

WINDOWS 10 END OF SUPPORT: HOW TO NAVIGATE WINDOWS 10 EOS AND THE RISE OF AI PCs

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INTRODUCTION

The countdown to Windows 10 end of support is officially on—and while many organizations have begun their device transition, fewer have fully grasped the scale of what's coming next. This isn't just an OS upgrade; it's a generational leap in how businesses manage end-points, deploy artificial intelligence, and support a hybrid workforce that's more distributed than ever.

As Windows 11 adoption gains momentum and Copilot+ PCs emerge as a new category of intelligent devices, IT leaders face a critical cross-roads: 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 from Windows 10 dependency 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.¹

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

As Windows 10 approaches the end of support, 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.

Compatibility reminder: Some legacy Windows 10 devices won't meet the minimum requirements for Windows 11 (e.g., TPM 2.0, Secure Boot). Now is the time to assess your fleet and plan your refresh.



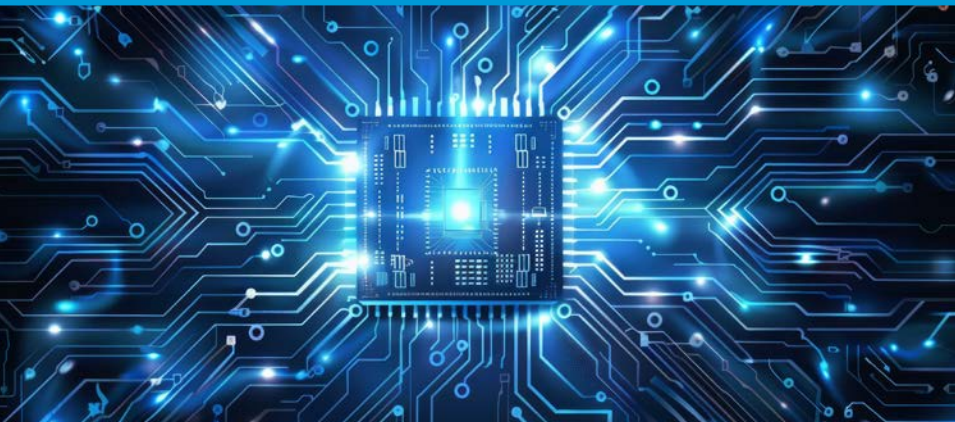
CALMING THE CONFUSION: WHAT'S CHANGING AND WHY IT MATTERS

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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%).²



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

Windows 11

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.

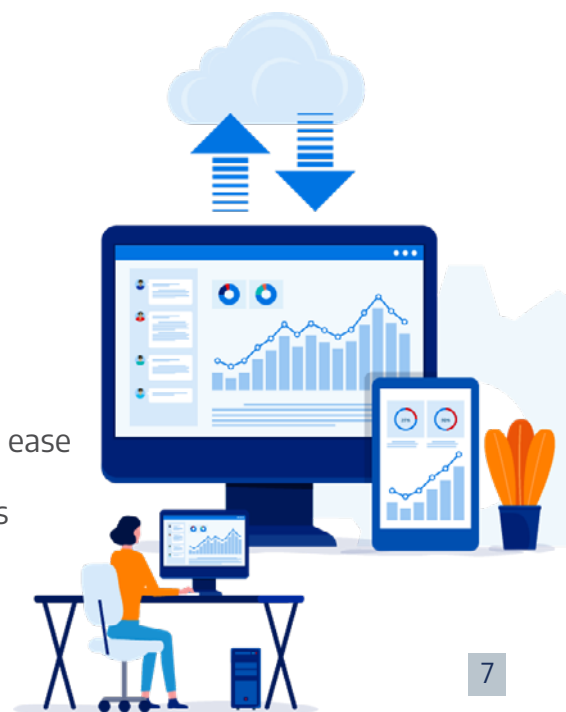
Our MDM services help organizations build a [modern, scalable infrastructure](#) that simplifies deployment, enforces compliance, and empowers employees—no matter where they work.

