

# BUSINESS-READY AI FOR REAL-WORLD BENEFITS

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# INTRODUCTION

As Windows 11 adoption gains momentum and Copilot+ PCs emerge as a new category of intelligent devices, IT leaders face a critical crossroads: how to ensure their environments are secure, future-ready, and equipped to support the growing expectations of both users and leadership. With AI-powered features embedded at the OS level and 40 trillion operations per second (TOPS) neural processing units becoming the new performance baseline, this OS-first approach unlocks AI-powered functionality that enhances productivity throughout the workday—even in workflows that don't rely on standalone AI apps.

This guide is here to cut through the confusion and help you understand what this transformation really means. From hardware specs and device personas to intelligent workflows, proactive services like modern device management, and AI-integrated support, we'll walk through how your business can move to new Copilot+ PCs with clarity, control, and confidence.



**75%** of CEOs believe the organization with the most advanced generative AI capabilities will ultimately win.<sup>1</sup>

# CALMING THE CONFUSION: WHAT'S CHANGING AND WHY IT MATTERS

Many IT teams are navigating a noisy landscape of evolving hardware standards, AI-driven capabilities, and new device categories like Copilot+ PCs. The shift isn't just technical—it's strategic. To clear the fog, we'll walk through the key areas your business needs to understand to make confident decisions: Windows 11 features, the rise of AI PCs, and what makes a Copilot+ PC different from the rest.

## Windows 11 Devices: What to Know Now

Upgrading to Windows 11 isn't just about compliance—it's about unlocking a more modern, secure, and user-friendly workspace. Modern Windows 11 Pro devices offer:

- **Enhanced security architecture:** Built-in hardware-based isolation, virtualization-based security (VBS), and stronger protection against ransomware.
- **Streamlined user experience:** A refreshed UI designed for focus and productivity—especially on modern hardware.
- **Better performance on modern devices:** Windows 11 is optimized for Intel® 12th / 13th Gen and AMD Ryzen™ 6000+ processors, delivering faster boot times and more efficient multitasking.
- **Deeper Microsoft 365 integration:** Features like Snap Layouts and Focus Sessions support hybrid work scenarios, while Microsoft Teams and OneDrive are more deeply embedded into the OS.



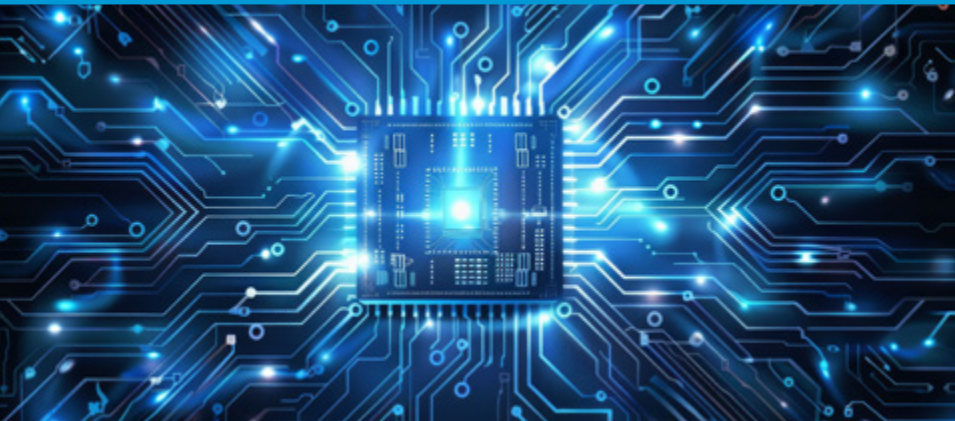
# CALMING THE CONFUSION: WHAT'S CHANGING AND WHY IT MATTERS

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## The Rise of AI PCs

We're entering the age of the AI-powered PC—and it's about more than speed. These devices feature built-in [Neural Processing Units \(NPUs\)](#) that enable advanced capabilities without relying solely on [cloud computing](#). While your current PC may already support some AI TOPS performance via its CPU and GPU, what sets NPUs apart is their efficiency. AI PCs also enable features like enhanced video calling, fast image generation, and real-time content creation through AI apps—making everyday workflows smarter, faster, and more creative.

