

# Four ways to enable the Anywhere Office





## Four ways to enable the Anywhere Office

Business is no longer confined to a physical building or location. Today's employees are mobile, connecting with customers and teams across cities and the world. See how you can enable the Anywhere Office to give your employees secure productivity and connectivity anywhere and anytime.

In this e-book, you'll learn four easy ways to unlock the power of Windows 10 and Microsoft Office 365. Empower your employees to boost productivity and stay engaged with colleagues without setting foot in a traditional workplace.

Emerging technologies help everyone stay connected through a secure, continuous work experience. Share content, manage files, and collaborate seamlessly with others to get the job done. The Anywhere Office is here today.

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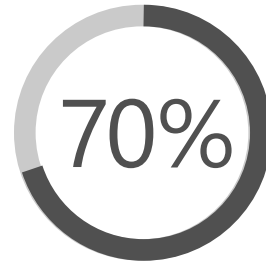
## Introduction

# Welcome to the Anywhere Office

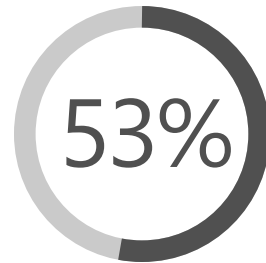
The modern office is anywhere people can be productive and connected

The era of going into the same space every day for the same number of hours is quickly fading. The workplace is changing; today's workforce wants the flexibility to do their jobs when and where they want. Today's user wants the Anywhere Office.

With new changes, there will be new challenges. Managers should maintain flexibility, poll workers about what they want from their work life, and provide them access to technology that optimizes productivity, securely. Employees must develop new skills to maintain focus and flow wherever they're working. Teams need tools that allow them to stay connected with each other to drive collaboration and innovation.



of professionals work remotely at least one day a week.



of professionals work remotely for at least one-half of the week.<sup>1</sup>

A large blue circular graphic with a white segment at the top. The number '89%' is displayed in blue.

