

Surface Stories



Microsoft Surface



The most productive devices on the planet.

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For more information on Microsoft Surface, or to find a Surface Commercial Reseller, visit Surface.com/business



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Gerard Graham

Chief Operating Officer – Technology, Bank of New Zealand

"The Surface device makes us more effective in the field and delivers a great customer experience."

Helping Kiwis be good with money is the heart of what BNZ, one of New Zealand's largest banks, aims to achieve.

Around 97 per cent of enterprises in New Zealand are small businesses, and BNZ offers products and services designed to help these small businesses and start-ups succeed. The Small Business Acquisition team is a unit within BNZ that spends its time helping new small business customers get the most out of their banking.

BNZ Small Business Acquisition Managers are on the road seeing customers every day. A key challenge the team faced was carrying around hard copies of brochures and documents for customer information and interaction, then having to return to a central point to process paper work – meaning a lot of time was spent on administrative tasks.

Last year BNZ identified a need for Small Business Acquisition Managers to have a more mobile solution, so a pilot study was conducted to compare different mobile devices.

Gerard Graham, BNZ Chief Operating Officer – Technology says that the decision between devices was relatively easy.

"The results from the pilot pointed clearly towards the Surface. One hundred per cent of participants said the Surface was their preferred device," says Gerard.

Previously BNZ Small Business Acquisition Managers carried around cumbersome laptops, but now the entire team, made up of more than 50 staff, has their own Surface device.

"We've worked hard to equip our BNZ Small Business Acquisition Managers with the right mobile solution so that they can be focused on delivering better outcomes for our customers," says Gerard.





In addition to now carrying a Microsoft Surface, which acts as a total desktop replacement with access to all BNZ systems, the team also now uses a custom designed cloud based mobile presentation application for easy and consistent access to BNZ collateral while on the go, without having to connect to the internet.

"The Microsoft Surface solution aligns with BNZ's technology strategy in two ways. Firstly, we want our customers to be engaged by our staff at all times in the most effective way possible – the Surface allows us to bring this 'Customer First' strategy to life. Secondly, we want our team to be able to access technology solutions through their devices easily when on the road, in order to better serve our customers," says Gerard.

BNZ Small Business Acquisition Manager Simon Paris says the move from laptop to Surface offered a more personal sales experience.

"Instead of having a laptop in front of you, dividing us from the customer we are talking to, the Surface with touchscreen and pen allows the conversation to be much more interactive.

"Having digital forms and brochures immediately available means, for example, I can talk a customer through an application process and answer any questions they have on the spot.

"I used to find that forms emailed out after a conversation often didn't get filled out and back to us, meaning opportunities were missed. My customers love it too, saying it's like we're bringing the store experience right to them. I couldn't ask for better feedback than that," says Simon.

One of BNZ's small business customers, Lisa Mackay, Managing Director of HRtoolkit says she has noticed the difference since the team swapped to Surface products.

"I find the Surface allows me to have interactive conversations with my small business manager – when they use the device they are more engaged in conversation and I can really understand the value of what BNZ has to offer," says Lisa.



Simon explains that BNZ has already received positive feedback since the IT upgrade.

"We've received great feedback about the quality of our customer interactions and conversations. The new solution has improved our time in market, allowing us to see at least one extra customer per week, and business conversion has improved too.

"At the end of the day, the Surface device makes us more effective in the field and delivers a great customer experience," says Simon.



Liz Delaney-Klinac

Director, Odd Management and Outspoken

"We can now work at full speed whether we are in the office, out and about meeting with talent, or on the other side of the world."

Odd Management and Outspoken represents many of New Zealand's best actors, leading broadcast talent, social media influencers and MCs across a broad spectrum of the film, television and entertainment industry.

As a busy talent agency, they often travel to the United States and around the world for meetings. Much of their work, both in New Zealand and abroad, is done 'on-the-go', so having a compact and light device is really important. The team were frustrated with their previous tablets because although light, they didn't have the right ports to transfer large stills and moving image files via USB and so they often found themselves caught out when they weren't in the office. Prior to these tablets the team had old laptops that were heavy and hopeless to travel with.

