

# Microsoft Surface Hub 2S in the hybrid workplace

Solution guide series



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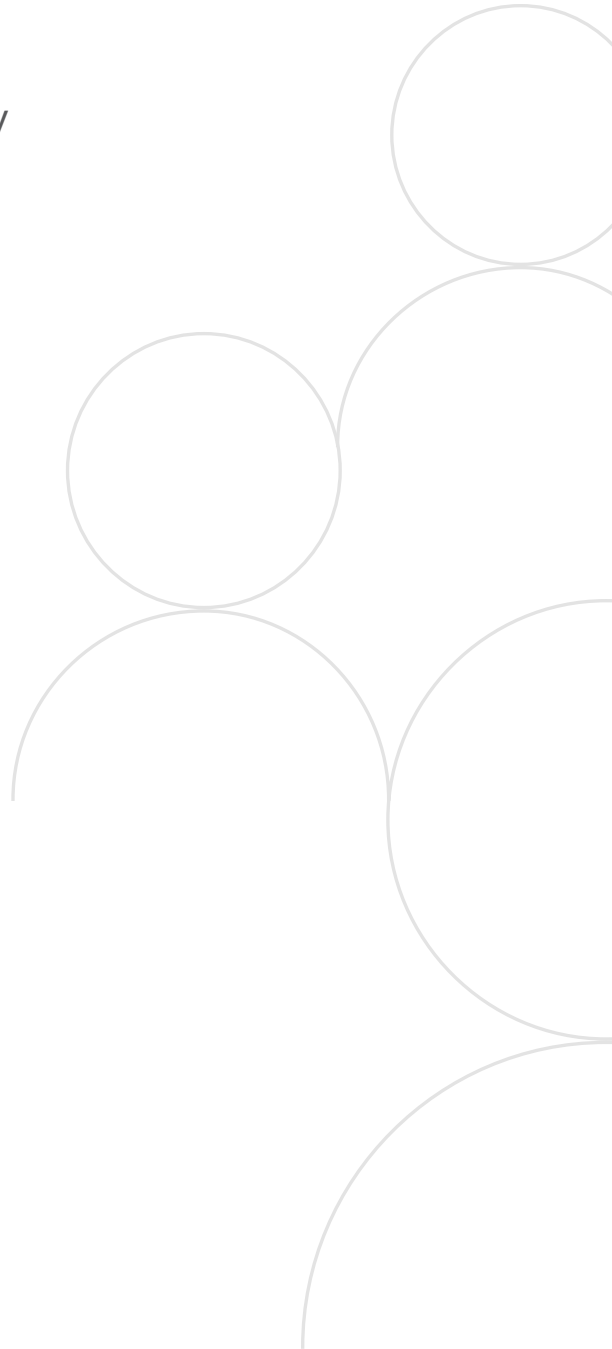
# Introduction

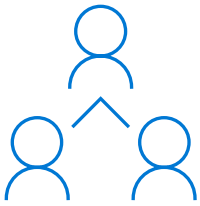
As the working environment shifts toward a hybrid workplace, the need to foster productivity and collaboration among teams is even more important for IT and business leaders.

Employees have learned to collaborate and be creative while working remotely. However, new challenges arise as teammates return to the office, continue to work remotely, or elect a combination of the two. A successful hybrid workplace brings team members together—whether they're in the office or remote—giving everyone the opportunity to be seen, heard, and actively participate. These elements are key to empowering teams to work effectively.

Bringing people together from wherever they work, the Surface Hub 2S family of devices delivers the power of hardware and software to both individual offices and the boardroom. A Microsoft Teams-certified meetings platform and modern collaborative canvas, Surface Hub 2S remains highly secure and integrates within your existing technology environment—so you can seamlessly use the apps your company depends on.

Business and IT leaders want to blur the lines between working on and offsite, ensuring a more natural, dependable, and enjoyable employee experience. This solution guide will explore the challenges teams face in today's hybrid workplace and how Surface Hub 2S devices can help.

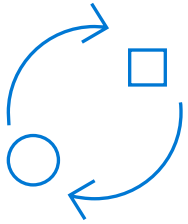




# Bring remote teams together

Technology can act as the eyes and ears for every meeting participant so that hybrid teams can experience more natural human connections. Team members in the office should be as aware of those who are calling in remotely as they are of their colleagues in the room.

