



Supporting device needs for hybrid work in government

Microsoft Surface for Business offers a versatile device portfolio designed to be the optimal experience for Windows 11 and Microsoft 365 and help empower governments in their successful transition to hybrid work



Modern device strategy for Government in a hybrid work world

The pandemic accelerated digital transformation with the most visible change being a shift to hybrid work. Government organizations raced to enable digital tools such as Microsoft Teams to empower employees to work from home, the office, and anywhere in between. Citizens also become more digitally sophisticated, wanting more personalization and consistent experiences across departments. This creates new requirements for in-person, mobile, and virtual employee and citizen interactions. This shift is encouraging some organizations to update their hardware to support hybrid work, increase employee productivity, enhance collaboration, and provide greater flexibility for meeting various working styles.¹

[Somerset County Council](#) is responsible for delivering local government services to the more than half a million people. As part of its vision for improving lives, the council seeks to maximize the use of digital, data, and technology to drive efficiency, intelligence, and innovation, to deliver on its strategic objectives, and to deliver better services for its customers. It initiated a Technology and People program to enable a more modern and productive workforce and, as part of this, chose to invest in Microsoft Surface. Through the pandemic lockdowns, it became one of the first councils to benefit from Microsoft's Windows Autopilot for pre-provisioned deployment service, streamlining and automating the distribution, provision and management of devices for remote workers.

Like Somerset County Council, many organizations have combined a cloud strategy with a modern device strategy to take advantage of the synergies between Microsoft 365 and Surface, often realizing additional benefits including lower total cost of ownership, inclusive of direct savings, IT staff time savings, and employee productivity gains.² Light, mobile, and powerful, Surface devices deliver value and a premium experience that fits the needs of all personas in government, from first responders and case workers to legislatures, treasurers, and judges, to city planners, elected officials and their staff.

“ We piloted the devices with our technology champions across the organisation, so we had a view from our user base – and Microsoft Surfaces were the preferred devices. ”

- Sarah Moore, IT Transformation Manager, [Somerset County Council](#)



Surface Laptop Go 2

¹ ["Understanding The Role Of Modernized PCs In Hybrid Work Environment Optimization"](#), a commissioned study conducted by Forrester Consulting on behalf of Microsoft, July 2021
² ["Evaluating the Business Case of Microsoft Surface"](#), a commissioned business value white paper by IDC on behalf of Microsoft, September 2022

The Surface family continues a tradition of Microsoft innovation

Microsoft Surface devices set the standard for premium devices in the PC industry. Microsoft has elevated product craftsmanship with beautiful designs and high-end components. Microsoft is also raising the bar on security with a chip-to-cloud security solution and seamless device management down to the firmware.

This leadership is built on a long history of Microsoft innovation in the technology industry. From the beginning, Microsoft created Surface to be the device where the best of Microsoft comes together, powered by Windows. Microsoft's end-to-end, integrated portfolio of cloud solutions—Microsoft 365, Dynamics 365, and Azure, along with Microsoft Power Platform—is built on a foundation of security and privacy and helps organizations in every industry build resilience and improve the bottom line.

Innovative technology also engages and inspires employees, and government agencies are looking to empower workers with modern devices and tools that closely align with the way they want to work.

Portfolio Diversity

Microsoft has been creating new categories of hardware to support the diverse requirements of government workers. For example, 2-in-1 devices feature tablet-to-laptop flexibility, combining the power of a laptop with the portability and touch interactions of a tablet. The Surface Studio 2+ is an all-in-one computer that transforms your space from desktop to digital canvas to work with a digital pen on a 28-inch PixelSense™ touchscreen display. Microsoft also innovates on traditional design such as laptops that offer the power required for the most demanding apps and graphics and the flexibility to bring the device on the road or work from home.

Hardware and peripherals

Meet face-to-face through 1080p video using crisp PixelSense displays, Omnisonic speakers, and far-field mics that bring everyone together in realistic real-time detail, for more personal-feeling interactions and stronger collaboration. Searching beyond the keyboard and mouse inspire natural interactions such as touch, voice, ink, Surface Pen*, and Surface Dial* to capture creative ideas. Expanding beyond the PC to large-screen devices built for teams, the Surface Hub is another new category of device that can transform any space into a team space and interactive whiteboard.