# 89%

**of employees** say flexibility shouldn't be a job benefit—it should be how they work all the time.<sup>2</sup>

01

02

03

04

# Enabling the Anywhere Office

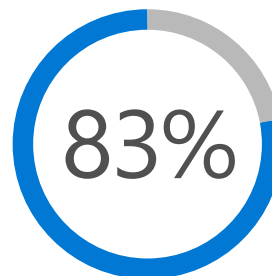
## 01

## Enabling the Anywhere Office

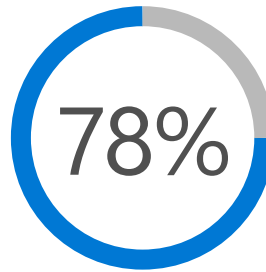
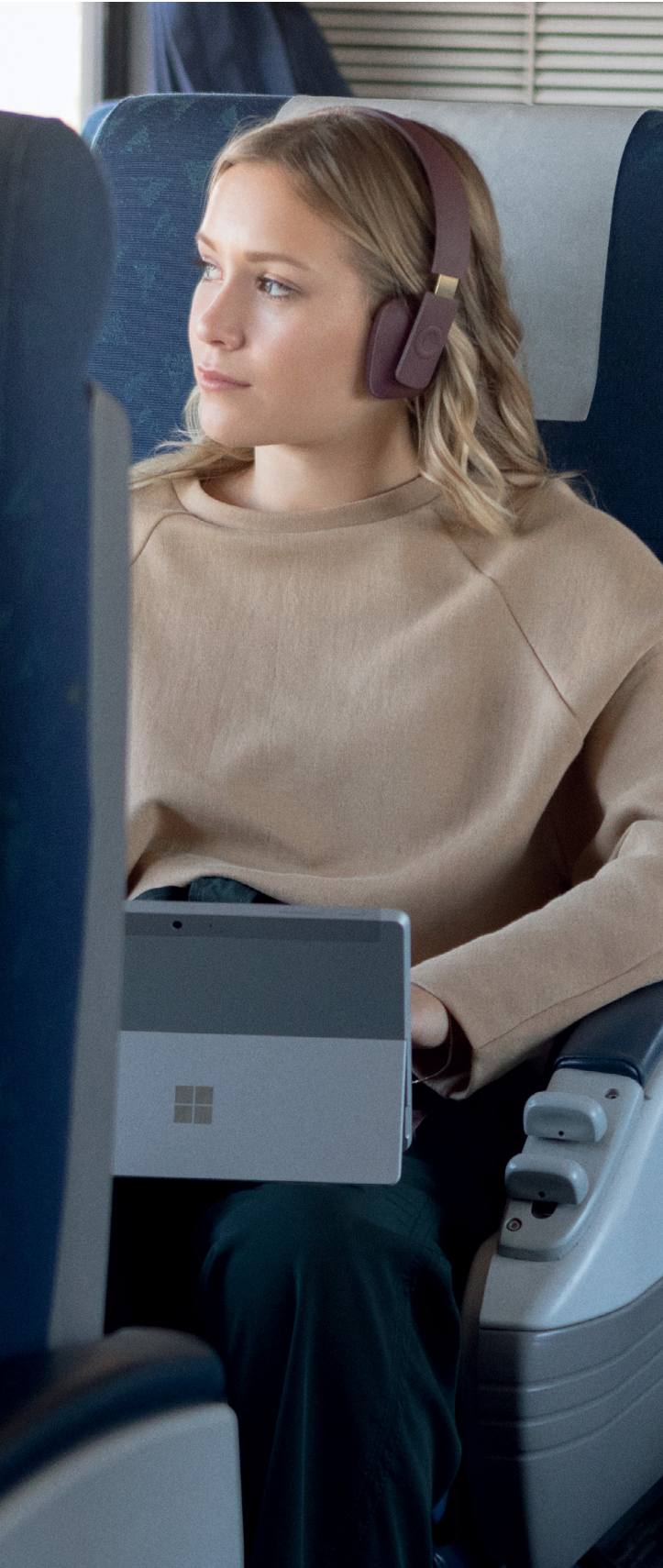
Working remotely has its perks, it gives you the flexibility to work from anywhere, the ability to work around life events, and doesn't require a long commute, for example. But there are also downsides to working remotely. Employees can often feel isolated, ignore security policies, or lose productivity. To combat these drawbacks, employees can take the following steps:

**Set up a workspace.** No matter the location, employees should be able to set up a place where they can easily access their necessary work materials. This can be difficult for workers who spend most of their time on the go. In these cases, it's essential to set up working consistencies. There might be particular objects that an employee always uses—a to-go mug, writing utensils, a lap desk, favorite headphones, etc. If they travel a lot, employees may work at the same style of coffee shop or local library. Keeping details like this uniform when working remotely can simulate the feel of having a home office.

**Find the right tools.** After a physical space for working is set up, it must be equipped with the necessary tools, including a laptop and dependable internet connectivity. While this can be a challenge when working away from the office, using LTE-enabled devices can provide consistent connectivity. Computers should be equipped with the software, programs, and apps that workers need to complete their jobs as efficiently as possible. Capabilities like file-sharing and organization in a shareable cloud solution can help facilitate collaboration and efficiency.



**of workers** don't think they need to be in an office to be productive.<sup>2</sup>



**78%** of IT leaders believe collaboration tools will be a necessity due to the rise of remote working.<sup>4</sup>

Investing in collaboration software like Microsoft Teams, Stream, or Yammer can facilitate easier communication, file-sharing, and video chat for your teams of remote or flexible workers.

**Work at any time.** If remote workers have invested in the necessary tools to ensure reliable connectivity, the world becomes their office. Sitting in the waiting room? Open an LTE-enabled device like the Microsoft Surface Pro or Surface Go and finish an Office PowerPoint presentation. Running late to a meeting? Pull over and join the conference call using collaboration software. A delayed flight doesn't mean deadlines need to be delayed, too. Having uninterrupted connectivity makes it so much easier to work anywhere anytime.

**Make time to collaborate.** Working remotely can be lonely, but maintaining connectivity with other team members can help keep that onsite social feel. Take the time to schedule meetings with coworkers using collaboration software, video chat with management, research fun things to do locally when traveling for work, and reach out to colleagues via email or social media. Staying connected and active is vital to maintaining a healthy work-life balance.

