

ReliableTech

Your Monthly Source of Trustworthy Tech Insights

Hello, and welcome back to Reliable Tech! We're pleased to have you with us.

Since the start of the year – a time when many businesses are looking to make changes – we've been having a lot of new enquiries from companies who are ready to move ahead with their digital transformation plans. And while our site's pretty informative, we know that, sometimes, you can get a much better understanding of something when you can actually visualise it.



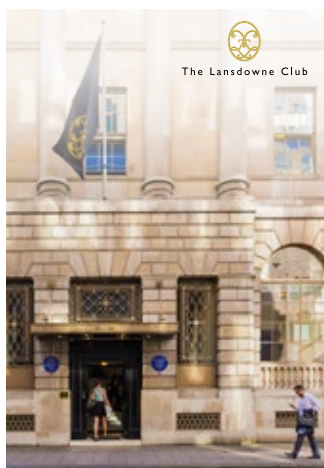
That's why, this month, we're focusing on storytelling. We'll be sharing some of our own stories of working with incredible clients – some of them major global brands. We won't just tell you what we do; we'll show you. Throughout this newsletter, we'll be demonstrating some of our latest work. We'll also be introducing you to our exciting new series – IT Issues for Members' Clubs – which will become a regular feature on the Reliable blog in the coming weeks.

So, let's take a closer look at some of the things we do here at Reliable...

Expert support, when you need it most

One of the most valuable services we offer to our clients is round-the-clock support, providing businesses with the confidence they need in their day-to-day operations. Support issues can arise for various reasons, such as internal teams being overburdened or lacking the technical expertise to handle complex problems. This was the situation for one of our clients after the departure of their IT manager.

Fortunately, we were ready to step in and seamlessly integrate with their organisation. Our 24/7 out-of-office support service efficiently addresses any urgent problems and proactively reduces the risk of new issues arising. We deliver peace of mind to the team, ensuring they know we are always here to support them and keep their operations running smoothly.



Did you know...

14 percent of UK businesses are struggling with a lack of support or resources to manage their technology effectively. That's according to a survey by TalkTalk Business, who found that basic IT issues such as outdated technology, connectivity issues, and 'technical glitches' – things that can easily be managed with the right support – are costing organisations up to £10,000 every year!

Full infrastructure overhauls

At Reliable, we're experts in all aspects of business IT, including complete overhauls and refreshes when they're needed. Issues such as poor connectivity, security concerns, and problematic downtime can all be caused by outdated network infrastructure, and when the time comes to move to a more modern solution, we're here to help.

We've worked with clients to implement network and infrastructure refreshes, introduce efficient systems and enhance productivity. And with every infrastructure transformation project we take on, we have our client's future in mind. We develop solutions that meet needs today – and are ready to support additional needs tomorrow.

In the real world...

Already having a strong working relationship with a hospitality client in London, we were the natural IT partner when their existing network needed to be upgraded to a next-generation solution to boost resilience, availability, and stability.

Seamless migrations

Often, our clients are looking for expert support with migrating to the cloud. They're aiming to minimise reliance on older on-premises systems while enhancing communication, collaboration, and efficiency across teams, departments, and the wider organisation. That's what we've recently done for a large household retail brand.

We facilitated and supported a full migration to Microsoft 365 for them, taking a planned approach to ensure any issues were spotted and could be rectified prior to moving everything over. And with ongoing training and support for the team, they're now utilising their new cloud-based solution like complete pros.



Introducing our new blog series!

We've got a lot in store for you over the next few months! In the coming weeks, we'll be launching our brand new series: IT Issues for Members' Clubs. We'll be focusing on different IT frustrations and common tech challenges that many members' clubs are experiencing right now. Of course, we'll be sharing our expert advice for overcoming them.

We'll be publishing these guides on the [Reliable blog](#), and you'll be able to catch up on anything you've missed by checking our monthly newsletters. For now, you can read an introduction to it here.

Eager For More?

We'll be back next month with the latest edition of Reliable Tech.

Can't wait? want to know more, contact your Reliable Account manager or contact us below



Powerful quote of the month

"Moving an existing system to the cloud is a major undertaking. The temptation is to take the simplest route, but a bit of planning and preparation can make the difference between a successful cloud migration and an unsuccessful one."

Nigel C, Platform Security Research, National Cyber Security Centre



Top Tech Tips

Every month, we ask the Reliable team for their top tech tips to share with businesses.

- 1. Establish boundaries:** It's easy to assume that people automatically know what's expected of them, but this isn't always the case. Don't be afraid to establish technology boundaries to make it clear how tech should be used within the workplace – and share this document with employees.
- 2. Engage employees:** Encourage your employees – everyone from entry-level staff to experienced executives – to be involved in technology and IT decisions. When users are actively involved, you'll know you're implementing systems that really work for them, and acceptance rates are likely to be higher.
- 3. Know when to outsource:** Small businesses especially are often keen to do as much as they can in-house. Handling matters internally can keep costs down, but it's important to know when to call in the experts. IT support and large tech projects are often good times for professional support.