



Supporting device needs for Healthcare Providers

Microsoft Surface for Business offers a versatile device portfolio designed to be the optimal experience for Windows 11 and Microsoft 365 and empower caregivers to deliver better quality care.



Modern device strategy for Healthcare Providers

Healthcare has been on the leading edge of a transformative time. To deliver more flexible and personalized care, caregivers must be able to connect virtually with patients and virtual care teams more than ever before. They need modern devices and digital apps to improve the collection accuracy and security of patients' medical records and reduce time spent on paper-based processes and administrative activities. With some roles supporting healthcare processes from home, healthcare providers raced to enable digital tools such as Microsoft Teams to empower employees to work from anywhere. Patients have also become more digitally sophisticated, wanting more personalization and consistent experiences. All this creates new requirements for in-person, mobile, and virtual patient interactions, encouraging some organizations to update their hardware to better support telehealth, increase employee productivity, enhance collaboration between virtual care teams, and provide greater flexibility for meeting various working styles.¹ These benefits can empower healthcare providers to deliver better quality care.

[Banner Health](#), one of the largest nonprofit health systems in the United States, deployed Microsoft Surface Pro tablets to significantly expand telehealth services in hospitals and clinics. With the healthcare industry facing challenges, from staffing and resource management to evolving patient needs, the organization wanted to create a flexible, mobile telehealth system to improve efficiency. Banner Health used Surface Pro tablets to help its staff treat more patients and elevate the patient experience. Using Microsoft technology, Banner Health improved both the convenience and efficiency of healthcare while using its staff and resources more productively.

Like Banner Health, 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 healthcare, from nurses, mobile caregivers, physicians, and virtual care teams to hospital administrators and executives.

“ Using Surface Pro devices, we've opened up opportunities to provide better healthcare, better patient access, and better ways to overcome personnel shortages than ever before. ”

- *Darin Anderson – Executive Director for Telehealth, [Banner Health](#)*



Surface Pro 9 with Surface Pro Signature Keyboard + Surface Slim Pen 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. Elevating 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 enables healthcare providers to provide employees with versatile devices and tools, driving better employee engagement, encouraging inspiration, and closely aligning with the way they want to work in a hybrid work environment.

Portfolio diversity

Microsoft has created new categories of hardware to support hybrid work everywhere. For example, lightweight 2-in-1 devices feature tablet-to-laptop flexibility, combining the power of a laptop with the portability and touch interactions of a tablet. Microsoft also innovates on traditional design, such as laptops with fixed or detachable keyboards that offer the power required for demanding applications and beautiful graphics with the flexibility to bring the device home and interact with patients and care teams virtually.

Hardware and peripherals

Caregivers can meet face-to-face with patients through 1080p video using PixelSense high resolution displays, Omnisonic speakers, and far-field mics that bring people together in realistic real-time detail, for more personal-feeling interactions and stronger collaboration. Beyond the keyboard and mouse, features such as touch, voice, LTE and 5G connectivity, and Surface Pen* ink inspire natural interactions. Expanding beyond the PC to large-screen devices, the Surface Hub 3 is a Microsoft Teams-certified meetings platform that can transform any space into a virtual care team space and interactive whiteboard.

* Sold separately.

2-in-1 devices



Pro 9
The most powerful Surface 2-in-1



Go 4
The lightest Surface 2-in-1

Laptops

Laptop Studio 2
Our most powerful laptop



Laptop 5
The perfect everyday laptop



Laptop Go 3
An exceptional value laptop

Desktops

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



Large screen meeting devices



Hub 3 50" or 85"
Digital whiteboard, Microsoft Teams-certified meetings platform, and collaborative computing device.

Delivering a personalized patient experience to improve quality of care

Nurses and mobile caregivers



Quality of patient care is priority one

Nurses and mobile caregivers often interact with patients, so they must deliver more personalized patient experiences. To do this, they require mobile, lightweight, and connected devices that give them instant access to the information needed to check patients in and answer questions as quickly as possible.