2-in-1 devices



Pro 9
The most powerful
Surface 2-in-1



Go 3
The lightest Surface 2-in-1

Laptops

Laptop Studio
Our most powerful laptop



Laptop 5
The perfect everyday
laptop



Laptop Go 2
An exceptional value
laptop

Desktops

Studio 2+
All-in-one computer with
strikingly large 28"
display and touchscreen



Large screen meeting devices



Hub 2S 50" or 85"
Digital whiteboard, meetings platform, and collaborative
computing device.

* Sold separately.

Serving citizens in the community

First Responders, Case Workers, Inspectors, Repair technicians, etc.



These mobile users require strong collaborative tools, including the ability to share real-time video with experts and collaborate through chat and video, increase efficiency through context-specific service. Frontline roles require mobile, lightweight, and connected technology that gives community workers access to all the information they need to better serve citizens by successfully resolving issues as quickly as possible.

Frontline workers face many challenges in their role such as:

- Documenting events while working remotely
- Staying productive without reliable Wi-Fi access
- Staying connected to email and colleagues on the go
- Accessing information to provide citizens with the best service possible

Surface helps employees:

- Access case records and email from anywhere, securely, with data encryption and optional LTE Advanced¹ or 5G connectivity.²
- Stay productive all day with extended battery life and lightweight design (starting at 1.2 lb³)
- Share educational videos and informational content with citizens using a high-definition PixelSense™ display.
- Bring colleagues and specialists into conversations and reduce travel back to the office (save time and costs) using Microsoft Teams.*
- Go paperless and get e-signatures on the spot for government forms with the Surface Pen.*
- Protect your Surface with ruggedized and durable third-party cases* with anti-microbial protection and waterproofing.

¹ Service availability and performance subject to service provider's network. Contact your service provider for details, compatibility, pricing, SIM card, and activation. See all specs and frequencies at surface.com. Availability of data plans for eSIM varies by market and by carrier.

² 5G not available in all areas; compatibility and performance depends on carrier network, plan and other factors. See carrier for details and pricing.

³ Surface Go starts at 1.2lb.; weight not including Type Cover.

* Sold separately.

We recommend:

Mobile productivity



Choose Surface Go 3

Laptop-to-tablet flexibility that goes anywhere

Ideal for government employees who need a mobile, lightweight device powerful enough to run the apps they rely on while on the go and working with citizens. Our lightest Surface starts at just 1.2 lb.¹ with a compact tablet-on-the-go design, HD 10.5" PixelSense™ touchscreen display, all-day battery² life, and optional LTE Advanced connectivity.³ Go paperless and gather e-signatures on the spot with the Surface Pen.* Able to handle everything from mobile apps to comprehensive full feature desktop software.

[Learn More >](#)

Need more power and larger screen?



Choose Surface Pro 9

The most powerful Surface 2-in-1

Interact with citizens with tablet portability, laptop performance, extended battery life.² Portable enough to carry all day, yet powerful enough to replace your laptop. Choose the performance government mobile workers need for the work they do with either Intel® Evo™⁵ or Microsoft SQ®⁶ 3 with 5G.⁶ Collect digital signatures with a pen⁷ that's charged and always within reach. A Secured-core PC elevates Windows 11 security benefits for employees handling the most sensitive data.

[Learn More >](#)



¹ Surface Go starts at 1.2lb.; weight not including Type Cover.

² Battery life varies significantly based on usage, network and feature configuration, signal strength, settings and other factors. See aka.ms/SurfaceBatteryPerformance for details.

³ Surface Go 3 with LTE Advanced is coming in 2022. Visit Surface.com for updates on availability in your market. Availability may vary by market and configuration.

Service availability and performance subject to service provider's network. Contact your service provider for details, compatibility, pricing, SIM card, and activation. See all specs and frequencies at surface.com.

⁴ Some devices, accessories, and software sold separately. Additional fees and/or subscriptions required for some apps and features. Some features, including drag and drop between screens, available in supported apps only. Available apps may vary by carrier and over time. Calling requires data plan; see carrier for pricing and coverage details.

