



LET'S **TALK** TECH

Autumn/Winter 2024





Welcome to Axon's Let's **Talk** Tech magazine

Dive into the latest edition of our Let's Talk Tech magazine! We've discussed some of the biggest IT and tech trends for Autumn/Winter 2024. Take a look below for the latest on a range of topics including Microsoft Copilot, Dynamics CRM, cyber security and more.

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HOW TO GET THE MOST OUT OF YOUR

outsourced IT support

Outsourced IT support can be a huge asset for SMEs, allowing you to tap into specialised expertise, reduce costs, and focus on what you truly do best.

But to really unlock the benefits, it's best to approach outsourcing strategically. We've laid out our step by-step guide to getting the most out of your IT support, and why outsourcing can be such a powerful option for businesses.



Why outsource your IT support?

Firstly, let's touch on why businesses are increasingly choosing to outsource their IT support.

Here's a quick overview of the benefits:



Cost savings

Outsourcing eliminates the need for a full in-house IT team, saving on salaries, benefits, and training costs.



Improved uptime

With dedicated support, you can expect faster resolution times and less downtime, keeping your business running smoothly.



Scalability

As your business grows, your IT support can easily scale with you, without the need for constant hiring and training.



Access to expertise

You gain access to a team of experienced professionals with diverse skill sets and knowledge of the latest technologies.



Focus on core activities

With IT managed by experts, your team can focus on your core business activities, improving productivity and efficiency.



Unlocking the power of outsourced IT

Once you've decided that outsourced IT is for you, it's time to start using it to its full potential.

Here's how:

Define clear goals and expectations

Identify the specific services you need, such as cyber security or data backup. Set up metrics to measure success, like response and resolution times. Establish Service Level Agreements (SLAs) that detail the standards your provider must meet.

98%

of our support tickets here at Axon are resolved within their SLA!

Communication is key

There's nothing worse than IT support that's uncooperative and slow to respond! It can lead to a lack of trust and concerns about your cyber security.

When there's an issue, you need it solving quickly. That's why our clients have access to the Axon Support Portal where tickets can easily be logged, as well as remote one-to-one support. Better still, if you're looking for fully managed IT support, we'll help with your overall tech strategy and set up a tech roadmap for your business.

Choose the right partner

Picking the right IT support provider is key. Look for a partner who knows your industry, is able to scale its support as your business grows, and provides comprehensive support that covers all the unique IT needs of your business.

Axon offers pre-packaged support levels, as well as bespoke support depending on your business's budget and requirements. [Click here](#) to find out more about our range of outsourced IT support.

Plan for the future

Nobody can predict the future, but it's safe to say your business needs will change over time, so make sure your IT support can adapt as necessary.

Your provider should offer scalable services that can grow with your business, and flexible contracts that allow for adjustments as your needs change. Think of your IT support provider as a long-term partner that's there to help your business thrive.



CULTURE

Culture

always happens...

Every company has a culture – some by design, others by default. So why don't all businesses focus more on creating a culture they love? At Axon, we believe in crafting a culture that not only attracts great people but also amplifies their abilities, giving them the platform to perform at their best.

Who we are

At Axon, we pride ourselves on being:

- Innovative and pioneering: we constantly push the boundaries of what's possible, always looking for new ways to solve problems.
- To the point: we value clear, straightforward communication, ensuring that everyone is on the same page.
- Trustworthy: our clients trust us because we deliver on our promises.
- Friendly yet professional: we maintain a friendly atmosphere while upholding the highest standards of professionalism.

Our purpose and mission

We understand that technology can often be complex and overwhelming. Our goal is to strip away that complexity and provide solutions that make life easier.

This means that we keep the end user in mind in everything we do. We don't believe in one-size-fits-all technology. Instead, we tailor our solutions to meet the specific needs of our clients.



Who on Earth are we?

Our Axon culture

At Axon, we believe in providing our clients with transformational technology – just the way they need it. With over 20 years of experience under our belt, we usually know what we're talking about!

Based in south Manchester, our team works remotely, but we make sure to stay connected. As a mix of commercially minded techies, we help advise businesses on the best technology approaches to suit their individual business needs. Read on to find out a bit more about who we are and our culture here at Axon.

What we offer

Typically, we work with medium-sized businesses – those who want that extra level of support with their technology roadmap to solve business challenges.

We might be an IT consultancy, but we're also business minded. We listen to your business objectives and challenges and in return share our knowledge and recommendations. You'll always keep up to date on the latest tech releases and innovations.

Our offerings include:

- Honest advice: no fluff, just the facts and the best recommendations for your business.
- Cutting-edge technology solutions: we stay ahead of the curve, providing the latest in tech to our clients.
- Cyber security expertise: we safeguard against data breaches, ensuring our clients' information is always secure.
- Data-driven decision making: we help businesses make informed decisions with the right data at their fingertips.
- Streamlined workspaces and hassle-free CRM: we create environments where teams can collaborate efficiently, with systems that are easy to use.

