

# Surface Hub 2S in the hybrid workplace

Solution guide series



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## Estimated reading time:

20 minutes



## Who this is for:

Decision makers responsible for choosing workplace devices and associated technologies for their organizations.

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

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# 01. Introduction

Many organizations have accepted the hybrid workplace as the new reality, adopting an “anywhere office” approach in which employees can work remotely, in the office, or with a mix of the two. As business leaders transition to the hybrid workplace, they are recognizing gaps and uncovering new challenges that they must overcome for long-term success.

Hybrid work encompasses varying workspaces and time zones throughout the week, placing a different set of demands on everyone, including IT. On one day, an employee might start by working from home, then make a midday commute to a local office for a client video conference. The next day, they might write a report and exchange emails in the morning while flying to a work site. They might shift gears again in the afternoon, working at a coffee shop on Wi-Fi. This “context switching” means that devices play a critical role in keeping employees connected and collaborative throughout the day.

A successful hybrid workplace brings employee teams together to connect and collaborate, no matter where they’re located, by giving everyone the opportunity to be seen, be heard, and actively participate. This can be accomplished with technology solutions like Microsoft Surface Hub 2S, which provides the **inclusivity, flexibility, and security** needed for hybrid work. This solution guide presents ways that Surface Hub 2S devices address the challenges of team collaboration, IT complexity, and data security in today’s hybrid workplace.



## 02. Bring remote teams together for more inclusive meetings

To allow hybrid teams to experience more natural human connections, technology can act as the eyes and ears for every meeting participant. Team members in the office should be as aware of those who are calling in remotely as they are of their colleagues in the room. Remote participants should feel as if they're an active part of a meeting, not spectators.

### Surface Hub 2S improves meetings

#### Challenges

We find it difficult to share content and presentations with each other during meetings.

Our remote employees feel disconnected and overlooked during virtual meetings. Calls with customers are less effective too, due to difficulties with being seen and heard.

Our teams aren't as engaged in collaborative brainstorming sessions when they work remotely.

We need a way to share content on more than one screen or device in a meeting so that onsite and remote attendees can see what's going on.

Our remote participants are disengaged because they don't have a clear way to join the discussion.

#### Solutions

With Surface Hub 2S, everyone can meet and present seamlessly with Microsoft Teams, all while running Microsoft 365 apps.<sup>1</sup> With touch and inking, both remote and onsite participants can interact with content.

Life-sized video on a high-resolution 4K screen makes it feel like remote participants are in the room. And remote team members are more active and engaged when they can clearly hear and see people in the room thanks to a microphone array and 4K camera on a device certified for Microsoft Teams. Surface Hub 2 Smart Camera gives remote participants the best possible view of the room.<sup>2</sup> The artificial intelligence (AI)-powered camera allows them to see presenters in the foreground while also seeing everyone in the background in sharp focus, dynamically adjusting the video feed as people move and interact together in the room.

Microsoft Whiteboard is a persistent digital canvas that lets teams simultaneously sketch and take notes from the Surface Hub 2S and from their own touchscreen devices. Whether remote or on premises, colleagues can share, ink in, and coauthor Microsoft Excel, Word, and PowerPoint files.

Surface Hub 2S enables coordinated meetings with a system certified for Microsoft Teams Rooms or a second Surface Hub in the room. With a single touch, a participant can join meetings from either the Microsoft Teams Rooms console or the Surface Hub 2S home screen. The front-of-room display (managed by Microsoft Teams Rooms) can show video feeds, chat, and more, while the Surface Hub 2S can be used to show content or conduct a whiteboarding session.

Surface Hub 2S devices running Windows 11 Pro or Windows 11 Enterprise have the same Microsoft Teams desktop features as Windows 11 computers, including group chat and the ability to record meetings.<sup>3</sup>

## 40 percent

of employees expect improved PCs to enhance collaboration with better videoconferencing and sharing applications.<sup>4</sup>

## 03. A more inclusive way to collaborate and co-create

Spontaneous, breakthrough collaboration sessions can be difficult to achieve in hybrid work environments. And providing information to colleagues in the field, or providing services to customers who depend on face-to-face interactions, can be challenging. With Surface Hub 2S, everyone can contribute content and digitally ink directly from their own screens, whether they're at home on their computers, working on the go from their phones, or sitting in the conference room.

