Channel Futures
Leading **Channel Partners** Forward
MSP 501
2023 WINNER

NORTH EAST BUSINESS RESILIENCE CENTRE
CYBER EXPERT
2023-24

Bondgate IT

HAPPY NEW YEAR
2024

BIT BYTES

"Technology tips and tricks from the award winning Bondgate IT"

INSIDE THIS ISSUE:

My name is Damien Harrison, and I'm the Director of Operations at Bondgate IT.

We're an award winning team of tech enthusiasts who love helping people get the most out of their technology.

Bondgate IT wins another award

We are thrilled to announce that Bondgate IT has been named one of the 50 Best Managed IT Companies in Great Britain for 2023. This esteemed recognition by TechnoPlanet validates our unwavering commitment to excellence and positions us amongst industry leaders such as Microsoft, Google, and Amazon.

The 50 Best Managed IT Companies Award goes beyond mere technical prowess. It rigorously evaluates an organization's overall effectiveness, encompassing vision, strategy, human resources, marketing, customer satisfaction, and more. Through this comprehensive assessment, Bondgate IT demonstrated its dedication to:

- Delivering high-quality IT solutions and services tailored to specific client needs.
- Empowering businesses of all sizes and sectors to leverage technology for competitive advantage.
- Fostering a culture of innovation and continuous improvement.
- Maintaining impeccable standards in client service and support.

This prestigious recognition serves as a testament to the dedication and expertise of our team. As a proud Tees Valley-based organisation, we are excited to contribute to the region's digital growth and success.

By leveraging our award-winning approach, we are committed to partnering with local businesses to:

- Optimise operational efficiency and cost-effectiveness.
- Enhance security posture and mitigate cyber threats.
- Empower data-driven decision-making and strategic growth.
- Navigate the ever-evolving IT landscape with confidence and agility.

Earning this distinguished recognition reinforces our commitment to exceeding client expectations and becoming the preferred IT partner for businesses in the Tees Valley.

We invite you to learn more about our award-winning solutions and discover how Bondgate IT can help your business thrive in the digital age.

HOW CAN YOU LEVERAGE THE NEW MS TEAMS PAYMENT APP?

There is now another option to streamline the payment process. Microsoft has launched the Teams Payments app. This is a new feature that allows you to request and receive payments from your customers. You do it within Microsoft Teams meetings.

The Teams Payments app is currently only available in the United States and Canada. Subscribers to Teams Essentials and Microsoft365 Business get it at no charge.

How Does the Teams Payment App Work?

You can get the app from the Microsoft AppStore. You add it to your Teams account and connect it to your preferred payment service. You can choose from:

- Stripe
- PayPal
- GoDaddy

How Do You Send a Payment Request?

To send a payment request, you just need to open the meeting chat. Then, select the Payments icon from the messaging extensions. Then, you can fill out a simple form. It includes the amount, currency, description, and recipients of your request.

Your customers will see the same card in their meeting chat. They can click on the Pay Now button to complete their payment. You will receive a notification that your payment has been processed.

BENEFITS OF USING THE TEAMS PAYMENT APP

It saves time and hassle.

You don't need to switch between different apps or websites. You can do everything within Teams meetings.

It increases customer satisfaction and loyalty.

Your customers will appreciate the ease of paying you through Teams meetings.

It boosts your revenue and cash flow.

You can get paid faster and more securely by using the Teams Payments app. You don't need to wait for invoices or checks to clear. You can receive your money within minutes of completing a service. Either directly into your bank account or PayPal account.

It enhances your professional image and credibility.

You can show your customers that you are using a reliable and trusted payment platform. You can also add a seller policy to your payment requests.

It helps you keep track of payments.

With the Teams Payments App, you can track transactions in real-time. You'll receive instant notifications for successful payments.

It's seamlessly integrated with Microsoft 365.

The Teams Payments App seamlessly integrates with Microsoft 365.

It increases productivity.

Efficiency is the key to productivity. You reduce the time spent on payment-related tasks by integrating Payments into Teams.

