

BITS & BYTES



Your bi-monthly newsletter,
written for humans not geeks

We have been named a winner in the TOP 50 Best Managed IT Companies Award for Britain 2022.

The prestigious award was presented at a ceremony held in London, we were among the 50 winners selected out of over 1200 entries from across the UK.

The award recognises our exceptional services in providing managed IT solutions to businesses of all sizes. IT companies from across the UK complete an assessment with over 200 questions covering every aspect of the business.

The organisers, TechnoPlanet Production, who run the hugely influential e-channelNEWS, sift the completed assessments and select the top 50.

TechnoPlanet President, Julian Lee, flew in from Canada to present the awards.

The judging panel found that we demonstrated a commitment to customer excellence and staff development, making us stand out from the competition.

Lee Hewson, our Managing Director, expressed his gratitude for the recognition, saying, "We are thrilled to be named in the TOP 50 Best Managed IT Companies Award for Britain 2022.

This award is a testament to the hard work and dedication of our team in providing exceptional IT services to our clients. We are committed to delivering innovative solutions that help our clients grow their businesses, and we will continue to strive for excellence in everything we do."

DID YOU KNOW...

about Busy on Busy?

Microsoft Teams keeps rolling out new features.

Now it's allowing you to decide how calls are handled when you're already on a call or in a meeting.

'Busy on busy' lets you choose to either use a busy signal, redirect calls, or let them come through anyway. It was previously available only to admins, but now everyone can use it.



Technology update

As Denmark moves towards being a cashless society, it reported no bank robberies at all in 2022. That's the first time ever.

Instead, criminals are turning to online banking fraud and other cyber crimes. There has been a surge in APP (bank transfer) fraud around the world.

Criminals are tricking businesses and consumers into authorising payments using fake websites and emails.

This affects businesses everywhere. Warn your teams to be cautious of payment requests, and don't forget to keep your cyber security training up to date.



#1

The number of smart devices collecting, analysing, and sharing data should hit 50 billion by 2030

#2

There were 5.32 billion mobile phones in use worldwide in 2022 (that's up 1.8% since 2021)

#3

Every single second, Google gets 100,000 searches. That's 1.2 trillion searches in 2022 alone

Tech facts

INSPIRATIONAL QUOTE OF THE MONTH

"Work takes on new meaning when you feel you are pointed in the right direction. Otherwise, it's just a job, and life is too short for that."

Tim Cook, CEO of Apple

THIS ISSUES STAR TEAM MEMBER

David Munton



Dave has recently passed his watchguard training and has gained his "Secure WI-FI Technical Certification"!

This means, after hours of learning, revision and an exam, he's now completely clued up and compliant to keeping our clients WI-FI safe and secure.

Congratulations Dave!

A NEW MONTH, A NEW TECH QUIZ!

Who'll be March's tech trivia champ?

- 1) What was the name of the first internet search engine?
- 2) Which programming language shares its name with a snake?
- 3) 1024 bits is equal to how many bytes?
- 4) Which company introduced the hard disk in 1956?
- 5) Which two numbers form the basis of the Binary system?

The answers are below.

5) One and zero
4) IBM
3) 128
2) Python
1) Archie

What do your people think?

Business owners spend a lot of time thinking about what the future of their business looks like. Perhaps now – post Covid – more than ever.

But if you really want to get an accurate answer, you should be speaking to your people. They're the ones spearheading change over the coming years, throughout most sectors and industries.

Is getting their feedback something you do regularly?

Look at how your business has changed over the past few years. You may have hybrid workers, fully remote workers, people working flexible hours to help them balance their work and home commitments. You may even be one of the businesses pioneering the four-day working week.

Your people are at the heart of all of this.

Employees are pushing for more flexibility and greater autonomy. And if you're not providing that, they'll have little hesitation in going somewhere that will.

Not only will talking to your staff help you understand how your business will change and develop over the coming years, but it will help you to attract and retain the best people.

Your tech choices play a huge role in all of this

- The collaboration tools that help everyone stay connected

- The devices that make jobs easier and keep people engaged
- And the systems you use to automate tasks and boost productivity

If you haven't got that balance right, it can be a constant annoyance for employees – one they'd be more than happy to tell you about, given the chance.

If you don't already, arrange some time to speak to your people, both as a group and individually. Find out what's on their mind. What could make their lives easier, your systems better, and your customers happier?

But do it in an organised way. One of the biggest complaints from employees is... too many meetings!

**Need help choosing the right tools and systems?
It's what we do.
Get in touch.**



Business gadget of the month Loop Earplugs

Whether you work from a busy office, in a coffee shop, or from the comfort of your home, it's likely that your environment can be distracting at times.

These Loop earplugs can help. There are options that allow you to reduce most of the noise around you, or filter sounds across all frequencies and reduce the volume. And they look stylish – for earplugs.

www.loopearplugs.com



Q: My employees want fewer video meetings, should we cut down?

A: Yes, if you can condense or combine them. Follow in the footsteps of big tech companies like Shopify and reduce the number of big meetings you hold. Your people will be happier, and you'll likely save a lot of time.

Q: Should my business upgrade to Windows 11?

A: In short, yes. It's not urgent but Windows 10 will no longer be receiving new features and updates. So it's good to make the move sooner than later.

Q: I know I need a password manager, but which is best?

A: Good question... and there are lots of options. Different businesses have different requirements, so it really all depends on you. We'd be happy to make a recommendation once we understand your needs. Get in touch.

This is how you can get in touch with us:

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