



Driving seamless digital experiences with Surface

Unlocking greater productivity and satisfaction for knowledge workers, frontline employees and IT teams with Computacenter and Microsoft.



Closing the digital experience gap

Most organisations have already invested heavily in workplace technology. Devices are more advanced, platforms are more capable, and AI is rapidly becoming part of the roadmap. Yet for many users, the day-to-day experience of technology still falls short of expectations.

This disconnect is rarely about a lack of investment. Instead, it reflects a more fundamental issue, where technology has been introduced in layers over time, rather than designed to work cohesively, as a whole. As a result, tools that should enable productivity can introduce friction, requiring users to adapt their behaviour around the limitations of their devices and systems.

In many environments, the experience is shaped by a mix of hardware, operating systems and management approaches that were never intended to operate seamlessly together. While each component may perform well in isolation, the overall experience can feel inconsistent and unpredictable, creating challenges for both users and IT teams.

Productivity is impacted in subtle but cumulative ways, and organisations can find it harder to adopt new capabilities, including AI, in a way that delivers tangible value. Improving digital experience, therefore, is not simply a question of adding more tools. It requires a more deliberate approach, one that focuses on reducing fragmentation and aligning technology around how people actually work.

When hardware, software and management are designed as part of a single platform, rather than combined after the fact, the experience becomes more consistent and more reliable. Users spend less time working around technology, and more time focusing on their roles, while IT teams benefit from a more predictable and manageable environment.

This is where Microsoft Surface plays a distinct role. Unlike traditional device models, Surface is designed alongside Windows and the wider Microsoft ecosystem, bringing hardware, operating system and management together in a way that enables a more cohesive experience from the outset. This closer alignment allows organisations to deliver technology that feels more intuitive to users, while also simplifying how it is deployed, managed and supported at scale.

By proactively engineering experiences around how users actually work, whether in the office, remotely or on the front line, organisations can reduce friction, improve productivity and create an environment where people can perform at their best.

What employees really need from their day-to-day IT experiences

For users, productivity is not driven by features alone, but by how effectively technology supports the way they work on a daily basis. Organisations that take a more integrated approach to platforms such as Surface and the Microsoft ecosystem are better positioned to deliver:

Consistent performance across different environments and workloads

More intuitive interactions, reducing the need for workarounds

Reliable collaboration, regardless of location or role

Practical access to AI capabilities, without adding complexity

A more predictable experience, helping to minimise disruption and downtime



Delivering a more seamless and integrated device experience

Employee satisfaction and engagement increasingly depends on whether their devices and systems enable them to work effectively, wherever they are. Regardless of role or location, people need tools that are intuitive, responsive and reliable in day-to-day use.

However, delivering that experience is not always straightforward. Even where devices support the latest operating systems, the overall experience can still feel inconsistent, particularly when performance, collaboration and access to tools vary across environments. For users, this is less about specific features and

more about whether they can get their job done without disruption.

By offering Surface devices, organisations can deliver more seamless and integrated experiences that align closely with the wider Microsoft ecosystem. Rather than focusing purely on specifications, this approach is about how the device supports the user in practice, adapting to their needs and working consistently with the applications and tools they rely on.

Because Surface is designed alongside Windows and Microsoft's management and security capabilities, it integrates more naturally into the enterprise environment. This helps ensure a more consistent experience for users, while also simplifying how devices are deployed, managed and supported.





