



# newsletter

January, 2025 | Volume 03

Integrity's managed IT and communications services are built on partnership. We take the time to understand your business and future plans before we recommend solutions to suit your requirements.

## New Year, New IT Possibilities

As we kick off 2026, now is the ideal time to make your IT work harder for you. We can help you streamline subscriptions you're already paying for elsewhere, consolidate overlapping tools, and replace ageing equipment through affordable finance options rather than large upfront spend. A quick review often uncovers savings, boosts efficiency and strengthens security without compromising your setup. Think of it as starting the year with a cleaner, leaner and better-managed IT environment.

## What We're Watching in 2026: Big Shifts & Opportunities

Expect to see a wave of AI-powered tools for business: productivity assistants, automated support bots, decision-making aids.

We're evaluating a few for integration, if you're interested, we can help you run your own "sandbox test" to see what works for your team. Given recent cloud-provider outages, we recommend building redundancy in critical systems, we can help you map your dependencies, flag single-points-of-failure and design a more robust architecture.

Reach out to your Account Manager if you'd like to arrange a discussion.

## January "New-Year" Offer for Clients

To help you get off to a strong start in 2026, we're offering a bundled service package at a discounted rate. The package includes:

- A full security audit of your Microsoft and cloud-based services (Azure AD, Office 365, cloud storage)
- 2FA rollout and password-manager implementation support (including migration if you currently store passwords insecurely)
- Cloud-architecture review: we'll map dependencies, identify single-points-of-failure, and recommend a resilience plan, plus a traffic light report.

If you're interested, reply to this newsletter or contact your Account Manager and we'll assess what you need.

## New Year, New Role!

We're delighted to share an internal update with our clients: Josh Britton has moved into the role of IT Service Delivery Manager, transitioning from his previous position as Network Engineer and will now be responsible for running and managing our IT Support Helpdesk.

Josh will be focused on delivering an excellent remote support experience, ensuring you receive timely, reliable, and high quality assistance from the helpdesk team. With his strong technical background and in-depth knowledge of your infrastructure and services, Josh is well placed to enhance IT Support delivery and maintain the high standards you expect.

## Happy New Year

With tighter budgets and rising costs, businesses that invest wisely into efficient, secure, future-proof IT will come out ahead.

A small amount of effort now, cleaning up passwords, building redundancy, locking down identity can save you downtime, security incidents, and unexpected costs.

If you want to discuss any of the above (cloud resilience, password managers, AI tools, Microsoft-stack optimisation), we're here.



## QUICK TIP OF THE MONTH

Free Wi-Fi is convenient, but not always secure. Avoid logging into important accounts or doing online banking on public networks. If you must connect, use a virtual private network to keep your data safe and encrypted.