



Insight<sup>®</sup>

 Microsoft Surface

Enhance your  
meeting experience  
and engage everyone  
on **Surface Hub 2S**

Make virtual meetings inclusive  
and collaborative for hybrid teams.

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**Estimated reading time:**

20 minutes



**Who this is for:**

Technology decision makers (TDMs) responsible for choosing workplace devices and associated technologies for their organisations.

Business and technology leaders looking to empower employees with better ways to meet and collaborate in a hybrid work environment.



# Hybrid work calls for new ways to include everyone

Hybrid work offers flexible, remote options to employees in which some employees work in the office, some work remotely, and some work in a hybrid version of the two, switching between multiple locations during the week

or even during the same day. Seventy-three percent of employees want flexible remote work options to stay, according to a recent Microsoft Work Trends Index study.<sup>1</sup> And company leaders are responding, with more than 80 percent of companies considering remote work at least some of the time.<sup>1</sup>

In the hybrid workplace, business leaders are looking for ways to keep employees connected and collaborative so that they can build meaningful relationships, share ideas, and work securely toward common goals. Leaders are also seeking ways to modernize their IT infrastructures to drive greater flexibility, cut expenses, meet consumer demands with greater agility, and reduce their environmental footprints. Companies need technological solutions to help employees transcend physical spaces, dissolving the boundaries between in-office, remote, and “anywhere office” workers.



An all-in-one meeting platform like Microsoft Surface Hub 2S, which provides a collaborative, interactive whiteboard experience, can help hybrid teams maintain business continuity and productivity while they continue to help their companies grow and innovate. This encompassing technology provides the inclusivity, flexibility, and security needed for a successful hybrid work environment.

## Keys to a successful hybrid work environment

**Inclusivity.** Virtual meetings and co-creation between team members must be inclusive, whether people are sitting a few feet apart or hundreds of miles away.

**Flexibility.** The ability to meet in different ways and locations outside the conference room is paramount, given the evolving demands of in-office and remote workspaces.

**Security.** Data and information must always be secure and compliant, whether shared remotely or in the office.

# Dissolve boundaries with **inclusive meeting experiences**

Leaders must optimise how online meetings are conducted, both to help ensure business as usual and to sustain the company culture and values in a virtual setting. Virtual interactions between hybrid-team members should feel natural and engaging. And participants should feel like they're connecting on a personal level, intuitively reading body language and facial expressions, and authentically communicating in real time. To achieve this level of interaction, technology can help overcome the typical limitations of distance:



- People who join the call remotely can hear the conversation clearly, as opposed to only the loudest voices, if wide-array, far-field mics in the physical conference room are available.
- Those who are in the room can focus on remote participants when the high-resolution 4K display features a people-first video gallery.
- More natural, human interactions can happen, regardless of where people are located, thanks to sharp, clear video captured with integrated 4K cameras.
- Remote participants can get the best possible view of the room with a video feed that simultaneously shows presenters in the foreground and everyone else in the background in sharp focus, in addition to providing a pan-and-zoom view that dynamically adjusts as people enter, leave, or move within the room.

Organisations are increasing investments to support hybrid work. In fact, a recent Forrester Consulting study found that **76%** of business leaders plan to increase investments in PC devices over the next two years.<sup>2</sup>

## Give everyone equal access

With the right hardware and software, organisations can help people feel more connected and create an environment in which everyone feels like they have a seat at the table.

Surface Hub 2S enables this experience. The ability to share content on a large-screen display, and to actively interact with that content, can bring ideas to life for remote meeting participants. Presenters can pinch-and-zoom and move on-screen content to focus on a topic, and they can use digital inking to sketch and highlight key points.

Powered by artificial intelligence (AI), Surface Hub 2 Smart Camera dissolves the boundaries for remote and in-person attendees.<sup>3</sup> The camera dynamically adjusts the video feed for remote attendees, re-framing the view when someone leaves, when more people come in, or when a presenter interacts with content on the display. Remote team members get a more inclusive, dynamic view of in-room interactions, and people in the room can move freely, knowing they'll be captured on camera.

The right meeting experience can make all the difference in engaging team members, whether Surface Hub 2S is used in a personal space with Windows 11 Pro or Windows 11 Enterprise, or in shared spaces using Microsoft Teams Rooms. Microsoft Teams Rooms on Surface Hub 2S is designed to enable collaboration on a device that is built for employees to meet and co-create, wherever they work.



