

Improve your business by
transforming your
workplace into a center
for collaboration and
innovation with the
Surface Hub

July 13, 2017



The financial sector today

The way we work is changing. Teams are more global, more dispersed, and more mobile—as estimated, the mobile worker population will increase from 96.2 million in 2015 to 105.4 million mobile workers in 2020;¹ and 54% of meetings now include remote participants.² Workspaces are shifting, becoming more open and more densely packed to encourage collaboration.

Organizational priorities

In order to improve business, banking industries will reevaluate their lending and classifying loans, creating a loan loss reserve, identifying risk management principles and increasing transparency in order to increase long term profitability.

Banking industries strive to promote online banking which enables consumers to access their accounts, pay bills, transfer funds, and view checks.

Maintain customer service to retain and recruit new customers by gaining insights into customer's needs and providing tools for that enable easier banking.

Related IT priorities

- **Provide intuitive and collaborative project management tools**
- **Implement tools that keep your project teams connected and organized while they're on the go**

- **Enable online and mobile financial services**
- **Develop solutions and tools that provide deep client insight to analyze and advise on investment strategies**

- **Choose a software that is automatically kept up to date**
- **Anticipate change with forward-looking views into the everyday work going into your projects and the resources needed to get that work done**

“**The Surface Hub proved unlike any other gadget I've ever used before. The touch interface is as responsive as any smartphone, and writing and operating with multiple hands is flawless.**”

Nick Statt, CNET

Our recommendation

To deliver on these objectives, Microsoft proposes an investment in the **Surface Hub**.

The vision of Surface Hub is to create a device that is:

- **The best way to create and brainstorm with others.**
- **Engaging and fosters productive meetings.**
- **A new platform for amazing large screen applications.**
- **Designed for the modern workplace.**

¹ “IDC Forecasts U.S. Mobile Worker Population to Surpass 105 million by 2020”, IDC, Jun 23, 2015.

² “The Collaborative Enterprise”, Wainhouse Research, 2015.

Breaking the walls of your meeting room

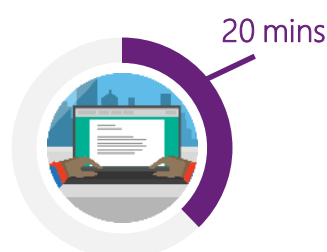
Simplify meetings and presentations, deploy integrated, productive solutions, and foster effective collaboration to harness the collective knowledge and skills of your employees to have a substantial impact on the bottom line of your business.

The cost of a legacy workplace

From a work standpoint, meetings are often cited as a top time-waster in organizations. According to a study from Forrester Consulting,¹ for an average 1-hour meeting, 50% of the time will be wasted on managing remote attendees and organizing post-meeting tasks.



Average time spent dealing with remote attendee connections.



Average post-meeting time spent transcribing and distributing notes and other information.

¹“The Total Economic Impact of Microsoft Surface Hub”, Forrester Consulting, February 2016.

Building the modern workplace with all-in-one, interactive display devices

Our workplace is evolving and group productivity will be the next frontier to power success. Microsoft gives you the ability to create an integrated, productive, collaborative, and secure workplace.

We believe by deploying all-in-one, interactive display devices, you can empower your employees to visualize and customize solutions, images, and notes more effectively to gain new insights faster with less travel.



Data rich

Ensure easy access to data that allows business leaders to make informed decisions.



Modern and global

Implement technology that allows immersive, global collaboration.



Innovative

Establish an environment that promotes new ideas for the next generation's workforce.



Collaborative

Create a modern workplace that fosters and unleashes the power of teamwork.

Microsoft Surface Hub

Unlock the power of the group with Microsoft Surface Hub, a powerful team collaboration device designed to advance the way people work together naturally.

Improve collaboration with all-in-one devices

➤ **Built for teamwork**

Microsoft Surface Hub reimagines the meeting experience so that you can unlock the power of the group.

➤ **Create and brainstorm with others**

Improve productivity and collaboration by effectively sharing your ideas with others, and creating and brainstorming in real time with built-in tools like Skype for Business and OneNote.

