



# SHI and Surface

A winning combination



Whether onsite or remote, organizations' end-user compute strategies must simultaneously meet today's needs and adapt to tomorrow's challenges.

SHI has decades of experience making smooth-sailing armadas out of customers' disparate device fleets. When we combine our product and integration expertise with Surface's industry-leading device suite, customers unlock a winning combination that helps solve what's next for their end users.

### The benefits of Surface

#### Streamline management

All Surfaces are compatible with Autopilot's scalable management capabilities, saving organizations hours of deployment time per device.

#### Boost productivity

Surface is built from the ground up for Microsoft 365's collaboration tools, empowering teams to engage and work cohesively.

#### Work sustainably

Microsoft is committed to being carbon-negative, water-positive, and zero waste by 2030, with **64% of post-consumer content** currently being recycled<sup>1</sup>.

### Meet SHI's Surface experts

Our Surface specialists help customers build, provision, and manage the best device fleet for their needs.

#### Business development manager

- Fosters relationships between SHI, Microsoft sales teams, and our customers
- Sells solutions and grows Surface revenue

#### Sales specialist

- Product and pricing SME
- Liaison between SHI and Microsoft sales teams, providing program and process efficiencies for Surface teams

#### Technical specialist

- Helps scope customer projects with presales expertise
- Technical focus on Surface devices, including Surface Hub

#### Technical services specialist

- Technical resource with knowledge across Microsoft's portfolio
- Hosts technical discussions about Microsoft's hardware and software solutions, including Autopilot

### Experience SHI's Integration Centers

No matter where our customers are located, SHI's global Integration Centers help them configure and provision their devices with expert precision.

#### Warehousing and configuration

- Avoid supply chain constraints with proactive sourcing
- Deliver out-of-the-box usability with device and software customization

#### Integration services

- Prepare devices en masse for both onsite and remote deployment
- Includes asset tagging, imaging, etching, kitting, Autopilot enrollment, and more

#### Zero Touch X Deployment

- Innovative over-the-air provisioning (OTAP) solution
- Deploy cloud-managed devices with customized security settings, permissions, and applications

#### Post-sales technical support

- Leverage SHI as a customer liaison for warranty support
- Maximize customer investments with device buy-back and asset recovery

With **personable expertise**, **industry-leading integration services**, and **genre-redefining devices**, it's easy to see why SHI and Surface are a winning combination.

<sup>1</sup>2021 Environmental Sustainability Report | Microsoft CSR

