# ENABLE THE ANYWHERE OFFICE WITH CDW AND MICROSOFT

CDW® PEOPLE WHO GET IT™

Microsoft Surface
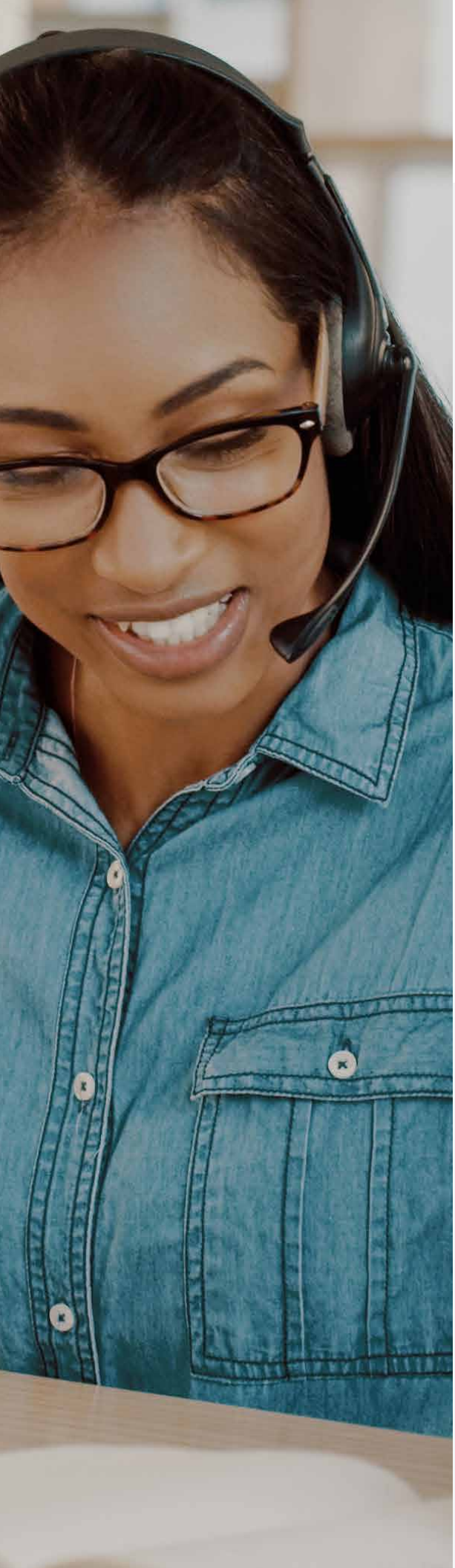
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**INTRODUCTION**

## WELCOME TO THE ANYWHERE OFFICE

The modern office is anywhere people can be productive and connected.

The era of working together in one location at the same time is giving way to one in which remote work is increasingly common. Not only does today's workforce want increased flexibility, but businesses need the ability to stay productive even when they can't all be in the same building.

CDW and Microsoft can help you make the transition to remote work with ease by deploying Microsoft Surface devices and engaging CDW services. We will highlight these solutions in the coming chapters of this e-book.

# 89%
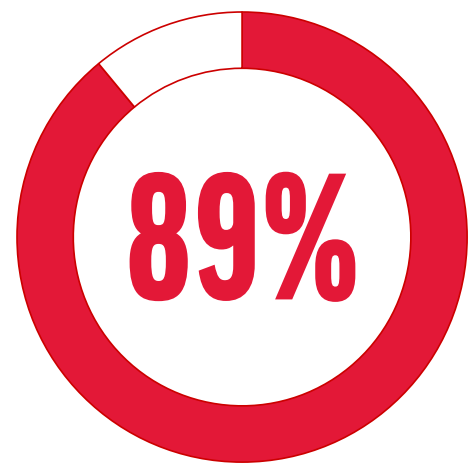
**of employees** say flexibility shouldn't be a job benefit — it should be how they work all the time.[1]

# ENABLING THE ANYWHERE OFFICE

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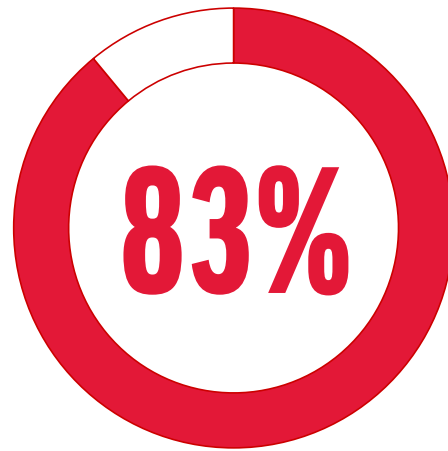Working remotely offers increased flexibility, the ability to maintain business continuity despite disruption, and the potential to decrease commuting and facilities costs. However, it's important to ensure employees do not feel isolated and can maintain secure productivity. Here are some ways to maximize the benefits of remote work:

**83%**

**of workers** don't think they need to be in an office to be productive.[1]

## Set up a workspace with the right tools

No matter the location, employees should be able to set up a place where they can easily access their necessary work materials. Set up your working space and make sure it is equipped with the necessary tools, including a laptop and dependable internet connectivity.

