

# A device strategy for hybrid work

Three essential factors



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# Building a device strategy for hybrid work

The hybrid work model is a powerful shift reshaping the business landscape. Because of its direct connection to a positive employee experience, it's now seen as a strategic path to success.<sup>1</sup>

What does a typical day of hybrid work look like? It varies. On one day, an employee might spend the morning working from home, and then make a midday commute to their local office for a video conference. The next day, they might write a report and exchange emails while traveling to a work site, and then shift gears in the afternoon, working at a coffee shop on Wi-Fi. It means that to truly optimize productivity, efficiency, and security for hybrid work, organizations need a comprehensive device strategy that addresses the impact of context switching.

Business and IT leaders recognize that the right equipment is essential to supporting the hybrid work model. Ideal devices for hybrid work are easy to set up, intuitive to use, and reliable—key features in helping to boost productivity and reduce the impacts of context switching.



Company leaders expect more than 50 percent of their employees to remain in remote or hybrid work situations.<sup>1</sup>



Nearly 40 percent of technology decision makers say hybrid workers have asked for improved PCs and device management to help them do their jobs.<sup>1</sup>



76 percent of decision makers responsible for employee equipment plan to increase investments in PCs over the next couple years, and 36 percent expect to double digital investment growth.<sup>1</sup>

# Three essential factors of a device strategy built around hybrid work

Devices for connection and collaboration; flexibility and performance; and deployment, management, and security—together, these form the three core requirements for an effective device strategy for hybrid working environments.



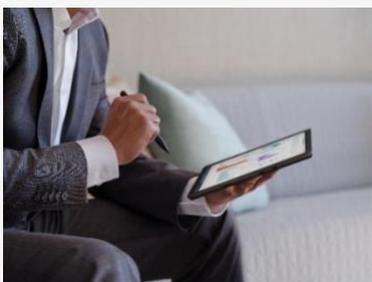
## Connect teams to collaborate anywhere

Bring hybrid teams together with a more inclusive way to meet and co-create. All team members, whether virtual or in-person, should be able to participate easily so that everyone feels seen, heard, and included.



## Get the job done with flexibility and performance

Give hybrid teams devices with purpose-built hardware and apps and built-in flexibility and performance so teams can innovate together or respond quickly to urgent matters, even if they're spread across locations.



## Deploy, manage, and stay more secure everywhere

With the right devices and tools, IT can maintain administrative control while still delivering anywhere access, proactive protection, and peace of mind.

# Connect teams to collaborate anywhere

A lack of efficient and seamless communication can hurt productivity, especially in hybrid work environments. It can be difficult to maintain connections with colleagues in the field or with customers who depend on face-to-face interactions. Surface devices unlock collaboration and communication for hybrid teams and clients with high-quality audio and video hardware and innovative features like touchscreens and digital inking.



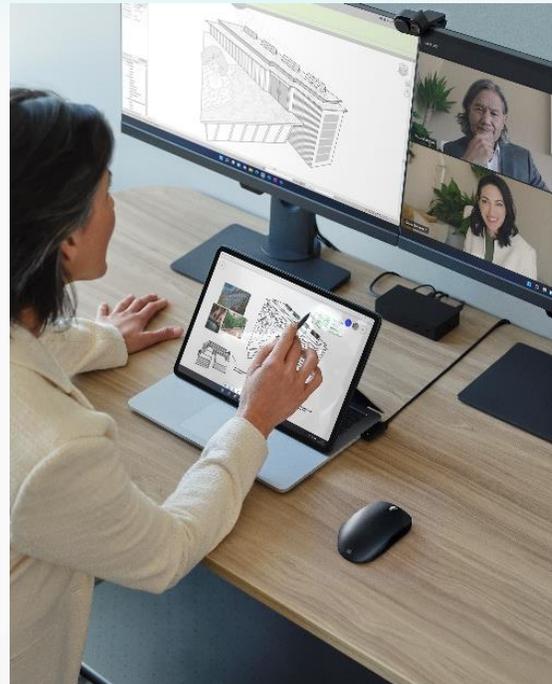
## Requirements for collaboration

The table below provides some questions to consider when defining the collaboration requirements of your organization's device strategy. Also provided are ways Microsoft Surface can help to fulfill those requirements.

