



# Bring teams together with Surface Hub 2S

In hybrid work environments, empower employees to achieve more with an inclusive, agile, and secure solution from Microsoft.

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# The hybrid workplace calls for new ways to collaborate

Initially, COVID-19 sent companies worldwide down an accelerated path to digitization, with organizations across every sector hurriedly piecing together hardware and software solutions to create some semblance of business continuity.

Now, leaders are starting to take a longer view.

As a hybrid working model for employees emerges, some will continue to work remotely, some will return to an office space, and some will elect—or be required—to adjust to a mix of the two.

**“82% of survey respondents intend to permit remote working some of the time as employees return to the workplace.”**

— Gartner<sup>1</sup>

But leaders still need their teams to build meaningful relationships, share ideas, and work securely toward common goals.

**Of the top reasons employees want to come back to the office, 54% want to return for scheduled meetings with colleagues, 54% want to return for impromptu face-to-face time, and 44% want to return for better access to technology.**

— Gensler “US Work from Home Survey 2020”<sup>2</sup>

To meet these needs, companies are turning to technological solutions to help employees transcend physical spaces, thereby dissolving the boundaries between in-office and remote workers.

Consider how an all-in-one meeting platform and collaborative interactive whiteboard like Surface Hub 2S can help your hybrid teams maintain business continuity and productivity while they continue to help your company grow and innovate.

Technology can provide the building blocks of inclusivity, agility, and security as the foundation for a successful hybrid work environment.

## The foundation of a successful hybrid work environment

**Inclusivity.** Virtual meeting experiences and collaboration must be inclusive, whether people are sitting a few feet apart or hundreds of miles away. Everyone must be seen, be heard, and have a seat at the table, no matter where they’re physically located.

**Agility.** The ability to meet in different ways and in different locations than the previous four walls of a conference room is paramount, given the uncertain and evolving demands of in-office and remote workspaces.

**Security.** The safety of employees is as important as the security of ideas and data. Employees need to feel that in the office, their health and well-being are top priorities. And data and information must always be secure and compliant, whether shared remotely or in the office.

## Dissolve boundaries with inclusive meeting experiences

It is essential for leaders to reimagine how online meetings are conducted, not only to ensure business as usual but also to sustain company culture and values in a virtual setting. Virtual interactions between hybrid team members should feel natural and engaging, with participants feeling like they're intuitively reading body language and facial expressions, and authentically communicating in real time. To achieve this level of interaction, technology can help dissolve the typical constructs of distance.

"Among the challenges of managing a hybrid workforce, 30% of business leaders are most concerned with maintaining corporate culture. Thirteen percent of respondents reported concern over creating parity between the remote and in-office experience."

— Gartner<sup>1</sup>

Technology can act as the eyes and ears for each participant who is not there in person.

- **When working remotely**, people who call from their computers can hear the conversation clearly, as opposed to only the loudest voices, when wide-array, far-field mics are available.
- **In the room**, people can better focus on those who are calling in remotely with a high-resolution 4K display and speakers.
- The **hybrid team**, regardless of where team members are located, benefits from more natural, human connections with participants in the room thanks to sharp, clear video captured with integrated 4K cameras.





## Give everyone a front-row seat

With the right hardware and software, organizations can help people feel more connected and create an environment in which everyone feels like they have a seat at the table.

The ability to share content on a large-screen display and actively interact with that content can bring ideas to life for remote meeting participants. Presenters can pinch-and-zoom and move on-screen content to focus on a topic, and they can use digital inking to sketch and highlight key points.

The right meeting experience can make all the difference, whether you're using Surface Hub 2S in a personal space with Windows 10 Pro or Windows 10 Enterprise<sup>3</sup>, or for team collaboration in shared spaces using the Teams OS. Surface Hub 2S devices running Windows 10 Pro or Windows 10 Enterprise have the same Microsoft Teams desktop features as Windows 10 PCs, 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.

Group chat in Teams enables information-sharing among meeting participants, provides a forum for keeping track of questions and comments, and gives people the opportunity to engage in ways in which they might not feel comfortable in person. And recording the meeting allows people who are unable to attend to catch up on what was discussed, presented, or created—on demand, whenever they want.



