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.
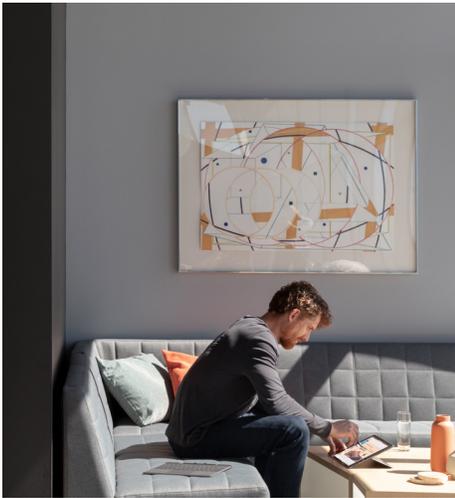
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In 2020, the unexpected and rapid emergence of COVID-19 sent companies worldwide down the path to digitalization, whether they were ready for it or not. Businesses struggled to quickly piece together hardware and software solutions that created some semblance of business continuity. Now, business leaders are coming together to consider more long-term solutions.

A hybrid workplace model is emerging—one in which some employees continue to work remotely, some return to the office permanently, and some experience a mix of the two.

"The majority of leaders (56%) say their biggest opportunity in having remote working policies is to retain their most capable employees. More than half (52%) expect remote working to …[make] their companies more attractive to prospective talent."[1]

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

- What does a hybrid model look and feel like for employees?

- Will a hybrid model enable people to work productively and safely?

- Can people working from dispersed locations keep company data secure—even when on the move?

The goal is to build a hybrid workplace model that enables employee collaboration and empowers employees with the right tools, all while keeping company data secure. The right technology can help organizations not only maintain business continuity and employee productivity, but 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 7+ and Surface Pen

Empower employees to **connect**

Imagine meetings where everyone has a front-row seat

Working in a hybrid model, employees won't be able to depend 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 reimagine how online meetings are conducted.

According to a Forrester Total Economic Impact study, businesses that chose Microsoft Surface and Microsoft 365 saw a real impact. The ability to access meetings anywhere from any device increased productivity for 77 percent of organizations.[2]

As they have for the past year, employees in hybrid work environments will continue to depend on their devices in some measure to help them connect 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.

Surface Hub 2S 50" with a Steelcase Roam™ Mobile Stand and the APC™ Charge Mobile Battery and Surface Laptop 3

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.

The ability to choose the right meeting experience depending on the audience, meeting topic, or forum is not an option on every virtual meetings platform. Microsoft Teams has several.[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 in ways that feel comfortable. Finally, recording a call allows those who missed a session to catch up on-demand.

Give people better tools to **collaborate**

Collaborate in the cloud

A lack of efficient and seamless collaboration in a hybrid work environment means productivity suffers. Technology can enable hybrid teams to collaborate more efficiently, whether the objective is to simply throw ideas around or to meet a tight deadline.

> *Organizations 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.*[2]