⁵ Surface Pro 9 with 12th Gen Intel® Core™ processors and storage of 256GB and above are built on the Intel® Evo™ platform

⁶ 5G not available in all areas; compatibility and performance depends on carrier network, plan and other factors. See carrier for details and pricing.

⁷ Surface Pro Signature Keyboard and Slim Pen 2 are sold separately. Pen storage and charging available on select Keyboards.

* Sold separately.

Government officials and staff

Legislatures, Treasurers, Judges, and staff



The knowledge workers require the power to run multiple applications and securely handle sensitive data with the flexibility to work in the office or remotely help government officials perform their duties efficiently. Hardware designed to hold meetings either individually or in a conference room helps to ensure effective collaboration.

Officials and staff workers face many challenges in their role such as:

- Managing multiple programs and keeping project teams in sync
- Coordinating with both internal and cross-agency experts to determine the best strategy for citizen services
- Staying productive when away from the office
- Documenting and storing sensitive information securely
- Ensuring sensitive citizen data stays secure

Surface helps employees:

- Engage intently while taking digital notes during strategic planning and 1:1 meetings.
- Better connectivity for external displays, docking stations, and more with Thunderbolt™ 4, USB-C® and USB-A ports.
- Share government research and data in stunning detail PixelSense™ touchscreen displays featuring ambient light sensing.
- Manage staff and cross-agency teams and keep up with multiple projects through Microsoft Teams.*
- Be heard loud and clear in conference calls or using voice dictation with enhanced dual far-field Studio Mics.
- Deliver enterprise-grade protection for sensitive data.

* Sold separately.

We recommend:

Mobile productivity



Choose Surface Pro 9

The most powerful Surface 2-in-1

Work uninterrupted with tablet portability, laptop performance, extended battery life.¹ Portable enough to take anywhere, yet powerful enough to replace your laptop and even create a full desktop setup with multiple monitors. Choose the performance employees need for the work they do with either Intel® Evo™³ or Microsoft SQ® 3 with 5G.² Type with a laptop-class keyboard and collect digital signatures with a pen⁴ that's charged and always within reach. A Secured-core PC elevates Windows 11 security benefits for employees handling the most sensitive data.

[Learn More >](#)

Do it all



Choose Surface Laptop 5

For speed, style, and performance

Get fast, multitasking power to run the professional-grade apps you depend on from 12th Gen Intel® Core™ i5 or i7 processors. Perfect for employees who want to make an impact with a traditional clamshell form factor and our signature ultra-slim design and 13.5" and 15" touchscreens. With USB-C® and Thunderbolt™ 4, you can connect to an external monitor and charge your device. A Secured-core PC elevates Windows 11 security benefits for employees handling the most sensitive data.

[Learn More >](#)

Give remote participants a seat at the table



Choose Surface Hub 2S

More inclusive meetings and richer collaboration

Give hybrid teams and remote participants a more inclusive way to meet with a modern, all-in-one collaborative canvas and Microsoft Teams-certified meetings platform. Make any space a teamwork space with a large screen device that can be wall-mounted or mobile (with stand + battery*). Present to onsite and remote participants simultaneously with AI-powered Surface Hub 2 Smart Camera⁵ that auto frames the video feed for remote participants, giving them the best possible view of the room. Whiteboard strategic plans using the Surface Hub 2S Pen⁵ and Microsoft Whiteboard.*

[Learn More >](#)

¹ Battery life varies significantly based on usage, network and feature configuration, signal strength, settings and other factors. See aka.ms/SurfaceBatteryPerformance for details.

² 5G not available in all areas; compatibility and performance depends on carrier network, plan and other factors. See carrier for details and pricing.

³ Surface Pro 9 with 12th Gen Intel® Core™ processors and storage of 256GB and above are built on the Intel® Evo™ platform

⁴ Surface Pro Signature Keyboard and Slim Pen 2 are sold separately. Pen storage and charging available on select Keyboards.

⁵ One (1) Surface Hub 2 Pen and one (1) Surface Hub 2 Camera included with Surface Hub 2S. Additional accessories sold separately.

* Sold separately.

