



AI & AUTOMATION SPECIAL EDITION

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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

AI & AUTOMATION: THE FUTURE IS NOW AT YOUR IT

At Your IT Department, we've always believed in working smarter not just harder.

That's why over the past year, we've been investing heavily in AI and automation to transform how we work internally, how we serve our clients, and how we help other MSPs do the same.

This isn't just about shiny new tools. It's about real, measurable impact. And we're already seeing it.

Rewst: Saving Time, Elevating Talent

Let's start with Rewst.

Since implementing this powerful automation platform, we've saved approximately 60 hours every single week.

That's not a typo. **Sixty hours** every week.

Those hours used to be spent on repetitive, manual tasks. Now, they're being reinvested into higher-level work.

Our engineers are no longer bogged down by routine admin. Instead, they're solving complex problems, delivering strategic value, and developing their skills faster than ever.

This shift isn't just good for our team, it's great for our clients.

With more time and brainpower available, we're able to respond faster, think bigger, and deliver better outcomes across the board.

Your Hub: Faster Service, Happier Clients

One of the most visible benefits of our automation journey is the impact it's having on client experience - especially through Your Hub.

Thanks to automation, change requests like new user setups and leaver processes are now handled faster and more accurately. What used to take hours can now be completed in minutes, with fewer errors and less back-and-forth.

Clients love the speed. Our team loves the simplicity. And the business benefits from improved efficiency and reduced risk. It's a win-win-win.

Introducing: Your Automation

But we're not stopping there.

We've taken everything we've learned from our own automation journey and launched a new initiative: Your Automation.

This "spin-off" is focused on helping other Managed Service Providers (MSPs) implement Rewst and other automation tools in their own businesses. We know the challenges MSPs face because we've faced them too. And now, we're sharing our playbook.

From process mapping and workflow design to implementation and training, Your Automation is already helping partners streamline operations, reduce costs, and improve service delivery. It's early days, but the momentum is building and the feedback has been phenomenal.

Meet the Team Behind the Tech

Leading this charge is Gareth Smith, who is now working full-time on AI and automation within the business.

Gareth brings a rare blend of technical expertise and strategic vision, and he's been instrumental in driving our progress to date.

Supporting him is Deepsy, who has taken on part-time responsibility for automation as we continue to build capacity. Together, they're not just implementing tools, they're building a culture of innovation and continuous improvement.



Their work is already reshaping how we operate internally. But more importantly, it's laying the foundation for how we'll serve our clients in the future.

Conversations That Matter

Of course, AI and automation aren't just about internal processes. They're also changing the way our clients think about technology and we're right there with them.

We've been having some exciting conversations with clients about Microsoft Copilot and its potential to revolutionise productivity. From drafting emails to analysing data, Copilot is opening up new possibilities for businesses of all sizes.

We recently ran a hands-on Copilot workshop at our Eastwood office, giving clients a chance to explore its features and see the benefits for themselves. The response was overwhelmingly positive and we're planning more sessions soon. (Stay tuned for a separate article on this in this issue!)

The Road Ahead

AI and automation aren't just trends. They're transformative forces that are reshaping our industry and we're proud to be at the forefront.

Whether it's saving time with Rewst, speeding up service through Your Hub, or helping other MSPs through Your Automation, we're committed to using these technologies to deliver better outcomes for everyone we work with.

And this is just the beginning.

If you're curious about how AI and automation could benefit your business - or if you'd like to learn more about what we're doing - get in touch.

We'd love to share what we've learned and help you take the next step.

Because the future isn't coming. It's already here.

UNLOCKING PRODUCTIVITY WITH MICROSOFT COPILOT

AI isn't just a buzzword anymore. It's becoming a practical tool that's reshaping how businesses operate.

At Your IT Department, we've been exploring how Microsoft Copilot can help our clients work smarter, faster, and more efficiently. And the results are already speaking for themselves.

Earlier this month, we hosted our first hands-on Copilot Workshop at our Eastwood office.

The session was designed to give clients a real-world look at how Copilot integrates with Microsoft 365 to streamline everyday tasks. From drafting emails and summarising meetings to generating reports and automating workflows, Copilot is proving to be a powerful assistant for busy teams.