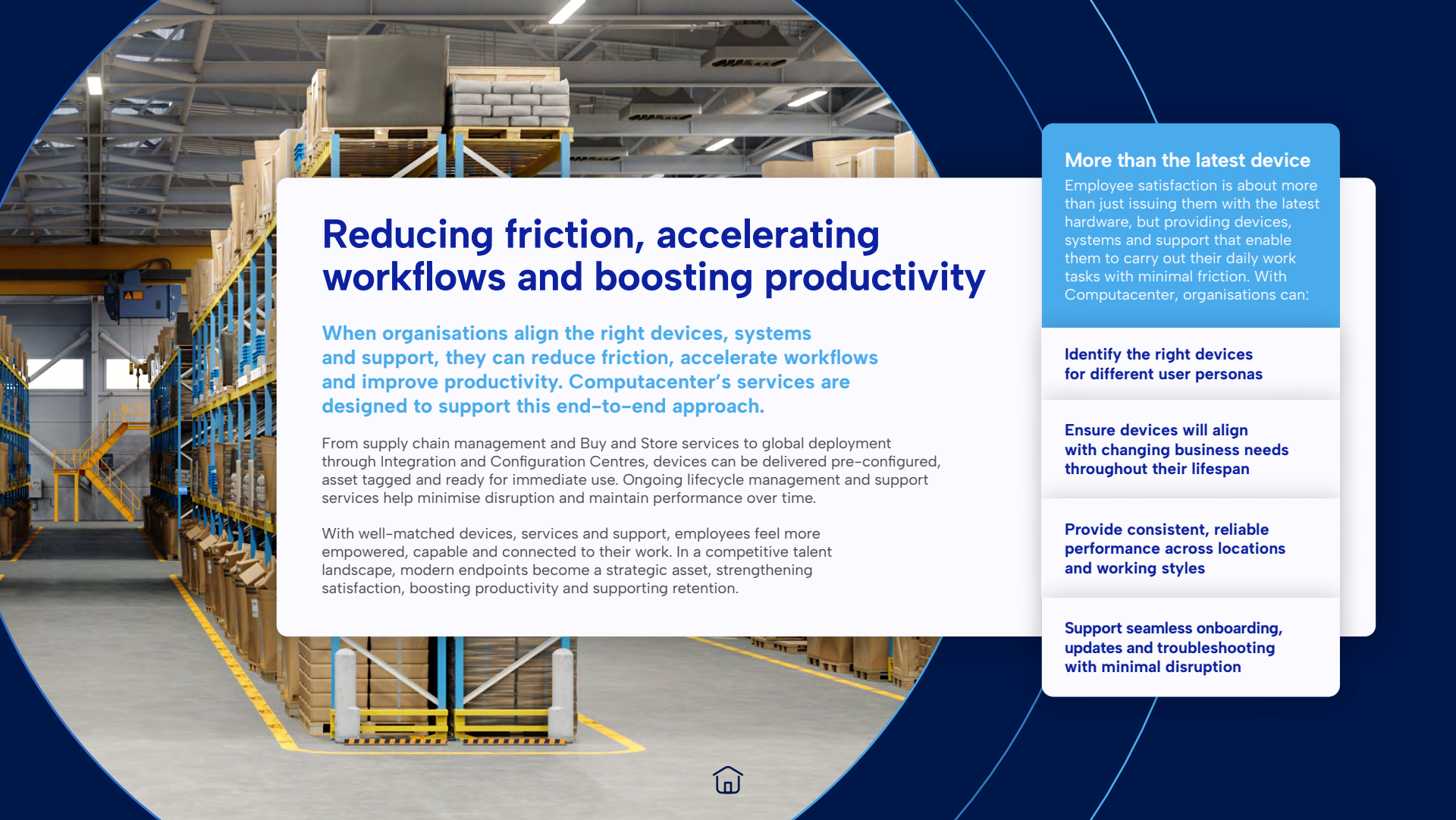
Great experiences require more than just the latest device

Employee experience is not simply a result of providing the latest hardware. Organisations need to take a more considered approach to matching people with the tools that support how they work.

Computacenter helps organisations do this through a range of advisory and lifecycle services, enabling them to understand the needs of different roles and user groups and select the most appropriate devices. Providing choice within a consistent Microsoft ecosystem helps ensure users feel supported in their role, while maintaining simplicity for IT.

With optimised hardware, integrated AI-powered capabilities and built-in collaboration tools, Surface devices support a wide range of roles while delivering a consistent experience. This combination helps ensure devices are not only fit for purpose, but also contribute to a more positive and productive user experience.





Reducing friction, accelerating workflows and boosting productivity

When organisations align the right devices, systems and support, they can reduce friction, accelerate workflows and improve productivity. Computacenter's services are designed to support this end-to-end approach.

From supply chain management and Buy and Store services to global deployment through Integration and Configuration Centres, devices can be delivered pre-configured, asset tagged and ready for immediate use. Ongoing lifecycle management and support services help minimise disruption and maintain performance over time.

With well-matched devices, services and support, employees feel more empowered, capable and connected to their work. In a competitive talent landscape, modern endpoints become a strategic asset, strengthening satisfaction, boosting productivity and supporting retention.

More than the latest device

Employee satisfaction is about more than just issuing them with the latest hardware, but providing devices, systems and support that enable them to carry out their daily work tasks with minimal friction. With Computacenter, organisations can:

Identify the right devices for different user personas

Ensure devices will align with changing business needs throughout their lifespan

Provide consistent, reliable performance across locations and working styles

Support seamless onboarding, updates and troubleshooting with minimal disruption





Empowering the front line with consistent and reliable experiences

Frontline workers operate in fast paced, high pressure environments where time is critical. Whether they are moving between hospital wards, serving customers on the shop floor, working in warehouses or across multiple locations, they need immediate access to accurate information to do their jobs effectively. Delays caused by slow devices, outdated tools or unreliable connectivity can have a direct impact on service quality, safety and the customer or patient experience.

When technology does not meet these demands, the impact is immediate. Work slows down, processes become more difficult to follow and employees are forced to find workarounds. Over time, this can affect engagement and make already demanding roles more challenging. By contrast, when frontline workers are equipped with dependable, mobile technology that supports how they work, they are better able to focus on the task in hand and deliver a consistent level of service.



Helping frontline teams perform at their best

Computacenter understands the challenges frontline workers face, from constant movement between locations to the need for real time access to information, and helps organisations equip their teams with devices that reflect the realities of these roles. Surface devices are well suited to frontline environments, combining mobility, durability and consistent performance in a way that supports day to day tasks.