While this can be a challenge when working away from the office; the Surface portfolio is designed to support the needs of workers, educators and students wherever they want to work. The Surface Business portfolio brings you the versatility of a high-performance laptop, with front- and rear-facing HD cameras, dual far-fields mics and crystal-clear speakers that ensure that you can be seen and heard in every meeting.

Computers should also be equipped with the software, programs and apps that workers need to complete their jobs as efficiently as possible. Capabilities like file-sharing and organization in a shareable cloud solution can help facilitate collaboration and efficiency.

Investing in collaboration software like Microsoft Teams, Stream or Yammer can facilitate easier communication, file-sharing and video chat for your teams of remote or flexible workers. All Surface devices are optimized for Microsoft 365 and come pre-installed with Windows 10 Pro.

## Get up and running quickly with CDW and Windows Autopilot

Keep your competitive edge no matter where your employees are working from with Zero Touch Deployment. Help your business image, configure, manage and install IT assets for your employees through an Autopilot refresh schedule. Zero Touch Deployment uses Windows Autopilot to easily deploy Surface PC devices, while the IT department enrolls end-user devices without ever touching them.

Reduce IT complexity and eliminate time-consuming corporate re-imaging by shipping and deploying devices straight to your users' hands. CDW is ready to help you leverage this opportunity, with the Microsoft Surface expertise you need, wherever you happen to need it.

**IT saved two and a half hours per application provisioning request** and over 25 minutes configuring each device with Windows Autopilot.

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**78%**
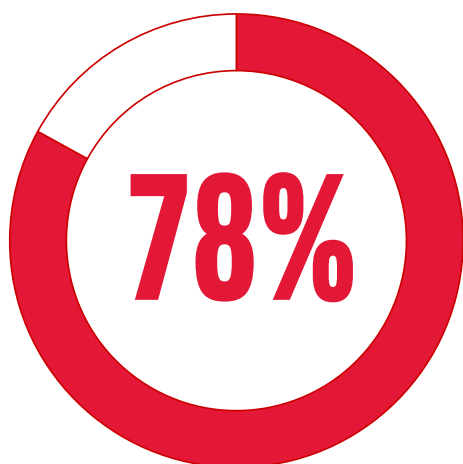
**of IT leaders** believe collaboration tools will be a necessity due to the rise of remote working.[2]

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**Work however you want**

Bring productivity to the next level by enabling workers to work the way that they want to. With Surface accessories like the Dock 2, Pen and Dial, workers can quickly turn Surface devices into a desktop PC, write notes with precision inking and get smooth scrolling and precision dexterity. The new Surface Headphones 2 are designed for all-day comfort, improved sound quality and enable employees to take calls from anywhere – even the busiest coffee shop.

**Make time to collaborate**

Working remotely can be lonely, but maintaining connectivity with other team members can help keep that onsite social feel. Take the time to schedule meetings with coworkers using collaboration software, video chat with management and reach out to colleagues via email or social media. Staying connected and active is vital to maintaining a healthy work-life balance.

Surface and Microsoft 365 saved creative workers **27 minutes per day (5% of their average work week).**[3]

**Managing the modern team**

Managing remote workers is an opportunity to learn new ways to communicate, and leverage existing lines of communication. We offer the following tips:

**Use technology to communicate.** Using Teams, management can tailor communication based on how their employees like to communicate and how quickly they need a response. Having multiple ways to communicate with people who aren't sitting near you can help alleviate the email overload. Teams offers easy ways to reach employees, including instant messaging or calling them with a click of a button.

**Get in touch with video.** Calls in Teams have video capability as well, which allows management and employees to engage face to face with their devices — including work or personal phones.

**Communication is key, in all forms.** When working remotely, there can be various barriers to instant communication; time zone limitations can cause delay between interactions. Developing succinct written communication skills is critical to ensure team members know the status of, and expectations around, projects.

**Hone existing skills.** Developing skills that translate to any work environment is crucial. There are skills that every worker needs. Adaptability. Communicating. Thinking quickly. Management should encourage remote workers to keep developing what they learned from a traditional workplace, rather than neglecting previous skills. Helping workers fill in knowledge gaps should be your priority.