The Teams Payments app marks a significant leap in digital business transactions. By leveraging this powerful tool, you're simplifying payments.

BEWARE OF THESE 2024 EMERGING TECHNOLOGY THREATS

While the global data breach cost averaged $4.45 million in 2023, UK businesses face a harsher reality. At £3.4 million per breach, the cost is 9% higher than 2020, with finance and healthcare bearing the brunt. Data Poisoning Attacks

Data poisoning involves corrupting datasets used to train AI models. Businesses should use AI-generated data cautiously. It should be heavily augmented by human intelligence and data from other sources.

5G Network Vulnerabilities

The widespread adoption of 5G technology introduces new attack surfaces. IoT devices, reliant on 5G, might become targets for cyberattacks.

Quantum Computing Vulnerabilities

Quantum computing poses a threat. Its immense processing capabilities could crack currently secure encryption methods.

Artificial Intelligence (AI) Manipulation

AI, while transformative, can be manipulated. Cybercriminals can exploit AI algorithms to spread misinformation. Vigilance is essential as AI-driven threats become more sophisticated. It demands robust detection mechanisms to discern genuine from malicious AI-generated content.

Ransomware Evolves

Ransomware attacks have evolved beyond simple data encryption. Threat actors now steal sensitive data before encrypting files.

Biometric Data Vulnerability

Biometric authentication methods, such as fingerprints or facial recognition, are becoming commonplace. But users can't change biometric data once compromised. Protect biometric data through secure encryption.

TECHNOLOGY TRENDS CHANGING THE WAY WE WORK

Technology is reshaping the world of work at an unprecedented pace. From artificial intelligence to web3, from the metaverse to the hybrid work model. We are witnessing a series of technological revolutions. They are transforming how we communicate, collaborate, create, and innovate.

Let's explore some of the most impactful technology trends that are changing the way we work in 2024 and beyond.

1. Artificial Intelligence
2. Remote Collaboration Tools
3. Hybrid Work Model
4. Web3: The Decentralized Internet
5. Internet of Things (IoT) in the Workplace
6. Augmented Reality (AR) and Virtual Reality (VR)
7. Cybersecurity Advancements

These transformative technology trends are not just fleeting novelties. They are shaping the future of work.

14 HELPFUL TIPS FOR NEW YEAR DIGITAL DECLUTTERING

These days, it's easy to feel overwhelmed at the sight of an endless inbox or app library.

As the new year begins, it's the perfect time for a digital declutter. A clean and organized digital environment can help you improve your productivity. It also reduces stress. Here are some practical tips to help you declutter your digital space.

- Start with a digital inventory
- Focus on your most-used digital spaces
- Organize your files and folders
- Clean up your email inbox
- Clean up your social media
- Review your subscriptions
- Review and delete unused apps
- Clear your desktop and downloads folder
- Secure your digital identity
- Evaluate your digital habits
- Create digital detox days
- Streamline notifications
- Invest in digital tools
- Practice regular maintenance

11 WAYS TO RESPONSIBLY GET RID OF E-WASTE AT YOUR HOME OR OFFICE

In our tech-driven world, electronic devices have become indispensable. But with constant upgrades, what happens to the old gadgets? They tend to pile up and eat up storage space. But you can't just throw them in the trash. E-waste poses a significant environmental threat if not disposed of responsibly.

E-waste can contain hazardous materials. Such as lead, mercury, cadmium, and brominated flame retardants. These can harm the environment and human health.

Here are some tips to responsibly get rid of e-waste at your home or office:

- Understand what makes up e-waste
- Reduce your e-waste
- Explore retailer recycling programs
- Use e-waste recycling centers
- Consider donating or selling functioning devices
- Dispose of batteries separately
- Try manufacturer take-back programs
- Opt for certified e-waste recyclers
- Educate your office or household
- Repurpose or upcycle
- Encourage manufacturer responsibility

Customer Feedback

CHRIS WAS ABSOLUTELY FANTASTIC AND RESOLVED THE ISSUES THAT WE WERE HAVING WITH THE EXAM PLATFORM

*Carolann McFarland
Optimum Skills Limited*