INSIDE THIS ISSUE:

Wishing you a Very Merry Christmas and a Happy and Prosperous 2026 from us all at Your IT Department.

- Lee Hewson
Founder and MD

GETTING MORE FROM MICROSOFT 365: WHY MOST BUSINESSES ARE ONLY SCRATCHING THE SURFACE

Microsoft 365 has quietly become the backbone of modern business.

Most organisations rely on it every single day for email, file storage, communication, and the usual Office apps. On the surface, everything seems to work just fine. Outlook opens, Teams calls connect, documents save, staff get on with their jobs.

But dig a little deeper and a pattern appears.

A huge number of businesses are only using a fraction of what they're paying for. Features that streamline processes, protect data, and cut hours of manual work are sitting untouched.

Here's how to change that, what tools you may be missing, and how unlocking the full value of Microsoft 365 can strengthen your business.

The Hidden Gap Between Usage and Value

Right now, Microsoft 365 is packed with powerful tools designed to help teams collaborate better, reduce admin, improve security, and automate repetitive tasks. But most companies use only the basics.

This creates several problems:

- Staff waste time switching between apps, chasing documents, and managing manual processes.
- Businesses pay for features they're not using.
- Security settings and governance controls often remain unconfigured.
- Opportunities for automation and efficiency simply never get explored.

Think of it as buying a high-performance car but only ever driving in first gear. The engine has more to give, but it won't do it on its own.

What You Already Have (But May Not Be Using)

Every Microsoft 365 licence includes a wide range of tools that go far beyond email and file sharing. These include:

Teams
More than a chat tool, Teams can manage meetings, calls, shared channels, project collaboration, document storage, and integrated apps.

SharePoint & OneDrive
SharePoint enables structured document management, streamlined collaboration, and centralised business information.

OneDrive gives every team member secure personal cloud storage.

Microsoft Planner & To Do
Simple task and project management tools that help teams stay organised and accountable.

Power Automate
One of the most overlooked tools in the entire suite. It automates routine tasks, connects apps, triggers alerts, routes approvals, and reduces manual admin across the business.

Microsoft Forms & Lists
Perfect for collecting information, managing internal requests, and building lightweight workflows without technical skill.

Most businesses own these tools already. They're simply not using them.

How Copilot Is Changing the Game

With the introduction of Microsoft Copilot, AI is no longer a future idea. It's built directly into apps your team already uses.

Copilot can:

- Summarise long email threads
- Draft documents and proposals
- Analyse data inside Excel
- Pull insights from your meetings
- Generate content for presentations
- Surface information from across your Microsoft 365 tenant

For SMEs, this means a more productive workforce, less administrative drag, and more time spent on genuinely valuable work.

Copilot is quickly becoming one of the most transformative additions to the Microsoft ecosystem in years.

Why Businesses Don't Get Full Value

There are three reasons we see time and time again:

- Staff stick to what they know - If email and Teams work "well enough," there's little push to explore the rest.
- No clear training or guidance - most businesses aren't shown what Microsoft 365 can actually do.
- Lack of a structured rollout plan - without a roadmap, tools get introduced piecemeal and never reach full adoption

This leaves businesses paying for a powerful platform but using it like a basic toolkit.

How We Help You Unlock the Full Platform

Just as we assist clients with critical transitions such as Windows 10 end of life, we also help organisations get the most from Microsoft 365 through a clear and practical approach:

1. Usage & Opportunities Audit - We identify which tools are being used well, which are being ignored, and where the biggest efficiency gains lie.
2. Workflow & Automation Design - We map out your current processes and look for opportunities to streamline, automate, and simplify.
3. Security & Governance Review - We ensure your data is protected, your settings are aligned with best practice, and your staff follow secure working methods.
4. Team Training & Adoption Support - We make sure your people know how to use the tools confidently, so the investment delivers real value.

The goal is simple: better productivity, stronger security, and smoother operations without increasing your software spend.

Time to Get More from What You Already Have

Microsoft 365 is far more than email and Word documents. It's a complete digital workspace designed to help your business collaborate better, reduce risk, and operate more efficiently.

If you're ready to uncover what you're missing and give your team the tools they deserve, speak with us. We'll show you exactly where the opportunities lie and help you unlock the features you've already paid for.

BITS & BYTES

BOOSTING THE TEAM WITH OUR LATEST APPRENTICE

We're delighted to announce that Jamie Beecroft has joined Your IT Department as an Apprentice Service Desk Engineer, following his appointment in September 2025.

Jamie is our latest addition to the team and it's a fantastic fit – we're keen to see him flourish.