## Managing the modern team

Managing remote workers is an opportunity to learn a new skill set. Director of US Events and Digital at Microsoft Nicole Summitt manages a team of remote and flex-time employees. She offers the following tips:

**Use technology to communicate.** Using Teams, management can tailor communication based on how their employees like to communicate and how quickly they need a response. “Have multiple ways to communicate with people who aren’t sitting near you,” suggests Summitt. Teams offers easy ways to reach employees, including instant messaging or calling them with a click of a button.

**Get in touch with video.** Calls in Teams have video capability as well, which allows management and employees to engage face to face with their devices—including work or personal phones. A moving picture says 1,000 words, and technology like Microsoft Stream can share instructions or illustrate procedures in less time than traditional email.

**Communication is key, in all forms.** When working remotely, there can be various barriers to instant communication. “Time zone limitations can cause delay between interactions,” explains Summitt. Developing succinct written communication skills is critical to ensure team members know the status of, and expectations around, projects.

**Hone existing skills.** Developing skills that translate to any work environment is crucial. “There are skills that every worker needs. Adaptability. Communicating. Thinking quickly,” says Summitt. Management should encourage remote workers to keep developing what they learned from a traditional workplace, rather than neglecting previous skills. Helping workers fill in knowledge gaps should be your priority.



By providing LTE-enabled versions of the Surface Pro or Surface Go to your remote workforce you are providing them with the foundation of being connected to their peers, customers, and partners. Surface LTE-enabled devices provide everything a remote worker needs to do work wherever they may find themselves—taking advantage of the front-facing camera for video conferencing, using the pen to present ideas visually using OneNote or Microsoft Whiteboard helps make remote collaboration feel more like being there.





## Staying in communication

Employers need to be sensitive to remote worker needs. This new working environment is unfamiliar to most workers, and they may require instruction to succeed. Keeping in regular contact with remote employees is critical—it's important to help them make a schedule, including time set aside for engagement, and to ask open-ended questions to keep them engaged.

"I have regular one-on-ones with my employees," explains Summit. "Newer remote workers may require more check-ins." On top of providing guidance, managers must ensure that workers have reliable access to technology they need to fulfill their roles.

# The always-connected Anywhere Office

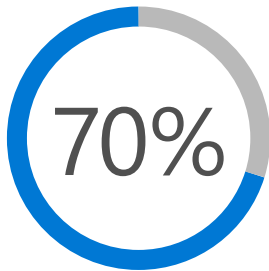
## 02

## The always-connected Anywhere Office

### Staying connected is harder than it seems

Depending on where a remote employee is working from, long wait times can plague their efforts to stay productive. If someone is dependent on an airport's Wi-Fi network to work, they may experience bandwidth limitations that cause long wait times. Workers may also encounter Wi-Fi options that exist on non-secure networks. Depending on the sensitivity of their work and material on their laptops, they may choose not to log on at all to avoid hackers scamming or scraping that data.

It's annoying when you try to complete simple tasks, like file transfers or loading websites, and find that it takes much longer than it should. Wait times because of nonexistent or underperforming connectivity issues increase frustration and stress for employees, which then affects their morale and motivation.



**of businesses** say poor connectivity is hindering their efficiency and productivity.<sup>5</sup>



## Disconnection leads to productivity loss

Derek Dezso, Partner Development Manager, Surface Commercial at Microsoft, was attending a virtual meeting with some colleagues and had some free time before his meeting began. He was sitting in the conference room, waiting for his meeting to start, and listening to his colleagues as they finished their discussion.