Providing personalized experiences isn't easy when caregivers struggle to:

- Stay connected when on the move
- Quickly find patient account information or medical records
- Update patient records accurately and securely
- Clearly communicate doctors' treatment plans
- Enable patients to fill out and sign digital forms

Surface helps nurses and mobile caregivers:

- Carry a device around all day via a lightweight design and extended battery life.
- Feel empowered with form factors—tablet, laptop, studio—that adapt to the ways they need to work.
- Run full-featured desktop apps using powerful processors and Windows Pro OS to look up information and quickly respond to patients.
- Enable patients to interact with digital forms on a high-definition PixelSense™ touchscreen.
- Go paperless and collect digital signatures on the spot using the Surface Pen.*
- Sign in instantly using facial recognition, a secure PIN, or MFA through Windows Hello.
- Do more with Designed for Surface® accessories* such as durable cases and reception desk kiosk stands.
- Connect with caregivers at other locations with quality speakers, mics, and cameras and Microsoft Teams.*
- Deliver enterprise-grade protection for sensitive data.

* Sold separately.

For nurses and mobile caregivers, we recommend:

On the move productivity



Choose **Surface Go 4**

Laptop-to-tablet flexibility that goes anywhere

Ideal for nurses who need a mobile, lightweight device powerful enough to run the apps they rely on while going room to room to interact with patients. Our lightest Surface starts at just 1.15 lb.¹ with a compact tablet-on-the-go design, HD 10.5" PixelSense™ touchscreen display, and all-day battery² life. Able to handle everything from mobile apps to comprehensive full feature desktop software. Optional LTE Advanced connectivity³ available with the Surface Go 3 LTE model.

[Learn More >](#)

Need a more powerful 2-in-1 device?

