

BUILDING A MODERN WORKPLACE

MICROSOFT AND CDW



 Microsoft
Surface
Authorised Reseller

 **PEOPLE
WHO
GET IT®**

THE WAY IN WHICH WE WORK IS CHANGING.



A new generation is entering the workplace with specific expectations as to what they expect from their employers. At the same time, organisations must manage increasingly distributed teams and a growing mobile workforce, within a complex threat and compliance landscape.

They face these challenges while navigating market disruption across all industries and a competitive business environment that demands they 'do more with less'.

The organisations that are thriving in this new world are those that employ modern workplace solutions to drive employee creativity and productivity, while creating operational efficiencies while keeping their most valuable data and systems secure.

This guide will examine how Microsoft and CDW are together giving employees the freedom to be productive – on their terms – while helping organisations realise cost savings, cut out unnecessary complexity, get to market faster with products and services, and create closer relationships with customers.

A NEW APPROACH TO WORKING

In 2020 it is expected that **millennials will comprise more than 50 percent of the UK workforce**¹, and this generation is evaluating the degree to which an employer embraces technology and innovation as an influencing factor in where they work². Additionally, **Generation Z is beginning to enter the workplace, expecting to be able to work from any location**³.

At the same time, employees today are collaborating more with one another; it is estimated that **the amount of time employees spend in meetings, on phone calls, or answering emails has increased roughly 50 percent** and now **takes up 80 percent or more of their time**⁴. They also use text and chat more than any other generation, rating chat almost as favourably as an in-person meeting⁵.

It is no surprise that organisations are continuing to harness the benefits of the cloud with **93 percent of UK businesses**⁶ now using at least one type of cloud-based service.

Within today's modern workplace, organisations must therefore provide the perfect fit of solutions and working environment that enable employees to be at their best. This is where Microsoft and CDW can help.



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93% OF UK BUSINESSES⁶ NOW USING AT LEAST ONE TYPE OF CLOUD-BASED SERVICE

CDW, MICROSOFT SURFACE AND TEAMS: POWERING THE MODERN WORKPLACE

The Microsoft Surface range has been designed with collaboration, creativity and productivity in mind. Partnered with the cloud-based Microsoft 365 platform, the Surface series of touchscreen tablets and laptops give employees the freedom to work how they want, where they want, without sacrificing security.

As part of Microsoft 365, Microsoft Teams combines comprehensive calling and meeting capabilities, bringing together conversations, video, meetings, files, Office apps, and third-party integrations into a single hub.

With Teams, both frontline and information workers can find what they're looking for quickly, using powerful, integrated search capabilities and built-in access to SharePoint, OneNote and Planner. Word, Excel, PowerPoint, Power BI and Delve are also built in, with all the familiar applications, and the information they need at their fingertips.



IT FACES UNPRECEDENTED CHALLENGES



Eliminating inefficiencies

2019 research⁷ noted that digital transformation, migration to the enterprise cloud and increasing customer demands are creating a surge in IT complexity, with IT departments struggling to effectively respond to the needs of the business.

At the same time, IT must manage and secure the distributed workforce's devices, and provide the applications they need to do their jobs.

This is where Microsoft and CDW are a perfect fit. For example, Windows AutoPilot is a faster, cloud-driven way to deploy and configure Surface devices that saves the IT team valuable time and resources.

Using Azure Active Directory (AAD) and Mobile Device Management (MDM) to manage and configure the Surface devices, CDW can deliver directly from our in-house configuration centre to wherever the user is based, with all devices pre-loaded with their individual profiles and the applications they need to do their job, so they are ready to go immediately.

Rather than spending its time provisioning and managing an estate of devices, IT is now free to focus on driving the organisation's digital transformation forward with other revenue generating projects.

Filling the digital skills gap

Elsewhere, many organisations today say they don't have the right human resources or skills, preventing them from becoming digitised more quickly⁸. Leveraging its long-term, trusted relationship with Microsoft, CDW can step in to help IT departments with a host of value-added services and support for the Surface family.

If an employee needs help with their device, CDW can provide a first line of support, saving the IT team time and effort. As a UK authorised device reseller (ADR) for Surface, Microsoft provides CDW with access to a host of dedicated resources and programmes and ensures any support requests are escalated quickly.

Plus we offer additional deployment options, training for users on the devices, asset tagging and tracking, product support, replacement and repairs, and end of life data wipe services and trade-ins.

We can also ensure customers are up to date with their software – with Windows 7 no longer receiving security updates we can orchestrate the migration to the latest version of the operating system, Windows 10.

Additionally, CDW offers a range of support SLA options which minimise downtime and disruption to your business operations, reducing the five day return to base repair service provided directly from Microsoft to as little as four hours

Eradicating rogue apps and maximising your Microsoft investment

Employees unwittingly putting their organisation at risk through their use of unapproved apps is an ongoing problem, escalating in line with cloud adoption and the use of personal smart devices in the workplace.

In addition to the obvious security risks posed by these unsanctioned apps, many individuals and departments aren't maximising their investment in Microsoft by paying for third party apps when they already have access to everything they need as part of their existing licence.

Microsoft 365 provides all the familiar cloud-based Office applications combined with next generation tools, so you never need to look elsewhere to get the job done. And instead of paying for additional security solutions, Enterprise Mobility + Security, included with the platform, secures your information, devices, applications, and data, from inside or outside your organisation.