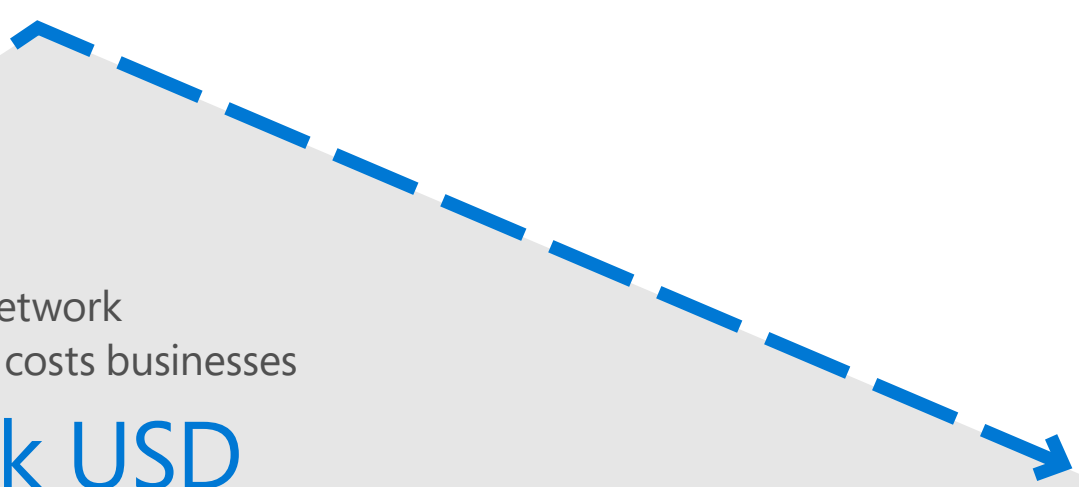
"I took out my laptop, non-LTE enabled, and attempted to connect to the guest Wi-Fi. Of course, the password didn't work the first couple of tries, so I interrupted their

meeting—and stopped their flow—to get the password." Dezso then encountered issues because of the security within Windows. It wasn't sure it should trust the network.

"Once I was finally connected, it was such a slow and unproductive speed (it was just such a crummy network) that I couldn't get anything done." Finally, he realized he had his LTE-enabled Surface device; he connected in seconds and was able to spend the remaining part of the hour communicating with his team and answering emails.

## Productivity loss leads to economic loss

If an employee works 40 hours per week at a salary of \$50k USD annually, they make about \$24 USD per hour. If they lose 4 hours of productivity per month, they cost the company \$1.152k USD per year. Money lost due to a lack of productivity adds up quickly.



The lack of network connectivity costs businesses

**\$1.152k USD**

per year per user in lost productivity

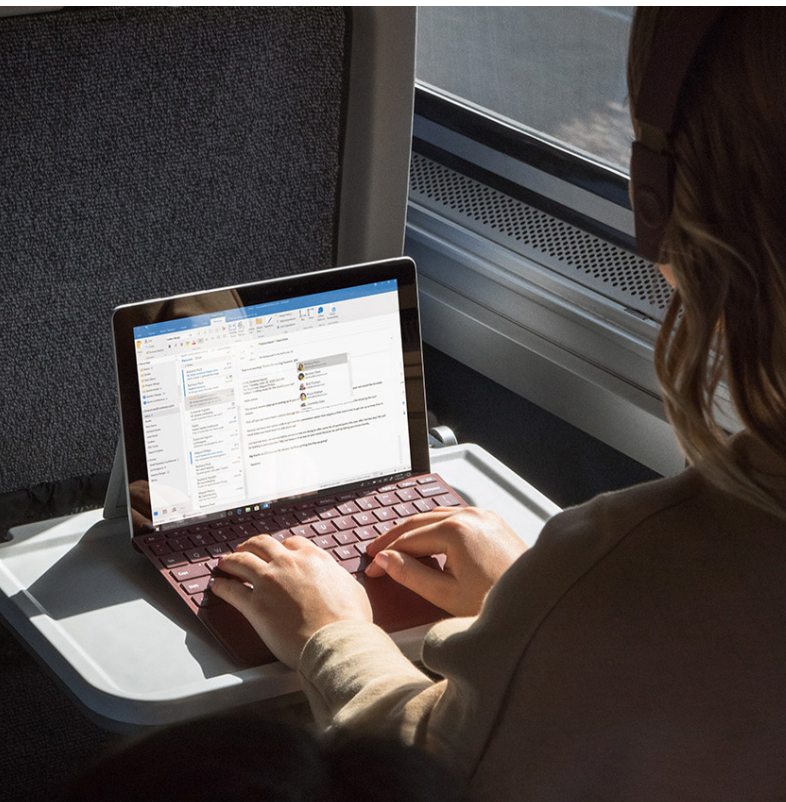
## Staying connected leads to advantages

Takeaways from this story are that it is important to keep apps connected for many reasons:

**Time savings.** Staying connected through one remote meeting saved almost one hour of lost time. Dezso has also experienced increased productivity while sitting on a tarmac, waiting for his plane to take off. He was too far away to connect to the airport Wi-Fi, and the plane's Wi-Fi wouldn't turn on until after takeoff. By using his LTE-enabled laptop, he picked up another hour of productivity he otherwise would have lost.

