

Cyber Security

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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

2025: THE YEAR OF THE CYBER ATTACK – AND LESSONS FOR 2026

2025 has been a reminder of something businesses love to forget until it's too late: cyber attacks don't care who you are.

Over the last 12 months, several high-profile organisations, including Marks and Spencer, the Co-op, and Jaguar Land Rover, have faced major disruption as a result of cyber incidents.

Whether the impact showed up as system outages, operational chaos, or customer disruption, the message was clear: even the big names can be brought to a standstill.

Uncomfortable Truth

And here's the uncomfortable truth for smaller businesses.

Large enterprises usually have bigger teams, specialist support, legal resources, and contingency planning to help them recover.

A 30-person company often doesn't.

For SMEs, one successful attack can mean halted operations, missed client deadlines, damaged reputation, and a nightmare few ever plan for: trying to keep trading while your systems are being rebuilt.

That's why we're urging SMEs to treat 2026 as the year to get serious.

Not panicked. Not paranoid. Just prepared.

Cyber criminals aren't picking targets based on how famous you are.

They're picking targets based on how easy they are to compromise.

Fern Ritchie, our Team Leader in Security & Compliance, puts it simply:

"Hackers will hit whoever is easy to target. A large company can usually survive a data breach, but a 30-person business might not."

Why Smaller Firms Feel It More

For small and medium-sized businesses, the consequences can hit harder and faster.

Revenue can stop overnight. Teams can't work.

Customer confidence takes a knock.

And once trust has been damaged, rebuilding it can take far longer than rebuilding your systems.

It's also worth remembering that a "cyber attack" isn't always dramatic.

Sometimes it's one stolen password. One fake invoice. One email account silently taken over and used to target your clients.

The frustrating part?

Most of these attacks aren't sophisticated. They're repeatable, predictable, and completely preventable with the right foundations in place.

The good news is SMEs can usually improve their cyber resilience quickly.

Smaller businesses often have fewer systems, fewer locations, and less legacy tech, which means security improvements can be rolled out faster and with less disruption.

Small Steps, Big Difference

Some of the simplest changes still provide the biggest wins.

Multi-Factor Authentication (MFA) is a perfect example.

It adds an extra security layer beyond just a password and it blocks a huge number of account takeover attempts instantly.

Cyber Essentials

From there, we often recommend working towards Cyber Essentials, the UK Government-backed certification designed to protect organisations from the most common online threats.

We've helped lots of businesses achieve Cyber Essentials, and it's one of the most practical ways to raise your security baseline without drowning in jargon or complexity.

It's not about becoming "unhackable".

That doesn't exist.

It's about reducing risk, tightening weak points, and putting sensible safeguards in place so one mistake doesn't become a business-ending incident.

For many SMEs, cyber resilience comes down to one big decision: who you trust to run and secure your IT.

Choosing the Right MSP

Your Managed Service Provider often has deep access to your systems, Microsoft 365 environment, security policies, and business-critical data.

So choosing the right partner isn't just "an IT decision", it's a risk decision.

That's why the National Cyber Security Centre (NCSC) has published guidance on choosing a Managed Service Provider, including what good looks like and the questions organisations should be asking.

Raising Standards (Including Ours)

We're proud to be part of an industry-wide push to raise the bar.

That includes embracing AI and automation to improve consistency, reduce manual intervention, and free our team up to focus on proactive support, security, and service improvement.

Even better, we're now sharing what we've learned with other MSPs, helping increase knowledge across the industry.

We're also part of the founding 100 supporting the Assurix standard, with our Head of Cyber involved through the Advisory Council helping shape and test the framework.

Because 2026 isn't about being fearless.

It's about being ready.

YOUR IT NAMED IN THE TOP 50 BEST MANAGED IT COMPANIES IN THE UK, FOUR YEARS RUNNING

We're proud to share some brilliant news.

Your IT Department has been named in the Top 50 Best Managed IT Companies in the UK for the fourth year in a row.

This award isn't based on popularity or who shouts loudest online.

It's earned through a rigorous business assessment covering around 250 questions, reviewing everything from leadership and service performance to sales, marketing, HR, procurement, client satisfaction, and overall operational maturity.

With over 1,000 MSPs registered and more than 600 attempting the assessment, being recognised again is something we don't take lightly.

One standout result was our customer satisfaction score of 98.25%, which remains 3.25% above the industry benchmark.

