Microsoft Surface

Copilot+ PC Considerations

Surface for Business

Why are there two families of AI PCs from Surface?

AI PC

Surface Pro 10
Surface Laptop 6

Copilot+PC

Surface Pro
Surface Laptop

Committed to AI

Leading the industry with AI experiences for every customer

Committed to customer choice

Delivering options to meet your needs with the silicon of your choice

Which AI-enabled Surface is right for my business?

AI acceleration built in across both devices

If your AI strategy is...

Optimize the business: Integrate AI to enhance productivity within current business processes and IT management

Innovate at the edge: Investing in cutting-edge AI capabilities and pushing the boundaries of what's possible

Both: Depending on the context and goals in specific parts of the business

How does Surface deliver?

AI PCs (x86) – Surface Pro 10 and Surface Laptop 6 equip knowledge workers with high-performance PCs that provide the best experience with Copilot

Copilot+ PCs (ARM) – Surface Pro and Surface Laptop empower developers and specialists with the ultimate in hardware-based AI acceleration

Freedom of choice: Choose different devices for different scenarios with integrated management and robust security built in

[1]Based on 3DMark TimeSpy benchmark measuring graphic performance compared to Surface Laptop 5.
[2]Battery life varies significantly based on usage, network and feature configuration, signal strength, settings and other factors. See aka.ms/SurfaceBatteryPerformance for details.
[3]Tested May 2024 using CineBench 2024 Multi-Core benchmark. Up to 86% faster comparing Surface Surface Laptop 15" with Snapdragon X Elite 12 core to Surface Laptop 5 15" with Intel® Core™ i7. Up to 73% faster comparing Hartwell 13.8" with Snapdragon X Elite 12 core to Surface Laptop 5 13.5" with Intel® Core™ i7.
[4]Based on local video playback test. Battery life varies significantly based on usage, network and feature configuration, signal strength, settings, and other factors. See aka.ms/SurfaceBatteryPerformance for details.

![Microsoft Surface]

High-level comparison x86 vs Arm

	AI PCs (x86) Surface Laptop 6 and Pro 10	Copilot+ PCs (ARM) Surface Pro and Surface Laptop
Chipset	Intel Core Ultra Series (x86)	Qualcomm Snapdragon X Series (ARM)
Performance (on Laptop)	Up to 2X faster performance compared to Laptop 5[1], Up to 18.5 hours battery life[2]	Up to 86% faster performance than Laptop 5[3] Up to 20 hours of battery life[4]
AI performance	11 TOPS on NPU, Additional AI support balanced across CPU and GPU	Industry-leading 45 TOPS on NPU
AI experiences	Best in class Copilot experience Windows Studio Effects, Live Captions, 1P and 3P AI experiences	Best in class Copilot experience Copilot+ PC-exclusive features: Recall, enhanced Windows Studio Effects, Live translation in Live Captions, and 3P AI experiences
App compatibility	Runs x86 natively	Runs ARM64 natively, and x86 through Emulation
Management	Works out of the box with almost all management tools on-prem & cloud incl Intune and ConfigMan	Works with Intune (excluding EPM), requires some configuration to work with ConfigMan
Security	Secured Core PC, TPM 2.0 NFC on Pro 10, Optional Smart Card Reader on Laptop 6 15"	Secured Core PC, TPM 2.0, Pluton technology, NFC on Pro

Detailed comparison x86 vs Arm

Denotes equal experience on both

	AI PCs (x86) Surface Laptop 6 and Surface Pro 10		Copilot+ PCs (ARM) Surface Pro and Surface Laptop	
Chipset	Intel Core Ultra x86 x86 Architecture Intel AI Boost NPU		Qualcomm Snapdragon X Series ARM64 architecture Qualcomm Hexagon NPU	
Performance	Up to 2X faster performance compared to Laptop 5[1], Up to 18.5 hours battery life on Laptop 6[2]		Up to 86% faster performance than Laptop 5[3] Up to 20 hours of battery life on Laptop (7th edition)[4]	
AI performance & experiences	Up to 11 TOPS on NPU Windows Studio Effects • Voice Focus (cross-processor) • **Automatic Framing** • **Portrait Blur** • Eye Contact	Live Captions **Copilot in Windows** **Copilot key on Laptop, available on Keyboard** **Supports AI development and exploration with powerful, AI-ready processors**	Up to 45 TOPS on NPU Windows Studio Effects • Voice Focus (enhanced, processed on NPU) • **Automatic Framing** • **Portrait Blur** • Eye Contact (enhanced) • Creative Filters • Portrait Light	Live Captions (with translation from 44 languages to English) Recall Super Resolution **Copilot in Windows** **Copilot key on Laptop, available on Keyboard** **Supports AI development and exploration with powerful, AI-ready processors**
App compatibility	Out-of-the-box compatibility with support of most ISVs		90% of total app minutes being spent on native apps[5] Prism emulation engine delivers faster performance than native apps on Pro 9/Laptop 5 App Assure team aggressively addresses issues as they arise	
Management & Security	Manageable by Microsoft Intune and Microsoft Configuration Manager Ships with Windows 11 Pro Windows 10 MSI available for downgrade		Manageable by Microsoft Intune (excludes EPM) and Microsoft Configuration Manager Windows 11 Pro only Microsoft Pluton	
Commercial features	Anti-reflective Technology Optional Smart Card Reader **Optional 5G on Surface Pro 10** **NFC (on Surface Pro 10)** **TPM 2.0** **Windows 11 Pro**		**Optional 5G on Surface Pro** **NFC (on Surface Pro)** **TPM 2.0** **Windows 11 Pro**	
Other	Commercial Pricing programs available		All-new design for Surface Laptop Optional OLED on Surface Pro	