Modern devices like Surface have functional, flexible collaboration tools built in, which 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 ideas 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 to maintain a safe social distance. Teams can experience mobile collaboration, with the ability to move a large-screen, shared device, with Surface Hub 2S and Steelcase Roam™ Mobile Stands.[4]
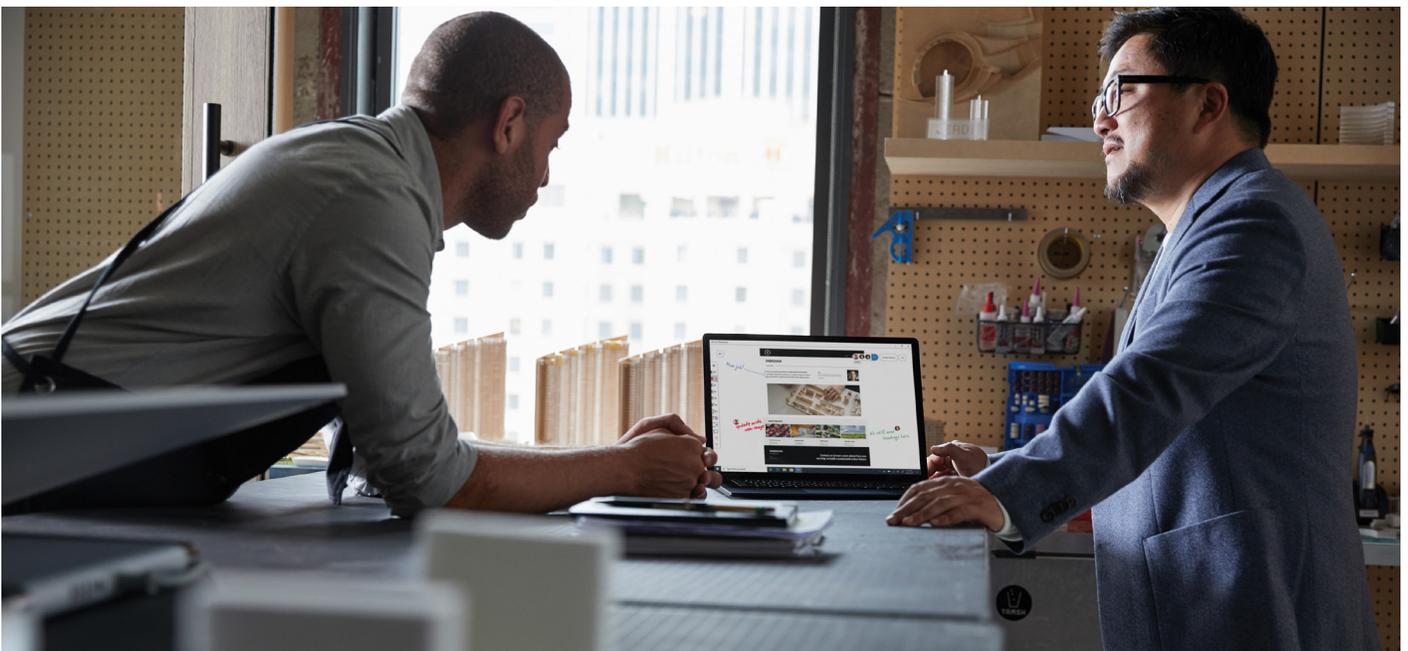
Surface Laptop 3

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 have the level of performance they need to get their jobs done, with a form factor that helps them do it their way. When able to choose the device that meets their needs, you can see a real impact in both productivity and employee satisfaction.

86 percent of businesses say Microsoft 365 and Surface improves employee satisfaction.[2]

The computers that employees depend on must enable them to get their essential tasks done anywhere. The right performance matters for every role, whether employees spend most of their day 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 laptop, 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 ink their feedback in shared files, or sketch in 3D apps. Surface Pro, Surface Go, Surface Pro X, and Surface Book are versatile devices that can be used as laptops or tablets. Whatever the role requires, 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 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.[4] The right devices enable collaboration and the option to meet anywhere.
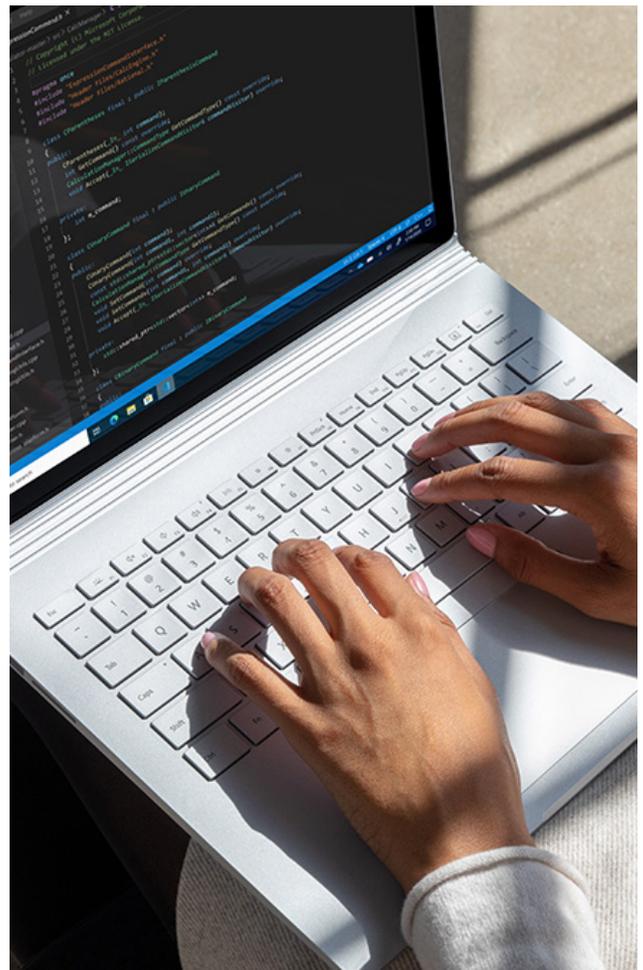
Surface Book 3

