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Your monthly newsletter, **written for humans not geeks.**

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PULSE



Are cloud security concerns slowing you down

Ever feel like you could do more with the cloud? You should – it makes work easier, boosts productivity, and unlocks smart tech like AI. But one big thing holds businesses back: Security concerns.

New research shows over 90% of businesses are planning big cloud changes in the next two years, with many driven by AI. But instead of going all-in on public cloud, nearly 70% are considering shifting at least part of their workloads back to private cloud or on-premises servers.

Not sure what the cloud does? Let's rewind... The cloud is an online space for storing data, running applications, and accessing files from anywhere, reducing the need for bulky in-house servers. Here are the different types:

Public cloud – The most common setup, where businesses rent space from big providers like Amazon Web Services (AWS) or Microsoft Azure.

Private cloud – Dedicated just to your business, either hosted by a provider or managed in-house.

Hybrid cloud – A mix of public and private cloud.

On-premises – The traditional method, where businesses keep their own in-house servers. With cyber threats getting smarter, many

businesses have concerns over security in the public cloud. That's why hybrid cloud is becoming popular – it balances flexibility, security, and cost.

Things to consider if you're thinking about making changes:

- What kind of data do you store? If it's highly sensitive data (like customer details or financial records), a hybrid or private cloud setup could give you more control.
- Are your current systems cloud-ready? Some older software doesn't play nicely with the cloud. A hybrid approach lets you modernise without everything breaking down.
- How strong is your security? No matter what cloud setup you choose, you still need good security practices. Think strong passwords, multi-factor authentication, and regular security check-ups.

If you're not sure which approach is right for your business, now's the time to ask. A solid cloud strategy can save you money, boost security, and help you make the most of AI.

Need some advice?
We can help, get in touch.

DID YOU KNOW...

Call quality is about to improve in Teams



Microsoft Teams is introducing an AI-powered "Super Resolution" feature designed to improve video call quality. This technology makes low-resolution, poor-quality video streams better, providing sharper visuals during meetings. It's especially great for anyone with a slower internet connection, as it upscales video in real-time to give a better viewing experience.

One thing to note: It's only available if you're using a Copilot+ PC, and because of the battery it uses, it only works when you're plugged into power.

This is how you can get in touch with us:

CALL: 0120 4 221101 - **EMAIL:** hello@bluebox-i.co.uk - **WEBSITE:** www.bluebox-i.co.uk

- 1** Businesses worldwide are set to spend more on tech in 2025, with a 5.6% increase pushing total spending to \$4.9 (£3.93) trillion. What are they focusing on? Cyber security, cloud computing, AI, and digital transformation – all the things businesses need to stay competitive and secure in a fast-changing landscape.
- 2** The very first word to be fixed with autocorrect was “teh” (we’ve all been there). But back in the day, autocorrect wasn’t as smooth as it is now – you had to press the left arrow key and F3 to fix it. Nowhere near as effortless as today’s instant corrections.
- 3** Believe it or not, the first iPhone design was shaped like an actual apple. It was supposed to be a flip phone with a push keypad, and when closed, it looked just like the Apple logo. A far cry from the sleek iPhones we have today.

Technology update

A small-but-mighty update for Outlook mobile

Microsoft has added a helpful new feature to Outlook on Android and iOS that makes it easier to multitask while writing emails.

Now you can minimise your draft into a small button at the bottom of the screen, letting you do other things within the app (like checking your calendar or other emails) without losing your progress. When you’re ready to continue writing, just tap the minimised draft to pop it back open. This update is rolling out gradually, so if you don’t see it yet, hang tight – it’s on the way.



Is Your Business Broadband Fit for Purpose?

Many businesses rely on what’s labelled as “business broadband”, assuming it will be robust enough to handle everything from cloud systems to video calls. Unfortunately, in many cases, that label is misleading.

We’ve worked with countless business owners who’ve experienced regular dropouts, sluggish speeds during busy hours, and support that takes days to respond. When they reach out to their provider, the response is often along the lines of: “It’s shared infrastructure, there’s not much we can do.”

In reality, much of the broadband sold to small businesses is no different to residential internet, except with a higher price tag and a slightly faster support queue.

Why It Matters

As your business grows, so does your reliance on stable, high-performance connectivity. If your team is using VoIP phones, cloud-based systems, video conferencing, and remote collaboration tools, you need a connection that’s consistent. Not one that falters when demand increases. Shared broadband can lead to exactly that: unpredictable speeds, unexplained dropouts, and costly downtime. It’s not just frustrating, it’s disruptive.

What’s the Alternative?

A private connection offers a different kind of experience. It’s dedicated to your business alone, ensuring consistent performance even during peak times. It comes with proper service level agreements (SLAs) and support that responds quickly – not days later. We’ve helped businesses make the switch, and the feedback is always the same: things just work. No more buffering, frozen calls, or support tickets gathering dust.

Time to Rethink?

If your business has more than 15 users, or you’ve noticed growing frustration with connectivity, it might be time to reconsider whether your current setup is fit for purpose. At Bluebox, we’ll give you a straight answer, whether that’s helping you upgrade to a private line or advising on how to get more from your existing one.

Feel like your broadband is holding you back?

Book a no-obligation chat with Martin Fletcher our Telecoms & Connectivity expert on 01204 221101.

INSPIRATIONAL QUOTE OF THE MONTH

"The most important thing you should do is to go find and surround yourself with people who make you think bigger."

Dylan Field, co-founder of Figma.

