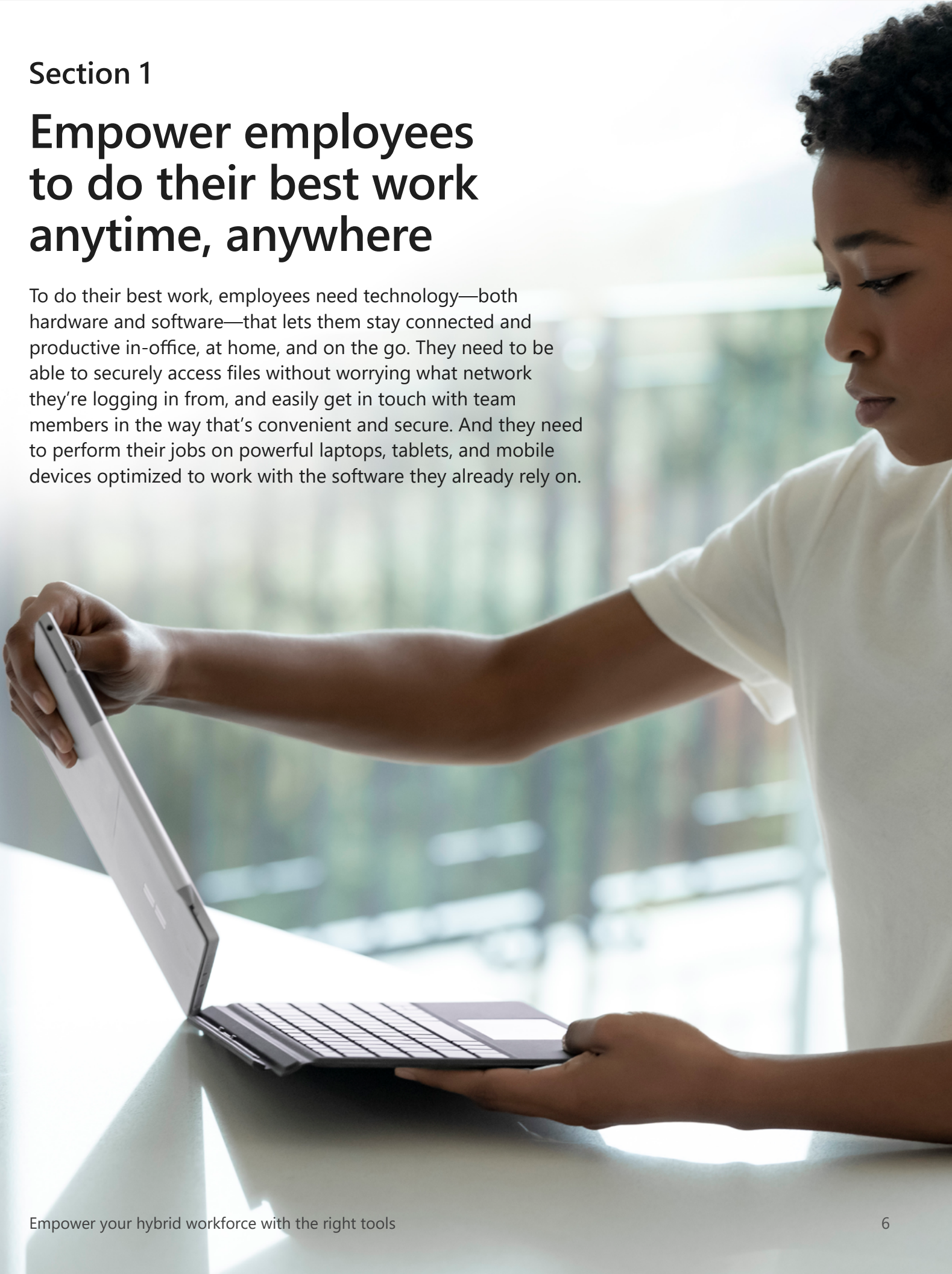
[Read the full study: Understanding the Role of Modernized PCs in Hybrid Work Environment Optimization →](#)

<sup>1</sup>A commissioned study conducted by Forrester Consulting on behalf of Microsoft. (2021.) Understanding the Role of Modernized PCs in Hybrid Work Environment Optimization.

## Section 1

# Empower employees to do their best work anytime, anywhere

To do their best work, employees need technology—both hardware and software—that lets them stay connected and productive in-office, at home, and on the go. They need to be able to securely access files without worrying what network they're logging in from, and easily get in touch with team members in the way that's convenient and secure. And they need to perform their jobs on powerful laptops, tablets, and mobile devices optimized to work with the software they already rely on.





“ Working remotely is often a source of stress for the teams and the Surface Hub 2S has lessened that. We realized that [with Surface devices] working remotely could make more services accessible to more people. We also realized that real-time discussions between various providers were more efficient and optimized patient care.”

