


Consolidating technology to streamline and connect the manufacturing frontline.





Microsoft is supporting leaders in manufacturing and resources. Together, implementing a connection-driven device strategy can help your workers excel and your business thrive.

For manufacturing and resources to succeed in a post-pandemic landscape, businesses must be more connected than ever. Factories and workers require stronger connections, more streamlined operations, simplified and more secure IT, and a more enjoyable, productive worker experience.

This is a critical juncture for business leaders: manufacturers and resource organisations need to invest in the right tools to catalyse genuine change.

Done right, a powerful device strategy is nothing short of transformational. You'll unlock worker creativity that drives innovation, and help the company realise potentials you've always known it to have.

Efficiency. Productivity. Simplicity.

That's the power of manufacturing and resources on Microsoft Surface.

Better for business

As markets and workforces in manufacturing and resources evolve, business leaders need to invest in technologies and systems that complement business processes, and are tailored to help the company perform and adapt.

Working together, the right hardware and software framework can streamline operations and increase efficiency across the board.

Loved by workers

As younger, more tech-savvy workers comprise a greater proportion of the workforce, there is a greater need to provide tools that are comfortable, familiar, and increase productivity.

Workers love Surface for its speed, versatility and ability to consolidate several devices (phone, tablet and laptop) into one powerful handheld device that's simply a joy to use.

Simplified IT + security

Having one device that can be easily deployed and managed via Endpoint Manager and Surface Management Portal saves IT time and reduces managerial overheads.

The full range of Microsoft Surface devices offer role-based access and chip-to-cloud security. This ensures data and resources remain easily accessible, while always guarded by the highest levels of security.

An opportunity for change in manufacturing and resources.

Manufacturing and resources are in a state of flux. Many organisations are facing staffing challenges, finding it difficult to attract and retain talent, and to provide the resources needed in an increasingly complex and challenging environment.

Workforce shortages and staff burnout are taking a toll. The environment is often fragmented, with a lack of connection between the plant floor, workers in the field, on-site technicians, and remote technical experts.

These difficulties present both a challenge and an opportunity for business leaders.

Many businesses who fail to adapt will struggle. Those businesses that thrive will be those that value — and show value — to their workers; and create more connected workplace environments that are able to respond to ongoing change and increasing complexity.

Lean budgets, fragile supply chains, fluctuating demand, and escalating IT complexity are serious challenges. The right devices can play a critical role in helping navigate this terrain, with smoother work processes, happier staff, and simplified IT.



It's time for happier, more empowered workers. More connected factories. Greater productivity, and better business.

Given the challenges of supply chains, shifting demand and IT complexity, manufacturing and resource organisations will require new strategies to facilitate growth within an increasingly fragmented and fragile workforce.

According to recent studies, **manufacturing organisations rate their digital capability lower than any other sector**, and are struggling to keep up with customer expectations.¹ There is a considerable migrations of workers, with **up to 40% planning to move jobs in the next 6 months**,² making it hard to maintain a stable workforce. Workers here are struggling more than anywhere else, **with 61% saying they are struggling**. Worryingly, they don't believe things will get better, increasing the likelihood of further attrition as workers seek better work-life balance. Frontline workers in particular do not believe culture and communication are prioritised, and they feel underserved by technology and training.³

With high staff turnover, more than ever companies require simpler, more secure deployment and management across their device fleet.

The need for efficiency

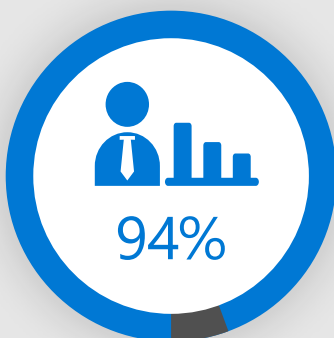
Manufacturing and resource organisations are finding the need to do more with less; seeking to reduce costs, increase efficiency and find ways to still facilitate growth at a difficult time.

Silver linings

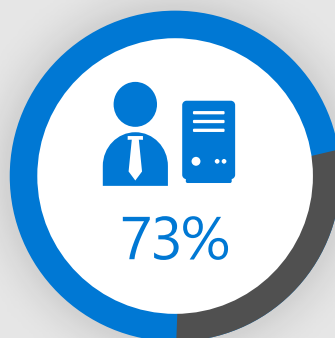
Assessed in the right light, these concerning aspects of the industry present considerable growth opportunities.

Companies that respond to the current state of the industry will manage to thrive, despite the significant challenges. Supporting workers — promoting their connectivity, productivity, and general wellbeing — is key to success. Businesses need to build a powerful device strategy, and to provide the right tools for more efficient processes, and an empowered workforce who are more likely to stay.