## Microsoft Teams Rooms: The best hybrid meeting experience yet

Familiar, people-first Microsoft Teams Rooms on Surface Hub brings the best features from the desktop into the meeting space, with a robust set of meeting controls and popular features, including Together Mode scenes, background noise suppression, chat bubbles, and live reactions. Meeting participants can easily access Microsoft 365 files and present their work in Microsoft Teams using features like Microsoft PowerPoint Live, which lets team members see slides, notes, and each other all in one view. Multiple participants can even simultaneously draw and ink on the same digital whiteboard canvas for a truly collaborative experience.

Microsoft Teams Rooms offers unparalleled collaboration for meetings of any size, within a single system. With a rich ecosystem of connected meeting devices, Microsoft Teams Rooms can turn any meeting space into an easy-to-use and inclusive collaboration space.

### Right-sized for your space

Organisations have three ways of incorporating Teams Rooms into their hybrid workplaces:

1. **All in one.** With Teams Rooms on Surface Hub, you can use audio, video, and display in a single unit for optimal manageability and experiences.
2. **Integrated.** You can add integrated audio and video systems to separate displays with Microsoft Teams Rooms solutions.
3. **Modular.** You can combine any number of individual connected devices, like speakers, webcams, and table displays, such as Microsoft Collaboration Bar, to create your meeting experience.

# Increase flexibility

As employees switch between remote and in-office work, teams are finding that collaboration is more difficult. In hybrid work environments, teams need virtual and physical spaces that are both functional and flexible.

Deploying and managing modern devices and collaborating with critical business apps helps teams do better work with flexibility built in – regardless of physical location – whether the objective is to simply throw ideas around or to act quickly in times of crisis.

## Work and meet on the fly with Surface Hub 2S

Your teams might be accustomed to traveling to regional offices to meet with colleagues or to brainstorming on a whiteboard in a co-worker's office. But location need not be a limiting factor when building a thriving work environment for everyone, anywhere they are.

With Surface Hub 2S, any place can become a teamwork space, with the ability to move wherever feels more collaborative and productive.

- If one or more Microsoft Teams Rooms devices or Surface Hub devices are being used in a room, use Coordinated Meetings to set up those devices

so that when one device joins a meeting, the other devices in the room also join. Coordinated Meetings can also configure cameras, speakers, and microphones on joined devices so that only some are enabled to avoid echoes and feedback noise.

- Quickly move either Surface Hub 2S 50" or Surface Hub 2S 85" to a different room on a Steelcase Roam mobile stand.<sup>5</sup>
- Go cordless with Surface Hub 2S 50" and an accompanying APC Charge Mobile Battery.<sup>5</sup>

- Start meetings on Surface Hub 2S with an integrated camera, speakers, and microphone array certified for Microsoft Teams. Extend the meeting experience to larger spaces with support for additional audio and visual accessories certified for Teams.

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“63% of high-growth organizations have enabled productivity-anywhere workforce models.”<sup>4</sup>

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## REAL-WORLD EXAMPLE:



### Transforming hospital efficiency and patient care

Staff at the Regional University Hospital Center of Nancy, France, were aware that a key factor in providing high-quality patient care is great collaboration among healthcare professionals. But existing work practices and processes were fragmented, inconsistent, and frustratingly inefficient. Working with Microsoft, the hospital introduced 20 Microsoft Surface Hub 2S units that, together with the Windows Team edition operating system (OS) and Microsoft 365, help staff organise video conferences, share patient files, boost communications and remote collaboration, and perhaps most importantly, transform patient care.

Telemedicine and remote consultations benefit from in-the-moment participation. Surface Hub 2S brings remote specialists and consultants together

and drives quality conferences with consolidated patient information and the latest electronic health record apps and services, all in high-definition video and audio. In the past, patient information was only available at the facility currently providing care. Information now can be shared and updated at all appropriate locations, and multiple healthcare professionals can share high-quality medical images, annotate files, and update patient history in real time.

The turnaround in efficiency has been so dramatic that neurosurgeon Dr. Nacer Mansouri can no longer imagine working without Surface Hub 2S: “The Surface Hub 2S saves time that we can use to benefit patients. We can’t imagine working without it.”