➤ **Advanced technology for the modern workplace**

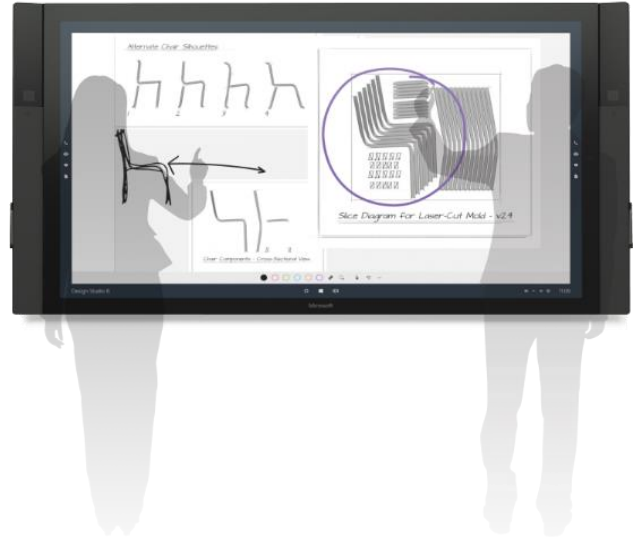
Surface Hub integrates beautifully into the modern workplace, enabling productivity in any space where people come together, from large conference rooms to informal huddle spaces.

➤ **Platform for amazing large screen apps**

Powered by Windows 10, Surface Hub comes with powerful, familiar Microsoft applications like Skype for Business, Microsoft Office, and OneNote specifically customized for large-screen.

➤ **Use the Universal Apps platform**

You can benefit from many solutions developed by our Partners.



Key features



Ink

A responsive and natural inking experience that feels as fluid as a pen on paper.



Touch

Advanced touch capabilities recognize up to 100 touch points with precision, allowing multiple people to interact with the screen simultaneously.



Windows 10

A new experience for Windows 10 that is tailored for group use, with ink and touch at its core. Many applications can be used without authentication.



Comes with Office

Microsoft Surface Hub comes with Microsoft Office apps like Word, Excel, and PowerPoint, plus the Digital Whiteboard and Skype for Business.

Surface Hub for your needs

Integrated into the entire Windows ecosystem, Surface Hub takes advantage of Windows 10, cloud services, and productivity applications to transform your workplace.

Cost savings and business benefits

In a Total Economic Impact (TEI) study commissioned by Microsoft, Forrester Consulting found that **Surface Hub drives meeting productivity, reduces costs, and helps to increase sales.**¹ Other benefits include:

138% ROI over three years and a payback of about nine months.²

\$25 per meeting saved on printing costs

Collaboration with Surface Hub helps eliminate the need for printed materials for note-taking or annotation, as participants can make notes directly on the screen.

15 to 23 min. saved per meeting

Surface Hub reduces time spent on pre- and post-meeting activities, including setting up video and screen-sharing, typing up notes, photographing whiteboards, and emailing those files.

20% increase in sales for in-person meetings

Because of its superior user experience, Surface Hub serves as a platform for presentations and collaboration, leading to higher close rate on deals pitched using Surface Hub.

"Improving connections between teams has been AVI-SPL's focus since our founding in 1979, and Surface Hub is a significant solution that will transform the way we communicate and collaborate."



"We work with customers every day to help them find ways to work together better, and we are incredibly excited about the scenarios that Surface Hub opens up for organizations across a variety of industries..."



¹"The Total Economic Impact of Microsoft Surface Hub," Forrester Consulting, February 2016.

² Three-year risk adjusted ROI and key benefits are based on a composite organization analysis of a slow Surface Hub ramp-up through year 1 and aggressive deployment in years 2 and 3.

Customer evidence

Many of our customers and partners are already experiencing the benefits of Surface Hub:

“The Surface hub allows professors, students, and professionals to collaborate in new and exciting ways that will reshape how we work, teach, and research in the classroom and around the world.”