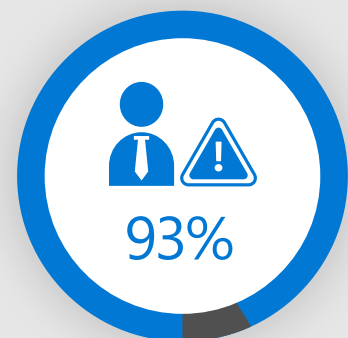
Manufacturers need to facilitate greater connections between workers, remote support, and the plant floor.



94% believe underinvestment in tech is hindering the industry's productivity.⁴



73% say legacy technologies are having a more negative impact on the business than Brexit (67%).⁵



93% say underinvestment in tech will cause many UK discrete manufacturers to go out of business in the next decade.⁶

Streamlined organisations

Organisations need to keep pace with increasing operational, maintenance, and process complexity. Keeping up will require more agile and connected factories: omnichannel operations that link employees, unlock innovation, streamline operations, and ultimately attract new talent for the future.

The devices workers carry with them should put vital information in the hands of more people across the organisation. Devices that provide real-time data, provide access to ERP intelligence and support more confident decision-making in real time.



Better meeting customer expectations

The nature of modern work in manufacturing and resources often entails travel, remote work, connection/Wi-Fi issues, multiple devices, and ad-hoc processes. Empowering workers with reliable, multi-dimensional and adaptive tools (with pen, voice, camera, full typing capability, and durable and rugged cases) eliminates problems, streamlines workflows and, most importantly, makes work more enjoyable and productive.



Connect and engage mobile workers

Whether in the field or on the floor, workers need lightning-fast, durable, and connected digital devices, specifically tailored to their organisation. Being fully connected in real time to the office, back-of-house operations and remote support helps workers feel secure, supported and in control of their work.

Connecting workers, floor personnel and remote support facilitates collaboration, reduces overheads, and increases organisational efficiency.



Faster, more seamless workflows

Putting Dynamics enabled devices in the hands of floor staff enables them to access vital information, and to communicate with managers for real-time problem-solving, speeding up decision making and increasing the flow of information. Work more seamlessly by communicating on the go with Teams, scheduling work with Shifts, checking off to-do items with Tasks, and tracking items using Lists.



Greater agility by empowering managers

Since they're often moving between process management and supporting workers, Managers require constant mobile access to business applications and data. The ability to collaborate and troubleshoot with workers and executives is key to smooth business operations.



Simplified IT

Businesses must meet evolving IT needs to support agile, innovative manufacturing, while trying to solve complexity around connectivity and security with a dynamic and disparate workforce. Having one device that is easily deployed and managed via Endpoint Manager and Surface Management Portal helps meet these challenges, simplifying processes and reducing spend.

Powerful devices in the hands of workers in the field and on the floor also has significant flow-on benefits to the rest of an organisation, particularly in manufacturing and resources. Investing in technology that simplifies processes can significantly reduce organisation downtime, while daily operations are made easier and more secure.



Microsoft Surface Management Portal

Deploy and manage devices via [Microsoft Surface Management Portal](#), a purpose-built solution to monitor and manage your devices at scale, and as your workforce evolves. IT staff have a simple, centralised access point for critical updates, compliance monitoring, tracking, warranty support, and much more.



Secure infrastructure for peace of mind

The full range of Microsoft Surface devices offer complete security, with role-based access and chip-to-cloud security, ensuring sensitive data – from corporate information through to customer records – remains both accessible and protected. Every layer is maintained by Microsoft, from the hardened firmware adopted from a Microsoft open-source UEFI, to the operating system, through to cloud management.



Easier management, reduced overheads

Consolidating tools into one physical unit and reducing the number of overall devices in an organisation has multiple benefits. Aside from cost reduction for the company and a smaller, more consistent fleet to manage for IT, one consolidated device means less for workers to carry, and less time spent doubling up on work between multiple devices. Autopilot means zero-touch deployment of ready-to-use devices, and Intune cloud management enables IT to manage and maintain devices from anywhere.



A powerful single access point for resources

Providing devices powerful enough to access enterprise software means workers and Managers are connected to a shared data and networking point. Access organisation-wide resources, communications, training, inventory reports, repair manuals, instructional videos, voice and camera chat, apps, collaboration tools and more, with SharePoint, OneDrive, Yammer, Viva and Stream.

A better worker experience

Ensuring an organisation runs smoothly means paying acute attention to the worker experience at every level. From a single device to entire organisational infrastructure, any changes that are made should result in workers feeling more valued and empowered to do their work. Improving the worker experience by investing in the right devices is crucial. Providing the right tools not only promotes better ways of working, it shows employees their value, improves workforce morale, and helps to attract, engage and retain talent on the frontline.

