



Ctrl+Alt+Del-ight

THE TECH MAGAZINE

THAT GETS IT

IT Relationships **BUILT***on* Understanding



We visit, listen,
and immerse
ourselves in you.

Making On-site Days Work

Focused time that
benefits you

Upgrade Your Phones

Options for flexible
calling

Check if You've Been Pwned?

FREE tool to check if
your details are on
the dark web

Get More Done with AI:

Practical tips for
busy teams

Cybersecurity

Know the risks,
protect what
matters



Cloud&More

www.cloudandmore.co.uk



James

The Future of IT Support: Why Personal Service Matters

When IT support is treated as a commodity, it becomes just another checkbox on the list. You may have all the right tools and processes in place, but is your provider really helping your organisation move forward—or just keeping things ticking along?

A Shift in Mindset: From Support to Relationship

IT support isn't about solving problems as they arise; it's about preventing those problems in the first place. But there's more to it than just proactive monitoring and maintenance. A true IT partner understands the ins and outs of your business and how technology fits into the bigger picture.



Here's where many providers fall short: they focus on keeping the lights on, but they don't ask the crucial question—*how can technology help you.*

What Does That Look Like in Practice?

Regular Planning Sessions:

Reviews aren't just about tech updates. They're a chance to step back and discuss what's working, what's not, and what's next. It's an opportunity to reshape your IT planning based on your evolving needs.

Let's Keep it Personal: Whether you're in professional services or manufacturing, a one-size-fits-all approach doesn't cut it. Understanding the nuances of your business helps us tailor the advice to your specific challenges.

“**Relationships are at the heart of everything we do, helping us understand needs, build trust, and deliver solutions that make a real difference**”

Let's Connect:

In the emerging world of automation and AI, having a consistent point of contact who knows you is invaluable. It's about building trust and ensuring you're not just another ticket in a support queue.

Let's Chat

Call 0333 577 0966 or
email hello@cloudandmore.co.uk



Vic Reeves says...

82.2%
of statistics are
made up on the spot

we'd say it's closer to 100% when it comes to automated replies. That's why our clients prefer the **human touch!**



Are You Getting Value from Your On-site Days?

You've probably been told it's a good idea—having an IT engineer show up every Tuesday for a full day of... well, what exactly?

What Are They Actually Doing?

Many IT agreements promise a set number of on-site days each month, but do these visits really add value? Often, they turn into a game of “find a task” rather than addressing real IT needs. “If your engineer spends the day untangling cables and checking email settings, is that worth the cost?”

The Cloud & More Approach: Purpose-Driven Visits

We're not about showing up just to sip coffee and ask, “Everything working alright?” Instead, we prefer client reviews—planned visits where we tackle real challenges, offer strategic advice, and find ways to help your business thrive.

**Why pay for time that isn't used wisely?
Let's make every visit count.**

Our Support Model: Flexibility Over Fixed Days

We don't believe in a one-size-fits-all approach. If you need us on-site, we'll be there, ready to dive into the real work. If not, we'll be solving your issues remotely—no ticking clocks, no pointless visits.

Time to Rethink Your Agreement?

If you're fed up with paying for unnecessary visits and want a team that's focused on real support, not just filling time, let's talk.

Unlimited Helpdesk & On-site Support

With Cloud & More, you get IT help anytime, anywhere. Our friendly team is here to support you with a truly unlimited model—no hidden fees, no limits, just reliable help whenever you need it.



Cyber Essentials

Packing Your Suitcase for a Secure Trip

Imagine you're prepping for a holiday. Flights are booked, and your suitcase is nearly packed — but did you remember your passport? Toothbrush? Enough clothes? Missing one essential could turn your dream trip into a nightmare.

Now, think of your business the same way. Heading online without basic cyber protection is like traveling without the essentials. That's where Cyber Essentials comes in — it's the toolkit to ensure your business is prepared for its digital journey.

What Exactly Is Cyber Essentials?

Cyber Essentials is a government-backed scheme that packs all the basic protections to guard against common cyber threats. Think of it as digital sunscreen, shielding your business from harmful attacks.

Why You Need It (Yes, Really Need It)

The digital world is unpredictable, like your luggage ending up in Bali when you're in Barcelona. Without Cyber Essentials, your business is like an open suitcase — exposed and vulnerable.

With Cyber Essentials, you have the locks and security tags to keep cybercriminals out. It's a sign to clients and partners that you take security seriously — and who doesn't want a responsible travel companion?