Harvard Law School



“Case Western Reserve and Cleveland Clinic are reimagining health care education for the 21st century. **The Surface Hub takes our core concept of collaboration to levels that transform teaching and learning.**”

Case Western Reserve University



“When the Surface Hub is applied to our Living Office framework, **we expect powerful design considerations to emerge that will elevate our experience of collaborative work spaces.**”

Herman Miller



“Surface Hub is a game changer; enabling true enterprise collaboration by combining Skype for Business with HD video and interactivity for any meeting space.”

Whitlock



“Surface Hub represents a new era for meeting space productivity by natively integrating with Crestron to display 4K and HD content, control the room, and manage these spaces on the network.”

Crestron



“Innovative design involves deep collaboration across clients, suppliers and architects. **The Surface Hub will dramatically optimize creative workflow and empower our stakeholders to connect.**”

SHoP



Read more customer evidence at www.microsoft.com.

Moving forward

Our commitment is simple—to help transforming a workplace into a center for collaboration and innovation, seamlessly connect everyone in your organization, regardless of their location and deliver re-imagined experiences for your customer so they fall in love with your brand all over again.

Create an environment that promotes new ideas for the next generation's workforce

Thank you for learning more about the Surface Hub!

Surface Hub was created to be as empowering and transformative to teams, as the PC is to individuals.

It will change the way people work together by creating a central place for collaboration. Walk up, join a Skype for Business meeting with a single tap, and share content effortlessly. Then easily send meeting notes and content when the meeting ends.

Next steps

01

Confirm your interest in Surface Hub Demo Day, by filling in the contact form [here](#).

First step

02

Our Surface HUB and Office 365 Specialist, will schedule a Demo session with you, presenting the business and financial value of Surface Hub.

Second step

03

Establish project timelines, Proof of Concept and Purchase decision with our Authorized Device Resellers.

Third step

Thank you for your interest in learning more about our Surface Hub solutions.

Supporting information



Surface Hub for your needs

Protect your investment & minimize downtime

Onsite installation

PowerBI - The world of data is changing

Skype for Business

The new Exchange

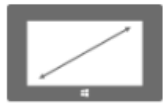
Microsoft Office 365

Surface Hub for your needs

Integrated into the entire Windows ecosystem, Surface Hub takes advantage of Windows 10, cloud services, and productivity applications to transform your workplace.

The Surface Hub re-imagines the way people work together and it can be as transformative to group productivity as the PC was for individuals.

Specifications:



Display:

- 55" HD
- 84" 4K



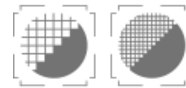
Processor:

4th generation Intel® Core™ processor family



Sensors:

Infrared, imaging and light sensors



Graphics:

- 55": Intel® HD Graphics 4600
- 84": NVIDIA Quadro K2200



Cameras:

2 built-in wide-angle HD cameras

Technical specifications for the 55" and 84" models

Size	31.75" x 59.62" x 3.38" (806.4mm x 1514.3mm x 85.8mm)
Weight	105 lbs - 48 Kg
Resolution	1920 x 1080 @ 120 Hz
Compute	4th Gen Intel i5, 8 GB RAM, 128 GB SSD
GPU	Intel HD 4600
Network	Wi-Fi (802.11 a/b/g/n/ac), ethernet 1Gbps, Bluetooth 4.0 low energy, NFC reader, Miracast enabled
Audio/Video	(2) 1080p front-facing cameras, 100 degree horizontal field of view, high performance 4 element array microphone, (2) front-facing stereo speakers
Accessories	(2) Powered, active pens, (1) wireless all-in-one keyboard
Sensors	(2) Passive infrared presence sensors, ambient light sensors
Ideal room	Exec Offices, Huddle Spaces, Focus Rooms, Conference Rooms



Surface Hub for your needs

Integrated into the entire Windows ecosystem, Surface Hub takes advantage of Windows 10, cloud services, and productivity applications to transform your workplace.

The Surface Hub re-imagines the way people work together and it can be as transformative to group productivity as the PC was for individuals.