### Real-world example: Learning increases with engagement

In a classroom setting, Dr. David C. Kellermann of the School of Mechanical and Manufacturing Engineering, University of New South Wales, believes that the classes he now teaches remotely on Surface Hub 2S with Windows 10 Pro have increased his engagement with students by 20 times.

"[My] students feel much more comfortable typing chat than they do raising their hands ... I used to teach 2-hour lectures in the lecture theater. I would get maybe 5 or 10 raised hands in the duration."

"Every one of my classes now, I'm getting 200-plus chats that are coming through ... That's a 20-times increase in the engagement," Dr. Kellermann says. "And an increase in how much the students are talking to me throughout the lecture. There's this crazy thing that we're further apart than ever but in terms of our communication, every student is at the front of the room. The distance has shrunk."

## Access for frontline employees and customers

Maintaining connections and sharing information with frontline staff in the field, or providing services to customers who depend on face-to-face interactions, can be difficult. Sharing content on a large-screen display can help to bridge that gap.

With Microsoft Teams meetings on Surface Hub 2S, team members or service providers can meet, connect, and go beyond screen sharing to interact with colleagues and customers in a more direct, engaging way by using touchscreen displays, integrated cameras, an interactive whiteboard, and many other apps and tools.



### Real-world example: Transforming the way healthcare teams work

With Surface Hub 2S and Microsoft Teams, the Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust, one of the largest mental health and disability trusts in England, was able to continue providing high-quality care to patients despite social distancing restrictions.

Like many healthcare providers, the NHS faced huge disruption in the wake of the coronavirus pandemic. Darren McKenna, director of Informatics at the trust, says, "Over the last couple of months the organization has really changed how it's worked and how it's delivered its services, and that wouldn't have been possible without Microsoft Teams."

They installed Surface Hub 2S as all-in-one digital whiteboards in several locations and wards so that communities could be kept in contact with frontline services. Remote workers used Surface Go 2 as a lightweight laptop with tablet functionality. The Surface Pen capabilities were a convenient way of capturing information when working remotely.

Since the pandemic began, the trust has been conducting around 1,100 meetings per day on Microsoft Teams.

"We've been running Microsoft Teams live events, and they've gone down really well with staff," McKenna says. "We run them as question-and-answer sessions, so our staff get the opportunity to ask our executives anything. I think they will definitely be here to stay, even when COVID eventually goes away."



## Built-in agility

As companies consider reopening strategies with a mix of remote and in-office work, teams are finding that collaboration is more difficult. In hybrid work environments, teams need virtual and physical spaces that are both functional and flexible, requiring a new level of agility.

**"55% of workers say collaborating with others is harder at home."**

— Gensler "US Work from Home Survey 2020"<sup>2</sup>

Deploying and managing modern devices with critical business apps helps teams do better work with agility built in—regardless of physical location—whether the objective is to simply throw ideas around or act quickly in times of crisis.

### Make your space work

Your teams might be accustomed to traveling to regional offices to meet with colleagues or brainstorming on a whiteboard in a co-worker's office. But place need not be a limiting factor when building a thriving environment for hybrid teams.

With Surface Hub 2S, any place becomes a teamwork space, with the ability to move wherever it feels more collaborative and most safe.

- If one or more Microsoft Teams Rooms devices or Surface Hubs are being used in a room, Coordinated Meetings can be used to set up these devices so that when one device joins a meeting, the other devices in the room also join. Coordinated Meetings can also configure cameras, speakers, and microphones on joined devices so that only some are enabled, thus avoiding bothersome echo and feedback noise.
- Quickly move either Surface Hub 2S 50" or Surface Hub 2S 85" to a different room on a Steelcase Roam Mobile Stand.
- Go cordless with Surface Hub 2S 50" and an accompanying APC Charge Mobile Battery.<sup>4</sup>
- Start meetings on Surface Hub 2S with an integrated camera, speakers, and microphone array certified for Microsoft Teams. Extend the meeting experience to larger spaces with support for additional Teams-certified audio and visual accessories.



## Whiteboard together wherever you work

The spontaneity of team brainstorming sessions on a whiteboard that leads to business-defining breakthroughs is difficult to replicate in remote work environments. With technologies such as Surface Hub 2S and the shared Microsoft Whiteboard experience in Microsoft Teams, hybrid teams in a virtual meeting can brainstorm quickly, sketching out ideas together on the fly.

