



# Microsoft Surface Hub Service

*“Even though Microsoft predicted this as a game-changing product, the demand Microsoft were seeing with Surface Hub far exceeded their expectations. Nine months after the release date, they have shipped Surface Hubs to over 2000 customers in 24 markets. The average deal size Microsoft sees in the pipeline is approximately 50 units.”*

Atea Global Services, as a Microsoft Gold partner, provides operational services for the Microsoft Surface Hub. The services that Atea Global Services are capable of delivering are not limited only to device enablement, device operation and patching but Atea Global Services can also provide customers with Microsoft Surface Hub application management, proactive device performance monitoring and managing security aspects of the device. We also offer 24/7 servicedesk support and user guidance on how to operate the device.

## Surface Hub Operations

Monitoring



Application Management



Setting Management



Service Desk



Device Enrollment



Device Maintenance



**ATEA**

Based on the implementation model, Atea Global Services is capable to deliver several different setups of the Surface HUB support, depending on the customer's business requirements.

Services	Details
Device Maintenance	<ul style="list-style-type: none"> <li>• Application deployment and maintenance using a hybrid solution with InTune and on-premises Configuration Manager (beginning with version 1602)</li> <li>• In-house or 3<sup>rd</sup> party built UWP application delivery to Microsoft Surface Hubs, if the customer provides Atea Global Services with the necessary information, licenses and/or Appx-packages</li> <li>• Device reset               <ul style="list-style-type: none"> <li>◦ Reset a Surface hub from Settings</li> <li>◦ Reset a Surface Hub from the Windows Recovery Environment</li> </ul> </li> <li>• In the event of device or HDD problems, Atea Global Services helps to restore device settings after faulty hardware components have been replaced by Microsoft. The device does not support any OS image deployment mechanisms</li> </ul>
Device Enrollment	<ul style="list-style-type: none"> <li>• Provisioning package creation using customer specific settings, policies, account information and applications</li> </ul>
Setting Management	<ul style="list-style-type: none"> <li>• Remote device setting management using a supported MDM provider like InTune standalone or hybrid environments</li> </ul>
Application Management	<ul style="list-style-type: none"> <li>• Application deployment and maintenance using a hybrid solution with InTune and on-premises Configuration Manager (beginning with version 1602)</li> <li>• In-house or 3<sup>rd</sup> party built UWP application delivery to Microsoft Surface Hubs, if the customer provides Atea Global Services with the necessary information, licenses and/or Appx-packages</li> </ul>
Monitoring	<ul style="list-style-type: none"> <li>• Proactive device health and activity monitoring using Log Analytics in the Microsoft Operations Management Suite (OMS). Atea Global Service Desk is proactively monitoring the health and availability to one or many Surface Hubs within an organization. i.e. Availability, Calendars, Wireless Projections, Wired projections, etc</li> </ul>
Service Desk	<ul style="list-style-type: none"> <li>• Initial support level delivered by technical support specialists, which includes information gathering and resolving issues by utilising a robust knowledge management database and Standard Operating Procedures (SOP). If the issue cannot be resolved in Level 1, the incident will be assigned to a resolver group or 3<sup>rd</sup> party</li> </ul>

## About Atea

Atea is the leading Nordic and Baltic supplier of IT infrastructure with approximately 6,900 employees. Atea is present in 90 cities in Norway, Sweden, Denmark, Finland, Lithuania, Latvia and Estonia. Atea delivers IT products from leading vendors and assist its customers with specialist competencies within IT infrastructure services with its approximately 3,700 consultants and 7,500 technology certifications. Atea had revenue of approximately NOK 31 billion in 2016 and is listed on Oslo Stock Exchange.