Challenge	Surface solution
Do our employees have an easy way to share ideas regardless of where they're working?	Touchscreens and digital pen-enabled Surface devices help teams collaborate and ideate quickly. Participants can share and edit a Microsoft Whiteboard session right from within a Microsoft Teams <sup>2</sup> meeting, and they can ink directly on a Surface Hub 2S to draw and brainstorm with colleagues.
Do our employees feel disengaged because they don't have a clear way to join the discussion?	Surface and Microsoft Teams deliver dynamic virtual meeting experiences with smart cameras, rich audio and video capabilities, and inclusive features like live captions, live transcription, live reactions, raise your hand, and chat.
Do our teams have the right set of accessories and headsets to stay connected, productive, and distraction-free in meetings?	Audio accessories certified for Microsoft Teams enable seamless meeting experiences. With Surface Headphones 2+, for example, you can easily answer and end calls with touch controls. On a commute or in an open office environment, adjustable noise cancellation helps you stay focused.
Do our remote employees seem disconnected during virtual or hybrid meetings?	Enable more inclusive hybrid meetings with Surface Hub 2S, a collaborative canvas and meetings device certified for Microsoft Teams. Remote team members have a dynamic view of in-room interactions when using Surface Hub 2 Smart Camera. <sup>3</sup> Remote meeting participants don't feel left out because they can see people in sharp focus in both the foreground and background simultaneously, and they can track movement in the room.

## Surface highlights

- Surface Hub 2 Smart Camera with automatic framing technology dynamically adjusts video feeds with a changing view of in-room interactions.<sup>3</sup>
- Surface devices and accessories certified for Microsoft Teams help people collaborate and express themselves clearly and confidently in seamless online meetings.
- Microsoft Teams Rooms for Surface Hub offers improved meeting controls with Together mode scenes, a large gallery, chat bubbles, live reactions, and Whiteboard.
- With spectacular audio and video through Studio mics, Omnisonic™ speakers, and smart HD cameras, Surface makes virtual meetings come to life—vibrantly and more securely.



## Getting started

Explore these resources to find out more about what's possible for collaboration with Surface devices.

[Hybrid work technology and solutions with Surface](#)

[Surface Headphones 2+ for Business](#)

[Surface Hub 2S for Business](#)

# Get the job done with flexibility and performance

Device issues like slow processing speeds, mobile connectivity, and short battery life can hinder both productivity and satisfaction for hybrid workers. Surface provides a high level of performance in versatile form factors to help employees get the job done their way, regardless of where they're working—from home, the field, or the office.



## Requirements for flexibility and performance

The table below provides some questions to consider when defining the flexibility and performance requirements of your organization’s device strategy. Also provided are ways Microsoft Surface can help to fulfill those requirements.

Challenge	Surface solution
Do our employees feel they can work naturally with the device they have?	Different versatile designs within the Surface portfolio enable people to work in the most productive ways for whatever they need to do. High-performance, lightweight laptops are perfect for people who love a clamshell notebook, while 2-in-1 devices switch between a tablet and a laptop form factor for those who are on their feet or like having the option to write with the digital pen.
Do our employees experience any battery life problems while working in different hybrid environments?	Surface devices provide all-day battery life to support productive work in hybrid environments. <sup>4</sup> Surface Hub 2S and the APC™ Charge Mobile Battery even offer the ability to go cordless. <sup>5</sup>
Do our employees experience device performance issues while working in different hybrid environments?	For performance that meets every need, Surface has a diversity of silicon options, including Intel®, AMD, and the Microsoft SQ® processors. There is a range of power options available with Intel®, and employees get the snappy performance of quick-launching apps expected in mobile devices with the Microsoft SQ® processor.
Do our employees have the right mix of peripherals to keep them working efficiently?	Surface accessories—such as the Surface Pen, Surface Headphones 2+, Surface Dock 2, and other Microsoft PC accessories—are easy to connect and enable seamless, uninterrupted flow. Many Surface devices can connect up to two external monitors.
Are our employees inspired by the performance and reliability of our devices?	Surface devices look stylish, feel natural to use, and perform well across conditions. The Surface story is comprehensive: It’s about more than just an attractive design. Surface impresses with the power of aligned hardware and software and built-in quality and reliability.

## Surface highlights

- Surface devices are adaptable. Teams can choose their form factor to help them do their best work, whether they need a 2-in-1 that offers both pen-enabled tablet portability and laptop performance or a traditional clamshell. Touchscreens on all devices offer a natural—and increasingly expected—way to interact with their work.
- With a range of performance needs in your organization, you have options when it comes to processors. Surface partners with Intel® and AMD, and even has a homegrown chip—the Microsoft SQ® line.
- Surface offers all-day productivity with battery life that lasts the entire day and standby that extends battery life when you're away.<sup>4</sup>
- LTE options keep employees connected even when Wi-Fi is slow, unstable, or unsecure.<sup>6</sup>



## Getting started

Explore these resources to find out more about what's possible for flexibility and performance with Surface devices.

[Hybrid work technology and solutions with Surface](#)

[Surface for Business accessories](#)

# Deploy, manage, and stay more secure everywhere

With off-site employees, security is at greater risk. Devices in hybrid workspaces require stringent security protocols and practices because of their multi-user nature, and deploying and managing new devices for remote workers can be a challenge for IT. When paired with Windows 11 and Microsoft 365, Surface offers proactive security and ease of deployment and management with peace of mind wherever and however work gets done.