## Whiteboard together wherever you work

The spontaneity of team brainstorming sessions on a whiteboard that lead to business-defining breakthroughs can be difficult to replicate in remote work environments. But by configuring Surface Hub 2S with Windows 11 Pro or Windows 11 Enterprise, you can get more out of collaborative meetings by bringing the full Windows desktop experience to the large display on Surface Hub.<sup>6</sup>

With technologies such as Surface Hub 2S and the shared Microsoft Whiteboard experience in Microsoft Teams, people in a virtual meeting can collaborate and ideate quickly. They can use a digital pen, inking naturally on a digital canvas, when sketching and writing out concepts on the fly. Everyone can contribute content and ink from their own screens, whether they're at home on their computers, working from their phones, or sitting in the conference room in front of their own PCs. No matter where people are working, anything they do on Surface Hub 2S is seamlessly available on their computers, and vice versa.



## Collaborate and co-create in the cloud

Cloud technology gives everyone the tools they need to have a more active role in collective collaboration, even when they're joining a meeting on Surface Hub 2S from their own computers across the globe. Remote and in-office colleagues can work together to live-edit presentations, documents, spreadsheets, graphics, or events, and they can use multiple apps to "show and tell" as they're speaking.

The Windows Team edition OS is purpose-built for groups and allows teams to get started with authenticated Microsoft 365 experiences that enable collaboration. Users sign in with their Microsoft 365 credentials to use My Meetings and Files and access business-critical apps in the browser, creating collaborative opportunities for the entire team so that they can work out solutions on-screen in real time to make meetings as productive as possible. And when meetings or working sessions are over, files are saved and shared in the Microsoft cloud, allowing everyone to continue making progress on their own devices.



## REAL-WORLD EXAMPLE:



### Manage contracts in a collaborative environment

Icertis is one of the world's leading contract intelligence companies. Its AI-powered Icertis Contract Intelligence (ICI) platform turns contracts from static documents into a strategic advantage by structuring and connecting critical contract information that defines how an organization runs. Some of the world's most iconic brands trust Icertis to govern the rights and commitments in their more than 10 million contracts, together worth more than \$1 trillion USD.

To aid its strategists and innovators in the hybrid workplace, the company brought Surface Hub 2S on board. Equipped with Microsoft tools such as Microsoft 365, Power BI, and Teams, Surface Hub 2S helps Icertis managers nurture teamwork across

geographies in a smooth and seamless manner. Whiteboarding the flow of plans, thoughts, and ideas on Surface Hub 2S allows for easy collaboration. "One of the first things I did on this device was review a contract," says Monish Darda, Chief Technology Officer and Co-founder at Icertis. "I believe this is the perfect tool to visualize contracts and work on them collaboratively with customers, because of the dimensions of visualization and ease of use."

"Significant savings can be made by not missing critical matters on the big screen, and not being tired reading through all the legalese," Darda says. "The whole experience is actually transformative, especially when it comes to editing complex clauses."

## Simplify device deployment and management

Deploying new devices, especially for hybrid work, is a challenge for IT. And physically installing a large-display device in workspaces can require resources and input from other stakeholders, like facilities and operations. But modern deployment practices, including thoughtfully designed packaging and installation options, can ease the burden.

- Unboxing and installing Surface Hub 2S 50" can actually be accomplished by as few as two team members, as demonstrated in this [unboxing and setup](#) video.
- While Surface Hub 2S 85" is larger than the first-generation Surface Hub 84", it is 33 percent lighter.<sup>7</sup>
- Surface Hub 2S is now easier to move through doors, hallways, and elevators when it's time to install. Built with standard US and European elevator sizes in mind, Surface Hub 2S will fit into most elevators, even with packaging.
- Settings and policies can be managed remotely to ensure device compliance. The Microsoft Teams Rooms management suite of tools offers options for managing your Surface Hub devices, whether using centrally managed settings and policies in Microsoft Endpoint Manager and health and status monitoring through Microsoft Teams admin center or using full-service, expert-managed Microsoft Teams Rooms managed services.<sup>8</sup>



# Protect people's **ideas and information**

Common-use devices have always been a worry for IT. How can the IT team protect shared data and information after people have cleared the room? Because of their multi-user nature, technologies used in hybrid workspaces require stringent security protocols and practices.

## Enterprise-grade security

Even with reduced physical attendance in the office, it's still important to secure data, information, and intellectual property (IP). It's all too common for employees to forget to erase meeting notes on a physical whiteboard or to take pictures of a brainstorm session with an unsecured personal device.

Running on the Windows Team edition OS, Surface Hub 2S keeps company data and IP protected, with security built in:

“Improving end-user experience and productivity while working remotely is the top priority of security business leaders (41%).”