**Increased productivity.** Each time Dezso regained connection, he was able to answer emails from colleagues, connect to his team, and do quality work. Even while stuck in traffic in a cellular dead zone, Dezso has pulled over, connected with his LTE-enabled device, and taken a call over his Bluetooth headset. "I was able to be on the road, take a call, and not rely on my mobile phone," says Dezso. As a tangential benefit, Dezso didn't have to use his own cellular data plan to complete this work.

**Improved business reputation.** Being in control of connectivity can improve the way workers are perceived. Dezso wanted to save some face when he couldn't connect and had to ask for the password multiple times, "I didn't want to interrupt again to see if I was doing it right—I was a guest in their meeting," Dezso says. Connectivity, when you're already running late, can be a huge problem. "It's a big deal when you're already two minutes late for a meeting, and you don't know when or how you'll be able to connect" Dezso adds. If more remote workers are equipped with an LTE-enabled Surface device there can be fewer issues. "4G and above is faster than most public Wi-Fi, so you have less risk of diminishing that reputation by just showing up with a quality experience for everybody else who's on that call," Dezso explains.



# Securing the Anywhere Office

## 03

## Securing the Anywhere Office

### Make security a priority

Remote workers open themselves up to cyberattacks every time they connect to an unsecured network. Address Resolution Protocol (ARP) poisoning, for example, happens when attackers take over a local area network (LAN) and redirect any traffic on that network to their IP address. This enables them to intercept any data that comes over that LAN.

Keeping data secure must be a priority for organizations and their remote workers. To protect laptops from compromising situations, employees should steer clear of unsecured public Wi-Fi. There are several LTE-enabled machines, like the new Microsoft Surface Pro or Surface Go, that allow remote employees to stay connected and safe at the same time. The LTE-enabled Surface device lets users use their network's LTE to connect securely to the internet, no matter where they're working from.

Without proper precautions, everyone is susceptible to cyberattacks. Cyberattacks and data breaches can occur everywhere—even at the highest levels and in the largest corporations.



## Security Spotlight

Today's workforce is more mobile than ever. Whether in the field, on the floor, or out on the road, your employees need LTE-enabled devices with access to secure, fast, 4G LTE networks that keep pace with their productivity, wherever they work. The Surface Pro and Surface Go with LTE Advanced offers unmatched security and productivity.

### Surface Pro and Surface Go Security

#### Trusted Platform Module 2.0

Trusted Platform Module (TPM) technology is designed to provide hardware-based, security-related functions. A TPM chip is a secure crypto-processor that helps you with actions like generating, storing, and limiting cryptographic key use.

#### Surface Enterprise Management Mode with Microsoft Enterprise Mobility + Security Integration and Management

Microsoft Surface Enterprise Management Mode (SEMM) is a feature of Surface devices with Surface UEFI that allows you to secure and manage firmware settings within your organization. With SEMM, IT professionals can prepare configurations of UEFI settings and install them on a Surface device. SEMM also uses a certificate to protect the configuration from unauthorized tampering or removal.

#### Device Encryption

Encryption helps protect the data on your device so it can only be accessed by people who have authorization.

#### Windows Hello Enabled

Windows Hello logs you into your Windows devices three times faster than a password. Use your camera to recognize your face to securely log into your Surface.

### Windows 10 Professional Intelligent Security

#### Windows Hello for Business

In Windows 10, Windows Hello for Business replaces passwords with strong two-factor authentication on PCs and mobile devices. This authentication consists of a new type of user credential that is tied to a device and uses a biometric or PIN. Windows Hello for Business lets users authenticate to an Active Directory or Azure Active Directory account.

#### BitLocker and BitLocker to Go

BitLocker Drive Encryption is a data-protection feature that integrates with the operating system and addresses threats like data theft or exposure from lost, stolen, or inappropriately decommissioned computers.



**Windows Information Protection**

Windows Information Protection (WIP), previously known as enterprise data protection (EDP), helps protect against this potential data leakage without otherwise interfering with the employee experience. WIP also helps to protect enterprise apps and data against accidental data leak on enterprise-owned devices and personal devices that employees bring to work without requiring changes to your environment or other apps.