**75%** of IT decision-makers plan to adopt next-gen AI PCs either as soon as they're available (30%) or within the next year (45%).<sup>2</sup>



### Why It Matters:

- **Productivity boosts:** NPUs offload AI tasks like live captions, noise suppression, real-time transcription, and image enhancement.
- **Performance efficiency:** By handling AI workloads locally, NPUs can execute complex computations with significantly less power draw, preserving battery life and freeing up CPU / GPU for other tasks.
- **Privacy and security:** With on-device processing, sensitive data (like meeting transcriptions) stays local, reducing cloud exposure risks.

# CALMING THE CONFUSION: WHAT'S CHANGING AND WHY IT MATTERS (CONTINUED)

## What Is a Copilot+ PC—and Do You Need One?

As [AI](#) becomes embedded in the modern workplace, Copilot+ PCs enable the frontline of productivity, designed for professionals who need to do more—with less friction. Copilot+ PCs represent the next evolution of endpoint intelligence. To be considered Copilot+ certified, a device must include:

- A high-performance NPU (40+ TOPS)
- At least 16GB RAM and 256GB of storage
- Deep integration with [Windows 11](#) and [Microsoft 365 Copilot](#)
- Support for advanced AI features like real-time coaching, natural language automation, and secure contextual assistance

### Key Use Cases:

[Copilot+ PCs](#) are purpose-built for professionals across the organization, delivering tailored AI capabilities that boost productivity, creativity, and decision-making—right out of the box. Here are a few common use cases:

- **Knowledge workers:** Access on-demand AI for summarizing, drafting, or automating daily tasks
- **Developers and creatives:** Use local AI processing to accelerate workflows without cloud dependencies
- **Executives and sales teams:** Save time with intelligent scheduling, recap generation, and personalization tools



## Three Levels of Modern Windows 11 Devices

- **Windows 11 Pro PC:** Built for hybrid work with modern security, collaboration, and productivity tools.
- **Windows 11 Pro AI PC:** Adds a sub-40 TOPS NPU for enhanced AI-powered apps like video calling, content creation, and security.
- **Copilot+ PC:** Features a 40+ TOPS NPU to run advanced AI features like Recall and Cocreator locally—even offline.

### Key Takeaway:

All Copilot+ PCs are AI PCs—but not all AI PCs are Copilot+ PCs.

# HOW CONNECTION HELPS YOU MODERNIZE WITH CONFIDENCE

Choosing the right device is only half the battle. Deploying, managing, and securing that device at scale is where most organizations face friction. That's where Connection steps in. Our full suite of [Modern Endpoint Services](#) is designed to reduce IT burden, enhance security, and support workforce productivity—whether your teams are in-office, hybrid, or fully remote.

Here's how Connection helps you turn transition into transformation:

## Modern Device Management (MDM) Services

[Modern device management](#) is more than a technical upgrade—it's a strategic enabler for security, user experience, and AI-driven productivity in today's [hybrid workplace](#). As organizations transition to Windows 11 and AI PCs, traditional imaging and manual provisioning models fall short of what's needed.

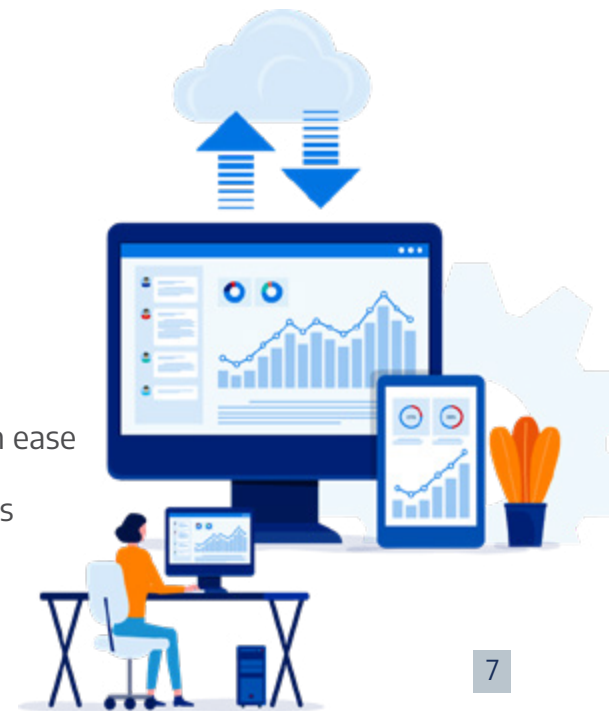
Our MDM services help organizations build a [modern, scalable infrastructure](#) that simplifies deployment, enforces compliance, and empowers employees—no matter where they work.

