WIRED for the FUTURE

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TECHNOLOGY INSIDER

Your monthly newsletter, written for humans not geeks

Upgrading your tech **could reduce the impact of sick leave**

Most businesses have felt the pain of sick leave at some point.

A key person off for a few days can slow everything down. A longer absence can put entire projects on hold.

But did you know that upgrading your technology can help offset some of that lost time?

When people talk about tech upgrades, they often think it means buying shiny new devices. Really, it's mostly about removing the daily friction your team faces.

You know the thing. Slow systems, unreliable tools, old software, and clunky processes. They may seem small, but over a year they quietly drain hours, days, even weeks of productivity.

Recent research shows that improving workplace connectivity, that's the speed and reliability of your internet and internal systems, could help employees reclaim the equivalent of several working days per year.

Why?

Because when systems are fast, secure and stable, people get more done with less frustration. And frustration is a bigger problem than most business owners realize.

A large share of employee sick leave around the world is connected to stress and mental health. And many workers say outdated or unreliable tech is part of what increases their stress.

Think about how it feels when you're trying to do something important and your device freezes, or a system keeps crashing. Modern tools remove that emotional strain by simply… working.

Better tech can also give employees more flexibility.

Cloud systems (software and data stored securely online rather than on a local computer) make it easy for people to work effectively from anywhere. And AI tools, which help automate repetitive tasks or surface information quickly, free up time and reduce cognitive load.

When people feel in control of their work, they tend to feel less stressed, more productive, and more satisfied.

There's another benefit too: Training.

Many workers say they want better skills and clearer support as businesses adopt new tools. When people understand the technology they're using, confidence goes up and mistakes go down.

So while you can't stop illness entirely, you can build a workplace where lost time hurts a lot less.

If you need help making an investment in productivity, wellbeing and long-term resilience, get in touch.

DID YOU KNOW...

Microsoft doesn't always get it right?

Microsoft's worst-selling product ever was a special version of its OS/2 operating system made for a hardware upgrade card hardly anyone owned. OS/2 for Mach 20 reportedly sold just 11 copies. And most of them were returned.

In the late 1980s, Microsoft tried to extend the life of ageing PCs with "Mach" expansion cards that added faster processors. But businesses were already moving toward buying new machines instead of retrofitting old ones.

Releasing an operating system that only worked on this niche hardware sealed its fate.

It's time to prepare for the era of agentic AI

A quiet shift is happening in the digital world. But most businesses won't notice it until it's already reshaped how work gets done.

We're entering the era of agentic AI. Smart, autonomous systems that don't only assist people, but act on their behalf.

While that might sound futuristic, the foundations are already in place today.

Unlike traditional tools that wait for someone to click, type or browse, agentic AI can read data, talk to other systems, and complete entire tasks end-to-end.

It can negotiate prices, fill out forms, run processes and make decisions within rules you set.

To do that safely and effectively, it needs clean data, reliable systems and secure paths to the information it uses. That's where lots of businesses will need to prepare.

Most companies have grown their technology stack over years, adding apps, cloud services, storage locations and workflows along the way.

It works, but it's often messy behind the scenes. Data sits in different places. Integrations are fragile. Permissions aren't always up to date. These things might not cause major problems today, but they're exactly the areas agentic AI depends on.

For example, AI agents rely heavily on APIs, the simple, secure digital doors that allow one system to talk to another. If those doors don't exist, don't work properly or aren't secure, the agent's capabilities become limited or worse, risky.

The same goes for identity management. If your business still relies on shared passwords, old login methods or inconsistent MFA, an autonomous system can only do so much safely.

Then there's data quality. AI agents don't guess, and they don't "work around" human mistakes. If your data is duplicated, inconsistent or outdated, the agent will simply act on whatever it sees. Even if that leads to poor decisions.

Good data governance suddenly becomes a business essential, not a nice-to-have.

You may also need to rethink how automations run inside your business. Many companies already use basic workflow tools, but agentic AI expects deeper, more reliable automation pathways that don't break the moment a system changes.

Luckily, it's simply a case of strengthening the digital foundations you already rely on. Better identity systems, cleaner data, solid cloud infrastructure, modern security and well-designed integrations.

Agentic AI will introduce incredible opportunities, but only for businesses whose tech environments are ready for it. If you need help getting those foundations right, get in touch.

Q: Why are we getting so many phishing emails?

A: Scammers constantly change tactics. Try updating your filters to catch more of these emails.

Q: Why does my new computer keep slowing down?

A: Usually something running in the background is eating up resources. A tidy-up or update often fixes it.

Q: How much downtime is normal?

A: Very little. Regular outages, even short ones, usually point to ageing equipment or misconfigured systems.

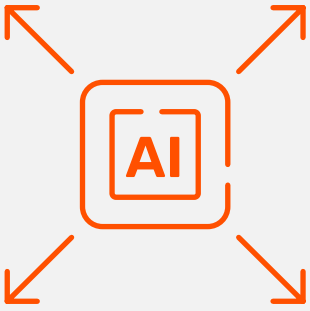
NEW TO MICROSOFT

Microsoft is expanding Copilot in Windows 11

Soon you'll see an "Ask Microsoft 365 Copilot" option in the Home tab. It will let you send a file directly to Copilot for a quick summary or insight without leaving Explorer.

Behind the scenes it uses the ChatGPT engine to process the file, likely via Microsoft's cloud.

Windows 11 is also testing a new universal AI writing assistant that can proofread or rewrite text in different tones, though this feature will be exclusive to Copilot+ PCs for now.



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