**Windows Defender System Guard**

Protects the integrity of Windows 10 devices in all states using virtualization-based security (VBS) and hypervisor protected code integrity, this enhancement will ensure the kernel process that verifies code integrity runs in a secure runtime environment provided by VBS.

**Windows Defender Exploit Guard**

Windows Defender Exploit Guard (Windows Defender EG) is a new set of host intrusion-prevention capabilities for Windows 10, allowing you to manage and reduce the attack surface of apps used by your employees. It accomplishes this through exploit protection, attack surface reduction rules, network protection, and controlled folder access.

**Windows Defender Antivirus**

Windows Defender Antivirus is a built-in antimalware solution that provides next-generation protection for desktops, portable computers, and servers. Windows Defender Antivirus includes cloud-delivered protection for near-instant detection and blocking new and emerging threats.

For more information visit:

<https://www.microsoft.com/en-us/windowsforbusiness/intelligent-security>

## Combine security and productivity

On the flip side of this, secure laptops can also impede productivity. The built-in security features in Windows can prevent employees from connecting to public Wi-Fi, keeping them safe—but also preventing them from working.

When one of Dezso's colleagues was working remotely at a coffee shop, she was unable to connect to an unsecured public Wi-Fi because of the safeguards implemented by Microsoft Defender Advanced Threat Protection. The security measures assessed the risk to corporate data, and so by using an unsecured public Wi-Fi she was prevented from joining an important meeting. If she'd had an LTE-enabled Surface device, she could have bypassed public Wi-Fi and connected via a protected and secure LTE connection—allowing her to be more productive.



**Tools that make the  
Anywhere Office a reality**

## 04

## Tools that make the Anywhere Office a reality



Technology advances have made it easier than ever for remote employees to stay productive and connected to their teams, wherever they may be. Necessary technology tools include:

**File sharing and backup technology.** Remote workers need to be able to share their work with others, upload new versions, and have that work backed up securely. Microsoft 365 does all of this and more, and includes cloud storage and all Microsoft Office apps that facilitate file sharing and co-authoring.

**Document management software.** Workers need a centralized virtual hub when it comes to shared documents, human resource files, onboarding materials, and other important files. Microsoft SharePoint can help remote workers keep both finalized and living documents organized while tracking the latter through the editing process.

**Collaboration software.** To combat feelings of isolation and promote communication, it's important for remote workers to use collaboration software. Microsoft 365 offers several apps that help workers talk and share in real time, like Microsoft Outlook for email, Teams for video conferencing, chatting, and sending files, and Stream for sharing professional videos with coworkers.

## Modern hardware delivers modern results

Remote workers can't do their jobs if they don't have an updated machine contained in a portable package that's powerful enough to run software they need and maintain a secure internet connection.

New LTE-enabled Surface devices from Microsoft are optimized to work with Microsoft 365 and are made for the modern remote worker. According to a recent Forrester study,<sup>9</sup> working with Microsoft 365 on an LTE-enabled Surface offers the following benefits:

**Save time.** On average, employees save five to nine hours on common tasks each week.<sup>10</sup>

**Improve the employee experience.** 75 percent of users agree that Microsoft 365 and Surface improve employee satisfaction.<sup>11</sup>

