



BIT BYTES

“Insider Tips to Make Your Business Run Faster, Easier and More Profitable”

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We love technology and we love helping people.

Give me a call today for a quick (non-salesy) chat to find out whether my team and I can help you better secure your data and get more out of your existing Technology!

Damien Harrison
Director of Operations

BONDGATE IT RECOGNISED AS A WORLD LEADER IN MANAGED IT

Elevating Businesses with Premier Tech Solutions

Bondgate IT, the premier IT managed service provider in the North East and Tees-Valley, is proud to announce its impressive ranking as the 18th top IT service provider in EMEA and 251st globally. This achievement solidifies our commitment to elevating businesses with exceptional tech solutions.

Recognised by the Prestigious 2023 Channel Futures MSP 501 Rankings

We are thrilled to be recognised by the prestigious 2023 Channel Futures MSP 501 rankings. For over 17 years, managed service providers from around the world have vied for a place on this exclusive list. The Channel Futures MSP 501 survey evaluates organisational performance based on various metrics, including customer satisfaction and operational efficiencies.

Leading the Way with Award-Winning IT Services

Our inclusion on this highly competitive list showcases our dedication to delivering outstanding IT support and managed cyber security solutions. At Bondgate IT, we are driven to provide our clients with top-tier services, and being recognised by the MSP 501 is a testament to the hard work and dedication of our team.

Continuously Improving and Innovating

Damien Harrison, our Director of Operations, affirms,

"We view this recognition as validation of our strategy and our focus on providing the best IT services for our clients. But it's also a challenge for us to continue improving and pushing the boundaries of what's possible in IT service provision."

Experience Our Award-Winning IT Services

As we celebrate this achievement, we remain committed to our goal of continuously improving and providing innovative solutions to our clients. We invite you to experience our award-winning IT services firsthand.

Contact Bondgate IT today at 01325 369 950 or email us at hello@bondgate.co.uk.

Discover why we are regarded as one of the best in the business.

Together, Let's Take Your Business to New Heights

Together, let's take your business to new heights with our exceptional managed IT support and cyber security solutions. Trust Bondgate IT to elevate your business's technology infrastructure and ensure your success in the digital era.



Channel Futures™
Leading Channel Partners Forward

MSP 501

Bondgate IT: Celebrating 25 Years of People-Focused Technology Solutions

Bondgate IT proudly celebrates 25 years at the forefront of the technology landscape. Founded in 1998, our journey began as an IT shop, evolving into a trusted business-to-business technology provider. With a team of 28 dedicated professionals, our mission remains unchanged: to empower people, increase efficiency, and help businesses achieve their goals.

Putting people at the heart of everything we do, we prioritize effective communication and personal connections. Our collaborative approach tailors solutions to meet individual needs, whether in the not-for-profit, healthcare, professional service, or manufacturing sectors. We believe in building lasting partnerships, guiding clients on an IT journey that maximizes investments and drives real business impact.

As the cyber threat landscape evolves, Bondgate IT leads the charge in protecting our clients. We have partnered with the North East Business Resilience Centre, reinforcing our commitment to ensuring online safety. This collaboration perfectly aligns with our people-focused ethos and dedication to providing secure solutions in an ever-changing digital environment.

With immense gratitude, we reflect on the remarkable journey of the past 25 years. Our innovative spirit, passionate team, and valued clients have propelled us to where we are today. As we celebrate this milestone, we eagerly embrace the future, continually striving to deliver excellence and shape the world of technology.

HOW MICROSOFT 365 COPILOT IS GOING TO TRANSFORM M365 APPS

Microsoft is one of the biggest players in the office application field. It's at the forefront of introducing transformative technology. The company is about to transform Microsoft 365 in a huge way with its new Copilot app.

Microsoft 365 Copilot is a new tool designed to help users get the most out of their Microsoft 365 apps. This revolutionary tool is an intelligent, personalized assistant.

Let's take a closer look at Microsoft 365 Copilot and the key ways it's going to improve M365 apps and your business workflows.

What is Microsoft 365 Copilot?

Microsoft 365 Copilot is an AI-powered assistant. It helps users with their day-to-day tasks in M365 apps. It works across all M365 apps. This includes:

- Word
- Excel
- PowerPoint

- Outlook
- Teams
- and more

The tool is currently in testing and should be out sometime soon.

How Does Microsoft 365 Copilot Work?

Microsoft 365 Copilot uses AI and machine learning to understand users' needs. It provides personalised help. It uses data from users' interactions with M365 apps. It learns a user's usage patterns and offers recommendations based on their preferences.

Say that you're working on a presentation in PowerPoint and struggling with design. Microsoft 365 Copilot can offer design suggestions based on your company's brand guidelines.

Microsoft 365 Copilot can also help users with common tasks. Tasks such as scheduling meetings and managing emails.