As ways of working are constantly evolving, we support your people and teams to be more effective, helping you to embrace cloud and modern working. Our IT consultancy services help to transform your tech so you get the most out of modern workplaces and flexible workspaces. Your users will have a better work-life balance and the right technology to help drive business innovation.

So, that's us! Interested in the latest tech to best support your business?
Get in touch today to chat to one of our tech experts.

Office 365 backup: your questions answered

Did you know that Microsoft Office 365 doesn't automatically back up your data?

Many people are surprised to hear this fact, but Microsoft's own service agreement recommends that you regularly back up your data using third-party services.

With cyber attacks on the rise and remote working becoming increasingly popular, more business-critical data is being stored in the cloud, making a day-to-day backup solution more important than ever.

Here, we answer some of the most frequently asked questions about Office 365 backup and explain why it's so important for safeguarding your business.



Why is cloud backup needed for Microsoft 365?



Even with the benefits of cloud services – like scalability, cost efficiency, and enhanced productivity – there are still security risks. Data breaches, viruses, and ransomware are still worrying threats. Believe it or not, **32%** of businesses face data loss in the cloud, with the biggest culprits being user error (**64% of cases**) and malicious attacks (**20%**). That's where a reliable cloud backup solution steps in to save the day.

How does cloud backup work?

A solid cloud backup solution for Microsoft 365 gives you peace of mind by automatically backing up your data multiple times a day. It covers user data in Exchange, SharePoint, OneDrive for Business, and Microsoft Teams. These solutions offer unlimited storage and retention, and with rapid search and one-click restore, you can bounce back from data loss or corruption in no time.

Is Axon's cloud backup solution HIPAA-compliant?

Yes! And if you're in healthcare or any field dealing with sensitive health information, this is important. Once you sign our Business Associate Agreement (BAA), we'll set up a HIPAA-compliant cloud backup subscription for you. **The BAA ensures:**

-  Axon only uses your data as allowed by the contract.
-  Axon will safeguard your data against unauthorised use or disclosure.

How is Axon Backup different to the competition?

Axon Backup isn't just any backup service—it's a premium one designed specifically for Microsoft 365. Here's what makes it special:

- Comprehensive coverage across all of Microsoft 365, including the latest collaboration tools like Microsoft Teams and Groups.
- Unlimited backup storage and retention, even for deleted users.
- Powerful search and restore capabilities to quickly recover from data loss.
- Top-notch security and privacy policy support, including HIPAA and GDPR compliance at no extra charge.
- Full cloud-to-cloud solution built on Microsoft's public cloud.

What are your cloud backup storage options?

Axon Backup uses Microsoft Azure for storage, offering you flexibility and control.

Here are your options:

Use Axon's Azure server: pick your data centre location from a variety of choices like the US, Australia, Canada, Europe, Hong Kong, Japan, and more.

Bring your own Azure storage: want even more control? Use your own Azure tenant or a customer's Azure tenant for data storage.

What types of Microsoft 365 data can Axon Backup protect?

Axon's backup solution covers the full spectrum of Microsoft 365 data that your business relies on – emails, calendars, contacts, notes in Exchange Online, SharePoint libraries, OneDrive files and folders, and data in Microsoft 365 Groups and Teams. It's got you covered from all angles.

What happens to deleted users and data?

Worried about what happens if a user leaves or their info gets deleted? No problem! Axon Backup retains all data from deleted users. You can restore this data to a public or shared mailbox or even to another user, ensuring nothing is ever truly lost.

How much data can be backed up?

Good news: there are no limits on how much data you can back up with Axon Backup, nor on how long it can be retained, provided you maintain an active subscription. You've got unlimited room for all your data, no matter how much you have or how long you need to keep it.

How long does data take to restore?

When it comes to restoring your data, speed is key. With Axon Backup, individual items can be restored in just a few minutes. If you need to restore an entire mailbox, it might take a few hours, depending on the volume of data. But rest assured, it's designed to get you back on track with minimal downtime.

Concerned that Microsoft 365 isn't backing up your critical data? Get in touch to speak to one of our experts for an initial chat.

Microsoft Teams:

Top 10

If you've worked remotely at any point, chances are you've already been using Microsoft Teams to communicate and collaborate with your team.

While many users are familiar with basic functions like chat, video calls, and file sharing, there are plenty of underused and underrated features that can really boost your Teams experience when used to their full potential.

We've listed our top 10 useful features of Microsoft Teams that you might not already know about. If your organisation isn't already using Teams, read on to find out why we think making the switch now is so important.

UNDERRATED FEATURES

#1

Together mode

Together mode puts meeting participants in a shared virtual background, making it feel like you're in the same room. Rather than using the same background for every call, use this feature to add a bit more personality to your meetings and keep things fresh.

#2

Meeting recap

Ever missed a meeting and felt out of the loop? The meeting recap feature is a lifesaver. It provides a recording of the meeting, a transcript, chat history, and any shared files. No more guessing what was discussed – you can catch up as if you were there.

