



# How to make technology work for you

A straightforward guide to getting the  
right technology to help you grow.



You'll have to forgive us if our enthusiasm for technology is a bit much for you, but we get really excited about the positive impact the right technology can have on an organisation.





Like a sports fan reading the back pages of the daily newspaper and chatting on fan forums, the geeky side of our nature leads us to uncover stories about technology and how it's being used in smart ways to change the way organisations work and helping them become more efficient.

On the flip side we're well aware that just because technology is second nature to us, it very probably isn't something you have a burning desire to know a huge amount about, even though it's possibly on your "Things to get sorted" list.

So, because of that, we believe you shouldn't have to 'get' technology to get the benefits of technology. And that's what this guide is about. We want to use it to show you how your day to day operations can be more efficient and effective with the use of some smart pieces of technology.

The right technology and knowing how to use it can really help boost your performance. It can help you work in smarter ways and enable you to spend more time delivering your core service and less time on low value admin activities, or even worse, managing peripheral things like technology.

You're not a technology company, but you do need to know what technology is available to you now that will help you run your organisation and deliver your services in a far more effective way.

How can it improve the collaboration between your team members? What technology to use to manage your business when you're out and about? What can you use to cut out time sapping admin? What's the best way to keep connected with your supplier? What do you need in place to satisfy the GDPR data protection regulation? How can you keep your clients' data safe?

Over the following pages we'll take you through some of the easiest options you have to improve productivity in your business and introduce you to the technology that can make this a reality.

Our team have this guide by their side, so if you ever want to ask a question about something you read in here, feel free to pick up the phone or drop us an email – no question is a stupid question.

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# The power of connected teams



## How are you working today?

Getting out and about to meet up with supporters, beneficiaries as well as getting paperwork done probably means you're rarely together with all of your team at the same time in the same place. So, having the ability to be in real time contact with everyone in your organisation and see the detail of project progress wherever you are is a huge timesaver.

The way you do this today might not be the best option. Even using a mobile isn't the most effective way.

How many times have you played phone tennis with one of your team just to get an update on a project? Or needed to wait until early evening to get an email update about what's been achieved that day and what's planned for tomorrow?

This might seem like small chunks of time, but when you add up all the delays across a whole project timeline it's definitely not a productive way to be working and can have a big impact on the overall delivery and success of your project.



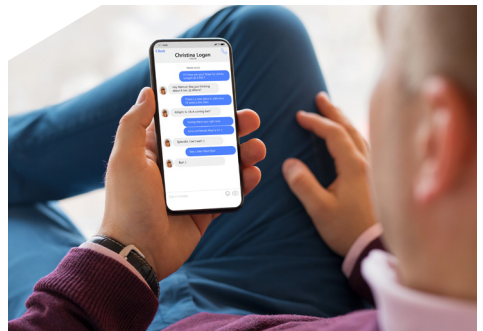
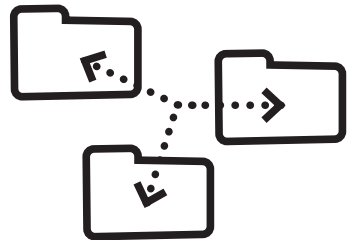
## Making you more productive

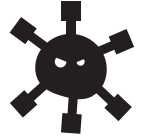
What if you had a tool that gave you a messenger app to keep in real-time contact with your teams about specific projects as well as being able to quickly hold group meetings no matter where the attendees are and update any project documentation on the go so there is only ever one version of the truth – the latest, up to date version.

The messenger app means you can easily set-up individual conversation streams for each of your projects (or one for all if you'd prefer) with the relevant members of your team, including people from other companies, that you give access to. This allows you to hold conversations about projects without having to all get on a call at the same time or meet up in one location.

Of course, if you wanted to you could still arrange for project members to be on a group call at a certain time to talk things through, but as with the messenger app, your team members could join the call from anywhere in the world.

Whatever project documents your team is using to collaborate, you can all have access to the most up to date versions, which are stored securely online so you collaborate effectively. Simple, quick, secure access from anywhere.