**Take Advantage of CDW's Free Teams Trial**

Stay productive while working remotely. Microsoft and CDW are working together to keep teams connected while they work apart by making Microsoft Teams available to as many people as possible.

Get up and running quickly with the Teams Free Trial and enable your team to chat, meet, call, learn and collaborate all in one place. CDW offers a wide range of Teams services including Microsoft Teams Jumpstart Service, which offers everything you need to get Microsoft Teams with Office up and running on your IT infrastructure.

**Learn more about CDW's Teams Services and the Free Trial visit CDW.ca/microsoftteams**

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# STAY PRODUCTIVE FROM ANYWHERE

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## THE ALWAYS-CONNECTED ANYWHERE OFFICE

**Optimizing productivity can be easier than you think**

With an increased need for remote data access, and widescale usage of legacy devices, remote work certainly has its own challenges that need to be overcome. Giving employees a device and full Microsoft solution that works from anywhere can ensure that they don't experience frustration when trying to complete simple tasks such as updating programs, connecting with the team or working with large data sets. Employees are able to get more done with less repairs, and less security incidents. You also eliminate wasted time and give it back to employees so they can get more done.

Microsoft 365-powered Surface devices increased efficiency and productivity by a **total of $16.2 million** (3 year benefit present value).[4]

## FINDING THE RIGHT TOOL FOR THE JOB

Zengar Institute's co-founders, clinical psychologists Drs. Sue and Val Brown, created the NeurOptimal neural feedback advanced brain training system in 2000. Since 2013 Zengar has been purchasing Surface Pro devices exclusively from CDW after facing difficulties using other devices due to differences in PC drivers and operating systems. CDW is proud to have played an integral part of Zengar's journey to the Surface Pro, ensuring Zengar is able to get the devices it needs when it needs them, with an aligned account manager who ensures they stay informed surrounding future technology and support services that can enhance the NeurOptimal tablet experience.

**Zengar has seen significant positive business impacts from moving to Surface:**

- **Simpler product upgrades.** Customers no longer require support staff to remotely perform NeurOptimal updates for them. The Surface Pros are self-maintaining as long as customers schedule Windows updates. Given that the maintenance time with NeurOptimal 2.0 was typically 45 minutes to one hour per customer, this saves Zengar significant time and money.

- **Customer experience.** Running NeurOptimal on the Surface Pro is a more satisfying experience because they use solid state drives instead of traditional hard drives. They also support touch gestures and a stylus for smoother operation.

- **More demand.** Customers are paying to upgrade their NeurOptimal software more often because the process is simpler. An installer upgrader allows them to do everything themselves. Customers are replacing their laptops with Surface Pros.

- **Microsoft Solution.** Zengar not only sells its solution on the Surface Pro – it uses the tablets and Microsoft software internally. Microsoft Teams keeps Zengar staff connected to one another and makes it simple to share files. And Microsoft OneNote allows the Zengar team to work collaboratively on the same documents without confusion or overlap.

### Productivity Loss Leads to Economic Loss

If an employee works 40 hours per week at a salary of $66k annually, they make about $32 per hour. If they lose 4 hours of productivity per month, they cost the company $1.52k per year.

# SECURING THE ANYWHERE OFFICE

## SECURING THE ANYWHERE OFFICE

**Make security a priority**

Protecting your organization from security threats and cyberattacks has become an increasing concern for businesses who have remote workers. Achieve peace of mind with security built in to every layer of your employees' device – keeping them protected wherever employees work.

Keeping data secure must be a priority for organizations and their remote workers. Without proper precautions, everyone is susceptible to cyberattacks. Cyberattacks and data breaches can occur everywhere — even at the highest levels and in the largest corporations.

Microsoft Surface and CDW are here to help your workers stay safe wherever they are working from. Read on to learn about some of the security features in Microsoft Surface devices.

Using two–factor authentication, Advanced Threat Analytics and Surface Enterprise Management Mode (SEMM), organizations **cut the volume of breaches experienced annually in half while reducing breach remediation costs by 80%.**[5]

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## SECURITY SPOTLIGHT

Whether in the field, on the couch or at your home office, your employees need to be protected from cyberattacks. Surface devices offer unmatched security and productivity.

## SURFACE SECURITY

### Trusted Platform Module 2.0

Trusted Platform Module (TPM) technology is designed to provide hardware-based, security-related functions. A TPM chip is a secure crypto-processor that helps you with actions like generating, storing and limiting cryptographic key use.