Maintain **control** to keep information safe

Protect people and their ideas

With employees working from any number of locations in a hybrid environment, IT teams need to be able to manage devices remotely and secure company data. Keep in mind, however, that in a hybrid work environment, not only does IT have to solve for security protocols—it also needs to consider employees' and customers' safety when using shared devices.

Simplify remote device deployment and management

Deploying new devices to remote workers can be a challenge for IT, even without the added complexity of a global pandemic. Surface for Business PCs offer a Windows Autopilot zero-touch deployment experience, reducing IT complexity and eliminating time-consuming corporate re-imaging by shipping and deploying straight to employees' hands.

Surface device deployments powered by Microsoft 365 can result in up to a 17.1 percent reduced IT time to configure and deploy, resulting in reduced costs and improved efficiency.[2]

The ability to manage devices remotely is vital to business continuity and can mean significant time and cost savings for IT. 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.

49 percent of survey respondents with Surface devices reported reduced security incidents annually, compared to only 40 percent of other respondents.[2]

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 Windows 10, 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.

Personal health and safety

Employees or customers who share devices should be able to depend on those devices being easy to clean and sanitize with common disinfectant products,[5] without sacrificing performance. Enabling socially distanced collaboration with large-display devices is another way to keep people safe.

Learn more about what Microsoft recommends for cleaning specific Surface devices and finishes in "Clean and care for your Surface."[5]

Get more from the investment you make in your hybrid workplace

Leaders come from a variety of perspectives—such as human resources (HR), finance, IT, and operations—but they aim to solve a common goal: equipping employees with more flexible work options that keep them connected, collaborative, safe, and productive. This shared goal also comes with pressure to do more with less.

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 together so employees can focus on getting their jobs done.

- Maintain control to manage remotely, and keep data, information, and employees safe.

- 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 meetings platforms and collaborative canvases of the Surface Hub 2S family, Surface for Business devices can help overcome the challenges of designing a successful and thriving hybrid workplace.

Surface Pro 7+ and Surface Hub 2S 50" on a Steelcase Roam™ Mobile Stand

[Surface Laptop 3](#) and [Surface Hub 2S](#) 50" on a Steelcase Roam™ Mobile Stand

See which Surface devices are best for your hybrid workplace.
Visit the [Surface for Business](#) website to learn more.

[1] Microsoft. "Building resilience & maintaining innovation in a hybrid world." October 2020. https://news.microsoft.com/wp-content/uploads/prod/sites/56/2020/10/MS-Whitepaper-14-Oct.pdf.
[2] Forrester. "Maximizing Your ROI From Microsoft 365 Enterprise With Microsoft Surface." Commissioned by Microsoft. July 2020. https://techcommunity.microsoft.com/t5/surface-it-pro-blog/maximizing-your-roi-from-microsoft-365-enterprise-with-microsoft/ba-p/1740437.
[3] Software license required for some features. Sold separately.
[4] Steelcase Roam™ Mobile Stand, Steelcase Roam™ Wall Mount, and APC™ Charge Mobile Battery (for Surface Hub 2S 50") are sold separately.
[5] Microsoft cannot make a determination of the effectiveness of a given disinfectant product in fighting pathogens, such as COVID-19. Please refer to your local public health authority's guidance on how to stay safe from potential infection.

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