Technical Staff

City Planners, Data Scientists, Engineers, IT Developers, etc.



These technical employees require the power to run powerful design applications with visuals to accurately display the finest details on schematics help technical staff perform their duties effectively

Technical staff face many challenges in their role such as:

- External collaboration with remote staff, colleagues in other agencies, external experts, and development partners
- Collaborating frequently on strategic plans, budget performance, and project status
- Ensuring sensitive citizen data stays secure

Surface helps employees:

- Get your job done with great graphics performance
- Find inspiration anywhere and start sketching
- Analyze data fast and develop machine learning-powered models
- Show 3D models your clients and partners can explore, rotate, and pinch to zoom.
- Work wherever you want to work, with long hours between battery charges.
- Deliver enterprise-grade protection for sensitive data.

We recommend:

Built for performance



Choose Surface Laptop Studio

Incredibly powerful, infinitely flexible

Fuel inspiration and ideas on the most powerful Surface Laptop yet with quad-core powered 11th-Gen Intel® Core™ H Series processors. Take notes, sketch during brainstorming, and draw like you would pen on paper¹ with Surface Slim Pen 2* on the vibrant, sharp 14.4" touchscreen² with refresh rate up to 120Hz. Look and sound great on every Microsoft Teams call* so you can collaborate effortlessly and be extraordinary.

[Learn More >](#)

All-in-one touchscreen desktop



Choose Surface Studio 2+

The ultimate creative studio

Transform your workspace with a sleek, versatile all-in-one device that commands attention. Find fuel for inspiration with blazing-fast graphics and quick multitasking performance with an 11th Gen Intel® H-35 processor and the best dGPU on any Surface. Embrace your modern workspace and let ideas flow on a stunning, strikingly large 28" PixelSense™ touchscreen with digital pen, Zero Gravity Hinge, and Windows 11. A Secured-core PC elevates Windows 11 security benefits for employees handling the most sensitive data

[Learn More >](#)

Choose Surface Hub 2S

Teamwork without boundaries

Give hybrid teams and remote participants a more inclusive way to meet with a modern, all-in-one collaborative canvas and Microsoft Teams-certified meetings platform. Make any space a teamwork space with a large screen device that can be wall-mounted or mobile (with stand + battery*). Present to onsite and remote participants simultaneously with AI-powered Surface Hub 2 Smart Camera³ that auto frames the video feed for remote participants, giving them the best possible view of the room. Whiteboard strategic plans using the Surface Hub 2S Pen³ and Microsoft Whiteboard.*

[Learn More >](#)

State-of-the-art collaboration



¹ Tactile signals with Surface Slim Pen 2 can be experienced on some applications on Surface Laptop Studio running Windows 11. Surface Slim Pen 2 sold separately.

² Screen size measured diagonally; actual viewing area less.

³ One (1) Surface Hub 2 Pen and one (1) Surface Hub 2 Camera included with Surface Hub 2S. Additional accessories sold separately.

* Sold separately.

Layered security with Microsoft Surface

Governments need secure devices, and Microsoft Surface devices provide advanced security out of the box with tightly integrated hardware, software, firmware and identity protection layers. Microsoft uses a layered security approach, with chip-to-cloud security that includes chips and components designed and built by Microsoft, factory security protocols and inspections, Advanced Windows Security features enabled by default, and comprehensive remote management controls.

Surface powered by Microsoft 365¹ also helps improve enterprise security by simplifying IT operations through its Enterprise Mobility and Security (EMS) platform, which includes products such as Windows Autopilot, Azure AD, and Microsoft Intune. In addition, Secured-core PCs², now available on select Surface devices, are designed to elevate the benefits of Windows 11 security, providing additional hardware and software protection for workers that handle the most sensitive data in your organization.

Hardware

Most Surface for Business devices use TPM 2.0 chips to implement a secure and sandboxed environment for storing passwords, PIN numbers, and certificates. The new Surface Pro 9 with 5G and Microsoft SQ[®] 3 uses Microsoft Pluton architecture to protect sensitive data directly in the CPU, making it more difficult for attackers to access even if they have physical possession of a device. Surface devices are also designed to use Windows Hello for secure biometric authentication.