CDW can help you maximise your Microsoft investment, while potentially saving you money on other unnecessary investments.

Benefits of Microsoft 365-powered Surface devices for IT⁹

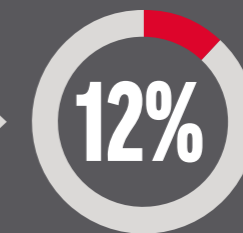
- IT saves two and a half hours per application provisioning request and more than 25 minutes configuring each device through the combined device, application and security configuration and provisioning of Microsoft Surface, Windows AutoPilot, Windows 10, and EM+S
- Helpdesk calls for password resets are reduced by more than 86 percent while device and application performance related tickets are reduced by 15 percent thanks to fewer incidents of Surface crashing
- Security breach remediation costs are reduced by 80 percent and the number of annual breaches were reduced by 50 percent by using two-factor authentication, Advanced Threat Analytics, and Surface Enterprise Management Mode (SEMM)
- A range of third party technology, device, and support costs can be reduced or eliminated using Microsoft 365 powered Surface devices.



Benefits of Microsoft 365-powered Surface Devices for employees¹¹

- Workers realise nearly five hours in weekly productivity gains on common daily tasks and business processes using Microsoft 365 on Surface, equating to more than 12 percent of the average workweek
- By using Surface's fully native pen functionality in OneNote, Miracast to project from Surface, Surface Hub for two-way whiteboarding and notetaking, and Microsoft Teams, organisations can eliminate many of the inefficiencies that can typically hamper teams
- Using features and capabilities including Pen, Touch, Dial, 3D in PowerPoint, collaboration features in Microsoft Teams, creative tasks, such as building marketing strategies, developing new products, and solving operational challenges, are streamlined using Microsoft 365-powered Surface devices.


+5 HOURS
 PRODUCTIVITY GAINS



OF THE
AVERAGE
WORKWEEK

Benefits of Microsoft 365-powered Surface devices for management¹⁰

- **11 percent increase in ROI** on an investment in Microsoft 365 Enterprise when used on a Surface device
- **76 percent** of business decision makers say that Microsoft 365 powered Surface devices have helped **improve employee retention**
- Using Microsoft 365 Enterprise to enable real-time access and collaboration with colleagues, information and documents, along with the teamwork efficiencies of Microsoft Surface, **leaders reduce decision making time by nearly 21 percent**
- By using Microsoft Surface's features, including Touch and Pen to ink and send feedback on emails and documents, organisations can bring solutions to market faster and reduce project overhead costs

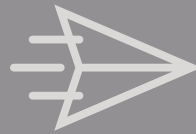

**INCREASE
IN ROI
11%**



CONCLUSION

The modern workplace is evolving quickly, but having the right solutions in place, combined with the best advice and support, will ensure the competitive edge needed to succeed in a disruptive market.

However, every organisation's challenges, requirements and goals are different – there is no 'one-size-fits-all' approach when it comes to deploying the perfect combination of solutions for your business. Speak to CDW about how Microsoft Surface can increase employee productivity and satisfaction, take the burden off your IT team and deliver cost savings and greater efficiencies across the organisation.



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¹ <https://www.institutem.com/resourceLibrary/workforce-2020-managing-millennials.html>
² <https://www.comptia.org/about-us/newsroom/press-releases/2018/09/06/comptia-report-examines-the-multi-generational-workforce>
³ <https://www.gartner.com/en/newsroom/press-releases/2019-05-14-gartner-says-40-of-gen-z-employees-regret-accepting>
⁴ <https://www.microsoft.com/en-us/microsoft-365/blog/2018/04/19/new-survey-explores-the-changing-landscape-of-teamwork/>
⁵ <https://www.microsoft.com/en-us/microsoft-365/blog/2018/04/19/new-survey-explores-the-changing-landscape-of-teamwork/>
⁶ <https://www.cloudindustryforum.org/content/changing-role-it-department>
⁷ <https://www.dynatrace.com/global-cio-report/>
⁸ <https://www.cloudindustryforum.org/content/lack-people-skills-holding-back-digital-transformation>
⁹ Data from Maximizing Your ROI From Microsoft 365 Enterprise With Microsoft Surface by Forrester. Available: http://info.microsoft.com/rs/157-GQE-382/images/Spotlight_Maximizing>Your%20ROI%20From%20Microsoft%20365%20Enterprise%20With%20Microsoft%20Surface_May%202018_FINAL_en-us.pdf
¹⁰ Data from Maximizing Your ROI From Microsoft 365 Enterprise With Microsoft Surface by Forrester. Available: http://info.microsoft.com/rs/157-GQE-382/images/Spotlight_Maximizing>Your%20ROI%20From%20Microsoft%20365%20Enterprise%20With%20Microsoft%20Surface_May%202018_FINAL_en-us.pdf
¹¹ Data from Maximizing Your ROI From Microsoft 365 Enterprise With Microsoft Surface by Forrester. Available: http://info.microsoft.com/rs/157-GQE-382/images/Spotlight_Maximizing>Your%20ROI%20From%20Microsoft%20365%20Enterprise%20With%20Microsoft%20Surface_May%202018_FINAL_en-us.pdf