

Drive Reliability and Efficiency With a **Microsoft Surface Deployment**



Taking the greatest possible value out of a PC or tablet deployment at your corporate or public-sector organisation can come down to your choice of device provider. The extra value that comes from high-reliability hardware can have an especially pronounced effect on your IT budget and overall bottom line.

Devices that are intentionally designed to be durable, repairable, and easy to use provide returns on investment in both straightforward and unexpected ways.

Such assets contrast with unreliable legacy hardware, which can harm productivity through unexpected failures or strain budgets through the need for costly repairs or frequent replacement.

Microsoft has engaged in a years-long effort to infuse the Surface and Surface Copilot+ lines of PCs and tablets with extra reliability features. This makes these devices intriguing choices when it's time to refresh your technology fleet.

The Need for Reliable Devices

What is the cost of purchasing a fleet of reliable devices? The more pressing question may be: What is the cost of buying a fleet of unreliable devices?

Organisations that outfit themselves with less reliable hardware, potentially in search of short-term savings, can end up with large and unpredictable expenses due to factors such as:

- Lost day-to-day productivity caused by unexpected failures or the need for frequent recharging.
- High repair costs and shipping expenses when devices are not repairable in-house.
- More frequent capital expenditures due to shorter usable lifespan.

Technology buyers have come to understand these limitations and costs. The vast majority of U.K. IT leaders, 83%, stated that buying bargain hardware would lead to long-term expenses related to maintenance. Nearly three-fourths of these same leaders, 74%, stated that they're interested in purchasing laptop fleets that will last for longer than three years without replacement, in search of further value.¹

This need for reliable and efficient devices affects organisations across sectors. Dependable hardware can provide value in:



Public sector and government:

Rugged laptops and tablets assist with fieldwork and constituent services.



Health care:

Reliable devices allow providers to provide efficient patient care.



Education:

Durable PCs and tablets are indispensable for both educators and their students.



Manufacturing:

Device reliability amid tough conditions



Retail:

Long-lasting technology can serve in frontline roles such as point-of-sale terminals or self-service kiosks.

1. <https://info.microsoft.com/rs/157-GQE-382/images/EN-CNTNT-eBook-SRGCMI0195.pdf>

Whether your organisation has a use case for durable technology, such as a field deployment or heavy use in a tough environment, there is value in selecting reliable PCs and tablets. Even if your intentions involve standard office usage, long-lasting equipment demanding fewer repairs can help your bottom line. The key is to find a technology provider that can offer solutions that meet these needs.



Specific Advantages of Surface Deployment

The Microsoft Surface and Surface Copilot+ lines are the natural choices when you're selecting hardware with reliability and durability in mind. Microsoft has specifically treated device reliability as a focus area since 2014, as part of a strategy to solidify its position as the go-to provider of devices for the enterprise market.

This focus on reliability involves purpose-built testing and failure analysis methodologies, using approaches like scanning electron microscopy to detect and address any weaknesses in the physical construction of Surface devices. By examining variables ranging

from the effects of ultraviolet rays on device screens to touch sensitivity after thousands of activations, Microsoft researchers have spent the past decade-plus tuning Surface hardware for long-lasting performance.

This lab work has resulted in equipment that remains functional for longer, while also providing extra value through traits such as repairability and superior uptime. The cost-to-benefit ratio comes in at 1.28x, with each \$1,657 of cost being offset by \$3,780 of enterprise value.²

Deploying a fleet of reliable PCs and tablets that can last for 4-5 years or longer while offering superior everyday

2. <https://www.microsoft.com/content/dam/microsoft/final/en-us/microsoft-product-and-services/surface/security/Microsoft-Surface-TCO-whitepaper.pdf>

durability, reliability, management, and usability allows your business to address its specific needs. Three sources of value include device management efficiency, productivity improvements, and effective governance:

Cost Savings From Efficient Device Management

Surface devices are supported by services that address a variety of common deployment scenarios, including full-time remote work and hybrid work, alongside use as field devices, kiosk components, and more.

Specific features with a positive impact on efficiency include:

- **Remote deployment and configuration:** The Windows Autopilot deployment technology is designed for cloud-based setup of new devices. It allows IT departments to save time and get new users started with secure accounts configured with an out-of-the-box experience that suits your organisation's exact security, governance, and functionality needs.
- **Intelligent battery management:** Battery usage patterns can determine devices' functionality and usable lifespan. Configuring this in intelligent ways — for instance, holding a device

at 50% battery if it will always be plugged in as part of a kiosk — allows for performance optimisation.