Whiteboarding together gives everyone the ability to participate actively in virtual meetings, whether they're in the room or calling in from their PC.

- 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.
- On Surface Hub 2S 85", workers can ink simultaneously on-screen, while remaining a safe six feet of distance apart.
- Remote team members can follow the brainstorm and even contribute ideas if they're working on a pen-enabled touchscreen device.

Miss the whiteboard in your office? Get the same experience—and more—by configuring Surface Hub 2S with Windows 10 Pro or Windows 10 Enterprise, which brings the full Windows desktop experience to Surface Hub. <sup>3</sup> Everyone can whiteboard while on a call, much like an in-person meeting in the same room, and they can invite other team members to join the session. They can stand, walk around, and meet with remote participants more naturally. No matter where people are working, anything they do on Surface Hub 2S is seamlessly available on their computer, and vice versa.

## Collaborate in the cloud

Cloud technology gives hybrid teams the tools they need for everyone to have a more active role in collective collaboration, even when they're joining a meeting on Surface Hub 2S from their own computers across the globe. Remote and in-office colleagues can work together to live-edit presentations, documents, spreadsheets, and graphics or events, and they can use multiple apps to "show and tell" as they're speaking.

The Windows 10 Teams OS is purpose-built for groups and allows your team to walk up and get started, with authenticated Microsoft 365 experiences that enable collaboration. Users sign in with their Microsoft 365 credentials to use My Meetings and Files and access business-critical apps in the browser, creating collaborative opportunities for the entire team and working out solutions on-screen 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 on their own devices.





## Real-world example: Rapid response from remote locations

With Microsoft Surface devices, Microsoft 365, and Microsoft Azure, team members of the Abu Dhabi Department of Culture and Tourism (DCT) could continue collaborating remotely from home during the COVID-19 outbreak and could promptly respond to the needs of citizens and tourists.

The department quickly set up a virtual crisis center using Surface Hub 2S devices and Microsoft Teams, making data from individual team members immediately available to the entire organization. Using all three products together, the department was able to work more efficiently, reducing meeting times and enhancing the customer experience.

The DCT was the first government department to use Microsoft Azure datacenters based in the United Arab Emirates (UAE), which helped it scale rapidly when COVID-19 struck.

"The Microsoft ecosystem allowed us to respond both safely and quickly. We used Teams, Surface Hub 2S, and Surface Pro 7 to coordinate remotely and work with our key stakeholders," explains Peter Jamieson, Chief Technology Officer and Director of Digital Transformation at DCT.

## Simplify device deployment and management

Deploying new devices to remote workers is a challenge for IT. Physically installing a large-display device in existing or hybrid workspaces can require resources and input from other stakeholders, like facilities and operations. But modern deployment practices, including thoughtfully designed packaging and installation options, can ease the burden.

- Unboxing and installing Surface Hub 2S 50" can actually be accomplished by as few as two team members, as demonstrated [in this unboxing and setup video](#).
- While Surface Hub 2S 85" is larger than the first-generation Surface Hub 84", it's 40 percent lighter.<sup>5</sup>
- Surface Hub 2S is now easier to move through doors, hallways, and elevators when it's time to install. Built with standard U.S. and European elevator sizes in mind, Surface Hub 2S will fit into most elevators, even with packaging.
- If your organization's PCs are already managed through Microsoft Intune, Surface Hub 2S devices can be added to the existing ecosystem and managed remotely using Microsoft Intune or your mobile device management (MDM) system of choice.



## Protect people and their ideas

Common-use devices have always been a worry for IT. How can they protect shared data and information after people have cleared the room? Adding to this concern is the need to keep people safe in the post-COVID-19 environment. Because of their multi-user nature, technologies used in hybrid workspaces will require not only stringent security protocols and practices but also strict health and safety standards.

### Physical distance, device care, and cleaning

Employees must be able to clean common-use devices with widely available disinfectant products, without causing damage to the device or sacrificing performance. In addition, employees sharing these devices in a communal setting should be able to collaborate while maintaining a safe social distance. Sharing their screen remotely on their own device in Microsoft Teams meetings is one way to do that. Having a display large enough so everyone can stay at least six feet apart is another way.

