



 Microsoft
Surface
Authorised Reseller


Computacenter

Use case

Seamless, reliable and secure digital experiences for frontline teams

Supporting frontline roles. Nurses and healthcare assistants, social care workers, customer service representatives, field service engineers, retail sales associates, and warehouse and logistics staff.

Business challenges at the frontline

Frontline workers operate in demanding, unpredictable environments where delays, downtime and inconsistent technology experiences can have an immediate impact on productivity, customer service and operational performance.

Whether supporting patients, serving customers, managing logistics or working across field locations, frontline employees rely on fast, secure access to information and applications throughout the day. Many are mobile, work across multiple locations and have limited access to onsite IT support, making reliability and ease of use critical.

At the same time, organisations must balance employee experience, operational efficiency and security, while supporting evolving workflows and increasing demand for AI-enabled tools and services. For frontline roles, technology needs to work consistently and without interruption, regardless of location.





IT requirements

Consistent access to tools, applications and information across locations

Mobile, durable and reliable devices designed for day-to-day frontline use

Simplified remote management and support for distributed environments

Strong security without adding complexity for employees or IT teams

Support for evolving workflows, including AI-enabled tasks and collaboration

Why Microsoft Surface fits:



A range of Surface devices and form factors designed to support different frontline roles, locations and working styles



Native integration with Microsoft Intune, Defender and Entra, simplifying device management, updates and security



AI-enabled capabilities that support faster access to information, guided workflows and real-time collaboration



Surface devices designed alongside Windows, helping deliver a more seamless, consistent and secure user experience



Reliable performance and mobility to support employees working across sites, shifts and customer-facing environments



Capability to support AI locally as well as through the cloud, helping maintain productivity where connectivity may be inconsistent



How Computacenter helps

Computacenter helps organisations design, deploy and manage frontline device environments that are secure, scalable and easier to support.

Our services include:



Advisory services to help identify the right Surface devices for different frontline roles and user requirements



Device refresh planning and deployment services to support rollout across distributed locations



Provisioning, configuration and lifecycle services to streamline onboarding and device management



Remote management and support services designed to reduce downtime and improve operational continuity



Ongoing optimisation and support to help organisations evolve frontline experiences over time



Benefits of working with Computacenter and Microsoft

- 1 Deliver more consistent and reliable frontline user experiences
- 2 Improve productivity by reducing delays, downtime and workflow disruption
- 3 Enable employees to work more effectively across locations and environments
- 4 Simplify management and support for distributed frontline estates
- 5 Strengthen security while maintaining ease of use for frontline teams
- 6 Support evolving AI-enabled workflows as operational needs change



Discover more

To find out more about how Computacenter and Microsoft Surface devices can help keep your knowledge workers engaged, productive and satisfied, please contact your Computacenter Account Manager, call **01707 631000** or email **enquiries@computacenter.com**



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