From tech-enthusiast to apprentice

Jamie, aged 23, hails from the Brinsley area of Nottinghamshire and comes with a genuine interest in technology and gaming. He even built his own PC at home, giving him a solid starting point for a career in IT.

Having studied at Bilborough College and grown up nearby, Jamie was keen to join a local business. He says:

"It's a really supportive environment here and I'm enjoying the whole experience. It's great to deal directly with customers and help them find the right solutions for their particular issues."

Why Jamie is a strong choice

Jamie joins us at a time of growth and momentum. At Your IT Department, roughly one third of our workforce has progressed through apprenticeships – a fact we're proud of.

Our dedicated learning initiative, Your IT Academy, supports our apprentices through training, development and incentives to gain further qualifications. Jamie will benefit from this structured support from day one.

What this means for the business

Bringing Jamie on board reinforces a few important things for us:

- Talent development – Investing in apprenticeships ensures we build future-proof skills and retain loyal, committed team members rather than relying purely on external recruitment.

- Local engagement – Employing local talent helps our roots in Nottinghamshire and shows our commitment to the community.

- Service strength – With an additional team member, we reinforce our capacity to respond, support and evolve our service delivery for clients.

Sam Hewson, our Head of People Development, said:

"We're very pleased to welcome Jamie to the team. Our vision is to nurture and develop our apprentices and give them the individual support they need in order to flourish."

That aligns perfectly with our company values: we work as a team, we are loyal and committed, we have respect, and we have fun.

Having Jamie join us is a boost all round.

Looking ahead

Over the coming months Jamie will be onboarding into our Service Desk team, working with clients, resolving issues, and undergoing structured training and progression via the academy. We'll support him as he builds his knowledge, skills and confidence.

We're excited to watch Jamie grow his career at Your IT Department. Please join us in welcoming him.

MEET THE TEAM - DAVE MUNTON

This month, we're shining the spotlight on our Senior Technical Engineer, David Munton, who many of you will know from his calm, friendly voice on the other end of the phone, or his reassuring presence in your business if you have an issue that requires 'boots on the ground'.

Dave is one of the team's go-to escalation points for complex technical issues, the kind of problems that make most people wince but seem to make him strangely happy.

Dave joined Your IT Department almost seven years ago, and in that time he's become a hugely valued part of both the technical team and our wider business.

He's responsible for onboarding new clients, handling advanced troubleshooting, and heading out on-site for installations and project work. If there's a tricky setup or an unusual challenge, Dave's usually involved somewhere. Customers know him for being patient, upbeat, and endlessly helpful. The team knows him for exactly the same reasons.

There's plenty to celebrate for Dave right now. He turns another year wiser on 23rd November, marks seven years with us on 3rd December, and has just become a grandad for the very first time.

A big happy birthday, happy anniversary, and a huge congratulations to Dave!

GET SERIOUS ABOUT MOBILE AND DEVICE SECURITY WITH MICROSOFT INTUNE

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 lets you take control over devices, enforce security policies, manage apps, and ensure that even if someone works remotely or on the move, your business-data remains protected.

For small businesses, the difference can be huge. No longer is device management reserved for large enterprises.

With Intune built into many Microsoft 365 licences, you can deploy compliance rules, wipe lost or stolen devices remotely, and keep things running smoothly all without massive investment or complex infrastructure.

We went into all of this in a blog post on our site, looking at how small businesses can unlock Intune's power and why it makes so much sense right now.

Check it out here: https://zma.to/ABC

WHY MORE SMES ARE SWITCHING TO MICROSOFT 365 BUSINESS PREMIUM

More and more small businesses are upgrading to Microsoft 365 Business Premium, and it's easy to see why. The package brings together the full Microsoft 365 suite with advanced security features that used to be out of reach for smaller organisations.

Tools like Intune for device management, enhanced threat protection, and conditional access controls give businesses a safer, more consistent way to work, whether staff are at home, in the office or out on the road.

What many teams don't realise is just how much value sits inside the licence they already have.

Business Premium isn't simply an upgrade, it's a chance to simplify your IT, boost security, and remove a lot of the friction that slows organisations down.

We explored this in more detail in a recent blog post, including the biggest advantages and how SMEs can benefit most.

You can read it here: https://zma.to/XYZ

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.

Join our upcoming webinar where we'll 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'll keep things practical and jargon-free, focusing on real benefits you can use immediately. If you're currently on Microsoft 365 Standard and wondering whether the upgrade is worth it, this session will give you the clarity you need.

Date: 15th January 2026
Time: 11.00
Reserve your place now and stay ahead.

Register at https://zma.to/LMN

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