### Our MDM offerings include:

- **Zero-touch provisioning** using tools like [Windows Autopilot](#) and Microsoft Intune
- **Cloud-based policy enforcement and compliance monitoring** for better security and control
- **Accelerated device onboarding** with preloaded apps and user-specific profiles
- **Ongoing lifecycle support** to manage updates, device retirements, and fleet refresh cycles with ease

These services are designed with the hybrid workforce in mind—giving IT teams a single-pane-of-glass view and the tools to manage devices without requiring VPN or direct access.

With **60%** of all PCs projected to be AI-capable by 2027, now is the time to modernize your endpoint infrastructure for what comes next.<sup>3</sup>



# HOW CONNECTION HELPS YOU MODERNIZE WITH CONFIDENCE (CONTINUED)

## Microsoft 365 Copilot Enablement

As organizations move beyond experimentation, the focus has shifted from trying AI to operationalizing AI at scale. [Microsoft 365 Copilot](#) enables teams to work smarter, faster, and more securely—embedding AI directly into Outlook, Teams, Word, Excel, and PowerPoint. Connection helps you move from pilot to production, driving adoption, governance, and measurable ROI.

**49%** of leaders believe the skills in their current workforce won't be relevant within two years.<sup>4</sup>



Whether you're launching Copilot or scaling enterprise-wide adoption, Connection helps you unlock value faster, ensuring your investment delivers productivity gains, operational efficiency, and secure innovation.

- **Strategy and Licensing Alignment** ensures the right Copilot investments and that they are aligned to business priorities and Microsoft requirements.
- **Data Security and Governance Readiness** prepares your environment with the right data access controls, compliance policies, and security posture to safely deploy AI.
- **Persona Mapping** identifies high-impact scenarios across sales, marketing, operations, and IT with a focus on measurable business outcomes.
- **Adoption, Change Management, and Training** drives sustained usage with role-based training, executive alignment, and ongoing adoption programs.
- **Copilot Workshops and Value Realization Planning** defines success metrics, builds a roadmap, and tracks ROI to ensure long-term impact.

From strategy through execution, Connection helps you scale Copilot with confidence, turning AI potential into real business results.

# HOW CONNECTION HELPS YOU MODERNIZE WITH CONFIDENCE (CONTINUED)



## CNXN Helix Services: Strategic AI Transformation from Edge to Enterprise

The [CNXN Helix Center for Applied AI and Robotics](#) at Connection delivers white glove support for complex IT and AI transformation initiatives—combining our four decades of IT expertise with cutting-edge innovation in artificial intelligence, machine learning, and robotics.

Whether you're migrating to new operating systems, refreshing infrastructure, or exploring the full potential of Copilot+ PCs, CNXN Helix Center for Applied AI and Robotics helps you modernize with strategy, scale, and confidence. Services include:

- **Device and OS migrations:** Streamlined transition planning, imaging, and deployment to reduce downtime and risk.
- **Hardware refresh strategy and execution:** Persona-based device planning aligned to AI readiness, performance, and budget goals.
- **Data migration and image deployment:** Secure transfer of critical files, configurations, and apps across distributed environments.
- **Infrastructure design and optimization:** Ensure scalability and performance with expert architecture for compute, MLOps, and data pipelines.
- **Custom reporting and health monitoring:** Real-time insight into device usage, performance, and lifecycle metrics.
- **AI workshops and advisory services:** Hands-on guidance to align AI initiatives with strategic priorities, technical readiness, and ethical governance.

From workforce upskilling to data orchestration, CNXN Helix Center for Applied AI and Robotics helps organizations navigate the complexity of modernization—reducing risk, accelerating ROI, and transforming vision into measurable impact.