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.³



HOW CONNECTION HELPS YOU MODERNIZE WITH CONFIDENCE (CONTINUED)

Copilot for Microsoft 365 Enablement

With nearly half of business leaders believing their workforce's skills will be outdated within two years,⁴ the urgency to adopt transformative AI tools is growing. [Microsoft 365 Copilot](#) is one of those tools—bringing generative AI into everyday workflows to drive productivity, creativity, and real business impact.

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



Whether you're starting with a pilot group or preparing for an organization-wide rollout, Connection is your trusted partner for a successful Copilot journey. Our enablement services are designed to maximize adoption and ROI through a proven, strategic approach:

- **Licensing consultation** to ensure you're eligible and aligned with Microsoft 365 Copilot requirements
- **Technical readiness assessments** to evaluate infrastructure, data access, and security posture
- **Persona mapping** to identify high-impact use cases and prioritize key workflows
- **End-user training and adoption support** to help employees unlock the full potential of Copilot across Outlook, Word, Excel, PowerPoint, Teams, and more
- **Copilot for Microsoft 365 Workshops** to define goals, assess needs, and create an actionable roadmap tailored to your organization

From strategy to execution, Connection helps you prepare for—and thrive in—the AI-powered workplace.

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](#) 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 risks⁵—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.⁵



HOW CONNECTION HELPS YOU MODERNIZE WITH CONFIDENCE (CONTINUED)