Liz Delaney-Klinac, the Director of Odd Management and Outspoken has been thrilled by how much easier the Surface has made working life.

"We use them as presentation displays when we are meeting with directors and casting agents and we can now easily show high resolution video and stills of our talent, no matter where we are. The beautiful touchscreen display really helps show off our incredible Kiwi talent to full effect.

"The Surface has also made us more efficient in our day to day work when in New Zealand. I now carry my Surface in my handbag everywhere I go and find I can work at maximum output wherever I am, whether that is in the office, at home or at the hairdresser! The Type Cover, as well as looking great in a bright colour, functions as a full keyboard and transforms the Surface into a premium laptop – which is a great contrast to the tap-typing we used to have to do on our previous tablets," says Liz.

In today's digital landscape, media, ideas and trends move quickly. The company's vision is to be at the forefront of talent management in the digital age, and to do that, they recognised that they needed the very best technology.



outspoken



We've been thrilled by how much easier
the Surface has made working life.

Liz Delaney-Klinac



Sandy Pasley

Principal, Baradene College of the Sacred Heart

Baradene College of the Sacred Heart is a Catholic Girls School, in Remuera, Auckland, New Zealand, teaching girls from Year 7 until Year 13. There are 1,200 girls on the roll, including approximately 40 international students with a teaching staff of more than 70.

The school explains its mission is providing an education that doesn't just turn the children out "small and finished, but seriously begun on a wide basis". The aim is to have the students leave with self-knowledge, energy, and purpose.

Sandy Pasley, the Principal at Baradene College, says "We understand that the foundation to achieving our mission lies in a committed, engaged, dynamic and progressive teaching and support team. We are continually looking to improve and push ourselves to make sure we are equipping our students for the modern technological world."

The New Zealand Curriculum prescribes that schools should explore not only how ICT can supplement traditional ways of teaching but also how it can open up new and different ways of learning. With this in mind, Baradene has set out a strategic ICT plan that supports teaching and learning where parents, community, teachers and students all work towards a common outcome.

"We want to make sure that all Baradene students leave us as confident 21st century learners that are able to collaborate, construct knowledge, self-regulate, solve real world problems and innovate. We want them to leave school ready for life in 2020 and beyond," says Sandy.



BYOD device strategy

A large part of Baradene's strategic ICT plan is making sure that the students are using devices that are supportive of modern learning. The school is now in the fourth year of a student one to one program – one device per student. In 2013 they trialled Surface devices for all Year 9 students and in 2014 the school extended the program to include all Year 7, 8, 9 and 10 students.

"Over the past three years we have learnt some valuable lessons about how devices affect teaching and learning and the use of a personal device has become an important part of the toolkit that supports students' learning at Baradene.

"The advantages for students bringing their own devices are many and varied. A student owned internet capable device gives them instant access to unlimited online resources and enables them to support, extend, communicate and share their learning in a way that will prepare them for the future," says Sandy.

Baradene has found that ownership of a personal device by students has also proven to bring a new level of motivation and engagement in the classroom.

"We have found that since we started the programme, students have developed greater independence and critical thinking, and the devices have provided new and exciting opportunities for collaboration and sharing," says Sandy.

Surface Pro in the classroom

With the programme now in its fourth year, the majority of students now use a Surface device at school. Teachers have found that having all students in the class on the same machine and on a Windows platform ensures they are able to stick to their core business, which is using the device to support teaching and learning, rather than spending precious teaching time on technicalities.

Due to the success of Surface Pro 3 devices in the classrooms in 2015, Baradene recommended Surface Pro 4 to students in 2016.

The Surface is light enough for the students to carry around to their classes, is durable, has a long battery life, and the Type Cover Keyboard makes it an excellent device for the school environment.

The Surface Pen was also a large factor in the decision to choose Surface products.