#3

Breakout rooms

Breakout rooms let you create smaller, focused discussions within a larger meeting. Whether it's a brainstorming session, a training workshop, or a team-building activity, you can split participants into smaller groups and bring them back together when you're done.

#4

Approvals app

Whether it's annual leave, project sign-offs, or expense approvals, keeping track of approvals can be a hassle. The Approvals app simplifies the process by letting you create, manage, and track approvals within Teams, providing a centralised place for all approval processes.

#5

Advanced search and filters

Trying to find that one message or file from weeks ago? Teams' advanced search and filters can help. Use keywords, dates, or filter by person to quickly locate what you need.

#6

Private channels

Private channels allow for more focused discussions among select members without creating a whole new team. This is ideal for sensitive projects or specialised groups within a larger team.

#7

Power Automate integration

Wish you could automate those dull, repetitive tasks? With Power Automate, you can. Integrate Power Automate with Teams and set up workflows to send notifications, schedule reminders, or move files automatically.

#8

Whiteboard

The whiteboard feature in Teams is another helpful way to keep people engaged in meetings. Participants can draw, write, and share their thoughts in real time, making virtual meetings feel more like an interactive discussion and less like a lecture!

#9

Task management with Planner and To Do

Ever feel like you've got a million tasks on your list and don't know where to start? Teams integrates with Microsoft Planner and To Do to help you create, assign, and manage tasks directly within Teams, keeping everything organised and ensuring nothing gets overlooked.

#10

Live reactions and polls

Make your meetings more engaging with live reactions and polls. Participants can give instant feedback with emojis, and you can create polls to gather opinions or make decisions on the spot. It's a great way to make sure everyone feels like their voice is being heard.

Why switch to Teams now?

From 31st December 2025, traditional landline telephone connections will be replaced by Voice over Internet Protocol (VoIP) services as the UK's telephone network goes digital.

With traditional PSTN landlines now on their last legs, it's the perfect opportunity to get ahead of the game and make the switch now.

Microsoft Teams can be your trusty business telephone system for both internal and external landline calls, accessible from your desktop and mobile.

Microsoft Teams Phone service is here to help you modernise your voice calling systems. Don't wait until next year; make the switch now and save yourself from potential headaches.

Want to get your organisation started with Teams? Axon IT can help you implement and optimise Microsoft Teams, ensuring your team is equipped with the essential tools they need.



Five simple ways to boost your business's cyber security

Cyber attacks are on the rise, and that's bad news for businesses. Data breaches increased by 72% between 2021 and 2023, according to Forbes, with every data breach costing over £3.5 million on average.

A cyber attack can hit your bottom line, damage your business's reputation, and even land you in legal hot water. To stay protected, it's vital to keep your business up to date with the latest cyber security measures. But don't worry, beefing up your cyber security doesn't have to be a headache. Here are five simple but effective ways to ensure your business's cyber defences are rock solid.

It can be hard to know where to start when it comes to cyber security, but by breaking it down into simple steps, you can make huge improvements with minimal effort, giving you peace of mind and potentially even saving your business. Remember, cyber security is an ongoing effort that requires regular attention, so be proactive to stay one step ahead of potential threats.

If you're interested in learning more about how to boost your cyber security and how it can benefit your business, contact us today to speak with one of our experts.

Use firewalls and anti-malware solutions

Firewalls and anti-malware software are ideal for keeping out any unwanted guests. Invest in software that offers real-time protection and monitoring, and make sure your firewalls are set up correctly to block unauthorised access while still allowing legitimate traffic. Keep your firewall updated to stay protected from any new threats.

Regularly back up your data

Data loss from cyber attacks can be devastating for businesses, but regular backups allow you to bounce back quickly. Set up automated backups, and store them in secure, off-site locations, or use cloud services with strong encryption. Regularly test your backups to make sure you can restore your data if needed.

Did you know Microsoft Office 365 doesn't automatically back up your data? [Click here](#) to find out more about keeping your data safe.

Use strong passwords and multi-factor authentication (MFA)

Strong passwords and MFA are your cyber security bread and butter, but a shocking amount of businesses still don't use them. Make sure your businesses uses complex passwords with a mix of letters, numbers, and symbols, and update them regularly. You could also consider using password managers to create and store strong passwords, so nobody has to remember them all. Add an extra layer of security with MFA to keep you protected even if your passwords are compromised.

Train your team

Your team are your first line of defence against cyber attacks. By keeping them clued up, you can prevent most threats before they start. Run workshops on spotting phishing scams, creating strong passwords, and developing safe online habits. Write up a straightforward cyber security policy to make sure everyone knows the do's and don'ts when handling sensitive info and how to report threats.

[Click here](#) to find out more about how to make your team your strongest cyber security defence.

Keep software updated

Outdated legacy software can often contain security vulnerabilities, leaving the door open to cyber criminals. You can easily mitigate this by turning on automatic updates for your operating systems, apps, and security software. Get into the habit of regularly checking whether all your software is running on the latest versions, and when new patches are released, take a few minutes to update them as soon as you can.



Thanks for reading!

**Get in touch to find out how Axon can transform
your business through technology.**

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