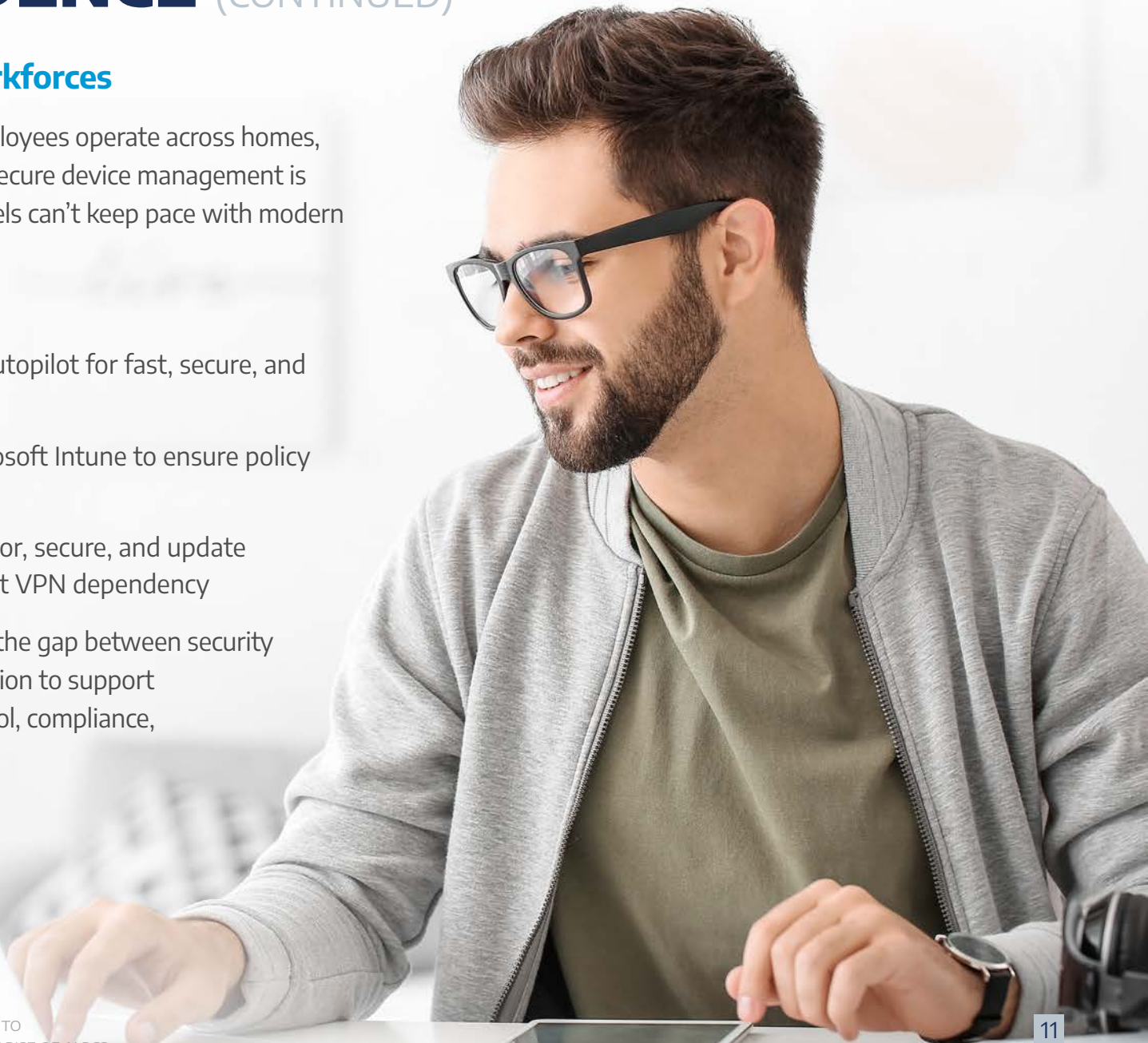
Why It Matters for Hybrid Workforces

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

As Windows 10 support winds down and AI becomes integral to modern workflows, 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



CHOOSING THE RIGHT DEVICE: COPILOT+ PCS ACROSS DELL, HP, AND LENOVO (CONTINUED)

Performance Tiers

Tier	Use Cases	Recommended for
Standard	Web apps, customer service, admin tasks, basic classroom tools	General business users, support staff, EDU
Advanced	Video calls, content editing, reporting, project management	Hybrid workers, analysts, mid-tier creatives
Premiere	IT management, software dev, content creation, data analytics	Power users, developers, AI / ML professionals



- Dell Pro Premium
- Dell Pro Max Notebook
- Dell Pro Notebook



- HP EliteBook Ultra
- HP ZBook Series
- HP ProBook 400 Series
- HP ProBook 600 Series



- ThinkPad T14s G6
- ThinkPad X1 Carbon G3
- Thinkbook 16 G7
- ThinkBook
- ThinkPad E Series

DEVICE RECOMMENDATIONS BY MANUFACTURER

Below is a breakdown of AI-qualified and Copilot+ PC models from each OEM to guide your device selection by brand:

NOTE: Lenovo is mentioned above with HP and Dell, but there is no lineup matrix for them below.

HP Device Lineup

Workstations Good: Z2 G9 Workstation Better: Z4 G5 Workstation Best: Z6/ Z6a G5 Workstation Z8 G5 Workstations	CoPilot+ PC (40+ TOPS) CoPilot + Notebooks (40+ TOPS) EliteBook Ultra G1q Coming Soon! EliteBook X G1a/G1i	A.I. Qualified Notebooks Notebooks (40+ TOPS) EliteBook 800 series EliteBook 600 series
Advanced Desktops Better: EliteOne 600 Series Best: EliteOne 800 series	Mobile Workstations ZBook Firefly ZBook Fury ZBook Power ZBook Studio	Convertibles/Premium Notebooks Good: EliteBook 800 Series Better: EliteBook 1000 Series Best: EliteBook x360 1000/800 Series
Standard Desktops EliteOne 400 series	Standard Notebooks Non-NPU ProBook 400 Series ProBook 600 Series	Standard EDU Devices Pro x360 Fortis 11 Fortis 11 Fortis 14



Why Choose [HP](#): Longstanding reliability, enterprise-class security, and exceptional customization across device tiers.