FREE Cyber Security Insurance, Yes Please!

When you're Cyber Essentials certified, you also get free cyber security insurance if your UK-based business has a turnover up to £20 million.

What's in the Cyber Essentials "Suitcase"?



Firewall Protection: The hard shell that keeps the bad stuff out.



User Access Control: Only the right people get in.



Malware Protection: Bug spray for digital threats.



Patch Management: Updates to keep things running smoothly.



User Awareness Training: A guidebook for safe digital travel.



EDR: Swiss Army Knife for handling multiple threats.



Data Backup: Spare keys for when things go wrong.



MFA: adding an extra layer of security



M365 Tenant Protection: Money belt to guard your valuables.



Secure Configuration: Packing right so nothing spills out.

Think of it as free travel insurance — giving you peace of mind that if something goes wrong, you're covered. Whether it's a data breach or malware attack, this insurance acts like a protective bubble wrap around your valuables.

Have I Been Pwned?

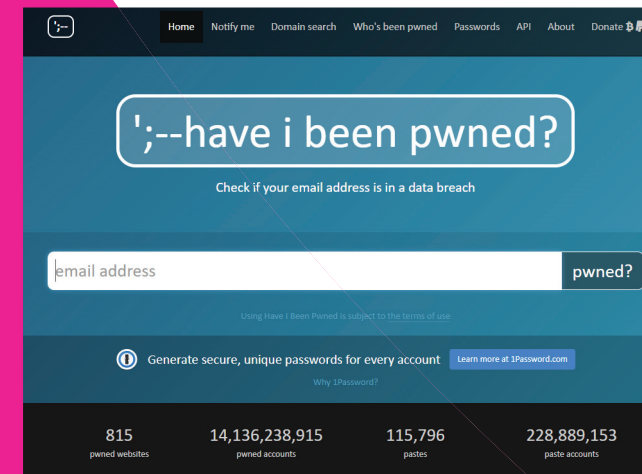
Geek Speak for "Your Data's Been Hacked"

Is Your Data Out There, Waving to Hackers?

When you think of data breaches, you might picture attacks on big corporations. But in reality, they're happening every day to organisations like yours.

So, How Do You Know If Your Details Have Been Caught Up in a Breach?

Enter Have I Been Pwned?—geek speak for "has your data been compromised?" This free tool checks if your email or password has been leaked. Think of it as a quick health check for your digital security.



haveibeenpwned.com

Don't Leave Without It!

Whether it's your first digital adventure or you're a seasoned explorer, Cyber Essentials is essential. It's the difference between a smooth journey and one full of surprises. At Cloud & More, we'll help you get certified so you can focus on the fun parts, knowing you're fully prepared.

Ready to pack smart and travel safe? Let's get you started on your cyber-secure journey today!

Why Should You Care?

If your email or password has been exposed, cybercriminals can use it to:

- Send phishing attacks that look painfully real.
- Impersonate your business (never good).
- Access your systems like it's their own living room.

What To Do If You've Been Pwned

- Change Your Passwords — pronto. Don't just tweak it; pick something completely new.
- Enable Two-Factor Authentication (2FA) — adds an extra layer of 'no, thank you' for anyone trying to sneak in.
- Tell Your IT Team — if it's a work email, let your IT team know ASAP.

A Little Paranoia Saves a Lot of Trouble

Knowing now means you can lock things down before it's too late. So go on, give it a check. It's better to be that person who's overly cautious than the one asking, "How did they get in?"

32%

of all UK businesses reported a cyber attack in the past 12 months*

*Cyber Security Breaches Survey 2023



FREE PHISHING AWARENESS POSTER



Copilot for Microsoft 365

Taking the Grind Out of Your Daily Tasks

Feeling weighed down by admin? You're not alone. Small and medium-sized organisations often find themselves buried in time-consuming tasks, but there's a way to lighten the load—Microsoft 365's Copilot.

Time spent on repetitive tasks, such as drafting emails, formatting documents, or scheduling meetings?

Sound Familiar?

Copilot for Microsoft 365 can reduce time spent on these daily tasks, freeing up time for you to focus on:

Growth Strategies
Building Relationships
Improving Work-life Balance

Copilot for Web vs. Microsoft 365 Copilot

Copilot for Web: Accessed through Edge, uses web data, no additional licence required.