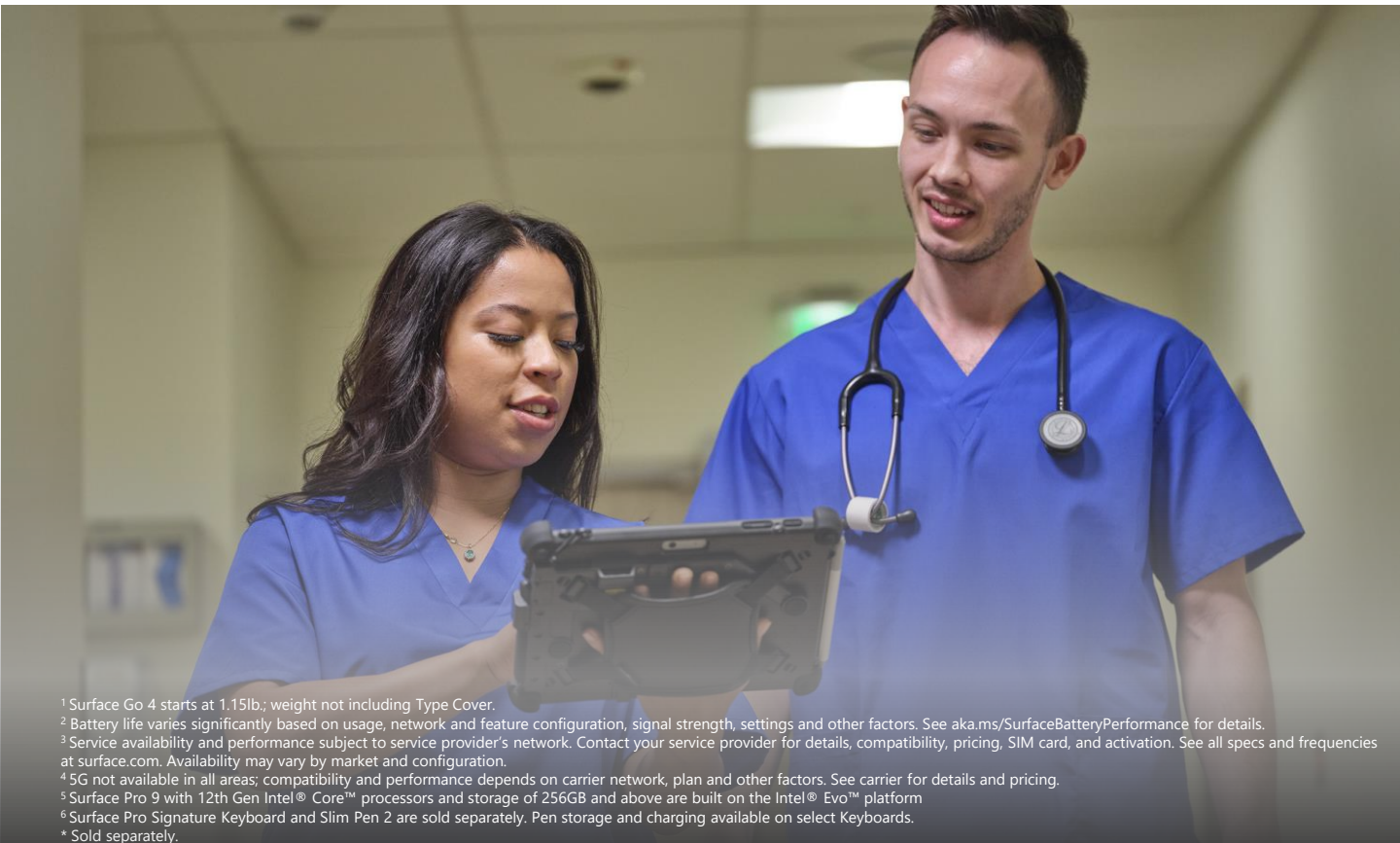


Choose **Surface Pro 9**

The most powerful Surface 2-in-1

Tablet portability, laptop performance, and extended battery life² enable caregivers to better interact and care for patients. Portable enough to carry all day, yet powerful enough to replace their laptop. Choose the performance caregivers need for the work they do with either Intel® Evo™⁵ or Microsoft SQ® 3 with 5G.⁴ Type with a laptop-class keyboard and collect digital signatures with a pen⁶ that's charged and always within reach. This Secured-core PC elevates Windows 11 security benefits for caregivers handling sensitive data.

[Learn More >](#)



¹ Surface Go 4 starts at 1.15lb.; 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 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 may vary by market and configuration.

⁴ 5G not available in all areas; compatibility and performance depends on carrier network, plan and other factors. See carrier for details and pricing.

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

⁶ Surface Pro Signature Keyboard and Slim Pen 2 are sold separately. Pen storage and charging available on select Keyboards.

* Sold separately.

Delivering the best patient care

Physicians and Virtual Care Teams



Physicians often require more computing power to run medical applications, view x-ray images in brilliant detail, and securely handle patient data, whether working from the office, hospital floor, or home. Hardware designed to work with Microsoft Teams helps ensure effective communications with patients during telehealth visits and collaboration with specialists during care team calls.

Physicians face challenges such as:

- Effectively interacting with patients during telehealth visits
- Collaborating virtually with colleagues to determine the best treatment plans for patients
- Staying connected when moving from patient to patient
- Quickly finding patient medical records
- Updating patient records accurately and securely
- Ensuring sensitive patient data stays secure

Surface helps physicians:

- Move easily between patients with Surface ultra-portable design, extended battery life, and reliable Wi-Fi 6 or optional LTE Advanced or 5G connectivity.
- View and share treatment plans or x-ray images in stunning detail with PixelSense™ touchscreen displays.
- Run critical business apps, imaging software, and communications apps (Microsoft Teams) concurrently without sacrificing mobility.
- Look and sound great on every Microsoft Teams* call with high-end cameras, optimized microphones, and built-in Omnisonic speakers.
- Engage intently while using keyboard, pen, or dictation to take digital notes during patient visits.
- Create the ultimate desktop experience by connecting to displays and docking station in the office or at home with Thunderbolt™ 4, USB-C® and USB-A ports.
- Deliver enterprise-grade protection for sensitive data.

* Sold separately.

For physicians and virtual care teams, we recommend:

On the move productivity



Choose **Surface Pro 9**

The most powerful Surface 2-in-1

Tablet portability, laptop performance, and extended battery life¹ enable physicians to better interact and care for patients. Portable enough to take anywhere, yet powerful enough to replace their laptop and even create a full desktop setup with multiple monitors. Choose the performance physicians need for the work they do with either Intel® Evo™² or Microsoft SQ® 3 with 5G.³ Type with a laptop-class keyboard and collect digital signatures with a pen⁴ that's charged and always within reach. This Secured-core PC elevates Windows 11 security benefits for physicians handling sensitive patient data.

[Learn More >](#)

Need a more powerful laptop?