92% of employees who are happy with their work tech-stack say it improves job satisfaction.⁷

86% of companies using Surface devices say they successfully improved their employee experience.⁸

Device consolidation

The right Microsoft Surface device can consolidate laptops and tablets into one light, handheld device. Powerful and versatile, Surface has adaptive modes to suit worker preferences and workflows, including touch and ink in tablet mode, rugged casing, plus Surface Type Cover for full typing. Consolidate tablets and rugged laptops into one device linked to Microsoft Cloud, with the full capabilities of Microsoft's Frontline worker licenses: Microsoft 365, F1, F3 and F5. With one consolidated device, workers can replace manual processes, heavy laptops and single-purpose tools. Plus, less to carry around means less waste to leave behind, improving an organisation's sustainability.

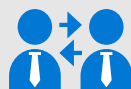
Device adoption

81% of frontline manufacturing workers still rely on paper-based processes for daily tasks, despite 80% having no problem using digital tools.⁹



Staff that feel valued

Even aside from the significant tangible benefits to productivity and organisational connection, providing staff with premium devices they enjoy using makes them feel valued. This promotes better workplace morale, increases staff retention, and helps attract new employees into the workforce.



Innovation starts at home

Having considered and consolidated technology integrated within the organisation reduces workflow friction. Leveraging systems, hardware and software that all work together means teams can work together more effectively. This collaboration opens avenues for further innovation from within the organisation.



Reduce waste and increase environmental sustainability

By allowing shop floor workers and field technicians to go paperless, completing forms and collecting e-signatures digitally, Microsoft Surface can reduce waste and decrease your organisation's ecological footprint.

Surface 2-in-1 devices – including Surface Go and Surface Pro – are the streamlined digital toolkit your frontline workforce needs to get the job done more efficiently.

Field Technicians typically carry around multiple devices. Surface can consolidate these into one, curated fit-for-purpose tool. Connect Field Technicians with support and collaborative tools to boost employee engagement, share knowledge, make training easier and more accessible, and foster a culture that empowers employees and teams to do their best work.

A fast, versatile tool for Field Technicians

The ideal setup for your **Field Technicians** includes Surface Pro with LTE, a Surface Pen and ruggedized case, powered with Microsoft 365, Microsoft Teams and Teams Calling, Power Apps and Dynamics 365 Field Service.

- **Connect on-site with remote technical experts** for live troubleshooting assistance using Microsoft Teams and Surface devices with premium HD cameras, optimised microphones, and built-in omnisonic speakers.
- **Easily move from task to task** with lightweight, mobile devices powerful enough to run critical enterprise software to access inventory reports, repair manuals, instructional videos, etc.
- **Take high-quality photos or videos of issues** or parts on the shop floor or in the field using premium HD cameras on Surface devices and use inking (Surface Pen) to mark up.
- **Access critical data, documents, reports and videos** when on the shop floor or on the go.
- **Tailor Surface devices to field service needs** with certified accessories, including durable cases and grips that are rugged, anti-microbial and waterproof.



Surface Go



Rugged case



Wall & Desk Mount



Universal Charger



Kiosk stand



Fixed Tablet Mount



Sleek and powerful tools to transform the day-to-day tasks of Floor Worker Managers

The ideal setup for your **Floor Worker Managers** includes Surface Pro with a case, pen, and keyboard, powered with Microsoft 365, Microsoft Teams and Power Apps.

- **Greater mobility on the shop floor, office or back-of-house,** with sleek, lightweight design.
- **Adaptive modes to suit worker preferences,** including touch and ink in tablet mode, plus add Surface Type Cover for a full typing experience.
- **Tailor to shop floor needs** with certified accessories, including durable cases and grips that are rugged, anti-microbial, and waterproof.
- **Faster, more secure, and hands-free login** with biometric authentication via Windows Hello.



Surface Duo



Surface Pro



Surface Pro



Surface Go

Small steps lead to big changes.



For manufacturing and resource companies to thrive, they must become more connected than ever. Factories and workers require greater connectivity, more streamlined operations, and a better worker experience.

Manufacturers and resource organisations need to invest in workers, by empowering them with devices that make work both more enjoyable, and more productive.

It's time for workers to feel valued, and empowered to do their best work.

Let's work together to transform manufacturing and resources on the frontline.

Resources

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9. [The State of the Connected Frontline Manufacturing Worker, 2021, Parsable, Oct. 2021](#)

 Microsoft Surface