Challenges	Solutions
<b>1. Are your teams having difficulty sharing content and presentations with each other during meetings?</b>	<input type="checkbox"/> With Surface Hub 2S, teams can meet and present seamlessly with Microsoft Teams, all while running Microsoft 365 apps. <sup>1</sup> With touch and inking, both remote and on-site participants can interact with content.
<b>2. Do your hybrid teams feel disconnected during virtual meetings, or are calls with customers less effective, due to difficulties being seen and heard?</b>	<input type="checkbox"/> Life-sized video on a high-resolution 4K screen makes it feel like remote participants are in the room. And remote team members are more active and engaged when they can clearly hear and see people in the room thanks to a Microsoft Teams-certified microphone array and 4K camera.
<b>3. Do your teams feel they can be as engaged and collaborative when they work remotely as they can be when in the office?</b>	<input type="checkbox"/> Microsoft Whiteboard is a persistent digital canvas that lets teams simultaneously sketch and take notes from the Surface Hub 2S and from their own touchscreen devices. Whether remote or on-premises, colleagues can share, ink in, and coauthor Microsoft Excel, Word, and PowerPoint files.
<b>4. Do your teams need a way to share content on more than one screen or Surface device so that everyone, both in the room and joining remotely, can see?</b>	<input type="checkbox"/> Surface Hub 2S enables coordinated meetings with a Microsoft Teams Rooms system or a second Surface Hub in the room. With a single touch, a participant can join meetings from either the Microsoft Teams Rooms console or the Surface Hub 2S home screen. The front-of-room display (managed by Microsoft Teams Rooms) can show video feeds, chat, and more while the Surface Hub 2S can be used to show content or conduct a whiteboarding session.
<b>5. Do meeting leaders feel like remote participants are disengaged?</b>	<input type="checkbox"/> Surface Hub 2S devices running Windows 10 Pro or Windows 10 Enterprise <sup>2</sup> have the same Microsoft Teams desktop features as Windows 10 computers, with features like group chat, the ability to record meetings, and Together mode, a meeting experience where everyone feels like they're sitting in the same room.



# Make any place teamwork space

Hybrid teams need virtual and physical spaces that are both functional and flexible. Regardless of physical location, business-critical apps on a shared mobile display offer built-in agility that helps teams do better work.

Challenges	Solutions
<b>1. Do your teams struggle to effectively collaborate on projects?</b>	<input type="checkbox"/> From the conference room to an open collaboration space, Surface Hub 2S can move with you on a Steelcase Roam™ Mobile Stand. <sup>3</sup> And no matter their location in the hybrid workspace, team members can work together in real time by coauthoring and sharing content.
<b>2. Are employees able to stay productive with consistent device experiences, regardless of where they work?</b>	<input type="checkbox"/> Surface Hub 2S on a Steelcase Roam™ Mobile Stand can be moved into any collaboration space. Surface devices deliver a consistent Microsoft 365 experience across devices and apps, enabling coauthoring and sharing from Surface Hub 2S to personal devices.
<b>3. Do your collaboration devices have the flexibility to help teams connect outside of the conference room?</b>	<input type="checkbox"/> With the Steelcase Roam™ Mobile Stand, Surface Hub 2S can be moved wherever teams need to move, supporting work in a range of spaces. Teams can connect using Wi-Fi and Bluetooth.
<b>4. Do some employees need a desktop computer experience on a large-display device that enables them to whiteboard, meet, and collaborate with remote team members?</b>	<input type="checkbox"/> By configuring a Surface Hub 2S with Windows 10 Pro or Windows 10 Enterprise, the full Windows desktop experience can be brought to Surface Hub 2S. <sup>2</sup> Team members can stand, walk around, use their trusted Win32 desktop apps not typically available on Surface Hub, whiteboard, and meet with remote participants more naturally while on a call, much like they would during an in-person meeting.
<b>5. Do frontline team members in field locations have the ability to collaborate and meet seamlessly with each other and with colleagues in the office?</b>	<input type="checkbox"/> Geographically dispersed hybrid teams can stay in control with a command center where each branch office or location has a Surface Hub 2S that's always connected to the other locations. It's an efficient way to meet, communicate, and share information without setting up formal meetings.