Microsoft Surface Hub 84"



Size	46.12" x 86.7" x 4.15" (1171.5mm x 2202.9mm x 105.4mm)
Weight	280 lbs - 127 Kg
Resolution	3840 x 2140 @ 120 Hz
Compute	4th Gen Intel i7, 8 GB RAM, 128 GB SSD
GPU	NVIDIA Quadro K2200
Network	Wi-Fi (802.11 a/b/g/n/ac), ethernet 1Gbps, Bluetooth 4.0 low energy, NFC reader, Miracast enabled
Audio/Video	(2) 1080p front-facing cameras, 100 degree horizontal field of view, high performance 4 element array microphone, (2) front-facing stereo speakers
Accessories	(2) Powered, active pens, (1) wireless all-in-one keyboard
Sensors	(2) Passive infrared presence sensors, ambient light sensors
Ideal room	Conference Rooms, Command Centers, Workshops

Protect your investment & minimize downtime

Your guide to standard warranty and extended service plans for business



Microsoft Complete for Business

Enjoy enterprise level service that safeguards your Surface Hub investment



Minimise downtime

Get support from Microsoft when and how you need it. 24x7 same-day phone support for diagnostics and most fixes. One-on-one setup service helps you get back to being productive right away.



Extended warranty

Complete for Business extends your Surface Hub coverage for hardware defects or malfunctions for up to three full years. This is transferable with ownership of the Hub.



Next day onsite repair

Next day onsite services keep you productive by dispatching certified Microsoft technicians to replace accessories or repair Hub issues that can't be fixed over the phone. You don't have to leave the office. *



Peace of mind

With Complete for Business, you never have to worry about "what if." It covers your business support needs for up to three full years.



At a glance: Warranty and extended hardware service plans for business

Plan Basics	Standard Warranty	Microsoft Complete for Business
Plan length	1 year HW, 90 day SW	2 or 3 years
Activation	Activated from day device is received by customer	Can add up to 45 days from date of purchase*
Parts timeline (business days)	3 business days	Next business day**
Service		
Warranty of manufacturing defects on device	1 year	2 or 3 years
On-site diagnostics and repairs		✓
Same-day technical phone support		✓
Technical support hours	9 am -5 pm locally	24x7

*Customers purchasing Surface Hub through a qualified partner may activate Complete for Business within 45 days of original purchase by supplying original purchase documents.

**Next business day onsite parts delivery is available within 150 miles of most major cities of supported countries where Surface Hub is shipped.

Coverage by country

	Standard warranty – Device	Standard Exchange	Complete for Business – Device	Exchange
Finland	2 years	3 business days	3 years	Next business day*
Sweden	2 years	3 business days	3 years	Next business day*
Denmark	2 years	3 business days	3 years	Next business day*

Customers are entitled to product support only in countries where Surface Hub is officially launched. With the exception of the EU/EFTA countries, customers in non-launch countries will not be provided with exchange services.

Terms and Conditions may vary by country. Please refer to the full Terms and Conditions for your location for all details.

Onsite installation

Q: What types of onsite services are available for the Microsoft Surface Hub?

A: There are two types of field service available:

1. Site readiness and installation service for new units
2. Repair or exchange service for deployed units

Q: What is the service coverage area?

A: Microsoft Surface Hub is supported in each launch country*. The coverage area is a 150 mile radius around each major city in the launch countries. Services outside of the 150 mile radius are 'best effort' on a case-by-case basis. Please allow for extra response time.

Q: Who performs the onsite services?

A: Microsoft offers onsite installation and onsite repair/exchange services for the Microsoft Surface Hub, performed onsite by our Microsoft-authorized service partner Unisys. Customers work directly with Microsoft through our global call center, email and web portal (CSS)**. CSS dispatches service engineers.

Q: What are the response times and hours?

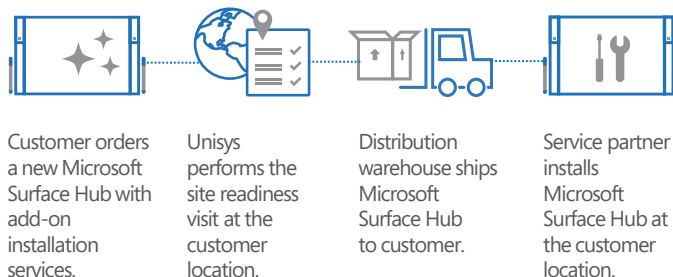
A: Onsite services are performed at the customer site within one or three business days, as specified on the warranty purchased. Warranty (three business days) or Microsoft Complete for Business (one business day).

