AUGUST 2025

Reliable Tech

*Your Monthly Source of **Trustworthy Tech Insights***



Welcome to the August 2025 edition of the Reliable Tech Newsletter; your monthly dose of insights, advice, and news from the team here at Reliable. This month, we're enjoying a special club focus. We'll be exploring how private members' clubs and other membership-based organisations can deliver exceptional member and guest experiences while keeping their IT systems secure. Right now, this is a hot topic. Why? Because it's tricky to do.

Strict security measures can sometimes feel like they get in the way of creating a personalised, seamless experience, limiting how much clubs can tailor services, collect insights, or communicate freely with members and guests. It's a constant challenge to keep data safe without making the experience feel rigid or impersonal – and that's why finding the right balance is so important.

Over the past month, we've published a number of blog posts on our website that show that the two can exist together, in harmony, helping clubs and businesses to wow members while staying safe.

Finding weak spots without weakening service

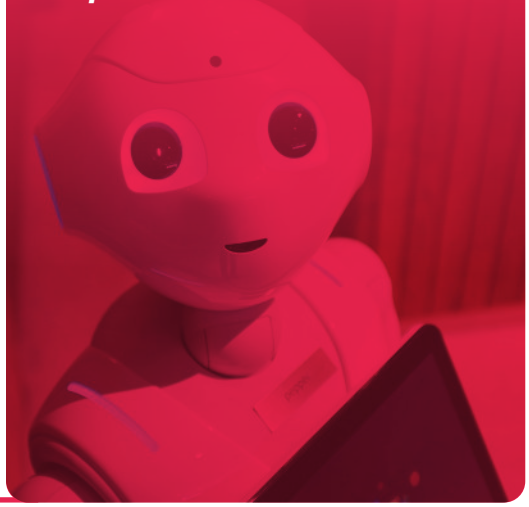
Balancing excellent service with robust security starts with understanding where your vulnerabilities lie. For private members' clubs, sports organisations, and the hospitality industry – as well as others – an IT security audit is an essential tool for uncovering risks without disrupting daily operations or alienating members. These types of audits ensure systems are secure enough to protect sensitive data while retaining the flexibility to support a smooth, enjoyable experience for guests. A good IT security audit checklist can help you make sure you don't miss anything. It'll also give you confidence that you're taking the right measures to create a safe and welcoming environment for everyone.

Fact!

The National Cyber Security Centre (NCSC) here in the UK fully believes that all organisations should be doing more to connect their auditing procedures with cybersecurity. They say, 'It's important that cyber security is integrated into your organisation-wide governance framework, including your strategy, risk management processes, and compliance & audit procedures. This integration will ensure that cyber security implications are considered in strategic decision making.'

Did you know...

Dynamics 365 is continually being enhanced. This next update – scheduled for between October 2025 and March 2026 – is expected to bring a whole host of exciting new features, including further AI integration capabilities, and deeper, richer customer/member insights options.



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Personalising experiences without compromising trust

Delivering exceptional member and guest experiences depends on knowing what people want – and most importantly, being able to act on it quickly and securely. That's why clubs are now beginning to use Dynamics 365 for enhancing member and guest experiences, bringing together data, preferences, and communications in a way that feels seamless and personal, all while keeping sensitive information protected. With the right systems in place, you can create tailored journeys and stronger connections without risking losing the trust of the people that matter most: members and staff.

Strengthening security without sacrificing productivity

As clubs rely more and more on modern and comprehensive tools – such as Dynamics 365 and Microsoft 365 – to deliver smooth, connected experiences, security becomes even more critical. However, it shouldn't get in the way of how your team works.

Introducing additional yet practical measures, such as E5 Security for Microsoft 365, can help you strengthen your defences without adding unnecessary complexity. With advanced tools that protect sensitive data and defend against modern threats, you can give staff the freedom to collaborate and personalise the member experience, all while keeping everything secure behind the scenes. It's a smarter way to protect your club without slowing it down.

Fact!

Enhanced security features aren't just for big businesses and huge corporations. Some are perfectly designed for smaller organisations, and exclusive clubs and other membership groups. E5 Security, for example, is intended for use by small and medium organisations with up to 300 users.

Choosing the right partner for both service and security

Choosing a managed IT service provider isn't just about finding a company that's able to fix problems when they arise; it's about having a partner who understands the unique balance your club needs to strike.

A good provider – especially if they have experience working with clubs and membership organisations – will help deliver a smooth, responsive service to your members. At the same time, they'll ensure your systems stay secure and compliant behind the scenes. We've created a handy 'cheat sheet', outlining the five easy steps to choosing the right provider, so you can be confident you're working with a team that supports both your ambitions for member experience and your need for robust security.

Eager For More?

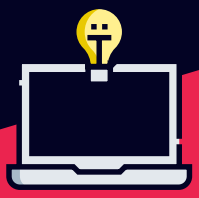
We'll be back next month with the latest edition of Reliable Tech..

Eager to learn more about how Reliable Networks can help your business? Visit our website for detailed case studies or contact us for a personalised consultation. We're here to support your tech needs!

Powerful quote of the month

"A true partnership goes beyond the transactional nature of a typical tech provider. It's about focusing on outcomes and long-term success. According to a study by McKinsey, companies that prioritize strategic partnerships are 2.5 times more likely to achieve their business goals."

James Loffler, Forbes Council Member



Top Tech Tips

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

1. **Monitor member feedback:** Digital tools can be used to collect and analyse feedback, so you can learn what members really want and continuously design ways to improve services.
2. **Invest in scalable solutions:** Choose technology that grows with your organisation so you don't have to keep selecting new tools and platforms. It's easier for staff, and less disruptive for members.
3. **Streamline onboarding:** The right tech enables you to make setting up and renewing memberships completely effortless, with digital sign-ups and welcome journeys that impress from day one.