Whether it is being used as a personal device or in a communal setting, you can safely use common disinfectant products to clean your Surface Hub. Recommendations on how to clean your Surface Hub device include using disinfectant wipes or a soft cloth dampened with an isopropyl alcohol (IPA) solution of 70 percent or less.<sup>6</sup>

**“Improving end-user experience and productivity while working remotely is the top priority of security business leaders (41%), especially extending security to more apps for remote work.”**

— Andrew Conway, General Manager, Microsoft Security<sup>7</sup>

### Enterprise-grade security

Even with reduced physical attendance in the office, it's still important to secure data, information, and intellectual property. It's all too common for employees to forget to erase meeting notes on a physical whiteboard or take pictures of a brainstorm session with an unsecured personal device.

Running on Windows 10, Surface Hub 2S keeps company data and IP safe, with security built in.

- In a shared space with the Teams OS, files and applications are protected with each new sign-in. Meeting sessions are deleted so that information is never left on the device after the user signs out. When a user signs in, they're signed in only to the apps or services, not to the operating system.
- Avoid passwords completely by quickly signing in with personal FIDO2 protocol security keys or Azure Active Directory (Azure AD) with the Microsoft Authenticator app. For Surface Hub 2S devices configured with Windows 10 Pro or Enterprise, workers can sign in to Surface Hub 2S 50" with the Surface Hub 2S Fingerprint Reader.<sup>8</sup>
- Surface Hub 2S delivers enterprise-grade modern security capabilities that IT admins can configure to fit their companies' unique security and compliance policies. Protect data with BitLocker and Trusted Platform Module 2.0 (TPM), with the cloud-powered security of Microsoft Defender that's always up-to-date.
- With the Conditional Access tool (used by Azure AD), IT admins can deploy device-level security policies to their Azure AD-joined Surface Hub 2S to comply with corporate security requirements.

## Conclusion: Bridge the digital and physical divide for better teamwork

Companies and organizations around the world have proved that they have the resilience it takes to survive and thrive through a global crisis. As they continue moving forward, plans for hybrid workplaces are coming to life. Those plans cannot leave behind the organizations' most important assets: their people. Employees' ideas and innovations, brought to life through real-time collaboration, are the lifeblood of every business. Leaders now need to focus on **dissolving the boundaries** between remote and in-office work, enabling teams to **be inclusive and agile** in the face of uncertainty and new challenges, and ensuring that each company's **people, ideas, and data are safe and secure**.

**Start meeting and collaborating in ways that will expand the capabilities of your hybrid workspaces.** Visit the [Microsoft Surface Hub 2S](#) website to learn more.

<sup>1</sup> Gartner Press Release. "Gartner Survey Reveals 82% of Company Leaders Plan to Allow Employees to Work Remotely Some of the Time." 2020. [www.gartner.com/en/newsroom/press-releases/2020-07-14-gartner-survey-reveals-82-percent-of-company-leaders-plan-to-allow-employees-to-work-remotely-some-of-the-time](http://www.gartner.com/en/newsroom/press-releases/2020-07-14-gartner-survey-reveals-82-percent-of-company-leaders-plan-to-allow-employees-to-work-remotely-some-of-the-time).

<sup>2</sup> Gensler. "Only 12% of U.S. workers want to work from home full-time. Most want to return to the workplace, but with critical changes." 2020. [www.gensler.com/us-wfh-survey-2020-wfh-reinforces-the-benefits-of-the-office](http://www.gensler.com/us-wfh-survey-2020-wfh-reinforces-the-benefits-of-the-office).

<sup>3</sup> Learn about the Windows OS options on Surface Hub 2S at <https://docs.microsoft.com/en-us/surface-hub/surface-hub-2s-migrate-os>.

<sup>4</sup> Steelcase Roam mobile stand, Steelcase Roam wall mount, and APC Charge Mobile Battery sold separately.

<sup>5</sup> Weight excludes stand and mobile battery. Compared with a 55-inch Microsoft Surface Hub.

<sup>6</sup> **Important:** 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.

<sup>7</sup> Microsoft. "New data from Microsoft shows how the pandemic is accelerating the digital transformation of cyber-security." August 19, 2020. <https://www.microsoft.com/security/blog/2020/08/19/microsoft-shows-pandemic-accelerating-transformation-cyber-security/>.

<sup>8</sup> Fingerprint Reader sold separately.