Choose **Surface Laptop 5**

For speed, style, and performance

With 12th Gen Intel® Core™ i5 or i7 processors, physicians get fast, multitasking power to run the business apps and imaging software they depend on. Perfect for physicians who want a traditional clamshell form factor with our signature ultra-slim design and either a 13.5" and 15" touchscreen. With USB-C® and Thunderbolt™ 4 ports, physicians can connect to external monitors in their office and at home. This Secured-core PC elevates Windows 11 security benefits for physicians handling sensitive patient data.

[Learn More >](#)

Large meeting device to give virtual care team participants a seat at the table



Choose **Surface Hub 3**

More inclusive meetings for richer collaboration

Give virtual care teams 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 50" or 85" large screen device that can be wall-mounted or mobile (with stand + battery⁵). Present to onsite and remote specialists simultaneously with AI-powered Surface Hub Smart Camera that auto frames the video feed for remote participants, giving them the best possible view of the room. Whiteboard patient treatment plans using the Surface Hub Pen 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 Surface Pro 9 with 12th Gen Intel® Core™ processors and storage of 256GB and above are built on the Intel® Evo™ platform

³ 5G not available in all areas; compatibility and performance depends on carrier network, plan and other factors. See carrier for details and pricing.

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

⁵ Salamander Designs Electric Lift Mobile Stands and APC™ Charge Mobile Battery (for Surface Hub 3 50") are sold separately.

* Sold separately.

Enhancing operations to improve the patient experience

Hospital administrators and executives



Hospital administrators and executives face challenges such as:

- Overseeing the health of the business and well-being of patients
- Analyzing trends and complex financial models to make well-researched decisions
- Effectively collaborating with geographically dispersed colleagues and partners
- Effectively communicating budgets and strategic plans to top executives and the board
- Staying connected and productive when working from home or traveling
- Ensuring sensitive organizational data stays secure

Surface helps administrators and executives :

- Run enterprise software and complex reporting models without sacrificing mobility.
- Look and sound great on every Microsoft Teams* call with high-end cameras, optimized microphones, and built-in Omnisonic speakers.
- View and share budget reports and strategic plans in stunning detail with PixelSense™ touchscreen displays.
- Engage intently while using keyboard and pen to take digital notes during planning meetings.
- Create the ultimate desktop experience by connecting to displays and docking station in the office or at home with Thunderbolt™ 4, USB-C® and USB-A ports.
- Deliver enterprise-grade protection for sensitive data.

* Sold separately.

For hospital administrators and executives, we recommend:

Do it all



Choose **Surface Laptop 5**

For speed, style, and performance

Conduct video calls, co-author presentations, and run enterprise apps and analytical models simultaneously with 12th Gen Intel® Core™ i5 or i7 processors. Choose the 13.5" size if they are constantly on the move, or the larger 15" display if they need to multitask with split screens. With USB-C® and Thunderbolt™ 4, administrators and executives can connect to an external monitor at work and workstation at home. This Secured-core PC elevates Windows 11 security benefits for employees handling the most sensitive data.

[Learn More >](#)

Need more power?



Choose **Surface Laptop Studio 2**

Our most powerful Surface laptop

Fuel inspiration and ideas on the most powerful Surface Laptop yet with 13th Gen Intel® Core™ processors built on the Intel® Evo™. Administrators and executives can take digital notes during planning meetings like they would with pen on paper with Surface Slim Pen 2¹ on the vibrant, sharp 14.4" touchscreen² with refresh rate up to 120Hz. Look and sound great on every Microsoft Teams call* to ensure effective collaboration with peers and partners.

[Learn More >](#)

Give remote participants a seat at the table



Choose **Surface Hub 3**

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 50" or 85" large screen device that can be wall-mounted or mobile (with stand + battery³). Present to onsite and remote meeting participants simultaneously with AI-powered Surface Hub Smart Camera that auto frames the video feed for remote participants, giving them the best possible view of the room. Whiteboard budget and strategic plans using the Surface Hub Pen and Microsoft Whiteboard.*

[Learn More >](#)

¹ Surface Slim Pen 2 sold separately.

² Surface Laptop Studio 2 display has rounded corners within a standard rectangle. When measured as a standard rectangular shape the screen is 14.36" diagonally (actual viewable area is less).

³ Salamander Designs Electric Lift Mobile Stands and APC™ Charge Mobile Battery (for Surface Hub 3 50") are sold separately.

* Sold separately.