DEVICE RECOMMENDATIONS BY MANUFACTURER (CONTINUED)

Dell Device Lineup

Workstations Dell Pro Max Plus 16/18 Dell Pro Max Micro Dell Pro Max Slim Dell Pro Max Tower	CoPilot+ PC (40+ TOPS) Dell Pro Premium 13/14 Select Dell Pro and Dell Pro Plus Select Dell Pro Max	A.I. Qualified Notebooks Dell Pro Laptops Dell Pro Rugged
Advanced Desktops Dell Pro Desktop Micro, Slim, Tower Dell Pro Desktop All-in-One	Mobile Workstations Dell Pro Max Notebook Pro Max Premium Dell Pro Max Notebook Pro Max Plus Dell Pro Max Notebook Pro Max Dell Pro Max Notebook Pro Max (Discrete GPU)	Convertibles/Premium Notebooks Dell Pro Notebook 13/14 Premium Dell Pro Notebook 13/14/16 Plus
Standard Desktops Desktop Micro, Slim, Tower Dell Pro Desktop All-in-One	Standard Notebooks Dell Pro Notebook 14/16	Standard EDU Devices Dell Pro Notebook 14/16



Why Choose [Dell](#): Excellent display quality, premium build, and flexible endpoint security options.



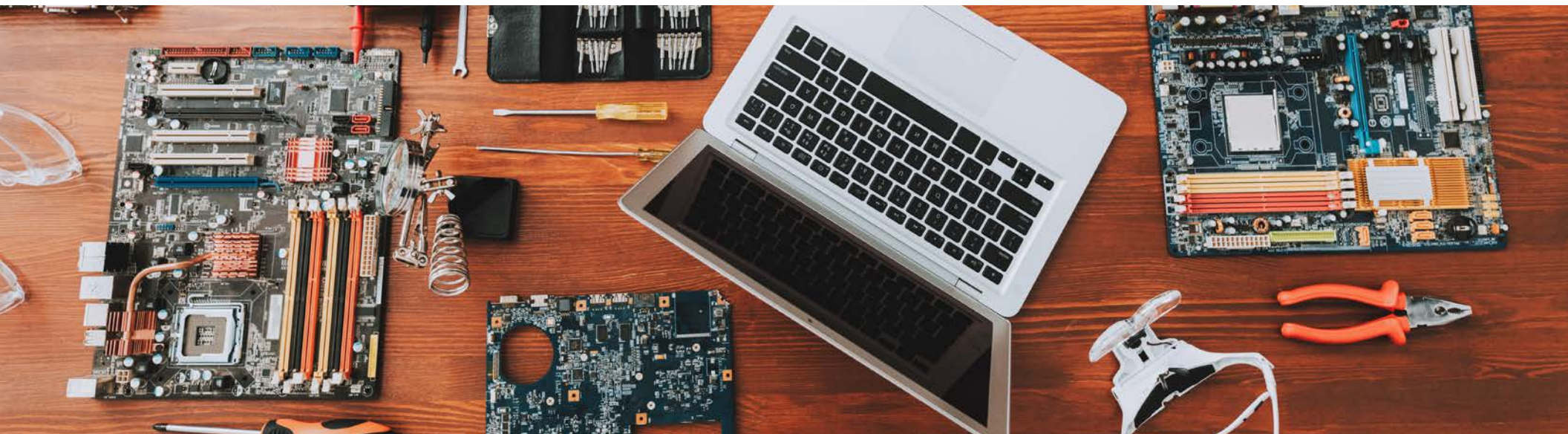
DEVICE RECOMMENDATIONS BY MANUFACTURER (CONTINUED)

Final Considerations

While the tech industry is no stranger to hype cycles, the rise of next-gen AI PCs is different. According to IDC, 17% of enterprises have already deployed GenAI apps, and another 36% are actively investing—underscoring that this is a true inflection point, not a passing trend.⁶

When choosing a Copilot+ device, keep these in mind:

- **NPU requirement:** Devices must include a neural processing unit with 40+ TOPS for full Copilot+ functionality
- **Minimum hardware:** At least 16GB RAM and 256GB SSD storage
- **Battery life:** Crucial for hybrid users—look for models optimized for low-power AI processing
- **Device ecosystem fit:** Choose vendors with strong MDM integration and support for your IT environment



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.



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www.connection.com/LaptopBuyingGuide

¹IRIM, 2023, CEOs Embrace Generative AI

²IDC, 2024, Welcome to the Next-Generation AI PC Era

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

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

⁵Salesforce, 2023, Embrace Generative AI, but Lack Trusted Data and Security Skills

⁶IDC, 2024, Welcome to the Next-Generation AI PC Era

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