# HOW CONNECTION HELPS YOU MODERNIZE WITH CONFIDENCE (CONTINUED)

## Windows Endpoint Security Services

Security remains top-of-mind: 79% of early-adopter IT decision-makers anticipate that generative AI will introduce new security risks<sup>5</sup>—making it critical to implement AI-aware, cloud-integrated endpoint protections from day one.

Our [Windows Endpoint Deployment and Security Services](#) go beyond traditional protection models. We help organizations modernize their endpoint environments with a unified, secure architecture powered by Microsoft Intune, Windows Autopilot, and advanced compliance frameworks.

Our services include:

- **Microsoft Defender and endpoint hardening** to protect against modern threats
- **Zero trust assessments** and policy-based access controls to secure identity and data
- **Secure remote access solutions** to support hybrid users without sacrificing protection
- **Patch automation and vulnerability remediation** to reduce risk across your entire fleet
- **Intune implementation and management** for unified endpoint control across operating systems

Whether you're refreshing 50 devices or 5,000, we help ensure every endpoint is provisioned, configured, and secured—so you can meet today's challenges and tomorrow's AI-driven demands.

**79%** of early-adopter IT decision-makers anticipate that generative AI will introduce new security risks.<sup>5</sup>



# HOW CONNECTION HELPS YOU MODERNIZE WITH CONFIDENCE (CONTINUED)

## Why It Matters for Hybrid Workforces

In a hybrid work environment, where employees operate across homes, offices, and mobile setups, seamless and secure device management is essential. Traditional, on-premises IT models can't keep pace with modern mobility needs.

Our endpoint solutions deliver:

- **Zero-touch provisioning** through Autopilot for fast, secure, and scalable deployments
- **Cloud-based management** via Microsoft Intune to ensure policy compliance from anywhere
- **Centralized visibility** so IT can monitor, secure, and update devices across environments—without VPN dependency

This infrastructure-first approach bridges the gap between security and flexibility, empowering your organization to support distributed teams while maintaining control, compliance, and performance at scale.



# CHOOSING THE RIGHT DEVICE: COPILOT+ PCS ACROSS DELL, HP, AND LENOVO

Selecting the right device is more critical than ever. Whether you're equipping a campus, refreshing a distributed workforce, or enabling secure healthcare workflows, Copilot+ PCs deliver next-gen performance tailored to your organizational needs.

## What's Consistent Across the Board

Across HP, Dell, and Lenovo, Copilot+ PCs offer a standardized set of must-have features and specs that position them as the future of endpoint computing:

- **Performance:** Each device includes a Neural Processing Unit (NPU) capable of 40+ TOPS for local AI processing, accelerating productivity tools and creative workflows.
- **Security:** On-device AI reduces cloud dependency, helping safeguard sensitive data. Built-in Microsoft Defender and zero-trust-ready architecture come standard.
- **Cost and value:** Copilot+ PCs offer a wide range of configurations and competitive pricing within the AI-ready category.
- **Compatibility:** Seamless integration with Windows 11 and Microsoft 365 Copilot ensures full-stack readiness across business apps.
- **Battery life:** Optimized power management supports all-day productivity for mobile and hybrid workers.
- **Hardware standards:** Every Copilot+ PC includes a minimum of 16GB RAM, 256GB SSD, and enterprise-grade security protocols



# NEED HELP DECIDING?

Our team of device and endpoint experts can help assess your current environment, recommend the best-fit devices by persona, and assist with procurement, deployment, and lifecycle support. Whether you're planning a phased rollout or a full fleet refresh, we're here to help you do it right—with confidence and control.



1.800.800.0014

[www.connection.com/LaptopBuyingGuide](http://www.connection.com/LaptopBuyingGuide)

<sup>1</sup> IBM, 2023, CEOs Embrace Generative AI

<sup>2</sup> IDC, 2024, Welcome to the Next-Generation AI PC Era

<sup>3</sup> IDC, 2024, IDC Forecasts Artificial Intelligence PCs to Account for Nearly 60% of All PC Shipments by 2027

<sup>4</sup> edX, 2023, Survey Finds Nearly Half of CEOs Believe Their Role Should Be Automated

<sup>5</sup> Salesforce, 2023, Embrace Generative AI, but Lack Trusted Data and Security Skills

<sup>6</sup> IDC, 2024, Welcome to the Next-Generation AI PC Era



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