- Microsoft's authorized service partner will contact the customer to confirm and schedule the service appointment within one business day of the contacting Microsoft customer service.
- Customer scheduling requirements and delivery of ordered units/parts may affect the actual service completion date.
- Service hours are Monday through Friday, 8:00 am to 5:00 pm, local customer time.
- Best effort will be made to accommodate any off-hour requests, or expedited service requests.

Q: How does the onsite installation service process work?

A: Installation service for the Microsoft Surface Hub is ordered by the customer when placing an order with the reseller.

Typical installation service flow:



Power BI – The world of data is changing

The size, type, shape and volume of data that organizations need to analyze is changing. At the same time, employees want to work on the device of their choice.

We believe everyone should have easy access to the data they need to make informed decisions. With Power BI, you can.

4.3
connected
devices per
adult*

27%
using social
media input*

10x
increase every
five years*

85%
from new data
types*

*Gartner, Mark Beyer., "Information Management in the 21st Century"

Our vision for Business Intelligence

- **Easy access to data, big and small**
Search, access and shape internal and external data, and combine with unstructured data to broaden insights.
- **Powerful insights with familiar tools**
Speed up analysis and time to insight with the familiarity of Excel in Office.
- **Complete BI solution**
Scale your BI models, enrich and help secure your data and ensure quality and accuracy with a complete BI solution.

"By 2015, organizations that build a modern information management system will outperform their peers financially by 20 percent."

– Gartner, Mark Beyer., "Information Management in the 21st Century"

Power BI : Self-service BI and the power of the cloud

Analyze in Excel

Discover



Search, access and transform public and internal data sources with **Power Query**

Analyze



Easy data modeling and lightning fast in-memory analytics with **Power Pivot**

Visualize



Bold new interactive data visualizations with **Power View** and **Power Map**

Collaborate in Office 365

Share



Share data views and workbooks refreshable from on-premises and cloud based data sources, with **Power BI Sites**

Question
Q&A

Ask questions and get immediate answers **with natural language query**

Mobility



Mobile access through HTML5 and touch optimized apps

Skype for Business

Connect people everywhere to achieve more, together. Skype for Business brings together the familiar experience of Skype that users love with the security, compliance and control that you've come to expect from Microsoft to drive positive and effective collaboration among diverse and distributed stakeholders.

Help your people to be more productive

Our ambition is simple: to create the most loved and trusted communications platform for doing things together.

Skype for Business **offers:**

- All the capabilities of Lync, for users and administrators
- An improved UI that takes advantage of familiar Skype icons and colors to simplify adoption for people
- Multiple deployment options, including server, cloud and combination of the two
- The security, compliance and control features that enterprises require

For your users

Skype look-and-feel for easy adoption

Full enterprise communications feature set

- Instant messaging and presence
- Online meetings with voice and video content
- Enterprise voice

Cross platform support, from small to large

- iOS, Android, Windows, Mac
- Smartphones, Tablets, PCs
- Skype Room Systems and Surface Hub

For your IT staff

New Server with enhanced features, reliability, and legacy interoperability

Updated Service including thousands of attendees per meeting

Option to augment on-premises with Office 365 for greater scale and capability

Flexibility to migrate some or all communications to Office 365 over time

Market endorsements



Leaders Quadrant in Gartner Unified Communications, Corporate Telephony, and Web Conferencing Magic Quadrants*

Leaders Band of Forrester Wave for Unified Communications*



#1

Microsoft is preferred by more customers than any IP PBX vendor, as reflected in surveys** and purchase statistics***



79%

of U.S. enterprises are currently deploying or planning to deploy Lync, including telephony**

* Reprints available at <http://news.microsoft.com/analyst-reports/>

**T3i Research, [Impact of Microsoft Lync on the Enterprise Voice Market](#)

***Office blogs, [Leadership in Telephony is about much more than telephony](#)

Microsoft Office 365

Work anywhere, anytime, on any device. Office 365 is ready when you are.