Layered security with Microsoft Surface

Healthcare providers 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 365³ also helps improve enterprise security by simplifying IT operations through its Enterprise Mobility and Security (EMS) platform, which includes products such as Windows Autopilot, Microsoft Entra, and Microsoft Intune. In addition, Secured-core PCs¹, now available on select Surface devices, are designed to elevate the benefits of Windows 11 security, providing additional hardware and software protection for employees 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.

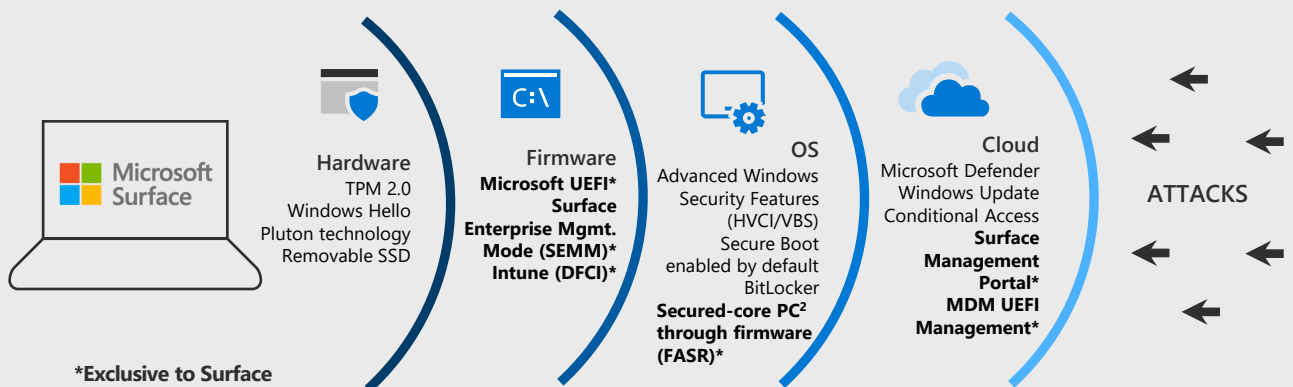
Firmware

Microsoft writes its own Unified Extensible Firmware Interface (UEFI)² 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 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.

² 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>

³ Microsoft 365 requires paid subscription or qualifying volume license.

Advanced deployment and management

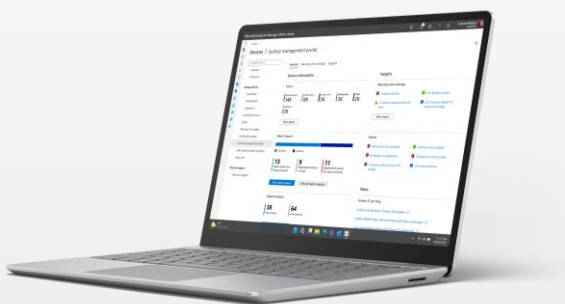
IT teams need a modern approach to device management, one that seamlessly integrates all components, from the chip to the cloud. Surface has been designed with built-in support for simplified modern management of the entire device lifecycle.

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.

“ We’ve also deployed 140 new Surface Pros and Laptop Gos this year, and Windows Autopilot means our staff can set up their device in about 10 minutes, which is a really big time saver for us. ”

– *Chris Dury: Chief Information Officer,*
[ECH Australia](#)



Surface Laptop Go 3 with
Surface Management Portal

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 a wipe, the device 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 they are asleep. Surface devices implement a Modern Standby low-power state that allows devices to appear asleep, drawing very little power, but also listening for updates via Windows Update for Business and application data streams like email. This enables 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. Microsoft Intune requires qualifying volume license and/or subscriptions.

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

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

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.

“ By 2030, we will divert at least 90 percent of the solid waste headed to landfills and incineration from our campuses and datacenters, manufacture 100 percent recyclable Surface devices, use 100 percent recyclable packaging (in Organization for Economic Cooperation and Development, OECD, countries), and achieve, at a minimum, 75 percent diversion of construction and demolition waste for all projects. ”

- Brad Smith, President and Vice Chair, [Microsoft](#)



Surface Laptop Studio 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 Healthcare Providers