## Requirements for deployment, management, and security

The table below provides some questions to consider when defining the deployment, management, and security requirements of your organization's device strategy. Also provided are ways Microsoft Surface can help to fulfill those requirements.

Challenge	Surface solution
Does IT feel overburdened with managing too many security layers and tools to enable hybrid work?	Surface devices and Microsoft 365 <sup>2</sup> Enterprise offer a single, integrated solution for enterprise-grade security. Organizations that combine Surface devices with Microsoft 365 Enterprise can expect to see increased efficiency and lower costs.
Is it difficult for IT to control device firmware functionality and availability?	Microsoft Surface Enterprise Management Mode (SEMM) lets IT teams manage devices at the UEFI <sup>7</sup> level, giving IT control over a Surface device's ability to use cameras, microphones, or USB drives based on security policies.
Does IT find it too time-consuming and complex to deploy and manage devices in a dynamic environment?	Zero-touch provisioning for Surface devices reduces the time, cost, and complexity of deployment. IT administrators who deploy Surface devices with Microsoft Intune <sup>2</sup> can manage Surface devices, keep track of warranties, and handle support requests with one easy-to-use dashboard.
Is IT feeling overwhelmed by the need to remotely manage and control all our devices?	The Microsoft Surface management portal offers visibility into all Surface devices in an organization. From a single location, IT administrators can track every device's health, storage levels, compliance issues, encryption needs, registration status, and activity states.
Is IT empowered to evaluate device and application risk in real time and apply appropriate access policies in response to current conditions?	Azure Active Directory Conditional Access and Microsoft Intune enable IT administrators to better manage and secure corporate data in approved apps on Surface devices. Admins can also remotely and centrally manage settings and policies through Microsoft Endpoint Manager, <sup>2</sup> as well as monitor the health and status of all Surface devices.

## Surface highlights

- Built by Microsoft, the Unified Extensible Firmware Interface (UEFI) manages firmware through Microsoft Endpoint Manager, reducing risk at the firmware level.
- Trusted Platform Module (TPM) encrypts data and implements a sandboxed environment for storing passwords, PINs, and certificates.
- Windows Autopilot remotely deploys and configures Surface devices in a zero-touch process right out of the box.
- By enrolling devices to the Intune<sup>2</sup> mobile device management (MDM) solution, it's easy to enforce corporate settings and install apps remotely to multiple devices at the same time.
- Multi-factor authentication (MFA) can be enabled for all users, while Windows Hello for Business and Azure Authenticator can deliver a passwordless experience.



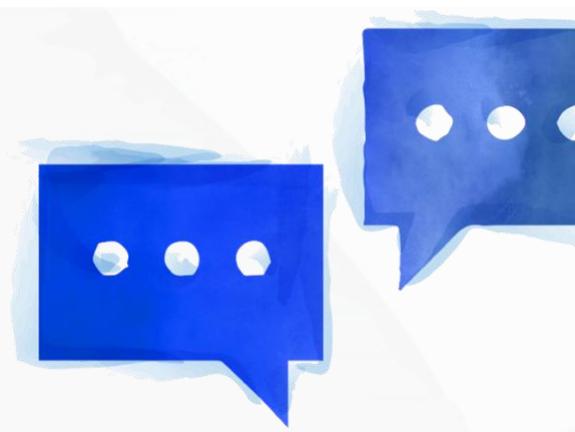
## Getting started

Explore these resources to find out more about what's possible for deployment, management, and security with Surface devices

[Security with Surface](#)

[Device management with Surface](#)

# Discover more



Visit our [hybrid work technology and solutions with Surface](#) website.

Find a reseller on our [Authorized Microsoft Reseller](#) list.

[Read about PCs and hybrid work](#)

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<sup>1</sup> [Understanding the Role of Modernized PCs in Hybrid Work Environment Optimization](#), a commissioned study conducted by Forrester Consulting on behalf of Microsoft, July 2021

<sup>2</sup> Sold separately. Software license required for some features.

<sup>3</sup> Surface Hub 2 Smart Camera is sold separately and included in the box with Surface Hub 2S 85.

<sup>4</sup> Battery life varies significantly based on usage, network and feature configuration, signal strength, settings, and other factors. See [aka.ms/SurfaceBatteryPerformance](https://aka.ms/SurfaceBatteryPerformance) for more details.

<sup>5</sup> APC™ Charge Mobile Battery (for Surface Hub 2S 50-inch) sold separately.

<sup>6</sup> Service availability and performance subject to service provider's network. Contact your service provider for details, compatibility, pricing, SIM card, and activation. See all specs and frequencies at [surface.com](https://surface.com).

<sup>7</sup> Surface Go and Surface Go 2 use a third-party UEFI and do not support DFCI. Find out more about managing Surface UEFI settings and Surface devices on which DFCI is enabled.



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