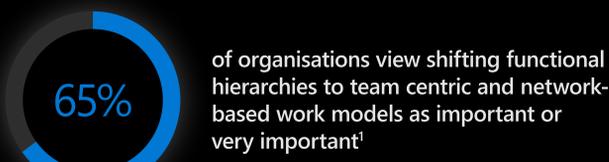


# Navigating the future of the Hybrid Workplace: Identify your strengths, know the risks

The re-opening of the national economy after the Covid pandemic represents a genuine opportunity to unlock the potential of your talent and your business. Take advantage of every opening with the Microsoft Surface range of connected devices. They are secure, reliable, and designed to meet the rapidly-changing demands brought on by the wholesale shift to Hybrid Working.

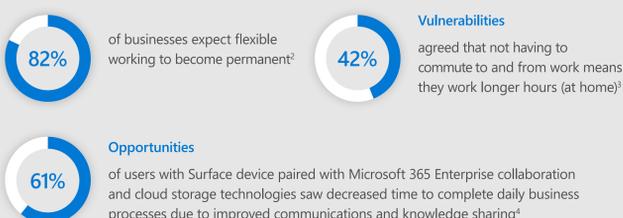


*“The way in which we work is inherently linked to the way in which we live, and what was once more separate is now very intertwined. People are working from the corporate office one day, home the next, at a customer site or perhaps strictly offsite, so there is a surplus of demand for intelligent connected devices that are familiar to workers and can be safe and secure for IT leaders and the business.”*

TBC Microsoft SME attribution

## The Hybrid Workplace brings opportunities – and vulnerabilities

Both Brexit preparations and pandemic responses have challenged the productivity of UK organisations and there are growing signs of increased pressure on employees, as well as risks to innovation. As the Hybrid Workplace model gains traction, organisations need to identify vulnerabilities and act to establish robust frameworks and secure platforms if they are to capitalise on this opportunity.



With flexible working here for the meantime, organisations must take advantage of the opportunity to increase productivity, improve resilience and drive competitiveness through the use of the right IT Infrastructure and the Microsoft Surface range of connected devices. As one bonus, sustainability and corporate social responsibility are boosted by the reduced travel and commuting needs of a remote hybrid workforce.



Willmott Dixon is a construction industry leader in innovation. Common to most construction companies, it found a lot of its staff were travelling to different sites, carrying a range of gear. Recognising the need to streamline devices and enhance productivity, it embraced Microsoft 365 and the Surface Go LTE devices.

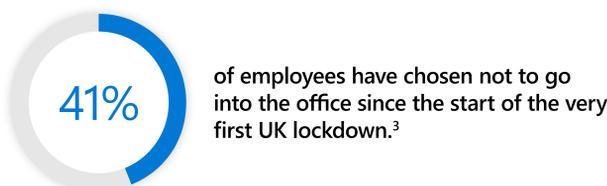
*“Using the Surface Go LTE, we’re able to mark up and annotate drawings and models without all being in the same location, even on sites with no Wi-Fi coverage.”*

James Ibbotson: Enterprise Architect, Willmott Dixon

## Meeting the demands of your people

Many business leaders have discovered a one-size-fits all approach to technology brings neither efficiencies nor productivity. All users have a need to stay connected to their cloud-based data at all times to drive efficiencies. Microsoft productivity tools, including Microsoft 365, Teams, OneDrive, Windows Virtual Desktop or Dynamics 365 Connected Field Services are vital to ensuring productivity and collaboration. But how to identify different workstyles and match them to the appropriate mobile devices?

The work we do every day at Microsoft, with millions of customers around the world, helped us crystallise four key personas within a Hybrid Workforce. Matching your organisation’s technology to meet these different workstyles will make a more resilient, efficient and secure business.



### C-Suite and client-facing business builders

Looking for: Seamless mobility and access to real time data on professional looking devices that reflect their status and expertise when facing clients.



### Front-line workers

Benefit from: Easy to use, fully connected devices that allow for freedom of movement and real-time data access.