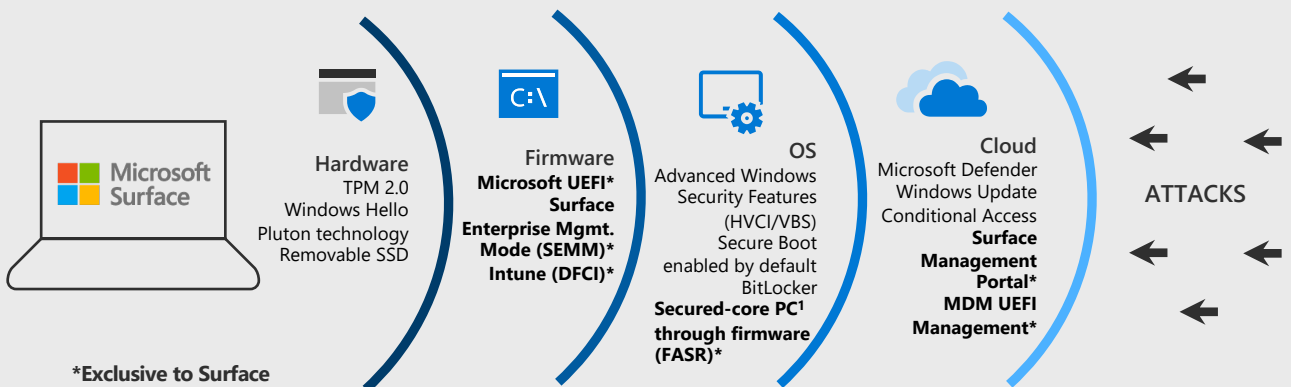
Firmware

Microsoft writes its own Unified Extensible Firmware Interface (UEFI)³ which enables IT to manage firmware through Intune and Windows Updates and enable and disable hardware components through Surface Enterprise Management Mode (SEMM) and Device Firmware Configuration Interface (DFCI), so you can reduce risk at the firmware level.

While traditional UEFI implementations require physical configuration, DFCI securely enables zero-touch remote configuration of these settings and is built on Intune and authorized by Windows Autopilot. DFCI provides a straightforward way to easily configure hardware settings, such as disabling cameras and microphones, or disabling boot to USB on Surface devices. These settings cannot be bypassed by a physical attacker or from the Operating System-level because the checks happen even before the system boots an OS.

Operating System

Surface enables Windows 11 security features from the factory. Virtualization-based security (VBS) and Hypervisor Code Integrity (HVCI) help provide better protection against common and sophisticated malware by performing sensitive security operations in an isolated environment. BitLocker encryption protects your business information even on lost or stolen devices.



¹ Microsoft 365 requires paid subscription or qualifying volume license.

² Surface Laptop Go 2, Surface Pro 9, Surface Laptop 5, and Surface Studio 2+ are Intel based Secured-core PCs powered by Windows 11 through firmware innovation. Surface Laptop 4 with AMD and Surface Pro X with ARM chipset are also Secured-core PC.

³ Surface Go and Surface Go 2 use a third-party UEFI and do not support DFCI. Find out more about managing Surface UEFI settings and Surface devices on which DFCI is enabled. <https://docs.microsoft.com/surface/manage-surface-uefi-settings>

Advanced Deployment and Management

IT teams need a modern approach to device management, one that seamlessly integrates all components, from the chip to the cloud. Surface has been designed with built-in support for simplified modern management of the entire device lifecycle.

Zero-Touch Deployment

Windows Autopilot automates all stages of the device lifecycle, both for IT and users. A Surface device can go straight from Microsoft to the end user completely configured. Surface devices are purpose-built for zero-touch deployment and optimized to provide the most straightforward, friction-free, and powerful interoperability with the diverse collection of Microsoft 365* capabilities.

[Somerset County Council opted to take advantage of the Windows Autopilot]

“It’s more convenient for users. We’re not dependent on booking time in their diary. We can get a device delivered to them and they can take it out of the box when they’re ready for it. Because each device comes preconfigured and we can have it delivered to people’s houses, there’s an environmental saving there too.”