With a range of form factors, including lightweight laptops and tablets, organisations can match devices to different roles and

environments, supported by appropriate peripherals such as ruggedised cases where needed. This ensures frontline workers have tools that are practical and reliable, without introducing unnecessary complexity.

Surface devices also support consistent access to the applications and systems that frontline workers rely on, helping reduce friction and enabling them to work effectively across locations.





Enabling smarter ways of working on the front line

As organisations look to introduce AI into frontline workflows, the focus is shifting towards practical, task-based use cases. This includes supporting activities such as real time data capture, guided processes and faster access to relevant information, all of which help reduce manual effort and improve accuracy.

To enable this, devices need to be capable of supporting AI locally as well as through cloud services. This is particularly important in frontline environments where connectivity may be inconsistent or where speed is critical. Surface devices are designed to support these requirements as part of the wider Microsoft platform, helping organisations adopt AI in a way that is both practical and scalable.



Combining premium devices with proactive services to strengthen satisfaction

Working with Computacenter, organisations can extend existing IT service models from the office to the front line, so these employees receive the same level of attention, support and seamless experience as their office based colleagues. Through Computacenter Integration Center capabilities, devices can be pre-provisioned, asset tagged and shipped directly to any location, ready for immediate use from day one. Reliable, durable and consistent devices help frontline employees adapt quickly to new processes or disruptions, while Computacenter's proactive and remote support ensures issues are resolved before they affect productivity.

Together, Computacenter and Microsoft help organisations deliver a frontline experience that is more dependable, strengthening satisfaction and helping workers to perform at their best.

Key challenges for frontline teams

The realities of frontline work create several IT related challenges that organisations must address to keep teams productive:

Diverse roles with different needs

Unpredictable working environments

Higher security risks

Connectivity and charging constraints

Limited access to on-site IT support

Need for rapid access to information and impact of delays





Making IT management simpler, smarter and more consistent

Managing user experiences for a hybrid, distributed and increasingly demanding workforce is a growing challenge, particularly as IT environments become more complex and security risks continue to rise. Plus, older hardware often lacks modern security protections, leaving organisations exposed to potential vulnerabilities.

In response, many organisations have shifted to modern management approaches, embracing remote capabilities, automation, policy-driven configuration and zero-touch deployment. Unified management, self-service tools and proactive experience monitoring are now essential components of a resilient device strategy.



Delivering a unified approach to management and security

Computacenter and Surface make it easier to manage devices with a unified, cloud-based approach. Surface devices are engineered for modern management with seamless integration into Microsoft Intune. When Surface is managed by Intune, firmware, driver and security updates are all delivered through the same platform that IT teams use for provisioning, configuration and compliance to simplify operational experiences. With Surface and Intune, IT teams don't need third party tools or bolt on solutions, which are often required to manage devices from other vendors.

Computacenter and Surface devices also make it easier to safeguard against security threats, combining the latest hardware based protections with simplified security management through Microsoft tools such as Defender. For example, Surface devices include Secured-Core protection – high-level, out-the-box security standard to defend against sophisticated attack – as well as a dedicated Pluton security chip and support for Windows Hello biometric authentication. Computacenter builds security into all its service processes, from deployment to management, as well as offering specialist security services and advice, so organisations can protect data, systems and devices at every level.



More predictable experiences for both IT teams and users

But seamless integration with Intune doesn't just provide IT teams with a streamlined management experience, it also creates a more consistent, predictable and user centric experience across devices. For hybrid and frontline workers, this means they can have confidence that their device will work from the moment it's powered on, and perform reliably throughout their working day. The seamless management experience available with Surface, combined with Intune's new Quick Machine Recovery and Point-in-Time Restore capabilities, means issues can be diagnosed and remediated quickly, from anywhere, minimising downtime and maximising resilience.

Computacenter supports IT teams by helping them deploy the devices and tools they need, providing additional resources to supplement busy teams and assisting them in establishing proven processes and best practices. From device lifecycle services to proactive user support, we help organisations maintain performance, reduce incidents and free up IT team to focus on strategic priorities.

By working with Computacenter, Surface and the broader Microsoft ecosystem, organisations can simplify operations and deliver smarter and more consistent device experiences to support every employee, regardless of where they work.



As a Microsoft Surface Platinum Partner, Computacenter is well-positioned to help organisations optimise their investment in Surface

We hold Microsoft Solution Partner Status across all six solution areas: Modern Work, Business Applications, Data & AI, Digital & App Innovation, Security and Infrastructure

We have a proven track record in modern workplace and cloud transformations with global scale and local delivery



Technology experiences that empower people to work at their best

Computacenter works with Microsoft to help organisations provide better experiences for their employees from the office to the front line, while simplifying operations for the IT department. With seamless, intelligent user experiences, organisations can boost productivity, increase satisfaction and empower people to work at their best.

To find out more about how Computacenter can help your organisation provide exceptional user experiences, empower the front line and unify management, please contact your Computacenter Account Manager, email enquiries@computacenter.com, or call **01707 631000**.



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