### Share, whiteboard, and edit on Surface Hub 2S

#### Challenges

We find whiteboarding difficult in a hybrid work environment.

We hold many meetings and want a more robust meeting tool that allows us to collaborate and co-create wherever our team members are located.

We want to integrate tools that we already use, such as traditional whiteboards, into hybrid work.

Our employees and customers want to use their own devices in collaborative sessions.

We want to edit and share content in real time using familiar applications.

#### Solutions

With Surface Hub 2S 85", two onsite team members can whiteboard simultaneously on the same screen. Using the Surface Hub 2 Pen, the precise inking experience you love from other Surface devices is scaled to the large screen.

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.

Surface Hub 2S can convert a picture of an analog whiteboard into digital ink with ink-grabbing capabilities, making the picture behave as if it were created on the digital whiteboard. The Microsoft Whiteboard experience includes guided collaboration tools, rich and interactive content, a clean user interface (UI), and numerous mouse and pen inking features.

With Microsoft Teams, Microsoft Whiteboard, and Microsoft 365 apps,<sup>1</sup> people can collaborate in real time on Surface Hub 2S devices, Windows 11 and Windows 10 computers, and Android or iOS devices. With Microsoft Teams meetings on Surface Hub 2S, employees can interact with colleagues and customers in a more direct and engaging way, no matter what devices they're using.

Organizations can natively run must-have Microsoft 365 apps, including Microsoft Teams, Microsoft Edge, and essential third-party business apps<sup>2</sup>—all without having to project or switch devices. Team members working in the office and remotely from their personal computers can create and coauthor content together in real time.

## Only about a third

of business leaders are confident that their current devices are the best fit for hybrid work.<sup>4</sup>

## 04. Make any place a teamwork space

Hybrid work means everyone needs virtual and physical spaces that are both functional and flexible. Regardless of physical location, business-critical apps on a shared mobile display offer built-in agility that helps teams do better work.

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

#### Challenges

We struggle to find the right space to effectively collaborate on projects, especially when some team members are in the office and some are working remotely.

We want a consistent device experience when switching to different devices and locations throughout the day.

We need a desktop computer experience on a large display.

When working in the field, we find it difficult to meet virtually with each other and with colleagues in the office.

#### Solutions

From the conference room to an open collaboration space, Surface Hub 2S can move with you on a Steelcase Roam mobile stand.<sup>6</sup> And no matter their location in the hybrid workspace, team members can work together in real time by coauthoring and sharing content.

Surface Hub 2S on a Steelcase Roam mobile stand can be moved into any collaboration space.<sup>6</sup> Teams can connect using Wi-Fi and Bluetooth. Surface devices deliver a consistent Microsoft 365 experience across devices and apps, enabling coauthoring and sharing from Surface Hub 2S to personal devices.

By configuring a Surface Hub 2S with Windows 11 Pro or Windows 11 Enterprise, the full Windows desktop experience can be brought to Surface Hub 2S.<sup>3</sup> Presenters can stand and walk around while holding a meeting with remote participants, much like they would during an in-person meeting. On a large-screen device, they can more naturally whiteboard notes and ideas, and they can use their trusted desktop apps that are not typically available on Surface Hub.

Geographically dispersed teams can stay in control with a command center approach. Each branch office or location can use a Surface Hub 2S that's continually connected to an always-on, ongoing meeting. With one touch, team members at all locations can quickly and easily jump on a group video call.

## The full Windows desktop experience

can be brought to Surface Hub 2S.<sup>5</sup> An employee can stand and walk around while meeting with remote participants—much like they would during an in-person meeting.

# 05. Reduce complexity with seamless device management

Surface Hub 2S can reduce complexity for IT pros so that they can better support your hybrid workforce.

## Surface Hub 2S streamlines technology

### Challenges

We want to use a large device like Surface Hub 2S, but we are wary of the requirements to remotely manage it and deploy updates.

Our team members want to join a meeting session seamlessly, without a lot of prior setup.

We don't have a facilities team that can move a large-display device around the office and install it.

### Solutions

Centrally manage Surface Hub 2S through the Microsoft Teams Rooms management suite of tools integrated into the Microsoft 365 admin center: monitor device health, meeting quality, and utilization through the Teams admin center; remotely administer device policy, applications, and settings through Microsoft Endpoint Manager (MEM); and gain insight into device compliance, warranty expiration, and support tickets through the Surface Management Portal, a service available within MEM.