### Managers

Perform best when: Allowed to multi-task while staying connected to distributed resources, coordinating resources for maximum productivity.



### Mobile (sales) workers

Need to have: Easy access to work apps and data, from any location. The ability to make notes and analyse reports at remote sites, while also uploading information in real-time.

## Empower users to work from almost anywhere



Microsoft has advanced its Surface range with built in LTE-connectivity to meet demands as workers seek to stay connected to their cloud-powered applications and data and remain productive from almost anywhere. That could include your home, office and local coffee shop, as well as building sites, factories, farms and anywhere you have mobile coverage. The extreme flexibility, versatility and lightweight form factor of these devices, plus a range of handy accessories, makes them popular with users.

### 1. Connectivity no matter the location

Users can remain connected to your business in nearly any location with LTE-connectivity, even when out of range of Wi-Fi networks. This eliminates the need to seek out Guest Wi-Fi or other public networks that often bring connectivity and security challenges.

### 2. Avoid tethering hassles

Surface connected devices remove users’ dependence on phone tethering, which takes a toll on phone battery and comes with set up challenges.

### 3. Reduce interruptions

Users can stay in their work state flow for longer with worry-free connectivity and dedicated bandwidth, even for data-intensive workloads while streaming video calls.

### 4. Consolidated devices

Having everything in one stylish, robust device ensures workers have to carry only what really matters. Less to carry also means less to lose. Another benefit of device consolidation is the reduction of units needing IT management and fewer security endpoints to protect.

### 5. Reduce demand on home Wi-Fi

The pandemic proved how strained home Wi-Fi could become when you factor in streaming TV, computers, smart speakers, phones and multiple users. Enjoy the ease of built in LTE-connectivity while working at home.

## Boost productivity with OneDrive and foster teamwork through Microsoft Teams



One notable feature of the Hybrid Workplace is the need to allow workers to quickly move between individual productivity and collaborative teamwork. All Surface devices are designed to work natively with Microsoft 365 productivity tools, including Microsoft Teams, OneDrive, Windows Virtual Desktop or Dynamics 365 Connected Field Services and line of business applications. This means workers are using devices and apps they are comfortable with, avoiding friction when changing between tools and tasks. Not to mention the convenience of being able to mark-up changes and comments with a Surface pen while on the road.



Users with Surface device-paired with Microsoft 365 Enterprise collaboration and cloud storage technologies saved on average 2 hours daily in terms of efficiency and productivity<sup>4</sup>



Surface devices increased productivity for 77% due to ability to access meetings almost anywhere from any device<sup>4</sup>

### 1. A standardised experience

Users can remain productive whether they are working from the office, a coffee shop or their couch, without interruption or translating between apps. Surface devices deliver a standardised experience, including touchscreens, dual far-field microphones and a 3:2 aspect ratio across the range of devices and apps, so your workers can focus on what really matters.

### 2. Speed and performance

Surface devices can help foster greater productivity – from a fast secure log-in experience with Windows Hello, to natural touchscreen gestures. Surface devices are made to be as efficient as possible, while maintaining power and performance to help users do the task at hand, wherever they are.

### 3. Devices tailored to meet individual needs across your business

Versatile form factors and accessories are designed to meet any role type, including Surface Pens for inking and annotating on the go and ruggedised cases to maximise your devices in-market lifetime.

### 4. Instant connection anytime with Microsoft’s apps and programs

Users can enjoy always on connection using apps and programs they are familiar with, like Microsoft Teams, OneDrive, Windows Virtual Desktop or Dynamics 365 Connected Field Services.



*“The collaboration tools within Microsoft Office 365 are bringing people together. A lot of our architects and engineers live quite far away. We now connect with them via Teams. We’ve seen projects that have reduced design time from 12 weeks to eight weeks. That is a true saving to the project.”*

Simon Wilson: Senior Operations Manager, Willmott Dixon



On March 23rd 2020, the UK Government announced a lockdown in response to the growing coronavirus crisis. The need to limit face-to-face contact for infection prevention and control was uppermost in the minds of senior leaders at Greater Manchester Mental Health NHS Foundation Trust (GMMH). Yet the needs of service users had to be met.