### Surface Enterprise Management Mode with Microsoft Enterprise Mobility + Security Integration and Management

Microsoft Surface Enterprise Management Mode (SEMM) is a feature of Surface devices with Surface UEFI that allows you to secure and manage firmware settings within your organization. With SEMM, IT professionals can prepare configurations of UEFI settings and install them on a Surface device. SEMM also uses a certificate to protect the configuration from unauthorized tampering or removal.

### Device Encryption

Encryption helps protect the data on your device so it can only be accessed by people who have authorization.

### Windows Hello Enabled

Windows Hello logs you into your Windows devices three times faster than a password. Use your camera to recognize your face to securely log into your Surface.

## WINDOWS 10 PROFESSIONAL INTELLIGENT SECURITY

### Windows Hello for Business

In Windows 10, Windows Hello for Business replaces passwords with strong two-factor authentication on PCs and mobile devices. This authentication consists of a new type of user credential that is tied to a device and uses a biometric or PIN. Windows Hello for Business lets users authenticate to an Active Directory or Azure Active Directory account.

## WINDOWS VIRTUAL DESKTOP

If your current virtual desktop is limiting, you are in luck! Microsoft and CDW introduce Windows Virtual Desktop, a desktop-as-a-service that lets employees access their IT infrastructure from anywhere with a familiar desktop experience. Give employees the capability to use their favourite apps in a way that is familiar to the end users.

Windows Virtual Desktop on Surface devices helps customers meet increasingly complex business and security requirements across industries, employee roles, and work environments. These include:

- Multilayered security of access to data and organizational resources.
- Compliance with industry regulations.
- Support for an increasingly elastic workforce.
- Employee-specific needs across a variety of job functions.
- Ability to support specialized, processor-intensive workloads.
- Resilience for sustaining operations during disruptions.

Interested in leveraging the Windows Virtual Desktop in your IT environment? With CDW's Windows Virtual Desktop Pilot service you are free to easily and securely test the Windows Virtual Desktop and truly enable the Anywhere Office. For more information about optimizing your security reach out to your CDW account team.

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# TOOLS THAT MAKE THE
# ANYWHERE OFFICE A REALITY

## TOOLS THAT MAKE THE ANYWHERE OFFICE A REALITY

Technology advances have made it easier than ever for remote employees to stay productive and connected to their teams, wherever they may be. Necessary technology tools include:

- **File sharing and backup technology.** Remote workers need to be able to share their work with others, upload new versions and have that work backed up securely. Microsoft 365 does all of this and more, and includes cloud storage and all Microsoft Office apps that facilitate file sharing and co-authoring.

- **Document management software.** Workers need a centralized virtual hub when it comes to shared documents, human resource files, onboarding materials and other important files. Microsoft SharePoint can help remote workers keep both finalized and living documents organized while tracking the latter through the editing process.

- **Collaboration software.** To combat feelings of isolation and promote communication, it's important for remote workers to use collaboration software. Microsoft 365 offers several apps that help workers talk and share in real time, like Microsoft Outlook for email, Teams for videoconferencing, chatting, and sending files and Stream for sharing professional videos with coworkers.

PCs older than 4 years can cost 1.5x more in repairs and, on average, **an additional $426/year** in total maintenance costs.[6]

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## MODERN HARDWARE DELIVERS MODERN RESULTS

Remote workers can't do their jobs if they don't have an updated machine contained in a portable package that's powerful enough to run software they need and can maintain all day battery life.

New Surface devices from Microsoft are optimized to work with Microsoft 365 and are made for the modern remote worker. According to a recent Forrester study,[7] working with Microsoft 365 on a Surface offers the following benefits:

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- **Save time.** On average, employees save five to nine hours on common tasks each week.[7]

- **Improve the employee experience.** 75 percent of users agree that Microsoft 365 and Surface improve employee satisfaction.[7]

- **Increase productivity.** 12 percent of workers reported nearly five hours of weekly productivity gains.[7]

- **Promote security.** A Surface allows for safe connectivity wherever people get work done.

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Microsoft 365 and Surface devices can have a massive impact on remote worker productivity and security, providing **112 percent return on investment** (ROI) over the initial investment of purchasing the Surface devices.

Productive remote work involves more than just a functioning laptop. CDW can help you build or expand your WFH strategy so employees can accomplish more in more places.

# CONCLUSION

**The Workplace is Evolving**

Part-time, work-from-home and remote workers are changing the way people think about traditional work hours and spaces.

In the modern workplace, constant communication is essential; workers must stay connected to each other no matter where they travel. Employers need to give remote workers the information and training needed to ensure security and productivity. They also need to empower them with strategies to stay productive on the go and tips to create a work environment that supports their goals.

**To find the right remote work solutions for your team, call 800.972.3922, visit CDW.ca/microsoft or speak with your account team.**

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