- Andy Kennell, *ICT Operations Manager*,
[Somerset County Council](#)

Management during use and retirement

Every Surface component, from firmware to Windows 11 policy settings, can be managed by Microsoft Intune* and updated via Windows Update for Business. Using Intune, IT can also wipe a device clean, whether it was lost or stolen or assigned to a different user. After the wipe, it is reset to the out-of-box experience, at which point proper credentials are once more required for setup if the device is redeployed.

Surface Management Portal is a new centralized solution for IT admins to self-serve, manage, and monitor Surface devices at scale in Intune. In addition, Surface includes purpose-built tools for diagnostics and tuning that can automatically fix issues, assist with troubleshooting, and optimize functionality from brightness control to battery usage. The Surface Diagnostic Toolkit (SDT) for Business, for example, enables IT administrators to quickly investigate, troubleshoot, and resolve hardware, software, and firmware issues with Surface devices — across the network.

Surface also integrates into the Microsoft 365 security stack to detect vulnerabilities across the globe and automatically protect devices—even while the device is asleep. Surface devices implement a Modern Standby low-power state that allows the device to appear asleep, drawing very little power, but also listening for updates via Windows Update for Business and application data streams like email. This allows a Surface on battery power to achieve a long standby battery life while also staying up-to-date on application data, and automatic pushes of security updates even down to the UEFI.

* Sold separately.

Surface and sustainability

At Microsoft, we believe the needs of our customers can co-exist with the needs of our planet. Microsoft has a commitment to be carbon negative, water positive, and zero waste by 2030¹. We know that Surface plays a key role in helping the company achieve these goals, which is why we have clear strategies and goals for embedding sustainability within our devices and our supply chain, making sustainability a core part of our product promise and design language. We know that we have less than a decade to make a difference by 2030, and that's why at Surface, we aim to create devices that reduce carbon impact across their lifecycles, reduce waste, and are built with integrity.

For example, we designed our Surface Laptop Studio to allow for "stamping," a lower-waste manufacturing technique that reduced our aluminum scrap rate for the product's base by at least 25%, a key contributor to the overall product carbon reduction of 30% versus its predecessor for Surface Book 3 13".¹ All Surface laptop and tablet devices are ENERGY STAR certified³ with embedded efficiencies, getting us one step closer towards the 2030 target of being carbon negative. By 2025, our goal is for our packaging to contain zero single-use plastics, and by 2030 it will be 100% recyclable. Our Ocean Plastic Mouse and new Surface Slim Pen are the first of our products to ship in 100% recyclable and plastic-free packaging.¹

To increase transparency for customers and stakeholders, we publish [Life Cycle Assessment](#) results that are contained in our [Eco Profiles](#), along with information about the product's material composition, energy consumption, packaging, ecolabels, product recycling, and other environmental attributes. We also developed a new tool for our Commercial customers called the Surface Emissions Estimator.² The tool makes it easier for Commercial customers to understand the estimated emissions associated with a Surface device or accessories based on use and locations.

Visit [Surface sustainability](#) to learn more.



Surface Laptop Studio Attract Platinum in Transition to Stage Mode with Black Surface Slim Pen 2.

¹ [2021 Environmental Sustainability Report | Microsoft CSR](#)

² The Microsoft Surface Emissions Estimator is only available in certain markets and only applies to Surface devices currently for sale. Contact your Surface seller for more details.

³ Download [Eco Profiles](#) for Surface devices.

Modern device strategy for Government

By choosing Microsoft Surface, government organizations can implement a device strategy for a hybrid working environment. With a variety of devices and price points that meet the needs of a diverse workforce, governments can standardize procurement and provide a premium experience to all employees through beautiful design, advanced security and management, and a commitment to sustainable business practices.

“ Every officer has got their Microsoft Surface tablet and a mobile phone. With our use of Microsoft 365, the Azure platform and what we’ve got in there, we’re delivering on the agility and mobility piece. We’re going on that journey with Microsoft, to make sure that our officers have got the right frontline information in front of them when they need it. ”

- *Andy Robson, Head of IT,*
[Cheshire Constabulary](#)



See which Surface devices are best for your hybrid workplace.

Visit [Surface for Business](#) to learn more.