*“We moved from 10,000 in-person appointments per month to holding them all remotely via Microsoft Teams in two weeks. We had Microsoft Surface devices, so we can easily work from home. We began using the VoIP functions at first, then gradually moving to Teams video. The brilliant Surface display is great for video calling.”*

Dale Huey: Associate Director of Psychology at GMMH

## Safety and Security for your business across the entire tech stack



Security and data protection are key issues for organisations moving to a Hybrid Workplace. Connecting to unsecured networks, using unsupported devices, or having users bypass security protocols to get work done faster can all put your organisation at greater risk. The built-in eSIM they have means simple deployment of every Surface device on your selected mobile network. Here’s where you need to focus to ensure better risk management.

### 1. Connection protection

A consistent, secure and dedicated connection on the Surface range ensures that no data is exposed on unsecure public Wi-Fi networks.

### 2. Biometric authentication

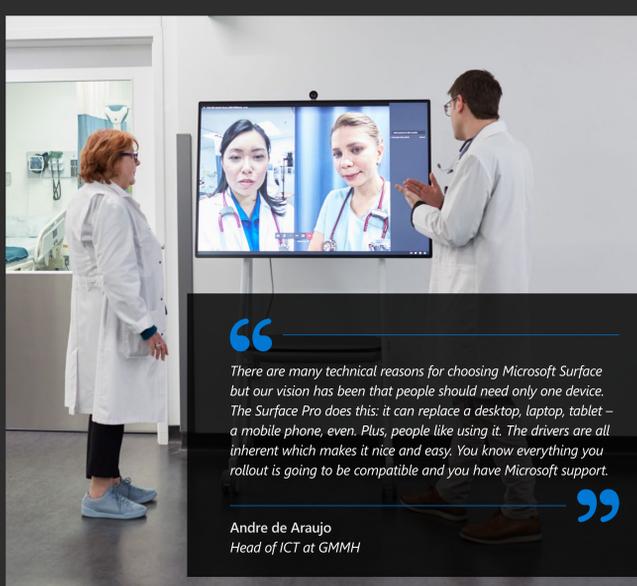
An excellent benefit of Surface devices is that the user is the password. Fast, secure and reliable password-less access while on the go with either one touch or no touch. These fast logins mean less risk of your team taking shortcuts to bypass security protocols.

### 3. Rock solid security

Surface is Microsoft secure across the stack. From the Microsoft built UEFI (Unified Extensible Firmware Management) that offers boot security to the TPM 2.0 (Trusted Platform Module) which guards against hardware tampering, Surface devices protect user data even before the operating system boots.

### 4. Simple deployment and decommissioning

At the end of their lifecycle or if a device is lost or stolen, IT administrators can take rapid action from anywhere in the world. Using advanced cloud-based device management tools, Autopilot and Intune, they can remote-wipe and decommission devices to safeguard your data.



*“There are many technical reasons for choosing Microsoft Surface but our vision has been that people should need only one device. The Surface Pro does this: it can replace a desktop, laptop, tablet – a mobile phone, even. Plus, people like using it. The drivers are all inherent which makes it nice and easy. You know everything you rollout is going to be compatible and you have Microsoft support.”*

Andre de Araujo: Head of ICT at GMMH

## Microsoft has developed the Surface ranges specifically for your Hybrid Workplace.

Find out more.

Whether an executive or a frontline worker – or in any role in between – ensure your users are able to maximise mobility and adapt to the specific demands of each role as they arise. Shore up your organisation’s tech vulnerabilities, while fully capitalising on the opportunities that are now emerging, with secure, always connected and completely mobile devices.

With a Hybrid Workplace you can realise the benefits of an expanded and diversified talent pool and more flexible working arrangements that will enhance the work-life balance of your staff.

To learn more about how the Surface range can help meet the demands of your workforce, get in touch with <TBC>