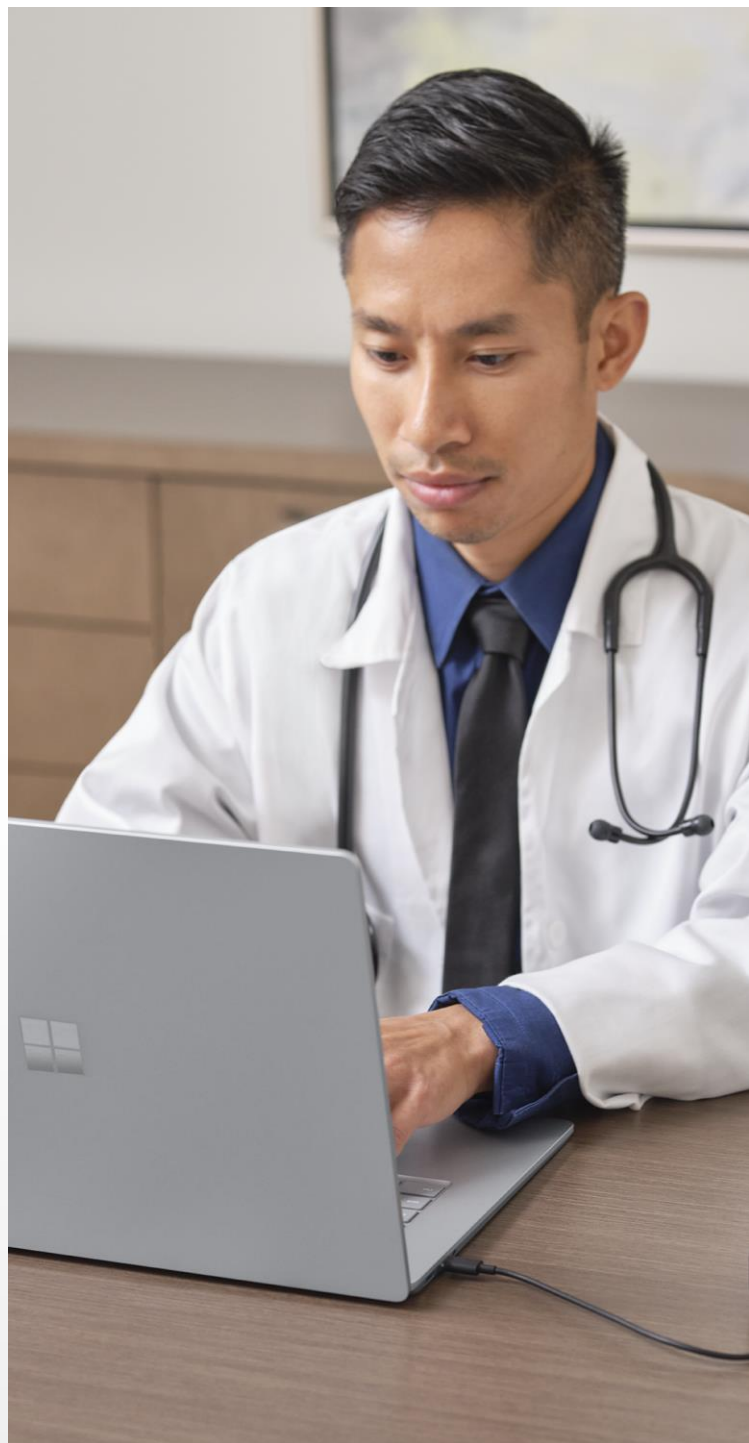
By choosing Surface, healthcare providers can implement a modern device strategy for all their employees. Surface is designed for mobile and flexible work and built for teams. With a variety of devices and price points that meet the needs of a diverse workforce, your organization can standardize procurement and provide a premium experience to all employees through thoughtfully designed and versatile devices, industry-leading security and remote management controls, and a commitment to sustainable business practices.

“ These pediatric intensivists can see the monitor tracing, the history, and they have direct camera access to the child. It’s really an incredible thing, and Surface is critical to providing that kind of care. ”

- Jordan Tannenbaum – VP, CIO, and Chief
Medical Information Officer,
[Saint Peter’s Healthcare System](#)

“ Our Surface Go devices work with touchless authentication cards to enable multi-factor verification on workstations. And with Azure AD proxy, our staff can run applications securely from home. ”

- David Zažímal: Deputy Director for
Informatics and Cybersecurity,
[Hospital Jihlava](#)



Visit [Surface for Healthcare](#) to identify which Surface devices are best for your employees.