



"Insider Tips to Make Your Business Run Faster, Easier and More Profitably"

INSIDE THIS ISSUE:

Charley Clarke Wins Young Leader of the Year at 2025 East Midlands Leadership Awards

Page 1

The Top 10 Cyber Security Checks Every Business Should be Doing

Page 2

IT on Ice: A 'Chilling' Reminder About Backup and Disaster Recovery

Page 2

Which Microsoft 365 Licence is Right for Your Business

Page 2

Meet the Team

Page 2

Stay Connected with EE Mobile and Your IT Department

Page 2

The Key Features of Copilot+ PCs

Page 2



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!

- Lee Hewson
Founder and MD

CHARLEY CLARKE WINS YOUNG LEADER OF THE YEAR AT 2025 EAST MIDLANDS LEADERSHIP AWARDS

Your IT Department is proud to announce that Charley Clarke, our Head of Service Delivery, has been named Young Leader of the Year at the 2025 East Midlands Leadership Awards.

The accolade, presented by TheBusinessDesk.com, recognises the most inspiring and high-performing young professionals across the region who are making a difference through their leadership, innovation, and impact.

At just 32, Charley has become an instrumental force behind Your IT's reputation as one of the Midlands' most respected managed service providers. His leadership has transformed the business's service delivery, driven award-winning customer satisfaction levels, and fostered a culture of growth, inclusivity, and resilience.

An Inspiring Story

Charley's journey is not only remarkable in terms of career progression - it's an inspiring story of determination and breaking down barriers.

Diagnosed with Tourette's Syndrome, including coprolalia (a rare symptom that causes involuntary swearing), Charley faced significant challenges early in his career, particularly in client-facing roles. But instead of letting those challenges hold him back, he leaned into them.

He joined Your IT eight years ago as a Service Desk Engineer.

Despite the obvious difficulties his condition presented, his talent for building relationships, his exceptional time management, and his unwavering commitment to customer service quickly made him stand out.

He soon progressed to Service Desk Coordinator, a role he helped shape from the ground up, before moving into Service Desk Manager and ultimately joining the Senior Leadership Team.

Head of Service Delivery

In 2022, Charley became Head of Service Delivery, taking on a strategic role overseeing the Service Desk, Professional Services, and Cyber Security teams.

With 17 staff reporting into him, including six direct reports, he is responsible for ensuring performance, quality, and efficiency across three of the company's most critical departments.

Under Charley's leadership, Your IT has seen its customer satisfaction score rise to an exceptional 99%, which is 4% above the industry average.

The business has also become the highest-ranked Managed Service Provider in the Midlands in the prestigious MSP501 list, a testament to the operational improvements and service innovations he has introduced.

His leadership is marked by humility, structure, and authenticity.

Never one to lead from behind a desk, Charley continues to conduct regular client check-ins, ensuring feedback is heard first-hand and quickly actioned. Internally, he has created an open, collaborative environment where his teams feel empowered to improve and innovate.

Despite facing personal obstacles, Charley has consistently stepped outside of his comfort zone to push his development. He earned a Service Desk Manager certificate from the Service Desk Institute in 2020 - his first formal qualification, which he achieved despite the stress of unfamiliar environments. Soon after, he joined a national peer group of service delivery leaders, attending regular residential sessions in cities like London and Manchester, travelling alone for the first time.

Tangible Value

His participation in these networks hasn't just boosted his confidence; it's brought tangible value to the business. Charley has spearheaded automation initiatives that use AI and machine learning to streamline routine tasks, freeing up engineers to tackle more complex problems. These innovations have directly contributed to increased margins and faster skill development among technical staff.

Charley's impact isn't limited to performance metrics. He is a passionate advocate for apprenticeships, having mentored five of Your IT's apprentices personally.

Nearly one-third of the company's 22 employees have come through the apprenticeship route - a key driver of the business's impressive average staff tenure of 4.6 years (compared to an industry average of just 1.6 years). His commitment to internal development is helping to shape the next generation of IT professionals.

Following the retirement of a founding director in 2023, Charley stepped into an even more senior role without hesitation. Taking on broader responsibility and overseeing previously unfamiliar areas like finance and sales, he helped unify disparate teams and align service delivery KPIs more closely with company-wide strategic goals. In his first quarter as Head of Service Delivery, he was named Employee of the Quarter - voted for by his fellow leadership team members. It was the first time anyone in a senior role had received the award.

Today, Charley is widely regarded as the future of Your IT Department. His courage, drive, and people-first leadership have earned him the admiration of colleagues, clients, and peers alike.

Fitting Recognition

Winning the Young Leader of the Year award is a fitting recognition of not just his success, but the way he has achieved it - with integrity, resilience, and an unwavering belief in bringing out the best in others.

As Your IT continues to grow and innovate, Charley Clarke will be at the heart of its journey.

IT ON ICE: A “CHILLING” REMINDER ABOUT BACKUP & DISASTER RECOVERY

We recently hosted a unique event that combined ice hockey action with serious IT strategy.