That's a direct reflection of how seriously we take service quality and customer experience.

AI & Automation

The assessment also recognised our commitment to innovation, including the way we've embraced AI and automation.

By streamlining repetitive internal tasks, we're now saving around 60 hours per week, freeing our team up to focus more time on clients and proactive improvements.

Even better, we're now sharing that expertise with other MSPs, helping raise standards across the industry.

Managing Director Lee Hewson said:

"We're absolutely delighted to be named in the UK's Top 50 Best Managed IT companies for the fourth successive year.

As a company, we've built a culture where people can thrive, embrace innovation and build strong customer relationships.

It's hugely rewarding to have this success recognised by winning a prestigious award like this."

Staff Retention

Another point we're particularly proud of?

Our average employee tenure is now four years, compared with an industry average of around 19 months.

That kind of stability matters, because long-term teams deliver consistent service and stronger client relationships.

Thank you to our team and our clients.

This recognition is the result of a lot of hard work, high standards, and a constant drive to keep improving.



WELCOMING OUR NEW HEAD OF OPERATIONS

We're thrilled to welcome Amanda Sharp to the Your IT Department team.

Amanda joins us as our new Head of Operations, bringing deep experience in service delivery, people leadership, and large-scale operational management across the MSP world.

With over 20 years in IT, she has built a reputation for strengthening performance, improving customer outcomes, and helping fast-growing teams scale without the wheels coming off.

Amanda will sit on our Senior Leadership Team and lead all facets of service, including: Service Desk, Professional Services, Security, and AI & Automation.

Her focus will be on overall service quality, client satisfaction, and SLA performance, while driving efficiency, scalability, and operational improvements across the board.

She'll also help strengthen our internal and client security posture and lead automation initiatives that reduce manual effort and increase value.

This is a big step forward in our mission to deliver the best-quality managed IT support for our clients, and we're delighted to have Amanda on board.



AI AND AUTOMATION TOOLS FOR SMALL BUSINESS TASKS

In today's world, your team uses more devices, connects from more places, and takes more risks than ever, and your security needs to keep pace.

That's where Microsoft Intune comes in. It gives you control over company devices, lets you enforce security policies, manage apps, and protect business data, even when someone's working remotely or on the move.

For small businesses, the difference can be huge. Device management is no longer something only large enterprises can afford or benefit from.

With Intune built into many Microsoft 365 licences, you can deploy compliance rules, remotely wipe lost or stolen devices, and keep everything running smoothly, without complex infrastructure or big upfront costs.

We've broken it all down in a practical blog post, including why it makes sense right now. Read the full article at www.your-itdepartment.co.uk/ai-automation-tools-for-small-business-tasks/

MICROSOFT 365 PRICE RISES: BUSINESS PREMIUM HOLDS (FOR NOW)

Microsoft has confirmed a pricing update for Microsoft 365 commercial suites in the UK, effective 1st July 2026, applying to renewals on or after that date.

The percentage increase will vary by plan, but examples include around +16.7% for Business Basic and around +12% for Business Standard, reflecting added capabilities across AI, security, and device management.

One key takeaway is that Microsoft 365 Business Premium is currently expected to remain unchanged, alongside some enterprise plans, at least for now.

With the price gap narrowing, this is a great time for SMEs to review licensing and consider whether Business Premium now delivers better value, especially for added security, device protection, and stronger account controls.

If your renewal is due later in 2026, acting early gives you time to plan upgrades properly, rather than rushing decisions at renewal time.

WEBINAR: WHY UPGRADING TO MICROSOFT 365 BUSINESS PREMIUM MAKES BUSINESS SENSE

Many SMEs are making the move to Microsoft 365 Business Premium, and there's a good reason for it.

The upgrade delivers stronger security, smarter collaboration tools, and better protection for your business data, all without adding complexity to your day.

If you missed our recent webinar, you can now watch the full recording on-demand.

In the session, we break down what Business Premium includes, why so many organisations are switching, and how the upgrade can make your business more resilient and efficient.

We kept things practical and jargon-free, focusing on real benefits you can use immediately.

If you're currently on Microsoft 365 Business Standard and wondering whether the upgrade is worth it, this recording will give you the clarity you need.

Watch now at www.your-itdepartment.co.uk/stay-ahead-of-your-competitors-with-microsoft-365-business-premium/

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