The New Office

With the new Office 365, we have taken the powerful and proven existing Office platform your employees already know and made it more productive, intuitive, and flexible to meet the changing demands of your business world.

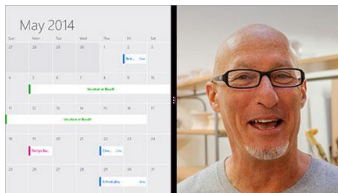


Your go-to Office – anywhere

The new Office delivers your Office applications anywhere, always up-to-date, and all optimized for the best experience across your devices—from PCs to smartphones to tablets.

Tools for the professional

Connect better with customers and colleagues with a range of communication tools, from email and IM to social networking and video conferencing.

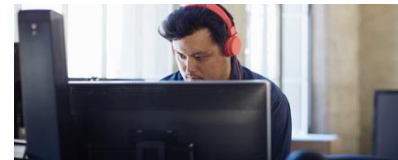


Tools for teamwork

Enable seamless, intuitive anywhere, any time collaboration with multi-party HD video, and content and calendar sharing for people both inside and outside of the organization.

Easy setup and management

With step-by-step guidance, you can set up users easily and start using the services fast. You can access the easy-to-use admin center from anywhere to manage all your services. And Office 365 takes care of IT for you, so your services are always up and running and up to date.



Compliant to the highest privacy and data protection standards

Microsoft was the first company that has been acknowledged by European Union's data protection authorities as compliant with the high standards of EU privacy law.*

Giving Businesses the Edge



Right on the money

There's no upfront cost for software and it always stays up to date.



Built-in security

Built-in security plus compliance and privacy controls help keep your data safe.



Always at the ready

You'll always have a 99.9% uptime financially backed guarantee.

*The EU's 28 data protection authorities acted through their "Article 29 Working Party" to provide this approval via a joint letter: http://ec.europa.eu/justice/data-protection/article-29/documentation/other-document/files/2014/20140402_microsoft.pdf

The new Exchange

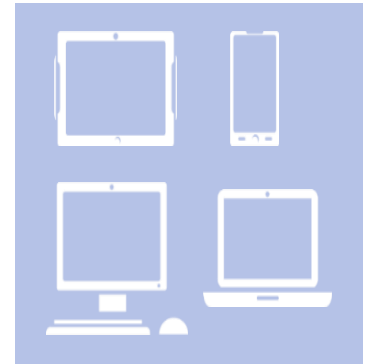
The new Exchange will help your users be more productive by helping them manage increasing volumes of communications across multiple devices and work together more effectively as teams. In addition, the new Exchange has enhanced enterprise-grade security features to keep your organization protected.

Do more, on any device

Designed to be more intuitive, encourage collaboration, and ready for customization, the new Exchange is bringing you a modern messaging platform on your terms.

The new Exchange has:

- An intuitive, **touch-enabled inbox** experience so that your users have a clean, uncluttered inbox that focuses on the relevant important information.
- Deep **SharePoint integration** using site mailboxes so that users can collaborate on projects, get up to speed quickly on teams they join, and share information easily. The new Exchange provides important tools and access to SharePoint directly in the application.
- **Customizable web-based apps** for Outlook and Outlook.com to help your users spend less time switching between apps and make their communications experience more powerful with an extension model that allows you to provide easy plug-in access to web-based apps right within Outlook and Outlook.com.



Enterprise-grade security

Eliminate email threats before they reach your network

Exchange provides 100% protection against all known viruses, captures at least 98% of all inbound spam emails, has false positive commitment of less than 1 in 250,000 emails to ensure your organization is protected as thoroughly as possible.

Protect your sensitive data

Prevent users from mistakenly sending sensitive information to unauthorized with Exchange's built-in Data Loss Prevention (DLP). With deep content analysis, Exchange can identify, monitor, and even inform users about policy violations before they happen.

eDiscovery Center

Compliance officers can now ensure internal and regulatory compliance with the new one-stop show, eDiscovery Center, to simplify regulatory control. In addition, data is now stored in-place, so your IT professionals will never have to manage a separate store of data.

