

Microsoft Surface business value

Solution guide series





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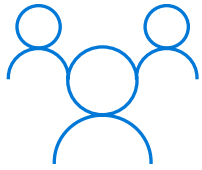
Introduction

Organizations and IT pros consistently face challenges with deploying devices and maintaining security while keeping teams productive and efficient.

As device choices proliferate, IT teams want to simplify management while they enable everything from the Internet of Things (IoT) to integration with traditional tablets and computers to adoption of emerging technologies. By replacing legacy devices with more flexible hardware solutions and cloud technologies, organizations create modern work environments and improve employee experiences. IT pros want a platform that gives them the control and agility to keep the business running efficiently and safely while enabling employees to be productive no matter where they're working or what device they're using.

Microsoft commissioned Forrester Consulting to conduct a Total Economic Impact™ (TEI) study to examine the financial impact and potential return on investment (ROI) enterprises may realize by implementing Microsoft 365 for enterprise on Microsoft Surface devices. The study looks closely at how Surface devices augment and compound the business benefits of Microsoft 365.

This Solution guide centers on how Surface and Microsoft 365, supported by Windows, deliver a more efficient and secure platform while producing cost benefits and reducing complexity. The Forrester Consulting TEI study found that by switching to Surface devices, organizations reported benefits to end user productivity due to simplified collaboration and device interfaces, benefits to IT efficiency because of simplified device deployment and management, and overall business cost savings thanks to enhanced security and device consolidation.



Enhance employee engagement

Business and IT leaders want to continue driving creative solutions forward to remain competitive while enabling a great employee experience. Organizations can save time and increase productivity, helping people move seamlessly between individual contributions and collaborative teamwork.

Challenges

Solutions

1. **Is technology getting in the way of employee productivity?**

□ Employees save 2 hours per day with improved collaboration and productivity. The study found employees saved 30 minutes daily with touchscreens, Surface Pen, and collaboration through Microsoft Teams.¹

2. **Does employee productivity decrease due to security demands?**

□ Password-free, faster, and secure access is available through Windows Hello. Biometric authentication and a PIN unlock the certificate stored in the Trusted Platform Module (TPM), granting access to Windows or other corporate resources.

3. **Do team members feel like they're part of a team no matter their location?**

□ Everyone is seen and heard with high-performance chipsets, long battery life, multitouch screens, HD cameras, and crystal-clear audio and video, reducing the need for additional peripherals.

4. **Does joining calls, getting technology to work, and sharing documents take too long?**

□ Microsoft 365 for enterprise collaboration tools, including Microsoft Teams and one-touch meeting joining, decreased time spent joining and participating in virtual and in-person meetings by 49 minutes daily per device.¹

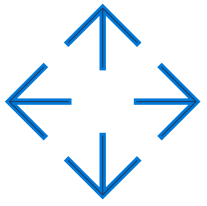
5. **Are employees challenged to run video calls while working with intensive applications?**

□ Employees can increase productivity, saving 19 minutes daily, with the ability to run applications while on video calls.¹



"Everything Surface users are doing is faster. The machines perform better and are more consistent. If they were spending an hour in an Office file on another device they're probably now spending anywhere from 45 to 50 minutes doing the same thing on Surface."¹

—CTO, professional services



Modernize management and deployment

IT departments saw significant time and cost savings with Microsoft 365-powered Surface device deployments. Organizations shared that Surface devices could be provisioned and deployed faster in a decentralized manner, with new employees beginning work, enrolling a personal device, and accessing files and applications from home.¹

Challenges

Solutions

- | | |
|---|--|
| 1. How do IT pros stay on top of deploying and managing devices for your teams in a dynamic environment? | <input type="checkbox"/> Zero-touch device provisioning reduced deployment costs by 16 percent, with Surface devices rapidly deployed straight to employees. Windows Autopilot deployment can save 3.75 hours of provisioning time per device. ¹ |
| 2. Are you losing days of work to get firmware patches working properly? | <input type="checkbox"/> Microsoft Endpoint Manager, which includes Microsoft Intune, with Surface devices increases the accuracy rate and reduces time to implement patches and updates. |
| 3. Can your IT pros centrally manage all your organization's devices at scale with a single solution? | <input type="checkbox"/> With Device Firmware Configuration Interface (DFCI) ² and Microsoft Endpoint Manager, you can remotely manage thousands of Surface devices down to the firmware layer. Surface devices have the unique ability to enroll in this capability through Windows Autopilot. |
| 4. Can IT pros remotely manage the firmware on your devices? | <input type="checkbox"/> Faster firmware updates can save 3.25 hours annually per device on application updates. And you can remotely manage thousands of Surface devices down to the firmware layer with DFCI. ¹ |
| 5. Is your IT team overwhelmed with managing several devices per user? | <input type="checkbox"/> A two-in-one Surface device eliminates the need for additional devices and reduces the complexity of managing multiple devices per user. |



