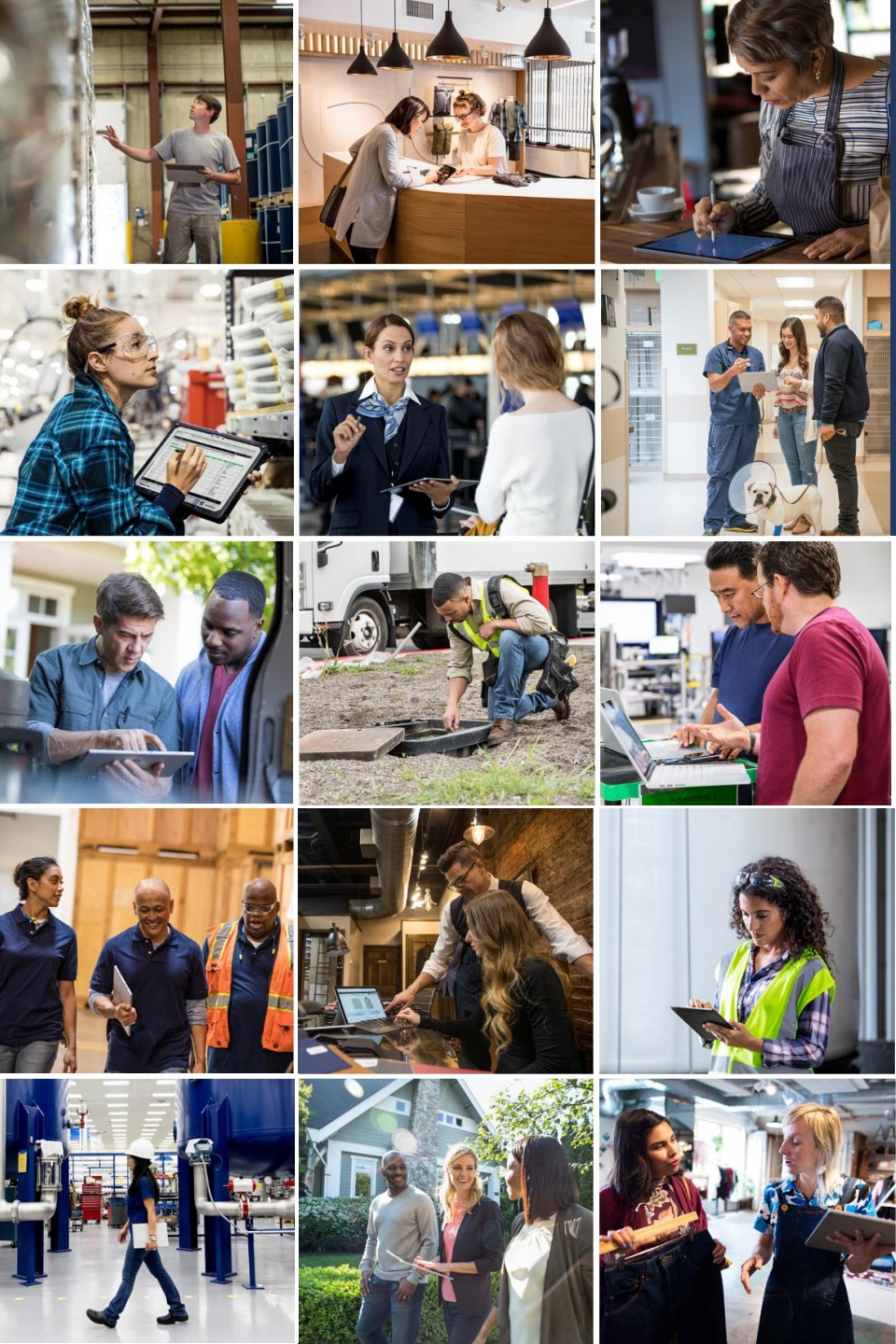


# Surface for Frontline Workers: Financial Services





# Frontline workers are the backbone of hybrid operations, for all major industries

**87%** say their organization will be more successful when frontline workers are empowered to make important decisions in the moment

**86%** say frontline workers need better technology-enabled insight to be able to make good decisions in the moment

**72%** say productivity has increased through empowering frontline workers

Source: [TheNewDecisionMakers-T.pdf \(hbr.org\)](#)

# Today's frontline workplace

Inconsistent experiences  
with traditional tools  
decrease productivity  
and employee satisfaction.



**Disconnected**



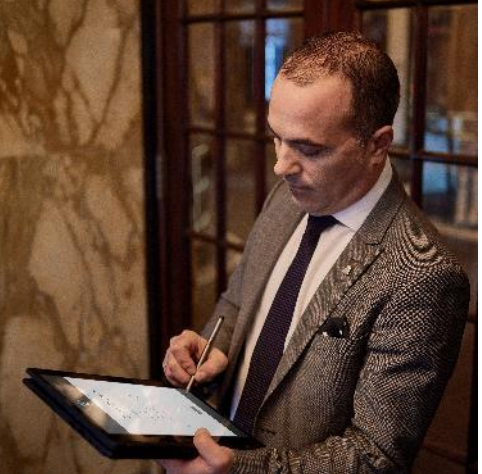
**Outdated**



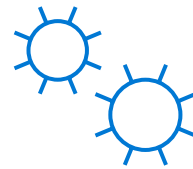
**At risk**



# Frontline workers need modern, cloud-based tools



Your customers rely on the services they provide



Your business depends on the operational tasks they perform



Your brand & reputation are based on their success



# Modernize your frontline into a competitive advantage with modern devices

Transform the frontline employee experience with purpose-built, cloud-based modern work solutions.



## Connect & engage your workforce

Enrich communication and employee experiences by connecting workers with the right tools, people, and devices they need to do their best work and build skills faster



## Safeguard your business with built-in protections

Take advantage of seamless security and compliance features that safeguard your business—while empowering frontline workers

# Surface solves for a connected, engaged and secure workforce



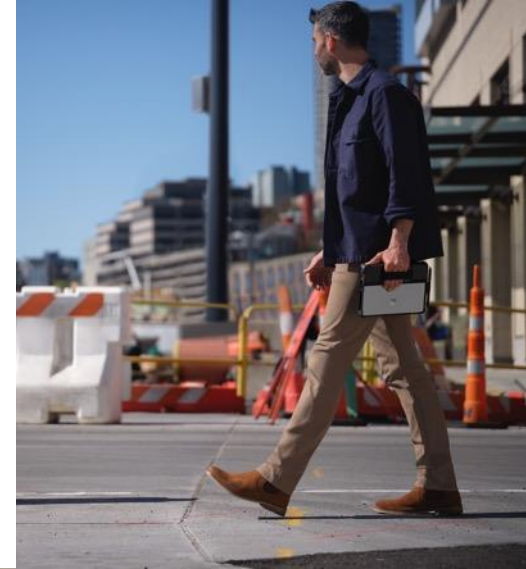
## Simpler IT processes

Zero-touch deployment and remote management drive down costs and complexity



## Accessibility

Design that focuses on inclusion, learns from diversity, and benefits people universally



## Productivity

Flexible, premium individual and shared devices that help people work and collaborate naturally, in the ways they prefer



## Security

Security that extends from chip to cloud within the Microsoft ecosystem



## Sustainability

Responsible design, sourcing, and manufacturing with sustainable experiences and circularity