- **Easy repairability:** The use of standardised and individually replaceable parts is a major Surface advantage. This trait circumvents the cost and inconvenience of having devices repaired at a centralised location, along with the environmental impact of excess shipping.

Surface and Surface Copilot+ devices can prevent IT departments from committing excessive time and effort to their management. Convenient functionality, such as remote setup and on-site repairs, prevents lengthy, multi-step processes that can cost your IT personnel time and money. This allows you to run a slimmer IT budget while still attaining high-level performance.



Benefits for Employee Productivity

Beyond large-scale IT time and effort savings, there's another side to superior device usability. Heavily tested and intelligently designed Microsoft devices also provide an enhanced day-to-day employee experience, adding consistent value.

Surface traits that boost employee productivity include:

- **Tested, durable, and ergonomic tactile features:** One of the major points in the Surface testing process involves the durability and reliability of physical interfaces over time. Touchscreens, stylus pens, trackpads, and other components receive lengthy tests to ensure users can use them comfortably and productively throughout a device's lifespan.
- **An experience tailored to mobile work:** Surface devices are designed with mobile work in mind, delivering quick, responsive performance while offering a light and durable form factor. Surface devices can drive a 10% productivity gain and 9.5 productivity hours per device per year through mobile work.³
- **Effective performance in unique scenarios:** Office, mobile, and hybrid work aren't the only scenarios

where your organisation may employ laptops and tablets. Surface devices have been designed and tested to stay reliable and efficient in demanding settings, such as in education, where students travel to and from school with their devices and may exert pressure on screens and frames, as well as in kiosks, where hundreds of people may touch a device in a given day.

There is value in having a device that “simply works” and offers quick, responsive performance, no matter the circumstances. Microsoft Surface hardware is an effective choice from this perspective across scenarios and industries, keeping your organisation moving.



3. <https://www.microsoft.com/content/dam/microsoft/final/en-us/microsoft-product-and-services/surface/security/Microsoft-Surface-TCO-whitepaper.pdf>

Security and Governance Advantages

All of a device's attributes — from physical durability to the speed of its processor and beyond — are negligible if it represents a security risk or compromises your organisation's governance status. Fortunately, Microsoft Surface and Surface Copilot+ devices are designed to provide end-to-end security performance.

Impactful security features include:

- **Chip-to-cloud security control:** Microsoft has brought its manufacturing processes entirely under its control, allowing it to assure the security of its code, from the firmware that powers each device to the cloud services that provide configuration and updates. This end-to-end control of the supply chain is a security differentiator.
- **Seamless updates:** Devices lacking the latest firmware updates represent a major security liability. The delivery mechanisms for Microsoft Surface updates, firmware, and applications include Windows Update for Business, carried out through Microsoft Intune, alongside the Surface Management Portal featuring Security Copilot and Microsoft Entra ID.

- **Governance beyond company walls:** Networks outside of a company's own walls have historically represented a risk factor due to the reduced level of control. Microsoft's highly contained environment allows your organisation to implement its necessary governance functionality and security controls, even when dealing with remote workers on uncontrolled networks.

It's possible to operate a fully secure IT environment that meets industry governance requirements and suits corporate policies when you deploy Microsoft devices. Your employees can embrace their own styles with minimal downtime without endangering your resources.



Get Started Transforming Your Organisation

Your organisation needs devices genuinely suited to your purposes, ones that will allow your workers to enter a flow state of productivity, without slowing them down through inconvenience or unreliability. This is what the Surface and Surface Copilot+ lines can deliver.

The best way to unlock those advantages is by working with a partner organisation that truly understands your business and its needs. This is Kingsfield's role. As a Microsoft Gold Partner and the world's only

dedicated Surface specialist, Kingsfield is dedicated to matching Surface deployments to the most specific and demanding needs.

Making the switch to Surface devices can put money back in your pocket in the short term through employee efficiency, and over the long term through reliability and surface life improvements, all while providing a smooth security and governance experience.



To find the right Surface deployment option for your needs, [contact Kingsfield](#) for a consultation or demo.

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