Differences in Retail vs Surface for Business

NEW

There are key differences in device hardware, software and the support experience

Microsoft does not recommend customers purchase consumer devices for testing or use in commercial environments for reasons including but not limited to:
- The consumer or retail models of Surface Pro and Surface Laptop have not been tested against or verified for use in a commercial setting.
- Software BMR / images and MSIs will not be released in advance of commercial general availability to build and test image creation or recovery for consumer devices.
- No commercial support or troubleshooting will be provided to consumer models running non-standard software or drivers
- See following slide for more detail

Chipset and Hardware: key differences in security TPM, BIOS management features and NFC capability

Operating System, Preloaded Software and Drivers: enhanced productivity and security suitable for business and enterprise

Purchasing channels and options: ability to buy in bulk, with agreed pricing, warranty and accessories

Management & Security: ready for enterprise grade deployment and management. Security that is certified for government and finance FIPS 140 Level 2

Warranty, support and repair: enterprise grade support with to extend coverage and enhanced support options including Next Business Day response

Packing and Labelling: minimalistic, plain packaging designed for bulk deployments with protection for sending individually. Environmentally conscious

Microsoft Surface

Surface Retail vs Surface for Business: Copilot+ PCs *NEW*

Retail / Consumer devices Surface Pro and Surface Laptop: Copilot+ PCs	Surface for Business Surface Pro and Surface Laptop: **Copilot+ PCs**
Chipset and hardware	• Up to 64GB on Laptop 13" & 15" Elite (Store pre-order only, US/Canada)	• Up to 32GB both devices • TPM 2.0 discrete & NFC
OS, software and drivers	• Windows 11 Home (does not support Entra ID join) • M365 Apps and Xbox App preloaded (requires customer activation) • BMR only, no driver packs	• Windows 11 Pro, clean install, no bloatware. Can upgrade to Enterprise from Pro • M365 preloaded and ready to activate • MSI / driver pack available for download (at commercial MSD in September)
Purchasing	• Retail limit of 5 devices (guidance to pass to business resellers) • Purchase through Microsoft Retail Store or Approved Retail Partners	• Purchase any quantity and add commercial warranties and accessories • Purchase via Surface Authorised Device Resellers with value added services, or purchase online via Microsoft Surface for Business store
Warranty	• 1 year, and must contact Microsoft directly or work with the retailer for warranty requests • Mail in repair only	• Commercial Service Plans can be extended to 4 years. (Options to extend accessories too) • Enhanced warranties including Advanced Exchange, on-site repair, next business day replacement, SSD retention, education (school & students) and accidental damage protection • Can attach warranties up to 45 days after purchase, with upgrade options up to 12 months
Support, repair and service logging	• Consumer grade support desk and experience • DOA replacements through retailer or place of purchase, 30 days??? • Must contact Microsoft support or Retail Partner to make individual service requests	• Business support and escalation paths to L3 support techs and Engineering • 90 days of technical support for preinstalled software from the support experts at Microsoft • DOA up to 90 days – new for new (not refurbished) • Ability to log multiple service requests at a time, via customer support or self-serve tools like the Surface Management Portal • Partner post-sales support and custom service agreements (via partner)
Management & Security	• Limited Intune management support. No Entra ID supported on Windows Home • Microsoft Pluton Security	• Microsoft Intune and Microsoft Configuration Manager with Autopilot optimisations • Microsoft Pluton plus, discrete TPM 2.0 chip and Windows Hello for Business • SEMM – Surface Enterprise Management Mode • DFCI – Device Firmware Configuration Interface • NFC on Surface Pro 11th Edition for dual factor authentication (wifi models only) • Monitoring service incidents and device health via Surface Management Portal • SSD retention options via enhanced warranties
Packaging & Labeling	• Colours: Sapphire, Dune, Black and Platinum • Retail packaging, high colour / gloss print packaging	• Black and Platinum only in Commercial • Plain packaging that is 100% recyclable in OECD countries, 100% free of plastics and bio-renewable, post-consumer recycled or Certified Sustainable Forested material. • Commercial packaging also includes PKID and OS version for scalable deployments.

Copilot+ PC – Readiness Checklist and Support Services

NEW

Copilot+PC checklist

- ☐ Windows 11 – currently on a minimum of 23H2 and then test again when 24H2 Pro/Enterprise is released
- ☐ Modern Management and deployment (highly recommended)
- ☐ Surface tools including the Surface Management Portal
- ☐ Current version or deployment of M365
- ☐ Copilot M365 deployed (recommended)
- ☐ Test all apps on a Copilot+ PC. Apps run native on ARM or emulated successfully
- ☐ Security policies and data governance
- ☐ Peripherals & Accessories eg: printers, monitors in the office, 3rd party docks, Teams Rooms devices

Get help with	Resources
Windows 11 Readiness assessments Modern management Security M365 & Copilot licencing Device health assessments and Surface tools including the Surface Management Portal Proof of Concept (POC) & Device testing	1. FastTrack 2. Partner solutions eg: Windows 11 assessments 3. Surface CSA (Cloud Solution Architect) engagements: Surface assessments, POC, best practice, modern management 4. Modern Workplace Technical Specialist
App compatibility on Arm	1. Field test app on a Copilot+ PC 2. Contact software vendor 3. Engage App Assure 4. For in-house apps, contact Arm Advisory Service.
Drivers on Arm Peripherals & accessories on Arm	1. Customer field testing 2. Partners engaged to field test 3. App Assure