For customers looking to scale room operations without scaling resources, you can transfer management responsibility to trusted experts who monitor Microsoft's offering of AI-powered operations, updates, security, and planning through Microsoft Teams Room managed services.

Surface Hub 2S is configured for the most common interactions within Microsoft Teams, including whiteboarding and calls. This makes joining a working session as simple as pressing a button. Proximity detection for Microsoft Teams meetings makes it easy for employees to discover and add a nearby and available Surface Hub 2S to any meeting with a seamless joining experience from their laptops or phones.

Built for easy installation in modern spaces, Surface Hub 2S packaging is designed to move through elevators and around tight corners. Unboxing and installing Surface Hub 2S 50" can be accomplished by as few as two team members. With an 85" 4K screen, Surface Hub 2S 85" is a larger screen than the first-generation Surface Hub 84", yet it is 33 percent lighter, 20 percent thinner, and 11 percent narrower.<sup>7</sup>

## Surface Hub 2S devices

can be added to your existing device ecosystem and managed remotely.

## 06. Keep company data secure

Common-use devices have always been a worry for IT pros. How can they protect shared data and information after people have cleared the room? The multi-user nature of technologies used in hybrid workspaces requires stringent security and compliance protocols and practices.

### Proactively protect data and information

#### Challenges

We need to ensure that device security is up to date across the organization.

Our IT team is small and can't always proactively manage devices for security.

Our IT team is concerned about security threats on shared devices.

Our employees sometimes forget to erase company property from shared whiteboards or screens.

We do not want employees to use their passwords on a shared device.

#### Solutions

Built on Windows Team edition, Surface Hub 2S delivers enterprise-grade modern security that enables IT admins to enforce data protection with BitLocker Drive Encryption and Trusted Platform Module (TPM) 2.0. You also get cloud-powered security in your Windows updates with Microsoft Defender.

Security protocols begin the moment you turn on your Surface Hub 2S. From custom platform firmware to signature scrutiny of all executable code, Windows Team edition implements defensive subcomponents to protect your whole system.

Surface Hub 2S provides a locked-down computing appliance with custom platform firmware running the Windows Team edition operating system. It employs a modern take on the traditional single-use secure kiosk "only-run-what-you-need" philosophy. Built to support a rich, collaborative experience, Surface Hub 2S is protected against continually evolving security threats.

With the Surface Hub 2S, files and applications are protected each time an employee signs off. The device deletes previous meeting sessions so that important information is never left on the device after an employee has signed off. And when an employee signs in to Apps, My Meetings, and My Files, they're only accessing the apps or services, not the operating system.

Employees can avoid the need for passwords entirely by using personal FIDO2 protocol security keys, or they can use Microsoft Azure Active Directory (Azure AD) with the Microsoft Authenticator app.

## 41 percent

of business decision makers identified security as a top barrier to technology implementation, namely preparing new devices to ensure proper permissions, firewalls, and physical security measures are in place for a more mobile workforce.<sup>4</sup>



# Unlocking the potential of a hybrid workplace

Your hybrid workplace can be more inclusive and engaging for everyone, with enhanced security for IT.

The Surface Hub 2S family of devices helps you bridge the gap between onsite and remote team members with a powerful meetings and collaboration platform that's certified for Microsoft Teams and fully integrated with the Windows Team edition operating system. Whether your employees prefer to collaborate in smaller meeting rooms, need an experience that's fit for a larger room, or want the ability to take collaboration tools on the go, there's a Surface Hub 2S that's the right fit for every team.

Today's hybrid teams need to be able to meet, share content, and collaborate seamlessly from anywhere. With high performance and security engineered at its core, Surface Hub 2S delivers modern technology that supports your hybrid work environment.

## Learn more about Surface Hub 2S.

<sup>1</sup> Software license required for some features. Sold separately.

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

<sup>3</sup> Learn about the Windows operating system options on Surface Hub 2S: <https://docs.microsoft.com/en-us/surface-hub/surface-hub-2s-migrate-os>.

<sup>4</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](http://www.microsoft.com/surface/business/resources#Hybridwork).

<sup>5</sup> Apps are available through the Microsoft Store. Find more information [here](#).

<sup>6</sup> Steelcase Roam mobile stand, Steelcase Roam wall mount, and APC Charge Mobile Battery (for Surface Hub 2S 50") are sold separately.

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



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