NEW TO

MICROSOFT



Try this new and improved Teams calendar

Microsoft Teams has a new and improved calendar that works better with Outlook and makes scheduling easier than ever.

You can now manage someone else's calendar, see multiple time zones, and get a better monthly view of your schedule. Plus, Copilot and Places bring smarter booking and workplace features right into Teams.

Want to try it out? Just go to the Calendar app in Teams and turn on "New Calendar" in the top-right corner. If you don't like it, you can switch back any time.

May we challenge you to another fun tech quiz?

1. What year was the first ever text message sent?
2. What technology helps make phone calls over the internet possible?
3. What kind of content does an .xls file contain?
4. Ctrl+A is a keyboard shortcut for what?
5. What was AltaVista an early example of?

The answers are below.

1. 1992 - the message was "Merry Christmas"
2. VoIP (Voice over Internet Protocol)
3. Spreadsheet data
4. Select all
5. A search engine

5 Reasons to be wary of AI

Artificial intelligence (AI) is an incredible tool. It's revolutionising industries, advancing medical research, and making businesses more productive. But like any powerful technology, it can also be used for the wrong reasons – and it's important you're aware of it.

Cyber criminals have discovered that generative AI (the same kind of AI that powers tools like ChatGPT and Copilot) makes their scams faster, smarter, and more convincing than ever...

1. AI-generated malware

Malware (malicious software) isn't new, but AI has made it quicker to produce, harder to detect, and more effective at bypassing security measures. Cyber criminals use AI to write malware that looks like legitimate browser extensions, software downloads, and even innocent-looking files like PDFs or images.

Stay safe: Keep your security software up to date and never download software or browser extensions from unknown sources.

2. Fooling security systems

Most cyber security software works by spotting known malware patterns. By slightly tweaking existing malware, scammers can create thousands of unique versions that security systems don't recognise.

Stay safe: Regularly update your security software to keep up with evolving threats. AI-powered security tools can also help to detect suspicious activity.

3. AI-powered password cracking

Cyber criminals are now using AI to break into accounts faster than ever. AI can test millions of password combinations per second, analyse leaked passwords, and even predict passwords based on common patterns.

Stay safe: Use strong, unique passwords for every account and enable multi-factor authentication (MFA) to add an extra layer of security.

4. Smarter phishing scams

Phishing emails used to be easy to spot – bad grammar, weird phrasing, and suspicious links were all giveaways. But with AI, scammers can create perfectly written, highly personalised messages that look exactly like they came from a trusted colleague or supplier.

Stay safe: Always verify unexpected emails, especially if they request payments, login details, or sensitive information. Hover over links before clicking and double-check sender addresses.

5. Deepfake impersonation

Imagine getting a video call from your CEO asking you to process an urgent payment. You recognise their voice and face... but it's not actually them. AI-generated deepfakes can clone voices and faces to trick employees into transferring money or sharing sensitive data.

Stay safe: If something seems unusual or too urgent, verify the request by calling on a known number or confirming in person.

AI-powered scams are evolving fast, but you don't have to be an easy target. A strong security culture, smart policies, and the right tools can help keep your business safe.

If you're not sure whether your cyber security is up to scratch, we can help with a security audit. Get in touch.

609 business owners trust us to keep their businesses running every day, and you should join them.

We specialise in Business IT Solutions & Telecoms tailored to your specific needs. Our services are flexible, straightforward, and free from jargon, designed to evolve seamlessly with your business. We pride ourselves on a no-hard-selling approach, no long-term contracts, just the right advice without the unnecessary hassle.

- Stay connected with the latest Cloud Telephone systems from 3CX & NEC
- Have IT Problems? We provide support for your computer systems (We are Cyber Essentials Certified).
- Access fast and reliable internet connections with our Fibre Broadband and High Speed Leased Lines.
- Enhance your online security with our Cyber Security Services, including email protection, network monitoring, antivirus, ransomware, and malware protection. (Ask about our FREE no obligation Cyber Security Report).
- Prepare for and obtain Cyber Essentials Certification with our assistance.
- Utilise Office 365 for email, Sharing files and Office software on your PCs and laptops.
- Experience the flexibility of working from anywhere with our Cloud Services.
- Ensure the safety of your data with automatic backups for servers, PCs, and laptops.
- Upgrade your wireless network with the latest WIFI 6 & 7 access points for high-speed WIFI throughout your premises.
- Get reliable data cabling for computers, phones, and CCTV, including CAT5, CAT6 and Fibre.
- Source your IT hardware, including Servers, PCs, Laptops, and Peripherals.
- Optimise your office printing with our Managed Print Services, featuring multifunction printers. (Print, Copy, Scan & Email).
- Secure your premises with the latest digital IP CCTV systems.
- Enhance your online presence with our website services, covering design, hosting, and SEO optimisation.

One important thing, we don't have any sales people so we'll only ever focus on how we can actually help your business, not on commission rates or sales targets, there's no pressured sales tactics, just no faff.

Get in touch, our advice is free.

bluebox  **x**
I N T E G R A T I O N

Simplified Telecoms & IT

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Q: What's the best way to back up my business data?

A: Use the 3-2-1 rule: Make three copies of your data, across two different media types, with one offsite backup. (We can help you set this up.)



Q: What's the biggest cyber security mistake small businesses make?

A: Things like ignoring software updates and using (or reusing) weak passwords. It usually comes down to employees needing better and more frequent security awareness training.



Q: How can I tell if my data is secure?

A: Running regular security audits, encrypting data, and enforcing strong access controls will help – as will working with a trusted support partner who can monitor your systems.