Copilot for Microsoft 365: Integrated into Outlook, Word, Excel, and more, uses internal documents, and needs specific licences.

Ready to Transform Your Workflow?

Call 0333 577 0966
or email
hello@cloudandmore.co.uk



Customer communication 40%

Budgeting 20%

Admin 10%



Key Benefits for Your Team

Save Time

Copilot summarises documents, drafts emails, and analyses data—giving you back hours every week.

Boost Productivity

Automate repetitive tasks so your team can focus on what really matters.

Enhance Meetings

Generate agendas, capture real-time notes, and summarise discussions.

Improve Communication

Drafts consistent, on-brand emails and update.

Increase Employee Morale

Let your team spend more time on meaningful, engaging work.

Quick Tips for Getting Started

Set up data security: Control access to sensitive information.

Invest in training

Build AI confidence in your team.

**DOWNLOAD YOUR FREE
COPILOT PROMPT GUIDE**



Telephony, Cloud & Beyond Building a Modern IT Stack

Choosing the right technology isn't just about trends—it's about creating a system that drives growth and flexibility. A modern IT stack combines tools that work together seamlessly to support your organisation.

Why It Matters:

A well-built IT stack:

- Increases efficiency and reduces tech headaches.
- Improves communication and collaboration.
- Strengthens security and scales as you grow.

Key Components:



Hosted Telephony

Use the same business number on any device, from any location



Cloud Solutions

Secure and accessible anywhere, enabling real-time collaboration



Cybersecurity Tools

Protect your data with multi-layered security



Microsoft 365

Boost productivity with powerful communication and collaboration tools

Is your IT stack helping or hindering?

Let Cloud & More help you build a setup that's agile, secure, and future-ready. Get in touch to learn more.

Is Your Router Putting Your Business at Risk?

What's the issue?

Many DrayTek routers commonly used by small and medium-sized UK businesses have serious security problems that can leave your network vulnerable to attacks. Even if the router looks like it's working fine, hackers could easily gain control of it remotely.

Why is it important?

Around 36% of these affected routers are in the UK, and three-quarters of them are used in businesses. If a hacker gains access, they can use your router to steal data, spy on your business activities, or shut down your systems.

Over 250,000 UK businesses at risk!

Are you one of them?

Does your router look like this?



Need some help?

Get in touch for a FREE security check and make sure your business is safe.
Call: 0333 577 0966

The Power of Hosted Telephony

Okay, let's be honest. Those clunky desk phones with endless cords and blinking lights? They're so last century. In today's fast-paced, flexible work environment, businesses need a phone system that can keep up. That's where hosted telephony swoops in to save the day!



What on Earth is Hosted Telephony?

Think of it like this: instead of having a physical phone system crammed in a closet, all the fancy tech is hosted in the cloud (basically, super-powerful computers elsewhere). This means you can make and receive calls from anywhere with an internet connection—whether you're in the office, at home, or sipping a latte at your favourite café.

If you're still attached to having a physical handset, you can keep it. The beauty is that it's as simple as plugging it into your internet—no more tangled cables, just clean, streamlined communication.

Hosted telephony isn't just about convenience; it's about supercharging your business. It's packed with features that boost productivity, streamline operations, and even keep your customers happier.

Ready to Make the Switch?

Flexibility: Your team can work from anywhere, on any device, without missing a beat.

Cost-Effective: Say goodbye to expensive hardware, maintenance fees, and hefty phone bills. Hosted telephony often comes with predictable monthly costs.

Scalability: Easily add or remove phone lines as your business grows, without any headaches.

Advanced Features: Get access to features like call recording, voicemail-to-email, auto attendants, and even video conferencing—all without breaking the bank.

Reliability: Cloud-based systems are generally more reliable than traditional phone systems, meaning fewer dropped calls and downtime.

Team Spotlight

What inspired you to go on a fast food tour in New York?

All food in America is just bigger and better! I wanted to try all of the classic staples of American food... Soooo many donuts.

What was the most surprising thing you tried on your trip?

\$1 pizza with a huge Slurpee is a fantastic combo!

What's your favourite way to unwind outside of work—besides eating delicious food? Playing FIFA and Go-Karting.

If you could only eat at one fast food place for the rest of your life, which would it be and why?

American Taco Bell! They do a flavour of Mountain Dew called Baja Blast and it is amazing!

If you could have any superpower for a day, what would it be and why?

Teleportation so I can get to wherever I want instantly.



Adam H



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Bristol

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