‘IT on Ice’ saw a group of our clients join us at the Motorpoint Arena for the Nottingham Panthers vs Manchester Storm clash – but before the puck dropped, we got down to business with a focused session on disaster recovery planning and backup solutions, led by our partners at Axcient.

The aim? To cut through the noise and highlight the real-world importance of having robust, well-tested backup and disaster recovery processes in place. While the ice was heating up with high-speed hockey, the room was cooling down with a few home truths:

- Cyberattacks are on the rise
- Human error still causes the majority of data loss
- And relying on luck (or hope) is not a strategy

Our partners at Axcient delivered a clear and practical presentation on how businesses can protect themselves against data loss, downtime, and disruption. We discussed the difference between backup and disaster recovery, why both matter, and how modern solutions can ensure you’re back up and running in minutes not days.

It wasn’t just about tech, though. We also explored the importance of having clear, documented processes.

Because when disaster strikes, knowing who does what – and when – can be just as important as having the right tools in place.

After the session, everyone enjoyed some well-earned drinks, food, and a thrilling Panthers win.

It was a great reminder that combining education with experience helps make technical topics more memorable – and more actionable.



A big thank you to everyone who joined us, and to Axcient for their expertise.

If your disaster recovery plan is sitting in a drawer (or doesn’t exist), now’s the time to take action.

MEET THE TEAM ADAM HUGHES

Adam has been a key part of the Your IT team for over eight years. Starting out as a junior engineer, Adam’s journey through the business has seen him progress to Tier 2 Engineer and Team Leader – a role that reflects both his technical skillset and his calm, collected approach.

Known affectionately in the office as “Mr Calm,” Adam has a reputation for keeping cool under pressure – whether he’s dealing with a complex technical issue or supporting a team member through a challenge.

He’s built up a broad and deep knowledge across a wide range of technologies and has earned industry-recognised qualifications including CompTIA A+ and Microsoft AZ-900.

Adam plays a crucial role in mentoring the next generation of engineers. He’s supported several apprentices through their early careers, including Leon and our most recent recruit, Will – offering guidance, encouragement, and a steady hand when they need it most.

We asked Adam what his hobbies outside work are and he responded “I am an avid paraglider, and all round adventure junkie. I’m also well known for my sarcasm and not telling the truth when I’m asked what my hobbies are!”

Whether he’s solving tricky tickets or offering a reassuring word to a teammate, Adam is a true team player who brings calm, confidence and capability to everything he does.



THE KEY FEATURES OF COPILOT+ PC’S

Microsoft has introduced a groundbreaking category of devices known as Copilot+ PCs. These machines are designed to seamlessly integrate artificial intelligence (AI) into everyday computing tasks.

Here’s the key features of Copilot+ PCs:

Here’s why:

- Enhanced Performance:** The integration of Neural Processing Units allows Copilot+ PCs to handle complex AI tasks efficiently, with faster processing times and smoother multi-tasking experiences.
- Advanced AI Capabilities:** Copilot+ PCs come equipped with features like live translation, which can translate audio from over 40 languages into English subtitles in real-time.
- Improved Battery Life:** The efficiency of NPUs contributes to better power management, extending battery life even when performing AI tasks.
- Security Enhancements:** With AI capabilities embedded at the hardware level, Copilot+ PCs offer improved security features, including advanced threat detection and real-time monitoring, safeguarding users against potential cyber threats.

TOP 10 CYBER SECURITY CHECKS EVERY BUSINESS SHOULD BE DOING

Cyber threats are growing—and your defences need to keep up. Here are 10 key checks to help you stay secure:

1. Are all devices protected by antivirus and anti-malware software?
2. Do you use strong, unique passwords and multi-factor authentication (MFA)?
3. Is your data backed up and tested regularly?
4. Are your systems and software up to date?
5. Do staff receive regular cyber awareness training?
6. Are you monitoring for suspicious activity on your network?
7. Do you have a plan in place if a cyberattack happens?
8. Is access to sensitive data restricted and role-based?
9. Are remote workers secured with VPNs and protected devices?
10. Do you review your security policies regularly?

➡ Read the full checklist in our Knowledge Bank:

<https://www.your-itdepartment.co.uk/cyber-security-assessment-checklist/>

WHICH MICROSOFT 365 LICENCE IS RIGHT FOR YOUR BUSINESS?

Choosing the right Microsoft 365 licence can be confusing – with options like Business Basic, Business Standard, Business Premium, and various Enterprise licences, it’s not always clear which fits your needs best.

In our latest Knowledge Bank article, we break down the key differences, pricing, and features of each licence.

Whether you need web-only access to apps, full desktop versions, advanced security tools, or support for hybrid working, there’s a licence that fits.

Making the wrong choice can mean missing out on valuable features – or overspending on things you don’t need.

➡ Read the full guide in the Knowledge Bank on our website:

<https://www.your-itdepartment.co.uk/which-microsoft-365-licence-for-business/>

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