"Writing with a Surface Pen feels as fluid and precise as a ballpoint pen on paper. This technology facilitates the practice of handwriting skills, which remain important within our lessons and also for online NZQA assessments in the near future.

"With online digital assessments, the use of the Surface Pen is becoming more important especially in non-linguistic subjects like Mathematics and Science. For Japanese and Mandarin, the Surface pen is great for the formation of characters and in Music, the ability to write notes is invaluable.

"Under the Ministry of Education Schools agreement, Baradene College has set up Office365 accounts for each student and students are able to download Office365 Pro Plus (Word, Excel, PowerPoint, OneNote etc.) on up to five student/family owned devices," says Sandy.

OneNote Class Notebook for teaching and learning

A number of staff at Baradene also use Surface devices, allowing them to mark the students' work in their OneNote Class Notebooks with the Surface Pen. The school is finding that the instant feedback is proving to be constructive for the students.

Baradene teachers have been using the OneNote Class Notebook app, that helps teachers set up OneNote in the classroom, for several years. Since using OneNote and OneNote Class Notebooks, Baradene has found that students are more engaged.

"Our teachers can access the class notebooks at any time and use a digital pen to mark student work directly onto the screen, giving immediate feedback," says Sandy.

At parent teacher interviews, teachers are able to call up the student's work and show this to their parents. Parents are astounded at the level of work, and students are also very proud of the work they have produced. Those students who miss any classes are always able to access the OneNote Class Notebook and complete the required work and they know what was expected of them. The feedback page in the OneNote Notebook helps teachers see at a glance who needs extra support.

The students have a shortcut to the school's login page on their home page so that they can access the important websites and even the library e-books from this page. The staff at Baradene also moved the staff handbook to OneNote a few years ago.



"Before OneNote we used a physical handbook which was very frustrating because no sooner had you printed it, then it was out of date. Everything that was previously in the staff handbook, and more, is now in our Staff OneNote Notebook and we are confident that it is a living document with all the latest information wherever staff take their laptop or phone," says Sandy.

The school also finds OneNote Class Notebooks invaluable.

"OneNote Class Notebooks with the Welcome section, Collaboration space, Contents Library and Private Section for each student has revolutionised the way we deliver the curriculum," says Sandy.

"We want to make sure that all Baradene students leave us as confident 21st century learners that are able to collaborate, construct knowledge, self-regulate, solve real world problems and innovate. We want them to leave school ready for life in 2020 and beyond."

Iyanthi Wijayanayake

Principal Consultant, Giving Architects Ltd



"The Microsoft Surface offers the perfect combination of a high performing computer with the lightweight portability of a tablet."

Giving Architects is a consultancy that works with social profit organisations to inspire the generosity and passion of their supporters and communities, to drive positive social and environmental change.

The consultancy specialises in growing revenue so social profit organisations can fulfil their purpose, deliver greater impact and achieve sustainable financial growth. Often this involves raising millions of dollars for transformational projects.

Practically, this involves travelling a lot day to day to see clients, donors and partners - so when looking at a technology solution that would suit, mobility was a major factor.

Principal Consultant Iyanthi Wijayanayake says that the Microsoft Surface offered the perfect combination of a high performing computer with the lightweight portability of a tablet.

"We are a consulting business and travel around a lot day to day. Our previous laptops were heavy and clunky, so when we first saw the Surface we were impressed with the power and functionality it is able to offer in such a compact device.

"We also really liked the fact that the Type Cover keyboard could be removed and the Surface could be used as a tablet - it is so handy for taking clients or donors through a story or problem, and makes a big difference to the types of conversations we are able to have," says Iyanthi.

"As an advisor to the social profit sector, we have the privilege of helping organisations tell their amazing stories to passionate donors and investors who are responding with millions of dollars to a crisis half the world away, or responding to urgent critical needs in their own back yard. The Surface is a great tool that helps us tell those stories effectively."





Photo: Clive Pedley, Founder, Giving Architects Ltd

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Iyanthi Wijayanayake