We kicked off the session with the basics - showing how Copilot can help with common tasks in Outlook, Word, and Excel.

The feedback was overwhelmingly positive. Attendee Simon Sheard from Creative Conceptions summed it up perfectly:

"The copilot training offered something for everyone. New users got a solid introduction, while more experienced attendees picked up a few useful tips to enhance their workflow."



That sentiment was echoed throughout both the morning and afternoon sessions.

Many attendees left with a much clearer understanding of how Copilot fits into their day-to-day operations and a renewed excitement about what's possible with AI.

We're already seeing clients start to implement what they learned. Some are using Copilot to speed up document creation and data analysis. Others are exploring how it can support customer service, HR, and project management. And we're just scratching the surface.

As part of our commitment to helping clients get the most from their technology, we'll be running more Copilot workshops in the coming months. Whether you're just starting out or ready to dive deeper, these sessions are a great way to explore the potential of AI in your business.

If you're curious about what Copilot could do for your team - or want to reserve a spot at our next session - get in touch with Zara Ford at zara.ford@your-itdepartment.co.uk.

The future of work is here.

And with Copilot, it's looking a lot more productive.

MEET THE TEAM DEEPSEEM GURUNG

Since joining Your IT Department in November 2023, Deepsy has quickly become a valued member of the team - bringing a unique blend of technical skill, global experience, and a passion for innovation.

Before joining us, Deepsy spent 18 months living and working in Japan, an experience that broadened both his cultural and professional horizons.

Now based in the UK, he's part of our busy Service Desk team, where his calm approach and problem-solving mindset have already made a big impact.

Recently, Deepsy took on a new challenge: stepping into a part-time role within our growing Automation Team. He's already passed his Rewst 100 certification with an impressive 92%, and is now working alongside Gareth Smith to help develop and deliver automation solutions across the business.

"I'm looking forward to filling the shoes of Gaz's 'genius' apprentice," laughs Deepsy.

"I want to help make AI and automation accessible, not intimidating, and use my programming background to make everyday tasks easier for everyone."

With his curiosity, creativity, and commitment to learning, Deepsy is helping us push the boundaries of what's possible with automation. We're excited to see where his journey takes him next.



HOW AI IS CHANGING THE WAY WE LIVE

Artificial Intelligence isn't just transforming business - it's reshaping everyday life.

From personalised shopping recommendations to smart home assistants and real-time language translation, AI is becoming part of our daily routines.

But what does this mean for your business?

In short: opportunity. AI can help you work smarter, automate repetitive tasks, and make better decisions faster.

We recently explored this in more detail in our blog: <https://www.your-itdepartment.co.uk/how-artificial-intelligence-is-changing-the-way-we-live/>

Whether you're curious about what AI can do or already exploring tools like Copilot, this article is a great place to start.

It's packed with real-world examples and practical insights to help you understand how AI is evolving - and how you can take advantage of it.

AI V CYBERCRIME: A NEW LINE OF DEFENCE

Cybercriminals are getting smarter - but so is AI. Today's security tools use artificial intelligence to detect threats faster, spot unusual behaviour, and respond to attacks in real time.

That means fewer breaches, faster recovery, and better protection for your business.

At Your IT, we're already using AI-driven tools to strengthen our clients' defences. From intelligent email filtering to automated threat detection and response, AI is helping us stay one step ahead of cybercriminals.

But it's not just about technology, it's about peace of mind. With AI on your side, you can focus on running your business, knowing your systems are being monitored 24/7.

If you haven't reviewed your cyber security setup recently, now's the time.

AI is changing the game and we're here to help you play it smart.

INTRODUCING THE COPILOT OPPORTUNITY ASSESSMENT

Curious about what Microsoft Copilot could do for your business? Our new Copilot Opportunity Assessment is the perfect place to start.

Designed specifically for SMEs using Microsoft 365, this jargon-free service helps you identify where Copilot Agents could save time, reduce admin, and improve consistency.

We'll assess your environment, review your processes, and even build a working proof of concept - so you can see the benefits first-hand before making a bigger investment.

There's no technical knowledge required, and no disruption to your existing IT setup.

Just real progress, fast.

Ready to explore the possibilities? Get in touch with our AI & Automation team and start your Copilot journey the smart way

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