**Dr. Lionel Nace**

Director of Emergency Services,  
Regional University Hospital Center at Nancy

[Learn how Regional University Hospital Center at Nancy is using Surface Hub 2S, Windows 10, and the Microsoft 365 suite to drive digital transformation →](#)





## Designed for hybrid work

Surface devices, powered by Microsoft 365, are designed to support productivity in any location by seamlessly connecting the experience across software and hardware. This means your employees can work however they like, from removing obstacles to logging on with [Windows Hello](#) to more natural and efficient ways of working with the touchscreen.

## A device for every job

With a wide range of devices to choose from, Surface can support every employee, whether they need a workhorse PC for memory-intensive tasks like video editing, a lightweight portable tablet for connectivity on the go, or a versatile, always-connected device to better serve customers on the front lines.



## Get everyone in the same virtual room

When combined with Microsoft Teams, Surface is a powerful way to connect onsite and remote workers:



High-definition video clarity and crisp sound quality in every Surface device let everyone be seen and heard more effectively



Inking on the Surface touchscreen with the Microsoft Whiteboard app smoothly captures everyone's contributions



Surface Hub 2S makes meetings even more effective by bringing everyone together in one virtual, collaborative experience powered by Windows 10 Pro and Enterprise

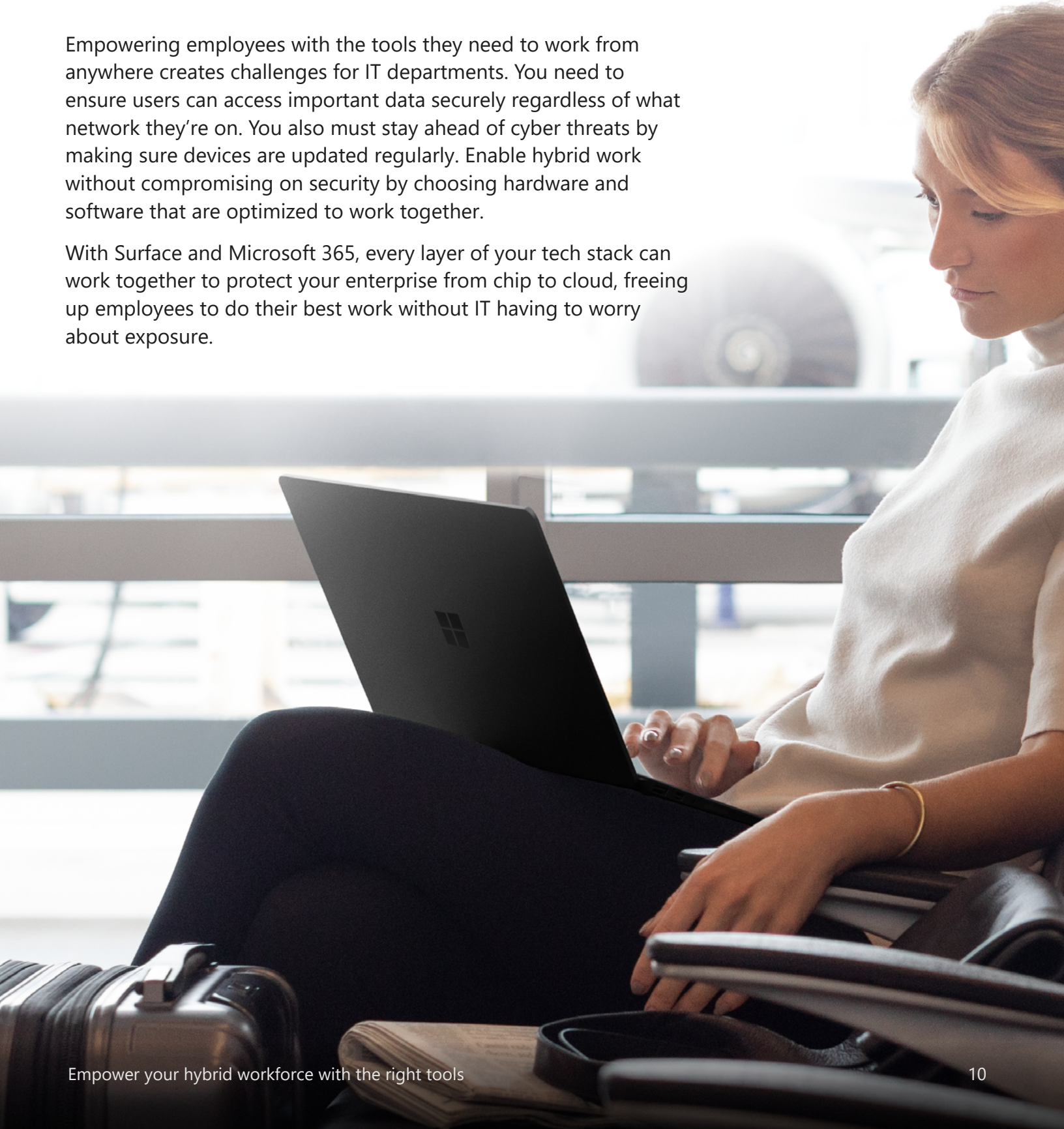


## Section 2

# Extend advanced security over your entire tech stack

Empowering employees with the tools they need to work from anywhere creates challenges for IT departments. You need to ensure users can access important data securely regardless of what network they're on. You also must stay ahead of cyber threats by making sure devices are updated regularly. Enable hybrid work without compromising on security by choosing hardware and software that are optimized to work together.

