



# The benefits of the modern desktop out in the field

Kickboxes is a company with approximately 50 workers. Kickboxes had put off updating its operating systems for years, as this wasn't seen as a priority. However, after the date for Windows 7 End of Support was announced, the company decided to push ahead.

Opportunities for wider digital transformation were also put on the table – and a move to Microsoft 365 was decided upon, as this would provide an update to Windows 10, while also providing Office 365 and Enterprise Mobility and Security licences.

The field sales team is an essential part of Kickboxes, and the team were well past due an upgrade on the old equipment they used.

So, the company decided to take the upgrading process as an opportunity to provide each of their 12 field sales representatives with new Surface Pro 6 devices.

The combination of these new devices and the move to Microsoft 365's cloud-based productivity apps and always-on security led to higher performance, more sales and a more engaged team.

## The challenge

The field sales team were being held back by on-premises IT and old, unreliable equipment.

The team spent most of their day out on the road, moving from one customer to another. They required high-powered technology that could be as mobile and flexible as

their daily routines are. Kickboxes' field sales team had previously flagged several concerns about their current IT set-up. They did not feel technology was allowing them to:

- Communicate and collaborate on the road
- Meet clients with all the information they need
- Use devices that they can rely on at all times

Quite a few of the field sales team used old laptops, running Windows 7 or older operating systems.

It takes the team a lot of effort to get in front of a customer, so there's pressure to make the best impression when they finally got there.

Unfortunately, their outdated tech often let them down when they needed it the most – whether it was because the old laptops ran slow, ran out of battery, or because the slides required for the presentation weren't saved locally.

Back at the office, desktop computers were available for the team to use at their desks.

But most of the day, these weren't used – and it cost a great deal to service these old machines when technical problems surfaced.

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## The solution

Each member of the field sales team was given new Surface Pro 6 devices with Microsoft 365, including: Windows 10, EMS and Office 365.

It gave the team ultra slim, lightweight and reliable devices that could power all the Office 365 apps they need for work.

It also fitted in with the organisation's wider goals for digital transformation, leading to greater collaboration, productivity and data security across the entire Kickboxes organisation.

# Why Surface & Microsoft 365?

## MORE ROBUST SECURITY

With Enterprise Mobility + Security, the teams have the latest intelligent security built into their devices and applications. Each team member can use Windows Hello for password-free sign-in for an extra layer of security and convenience.

## BETTER COMMUNICATION

The Surface Pro 6's 12.3 PixelSense display, tablet mode, and inbuilt intelligent camera take video calls

to the next level. For collaborating with colleagues, Microsoft Teams is always available.

## ADDED FINESSE

The team have opted for some of the accessories to enhance their experience of their Surface Pro 6s. The added functionality and flair during presentations provide the team with more confidence in front of the customer. The Surface pen, in particular, enhances what is possible in meetings.

## IMPROVED MOBILITY

The Surface Pro is perfect for being in the office or out on the road. The 13hr battery lasts the whole day and 4G provides an internet connection anywhere. The team can save, share and access files via SharePoint Online, can connect to Dynamics 365 to update new leads, use email on the go, and more.

## The results

On the surface, digital transformation seemed like a daunting prospect and process for Kickboxes.

However, the combination of Microsoft 365 on Surface devices made the whole process quick and easy, reducing the downtime that is often created when companies attempt to overhaul their technology.

By highlighting the field sales team – and addressing their needs for mobile, reliable and secure working – they managed to push ahead quickly with the change they wanted to implement for a specific team.

The team can now work with the mobility they require, without the on-premises restrictions that were holding them back.

Sales are up. Team morale and confidence are sky high. Because of the project's success, Surface devices with Microsoft 365 are being deployed to other departments.