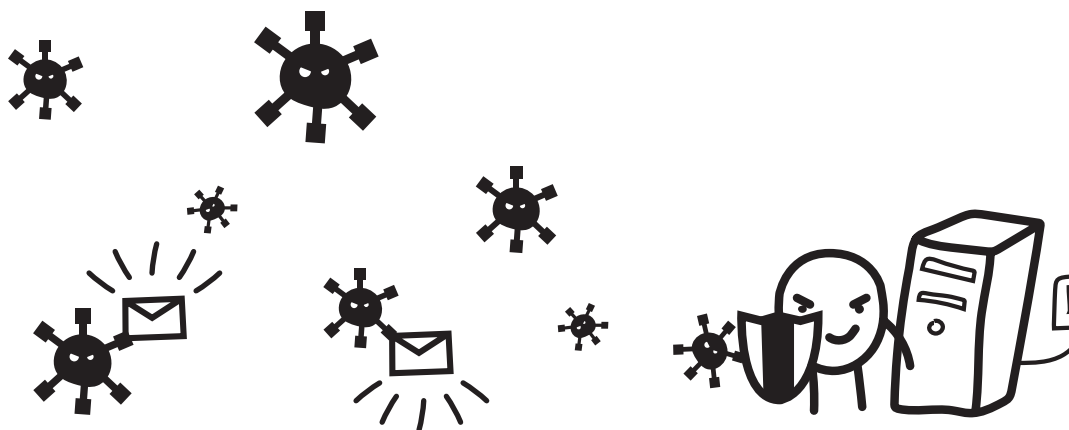
# Getting the basics right

Now, that all sounds great and we recommend you take a time to talk with your team about how these tools could help with what you do each day, because we've seen them boost productivity in other businesses, but we also don't want to ignore the tools that you'll have been using for quite a while now, like email, storage of your files and data, and wireless connections for your laptops.

Your use of these tools isn't going to stop in the coming years, but you do need to work out if the way these tools are being managed is giving you the best results and is secure enough to manage the modern 'cyber threats' (sorry, jargon).

As you've grown, the number of emails you send and receive has started to build up like all the things you've got stashed away in your garage and attic at home. Most of it is useless and you'll never need again, but somewhere in there you know there are the odd emails you might need sometime in the future....so you're going to keep it all.





We're not going to divert off to talking about ways to prioritise what to keep and what to delete, but based on some of the sensitive information and data that will be contained in your emails we do think you should seriously consider whether your current provider is giving you the best solution for how your firm/organisation works now. Are you getting the level of security you need to stop your email accounts being hacked and used to send out viruses and spam? Is password management a simple process? Can emails be accessed on devices as well as laptops and desktops?

There's also the consideration about whether you're getting all the bells and whistles that are useful to have with email tools and the calendar and task features they often include. If you're using what are known as POP or IMAP based email, you're most likely missing out on the benefit of synchronised calendars and shared backup of your precious emails.

When it comes to all the data you've got – customer details, employee files, contracts, project details, supplier information and more - are you sure it's being stored securely and in a way that satisfies GDPR, the regulation that governs personal data?

And are you paying a fair price to keep all that safe? There's quite a range in pricing for data storage, which varies based on things like the level of security that protects your data, whether you're sharing storage space with other companies and the location of the storage (it won't necessarily be in the UK).

Make sure you also consider 'Cyber essentials', which is the adoption of good practice when it comes to information security and may be a requirement for you to have when working with some of your customers or suppliers.

## Getting the basics right (continued)

Project plans, job sheets, work schedules and contracts are at the core of what you do. And now with the introduction of more online tools to improve your processes and make them more efficient, there are more files with more data than ever before.

Your options to get fast and reliable connections so you can use your laptops and other devices to access everything you need have grown in number and quality, but luckily for you, the cost has stayed realistic for the benefits and productivity it will give you.

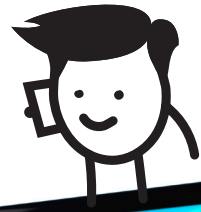
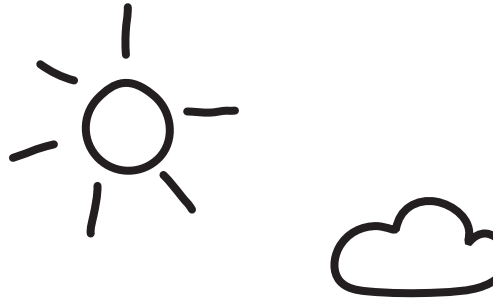
Serviced office spaces can be fitted with Wi-Fi to give you your own secure connections, while dedicated internet lines and good quality cabling will make sure your offices have the bandwidth to handle all the traffic you need, from the largest project files, through to the regular email updates and online management tools.





The devices you use for work are a lifeline and keep you connected to your team members as well as giving you the tools to get your job done, wherever you are. But we know that sometimes accidents happen. Knocked off a table, dropped from a bag or slipped from a seat, laptops, tablets and mobiles get bashed around during their working life.

These devices are critical for your job, so you need to make sure you have a way to get replacements sorted with minimal downtime for you. You should work with your IT partner to agree a process and timelines regarding fixing or replacement of damaged devices.



# Taking IT off your hands

The part of the puzzle we want to finish with is the part about managing all your IT and technology tools, systems and needs.

As we said at the start of this guide, you're not a technology company, you just need to get the best out of the technology that will help you be more productive and grow. So it doesn't make sense for you to have to think about taking care of the day to day running of your IT, it makes far more sense for you to find a partner that will understand what your company is aiming to do from an operational point of view and help you get and use the right technology for your situation.

We'd recommend that you start with an audit of what you currently have and use that to work with your chosen partner to build a strategy for how your technology can support your organisation. This will give you a clear understanding of what you need to do next.

Then it should be over to your IT partner to take ownership of delivering and managing your IT tools and systems and supporting your users so they can stay productive.



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