

Flexibility that will reshape the workday

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To serve customers in the new, modernized Marks & Spencer, communication between frontline workers is essential. “In the past, the vast majority of colleagues were not connected at all,” says Berendji. “One of the key elements of our transformation program was to give our management colleagues Surface Go; we’ve distributed 5,000 in total. Surface devices combined with Teams have created a way for colleagues to quickly reach each other and get the information they need instantly.”

Sacha Berendji - Group Property, Store Development and Technology Director



“The Surface is great because you can transport it around with you wherever you need to go. I’m a really big user of a lot of the ease of access software. I have a visual impairment and I’m quite sensitive to sudden bright lights. I use a high-contrast mouse. I enlarge the size of it because I can often lose track of my mouse on a screen – especially when I have two screens. It just helps me to do my work more efficiently.”

Philip Heritage-Vivers - Business Development Worker



“We began using Surface devices because they were robust and flexible. Surface Pro was one of the few devices that worked as a full-on computer, with a standard Windows operating system. It had to check a lot of boxes, both in physical features and the ability to support our experiments. And as our payload has evolved over nearly a decade, Surface Pro has evolved and added valuable new features.”

Jordan Callaham - Laboratory Manager



“Every officer has got their Microsoft Surface tablet and a mobile phone. With our use of Microsoft 365, the Azure platform and what we’ve got in there, we’re delivering on the agility and mobility piece. We’re going on that journey with Microsoft, to make sure that our officers have got the right frontline information in front of them when they need it.”

Andy Robson - Head of IT