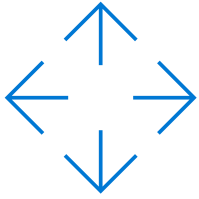


# Collaborate better together

Spontaneous, breakthrough brainstorming sessions can be difficult to achieve in hybrid work environments. And providing information to colleagues in the field, or services to customers who depend on face-to-face interactions, can be challenging. Sharing content on a large-screen display can help to bridge that gap.

Challenges	Solutions
<b>1. Do your teams struggle with collaboration across your company's hybrid work environment?</b>	<input type="checkbox"/> With Surface Hub 2S 85", two on-site team members can whiteboard simultaneously on the same screen while maintaining a safe social distance. Using Surface Hub 2 Pen, the precise inking experience you love from Surface is scaled to the large screen.
<b>2. How do team members integrate analog tools, such as traditional whiteboards, into their new hybrid workspace?</b>	<input type="checkbox"/> Surface Hub 2S can convert a picture of an analog whiteboard into digital ink with ink-grabbing capabilities, making it behave as if it was created in the digital whiteboard. Team members can then continue to work on the content in a digital format.
<b>3. Can customers and remote or frontline team members bring their own devices to the hybrid workplace?</b>	<input type="checkbox"/> With Microsoft Teams, Microsoft Whiteboard, and Microsoft 365 apps, <sup>1</sup> people can collaborate in real time on Surface Hub 2S devices, Windows 10 computers, and Android or iOS devices. With Microsoft Teams meetings on Surface Hub 2S, employees can interact with colleagues and customers in a more direct, engaging way, no matter what device they're using.
<b>4. Are you concerned about the health and safety of teams gathering in person to collaborate?</b>	<input type="checkbox"/> Surface Hub 2S 85" is large enough that two team members can work together while standing more than 6 feet apart. With Surface Hub 2S on a Steelcase Roam™ Mobile Stand, <sup>3</sup> teams gathering in person have safe options when a room is too small or cannot accommodate a safe distance between team members. Team members whiteboarding together on a Surface Hub 2S can use their personal Surface Slim Pen, thereby avoiding person-to-person sharing of a common-use accessory.
<b>5. Can teams cocreate and share content?</b>	<input type="checkbox"/> Organizations can natively run must-have Microsoft 365 apps, including Microsoft Teams, Microsoft Edge, and essential third-party business apps <sup>4</sup> —all without having to project or switch devices. Team members working in the office and remotely from their personal computers can create and coauthor content together in real time.





# Reduce complexity with remote device management

Remote management on Surface Hub 2S can reduce complexity for IT pros—so they can give your hybrid workforce the best support.

Challenges	Solutions
<b>1. Are you able to remotely manage deployment and updates across your fleet of devices?</b>	<ul style="list-style-type: none"><li>□ If your organization's computers are already managed through Microsoft Intune, Surface Hub 2S devices can be added to the existing ecosystem and managed remotely using Microsoft Intune or a mobile device management system of choice.</li></ul>
<b>2. Are team members able to seamlessly join meetings?</b>	<ul style="list-style-type: none"><li>□ Surface Hub 2S is configured for the most common interactions within Microsoft Teams, including whiteboarding and calls. So, joining a working session is as simple as pressing a button. Proximity detection for Microsoft Teams meetings makes it easy for employees to discover and add a nearby and available Surface Hub 2S to any meeting with a seamless joining experience from their laptop or phone.</li></ul>
<b>3. Do you want to simplify your ecosystem to make it easier to manage and for employees to use seamlessly?</b>	<ul style="list-style-type: none"><li>□ The Windows 10 Team operating system on Surface Hub 2S is built for teams. It supports authenticated Microsoft 365 experiences that enable collaboration. Employees can walk up and get started right away using their Microsoft account credentials to access My Meetings and My Files and enjoy a seamless single sign-on experience across all Microsoft 365 apps and experiences. The entire team can work through solutions in real time to make meetings as productive as possible. And when meetings or working sessions are over, files are saved and shared in the Microsoft cloud, allowing team members to continue making progress from their own devices.</li></ul>
<b>4. Are you concerned about the impact on facilities and logistics when considering a large-display device?</b>	<ul style="list-style-type: none"><li>□ Built for easy installation in modern spaces, Surface Hub 2S packaging is designed to move through elevators and around tight corners. Unboxing and installing Surface Hub 2S 50" can be accomplished by as few as two team members. With an 85.6-inch 4K screen, Surface Hub 2S 85" is a larger screen than the first-generation Surface Hub 84", yet it's 33 percent lighter, 20 percent thinner, and 11 percent narrower.</li></ul>
<b>5. Do your teams struggle with using technology in shared spaces or have difficulty tracking ideas during brainstorming sessions?</b>	<ul style="list-style-type: none"><li>□ With Surface Hub 2S, anyone can walk up and instantly use applications without needing to sign in. Microsoft Whiteboard makes brainstorming sessions and collaboration simple with the easy-share feature that's exclusive to Surface Hub. Enhance collaboration sessions using Microsoft Teams to bring remote participants into the conversation with audio and video. When you're done, walk away from the session with confidence knowing the whiteboard is automatically saved to the device of anyone who collaborated with you. And Surface Hub resets itself, ready for the next user.</li></ul>