Benefits of Using Microsoft 365 Copilot

- **Personalised Help** - Microsoft 365 Copilot provides personalised help based on users' usage patterns and preferences.
- **Time Saving** - Microsoft 365 Copilot can help users save time on common tasks. Such as scheduling meetings and formatting documents. It can take on many information-gathering tasks, like summarising meeting notes. Knowledge workers spend an average of 2.5 hours per day searching for information.
- **Reduced Frustration** - Microsoft 365 Copilot can help reduce frustration. It provides solutions when users are stuck on a task. The tool can also help users struggling

with an Excel chart or table. Instead of having to figure out how to generate it, they can simply give a command to Copilot to do it for them.

- **Improved Productivity** - Microsoft Copilot handles tasks that go beyond what business apps have historically done. For example, you can use it in PowerPoint to create a presentation for you. Use a command such as, "Create a six-slide presentation based on (this) document." You can also tell it to find appropriate Microsoft stock photos and insert them.



LEARN HOW TO FIGHT BUSINESS EMAIL COMPROMISE

A significant cyber threat facing businesses today is Business Email Compromise (BEC). BEC attacks jumped 81% in 2022, and as many as 98% of employees fail to report the threat.

What is Business Email Compromise (BEC)?

BEC is a type of scam in which criminals use email fraud to target victims. These victims include both businesses and individuals. They especially target those who perform wire transfer payments.

BEC attacks are usually well-crafted and sophisticated, making it difficult to identify them. The attacker first researches the target organization and its employees online. They gain knowledge about the company's operations, suppliers, customers, and business partners.

The scammer pretends to be a high-level executive or business partner. Scammers send emails to employees, customers, or vendors. These emails request them to make payments or transfer funds in some form.

The email will often contain a sense of urgency, compelling the recipient to act quickly. The attacker may also use social engineering tactics. Such as posing as a trusted contact or creating a fake website that mimics the company's site. These tactics make the email seem more legitimate.

According to the FBI, BEC scams cost businesses about \$2.4 billion in 2021.

These scams can cause severe financial damage to businesses and individuals. They can also harm their reputations.

How to Fight Business Email Compromise

BEC scams can be challenging to prevent. But there are measures businesses and individuals can take to cut the risk of falling victim to them.

- Educate Employees
- Enable Email Authentication
- Deploy a Payment Verification Processes
- Check Financial Transactions
- Establish a Response Plan
- Use Anti-phishing Software

SMALL BUSINESS TIPS TO GET READY FOR THE UNEXPECTED

What would you do if your business suffered a ransomware attack tomorrow? Do you have a contingency plan in case of any disasters? The unexpected can happen anytime, and small businesses can get hit particularly hard.

Here are 10 helpful tips to get ready for anything:

1. Create a Contingency Plan
2. Maintain Adequate Insurance Coverage
3. Diversify Your Revenue Streams
4. Build Strong Relationships with Suppliers
5. Keep Cash Reserves
6. Build Strong Outsourcing Relationships
7. Check Your Financials Regularly
8. Invest in Technology
9. Train Employees for Emergencies
10. Stay Up to Date on Regulatory Requirements

BEST PRACTICES FOR SECURING YOUR HOME NETWORK

In today's world, technology is ubiquitous, and connectivity is a must. Securing your home network has become more critical than ever. A secure home network is essential for protecting your personal data from hackers.

From phishing to smishing (SMS phishing), it's getting harder to avoid a breach.

The NCSC has provided some best practices for securing your home network:

1. Change Default Passwords and Usernames
2. Enable Encryption
3. Update Firmware
4. Enable a Firewall
5. Disable Unused Services
6. Secure Wi-Fi Network
7. Use Strong Passwords
8. Create a Guest Network
9. Limit Physical Access

HOW TO USE THREAT MODELING TO REDUCE YOUR CYBERSECURITY RISK

Today's offices are digitally sophisticated. Just about every activity relies on some type of technology and data sharing. Hackers can breach these systems from several entry points. This includes computers, smartphones, cloud applications, and network infrastructure.

It's estimated that cybercriminals can penetrate 93% of company networks.

One approach that can help organisations fight these

intrusions is threat modeling. Threat modeling is a process used in cybersecurity. It involves identifying potential threats and vulnerabilities to an organisation's assets and systems.

Here are the steps businesses can follow to conduct a threat model:

- Identify Assets That Need Protection
- Identify Potential Threats
- Assess Likelihood and Impact
- Prioritize Risk Management Strategies
- Continuously Review and Update the Model

"The ticket was dealt with immediately and Ethan kept me informed throughout. It was a positive experience for new starter too who will feel happy to get help from Bondgate IT when she needs it in the future.

A great service, as always, from Bondgate IT."

Clare Yates - North Yorkshire Youth