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TECHNOLOGY INSIDER

PROFESSIONAL BUSINESS IT SERVICES
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Your monthly newsletter, written for humans not geeks

Tech overload or **tech opportunity?**

Has your team had to adapt to new systems recently?

Perhaps you've rolled out new software, introduced automation, or started experimenting with AI tools inside Microsoft 365.

A few years ago, that level of change might have left people feeling overwhelmed.

Today, something different is happening.

Research shows that most employees have experienced organizational change in the past year, and the most common reason is new technology.

You might expect that constant updates and new tools would drain energy. In reality, many workers report feeling more engaged, not less.

Artificial intelligence is playing a big role in this shift.

Around half of employees now use AI tools regularly at work. They say it helps them complete tasks faster, improve the quality of what they produce, and generally feel more productive.

When technology removes repetitive or frustrating parts of a job, it creates breathing space.

That said, there is a clear warning for business owners.

When companies don't provide approved, secure AI tools quickly enough, employees don't stop using them. They find their own.

This is known as shadow AI, where staff use unapproved tools without IT oversight.

It usually comes from good intentions. People want to work efficiently. But it can expose sensitive company data and create security risks.

The demand for smarter tools is coming from inside your business, not from software vendors pushing features.

There's another factor that matters just as much as the technology itself: Employees want to feel listened to during periods of change.

When leadership checks in, explains decisions clearly, and responds to feedback, engagement rises sharply. When change feels imposed without conversation, enthusiasm drops.

The businesses thriving right now are guiding innovation carefully. They are introducing new tools with structure, strengthening security, and having regular conversations about what support people need.

Technology isn't settling down any time soon.

Handled properly, though, it can energize your workforce rather than exhaust it. And if you need help working out the right tech for your business, we can help. Get in touch.

DID YOU KNOW...

McDonald's isn't good for passwords

McDonald's recently revealed that passwords like "bigmac," "happymeal," and "mcnuggets" have appeared in more than 110,000 compromised accounts.

Even swapping letters for numbers doesn't help much anymore. Modern hacking tools automatically test common substitutions, so "Mcnugg3ts!" is just as predictable as the original.

The safest approach today is to use long, random passwords stored in a password manager, combined with multi-factor authentication. If your business still relies on memory alone, it's time for an upgrade.

Your next best employee won't be human

What would happen if your competitor could suddenly get twice as much work done… without hiring anyone new?

No extra desks, recruitment fees or bigger payroll. Just more output.

That's the shift we're moving into.

You've probably heard people talk about AI and wondered what that means for a normal business like yours.

An AI worker isn't a robot. It's software that can think through tasks in a surprisingly human way.

It can read documents, write emails, summarize meetings, analyze numbers, draft proposals, create job descriptions, and even help write computer code.

If you're using Microsoft 365, you're already seeing early versions of this built into tools like Word, Outlook and Teams.

Right now, many SMBs are dabbling. Someone asks AI to tidy up an email. Someone else uses it to help write a report.

But the real advantage comes when a business is properly set up to use AI across the organization.

And this is where some companies are going to struggle.

AI tools work best when your data is organized and accessible. If your files are scattered across personal laptops, old servers and mystery cloud apps no one remembers signing up for, AI can't safely "see" the information it needs.

If your security is weak, giving AI deeper access could create risk.

Being ready for AI doesn't mean being technical. It means having tidy systems, clear permissions (who can access what), strong security, and leadership that's willing to adapt processes.

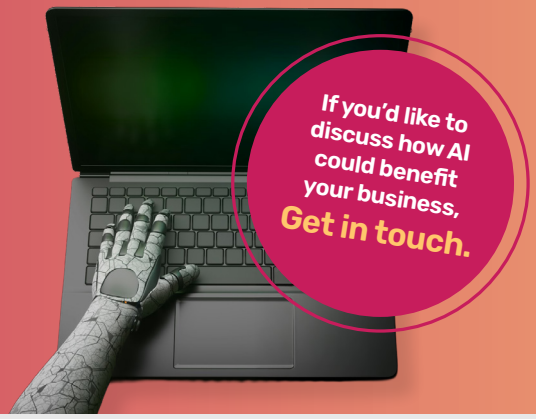
Because this isn't a small improvement.

The people building these tools are predicting dramatic leaps forward very quickly. Tasks that currently take hours could shrink to minutes. Research that once required days might happen in seconds.

When that becomes normal, businesses that can plug in AI workers smoothly will accelerate. Those that can't will feel slower, more expensive and less responsive.

And this isn't about replacing your team. It's about giving them superpowers.

And in the next few years, the businesses that win won't necessarily be the biggest or the oldest. They'll be the ones that were ready.



Q: How do I know if our systems are AI ready?

A: Ask yourself: Is our data organized? Are access permissions clear? Is our security strong? AI tools are only as safe as the environment they're connected to.

Q: My team says they're overwhelmed with tech changes. Should we slow down?

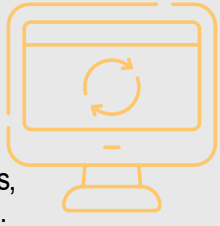
A: Not necessarily. The key isn't slowing change, it's guiding it. Introduce tools properly, explain the why, offer support, and check in regularly.

Q: What's the one thing most businesses overlook in IT?

A: Planning. Many companies react to problems instead of reviewing their setup proactively. A short quarterly technology review can prevent expensive surprises later.

NEW TO MICROSOFT

Copilot joins you for Windows 11 PC setup



Setting up a new Windows 11 PC is a little easier now.

During the initial setup process, while your device downloads updates, there's a "Try now" button for Copilot.

This lets you open the Copilot chat window directly inside the setup screen, even before you've signed in with a Microsoft account. You can ask questions, explore features, and even generate images while your PC finishes installing.

Instead of staring at a progress bar, you can start getting familiar with Microsoft's AI assistant straight away.

This is how you can get in touch with us:

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