— Andrew Conway, General Manager, Microsoft Security<sup>9</sup>

- In a shared space with the Windows Team edition OS, files and applications are protected with each new sign-in. Meeting sessions are deleted so that important information is never left on the device after the user signs out. When users sign in to Apps or My Meetings and Files, they're signed in only to the apps or services, not to the OS.
- Avoid passwords completely by quickly signing in with personal FIDO2 protocol security keys or Microsoft Azure Active Directory (Azure AD) with the Microsoft Authenticator app. For Surface Hub 2S devices configured with Windows 11 Pro or Windows 11 Enterprise, workers can sign in to Surface Hub 2S with the Surface Hub 2 Fingerprint Reader.<sup>10</sup>
- Surface Hub 2S delivers enterprise-grade modern security capabilities that IT admins can configure to fit their companies' unique security and compliance policies. Protect data with BitLocker Drive Encryption and Trusted Platform Module 2.0 (TPM), with the cloud-powered security of Microsoft Defender that's always up-to-date.
- With the Conditional Access tool (used by Azure AD), IT admins can deploy device-level security policies to their Azure AD-joined Surface Hub 2S to control access in compliance with corporate security requirements.



# Bridge the divide for **better teamwork**

With technology like Surface Hub 2S and Microsoft Teams Rooms, organizations can tap into their most important assets in the workplace: their people. Employees' ideas and innovations, brought to life through real-time collaboration, are the lifeblood of every business. Now, leaders can focus on **dissolving the boundaries** between remote and in-office work, enabling teams to **be inclusive and flexible** in the face of constant change and new challenges, and helping ensure that each company's **ideas and data are secure**.

Bring employees together with a more inclusive way to meet and co-create.

[Learn more about Surface Hub 2S.](#)



# About Insight

Insight recognises that today, every business is a technology business. We help organisations maximise the value of IT: from strategy and design to implementation and management. Our services include helping procure the technologies organisations need to modernise and transform. Helping organisations adopt those technologies so they fully support business strategy. Giving organisations the guidance they need to maximise the value of their technology investment. And supporting organisations as they keep innovating and unlocking the full value of their resources.



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<sup>1</sup> Microsoft. "The Next Great Disruption Is Hybrid Work—Are We Ready?" March 2021.

[https://ms-worklab.azureedge.net/files/reports/hybridWork/pdf/2021\\_Microsoft\\_WTI\\_Report\\_March.pdf](https://ms-worklab.azureedge.net/files/reports/hybridWork/pdf/2021_Microsoft_WTI_Report_March.pdf).

<sup>2</sup> Forrester Consulting. "Understanding The Role Of Modernized PCs In Hybrid Work Environment Optimization." A commissioned study conducted on behalf of Microsoft. July 2021. [www.microsoft.com/surface/business/resources#Hybridwork](https://www.microsoft.com/surface/business/resources#Hybridwork).

<sup>3</sup> Surface Hub 2 Smart Camera, sold separately starting March 2022, dynamically adjusts the video feed for remote participants. Surface Hub 2 Smart Camera will be included with the purchase of Surface Hub 2S 85" starting in May 2022.

<sup>4</sup> Accenture. "The future of work: A hybrid work model." April 2021. [www.accenture.com/us-en/insights/consulting/future-work/](https://www.accenture.com/us-en/insights/consulting/future-work/).

<sup>5</sup> Steelcase Roam mobile stand, Steelcase Roam wall mount, and APC Charge Mobile Battery sold separately.

<sup>6</sup> Learn about the Windows OS options on Surface Hub 2S at <https://docs.microsoft.com/en-us/surface-hub/surface-hub-2s-migrate-os>.

<sup>7</sup> Weight excludes stand and mobile battery. Compared with a 55-inch Microsoft Surface Hub.

<sup>8</sup> Software license required for some features. Sold separately.

<sup>9</sup> Microsoft. "New data from Microsoft shows how the pandemic is accelerating the digital transformation of cyber-security." August 2020.

[www.microsoft.com/security/blog/2020/08/19/microsoft-shows-pandemic-accelerating-transformation-cyber-security/](https://www.microsoft.com/security/blog/2020/08/19/microsoft-shows-pandemic-accelerating-transformation-cyber-security/).

<sup>10</sup> Microsoft Surface Hub 2 Fingerprint Reader sold separately.