With Surface and Microsoft 365, every layer of your tech stack can work together to protect your enterprise from chip to cloud, freeing up employees to do their best work without IT having to worry about exposure.





“ Even though very little data resides on Surface Pro devices under our thin client model, we needed to apply security policies to uphold our key security principles. We used the Microsoft System Center Configuration Manager to amplify security and convenience. I think we achieved a good balance of heightened security and usability.”

**Masashi Yamashita**

IT Business Support Lead in the Network and Cloud Division,  
NTT Comware Corporation

[Learn how NTT Comware Corporation is using Microsoft Surface to securely enable hybrid work and support their customers →](#)



## Biometrics hardware plus identity software

Windows Hello and [Microsoft Defender for Endpoint](#) (formerly Microsoft Defender Advanced Threat Protection)—which is preconfigured on every Surface device—combine with Surface’s biometric authentication and verifiable device security features to protect data. Along with Microsoft 365 Conditional Access, Surface supports a Zero Trust security model by verifying identity, app, data, and risk signals before allowing access to data, and securing the connections to applications in the cloud and on-premises.



## Take control of software—and firmware

Surface devices give your IT department ultimate control, proactive protection, and peace of mind. You’ll also be able to reduce vulnerability to threats and respond more quickly when they do arise, because you’ll be able to roll out both firmware and software patches to Surface devices via [Windows Update](#). Even if a device is stolen, the Surface firmware interface helps keep your data safe by blocking unauthorized reimaging attempts with military-grade security protections.



## Section 3

# Get up and running instantly with zero touch deployment

When your hardware and software are optimized to work together, it reduces manual and time-consuming effort for IT staff in charge of deployment, management, and replacement of devices. Employees can be working productively and securely in the time it takes to remove their new device from the box.







“ And since we were trialing everyone working from home in Microsoft Teams, we realized that if we used Microsoft 365 tools with Microsoft devices, we could create an integrated experience across our digital workplace.”

**Ron Roozeboom,**  
Manager of Digital Workspace, Eneco

[Learn how Eneco simplified device deployment and management, while creating an integrated experience across their digital workplace with Microsoft tools and Microsoft devices →](#)





## Zero touch deployment

Surface devices are built for Windows Autopilot, allowing them to ship and deploy straight into the hands of users without the need for time-consuming corporate re-imaging. And with Windows 10 Professional, you can achieve zero touch deployment and remotely manage devices—down to the firmware level—with just a few clicks through the cloud.



## Keep ahead of downtime

Updating devices and applications can cost hours of productivity and create a backlog for IT support. Microsoft 365-powered Surface device deployments minimize downtime by reducing the time for application updates and allowing your team to ensure things are kept up to date.



## Reduce device management complexity

You can reduce your total cost of ownership with Surface devices. Say goodbye to companion tablets and Wi-Fi hotspots, and hello to versatile designs and form factors that allow users to do more with fewer devices. The new Surface Management Portal gives you a centralized solution to self-serve, manage and monitor Surface devices at scale.



## Scale with ease

Surface supports your business's ability to scale by working seamlessly with a simplified Cloud PC solution—like Windows 365—and Azure Virtual Desktop for a flexible virtualization solution.



## Surface: hardware and software optimized to work together

Surface devices, powered by Microsoft 365, unlock the power of your people and organization to thrive in the hybrid workplace. The range of the Surface portfolio supports the flexible work expectations and needs of your employees, while being optimized perfectly for the software experiences your company already runs on. Advanced levels of security are built into every layer, protecting data and devices from firmware to the cloud. And deployment and management are simplified to reduce costs and save time for the IT department.

# 2 hours

time per user, per day saved  
due to improved collaboration  
with Microsoft-365 powered  
Surface devices

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# 86%

of survey respondents that say  
Microsoft 365-powered Surface  
devices helped their employees  
become more collaborative

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# 82%

of survey respondents that say  
Microsoft 365-powered Surface  
devices made their employees  
more creative<sup>2</sup>

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<sup>2</sup> Forrester Consulting. (2021.) Understanding the Role of Modernized PCs in Hybrid Work Environment Optimization.

Empower your organization to meet today's workplace needs and be ready for whatever tomorrow brings when you empower employees to do their work anywhere with Microsoft 365-powered Surface devices.

[Learn how Surface for Business can power your hybrid workplace →](#)