**Increase productivity.** 12 percent of workers reported nearly 5 hours of weekly productivity gains.<sup>12</sup>

**Promote security.** An LTE-enabled Surface allows for safe connectivity wherever workers travel.

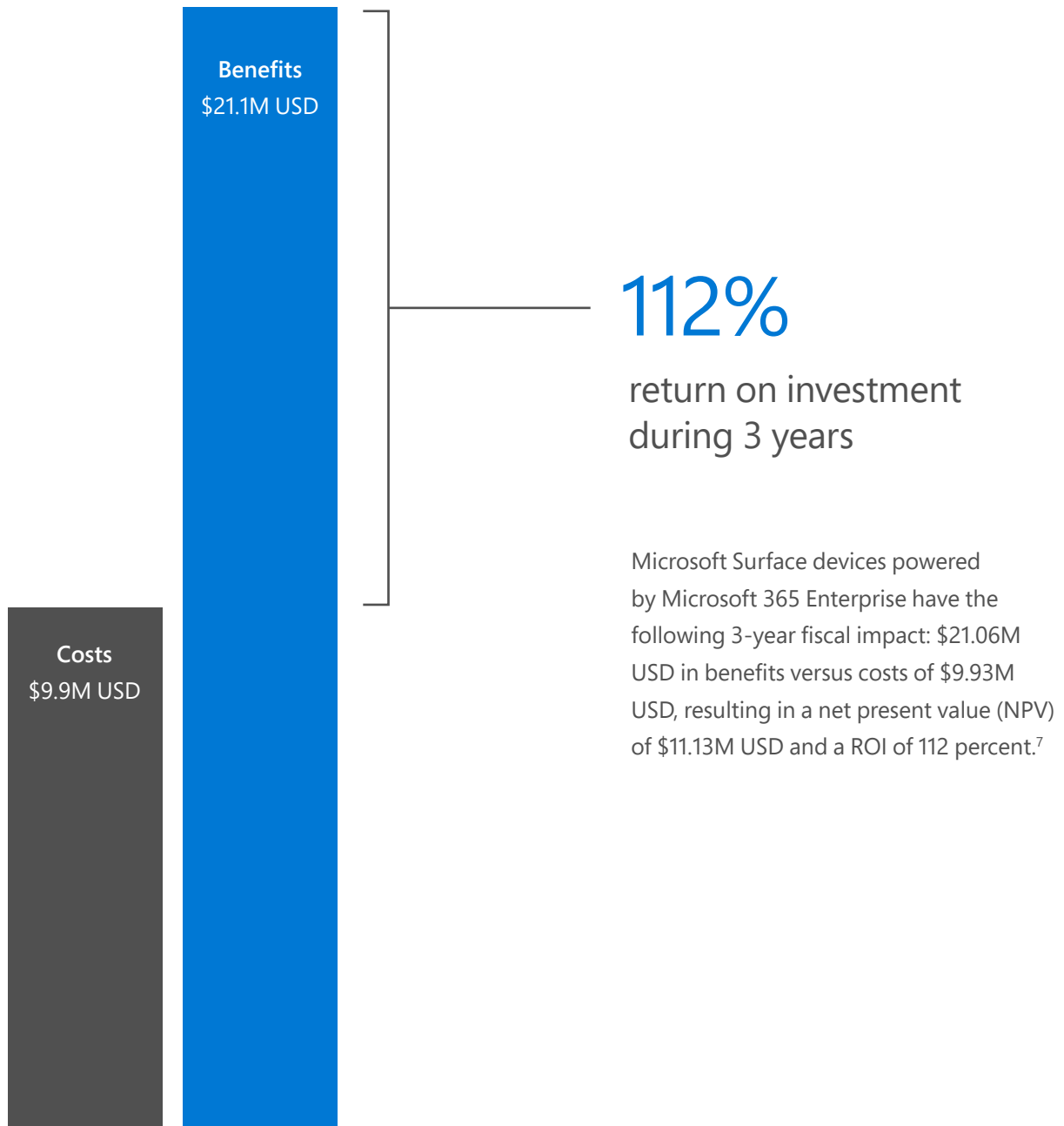
Every PC older than 4 years can cost more than

**\$1.7k USD**

per year in maintenance, repairs, and lost productivity compared to a new Windows device.<sup>7</sup>



Microsoft 365 and Surface devices can have a massive impact on remote worker productivity and security, providing 112 percent return on investment (ROI) over the initial investment of purchasing the Surface devices.



## Conclusion

# The workplace is evolving

Part-time, work-from-home, and remote workers are changing the way people think about traditional work hours and spaces.

In the modern workplace, constant communication is essential; workers must stay connected to each other no matter where they travel. Employers need to give remote workers the information and training needed to ensure security and productivity. They also need to empower them with strategies to stay productive on the go and tips to create a work environment that supports their goals.

Mobility features provided with the LTE-enabled Surface let users to create their own ways of working without sacrificing productivity, security, or connectivity. The LTE-enabled Surface turned Dezso "from a skeptic to a believer. [Once] You go LTE, you can never go back."

"[Once] you go LTE, you can never go back."

—Derek Dezso



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