# Keep company data secure

Common-use devices have always been a worry for IT pros. How can they protect shared data and information after people have cleared the room? Because of their multi-user nature, technologies used in hybrid workspaces require stringent security and compliance protocols and practices.

Challenges	Solutions
<b>1. Is your organization keeping up with security updates?</b>	<input type="checkbox"/> Built on Windows 10, Surface Hub 2S delivers enterprise-grade, modern security that enables IT admins to enforce data protection with BitLocker and Trusted Platform Module 2.0. You also get cloud-powered security in your Windows updates with Microsoft Defender.
<b>2. Are your IT pros proactively managing devices?</b>	<input type="checkbox"/> Security protocols begin the moment you turn on your Surface Hub 2S. From custom platform firmware to signature scrutiny of all executable code, Windows 10 implements defensive subcomponents to protect your whole system.
<b>3. Are security threats on shared devices a worry for your IT pros?</b>	<input type="checkbox"/> Surface Hub 2S provides a locked-down computing appliance with custom platform firmware running the Windows 10 Team operating system. The resulting device takes the traditional single-use secure kiosk, "only run what you need" philosophy and delivers a modern take on it. Built to support a rich, collaborative experience, Surface Hub 2S is protected against continually evolving security threats.
<b>4. Do you worry about employees forgetting to erase company intellectual property from shared whiteboards or screens?</b>	<input type="checkbox"/> With the Surface Hub 2S, files and applications are protected each time an employee signs in. The device deletes previous meeting sessions so that important information is never left on the device after an employee has signed out. And when an employee signs into Apps, My Meetings, and My Files, they're only accessing the apps or services, not the operating system.
<b>5. Do you want to avoid password use for employees who have access to a shared device?</b>	<input type="checkbox"/> Employees can avoid the need for passwords entirely by using personal FIDO2 protocol security keys, or they can use Azure AD with the Microsoft Authenticator app.





## Unlocking the potential of a hybrid workplace

As your organization continues to adapt to the hybrid workplace, your team members want the freedom to work from anywhere while your IT teams are focused on keeping your company secure.

The Surface Hub 2S family of devices helps you bridge the distance between remote team members with a powerful meetings and collaboration platform that's Microsoft Teams-certified and fully integrated with Windows 10. Whether you prefer to collaborate in smaller meeting rooms, need a large-room experience, or want the ability to take collaboration tools on the move, there's a Surface Hub 2S that's the right fit for every team.

Today's hybrid teams need to be able to collaborate seamlessly and come together from anywhere to share content. With high performance and security engineered at its core, Surface Hub 2S delivers modern technology that supports your hybrid work environment.

# Next steps



Learn more about [Surface Hub 2S](#).



Connect with an [authorized reseller](#).



Contact your Microsoft sales specialist or Microsoft partner.



<sup>1</sup> Software license required for some features. Sold separately.

<sup>2</sup> [Learn about](#) the Windows operating system options on Surface Hub 2S.

<sup>3</sup> Steelcase Roam™ Mobile Stand, Steelcase Roam™ Wall Mount, and APC™ Charge Mobile Battery (for Surface Hub 2S 50") are sold separately.

<sup>4</sup> Apps are available through the Microsoft Store. Find more information [here](#).