“We used to spend the better part of a workday getting new devices ready for our end users. With Surface, the end user gets the device immediately and sets it up in 10 to 15 minutes. Microsoft Endpoint Manager, including Intune, does all the work for us.”¹

—VP and CISO, HR services



Reduce the cost of risk

Organizations spend a lot of time thinking about reducing the cost of risk for their employees and business. Surface devices introduce a paradigm shift in which security is built into devices rather than added after the fact. With Surface, every layer (firmware, operating environment, and cloud management solutions) of the device is maintained by Microsoft with enterprise-grade security through Conditional Access, Microsoft Defender Advanced Threat Protection, Windows Update for Business, Intune remote-wipe capabilities, Windows Defender Exploit Guard, and Microsoft Defender Application Guard.

Challenges

Solutions

1. **How many security layers does your IT team need to manage?**

□ Companies reduced spending on third-party security solutions by 18 percent with the combined security benefits of Microsoft 365 for enterprise and Surface devices.¹

2. **How secure are the devices your employees use daily to access company information?**

□ Surface devices plus Microsoft 365 enterprise-grade security features can generate a 17.2 percent reduction in data and security breaches.¹

3. **Do your devices require additional security solutions?**

□ With secure hardware TPM 2.0, BitLocker, DFCI,² Surface Enterprise Management Mode (SEMM), Unified Extensible Firmware Interface (UEFI), and Windows Hello, you get built-in security—not bolted-on security.

4. **Can IT pros locate and manage a device for employees?**

□ SEMM enables IT teams to manage devices at the UEFI level. Depending on security policies, IT pros can control cameras, microphones, or USB drives.

5. **Are employees able to securely access their devices and your organization's network?**

□ Password-free, faster, and secure access is available with Windows Hello. Biometric authentication and a PIN unlock the certificate stored in the TPM, granting access to Windows or other corporate resources. Organizations experienced a 16.8 percent cost reduction on infrastructure and help desk savings.¹



“We have seen a 30 to 40 percent reduction in security incidents needing a person dispatched thanks to using Surface devices with Microsoft 365 E5.”¹

—CTO, professional services



Realize Surface business value

The Forrester Consulting TEI study found that investments in Microsoft 365-powered Surface devices enhanced employee productivity, improved workforce collaboration and teamwork, increased security, and delivered more efficient device-related IT operations.

With Microsoft 365, Windows Autopilot, and Microsoft Endpoint Manager (which includes Intune), Surface can unlock substantial time savings by automating the traditional run model, giving your IT pros more time to focus on the employee experience. And with a variety of form factors, Surface gives employees the flexibility to work the way they want and increases the potential for innovation.

Businesses that choose Surface gain more than just a device—they gain a strategic enabler for their success. Surface is designed by Microsoft for the Microsoft software people rely on every day. Integrating with existing software and cloud services, Surface extends coordinated security from device to cloud, enhances productivity and collaboration with natural user interfaces that optimize the in-app experience, and simplifies deployment and management—no matter where employees are working.

Read the [Forrester Consulting TEI study](#) to find ways you can create efficiencies and savings with Surface and Microsoft 365.

¹ Maximizing Your ROI From Microsoft 365 Enterprise With Microsoft Surface, a commissioned Total Economic Impact™ study conducted by Forrester Consulting, July 2020.

² Surface Laptop Go: Surface Go and Surface Go 2 use a third-party UEFI and do not support DFCI. DFCI is currently available for Surface Laptop Go, Surface Book 3, Surface Laptop 3, Surface Pro 7, and Surface Pro X. Find out more about managing Surface UEFI settings at <https://docs.microsoft.com/en-us/surface/manage-surface-uefi-settings>.

