

# inNOVATE

THE LATEST NEWSLETTER FROM THE inTEC GROUP



**Simon Howitt**

Chairman  
of the  
inTEC GROUP

## WELCOME

I hope you and your families are well. The first half of 2021 has been very busy for the **inTEC GROUP**. As you may be aware, we have completely re-branded across the Group. To simplify our structure, we now operate with three key brands: **inTEC BUSINESS** (formerly Hale Comms, Cheshire Business Services and Titan Networks); **inTEC EDUCATION** (formerly RivaNET™); and **iTEK COMPUTER SOLUTIONS**.

This rename and rebrand represents the next phase of the Group's development and a new opportunity to help us to further modernise, transform and advance. Our brand ethos is totally driven by our focus on customer needs and is built on collaboration, innovation and industry knowledge – *that's what's kept our business running seamlessly for the past five years.*

We pride ourselves on the proactive relationships with our clients. We are now well poised for the Group to expand further and our ambition is to double in size over the next 12 months. [Watch this space for exciting news about M&A funding.](#)

We could not be where we are today without our loyal clients and suppliers so I would like to use this opportunity to [thank you for your on-going business and support.](#) Enjoy reading our latest newsletter.





# 5 TOP TEAMS TIPS!

Our Microsoft Teams expert, Mark Armstrong, has collated 5 key features of which you may be unaware...



## 01 SHARING POWERPOINT PRESENTATIONS

When presenting a deck via Teams don't just share your screen then open up PowerPoint. Instead, select the PowerPoint file directly in the share window of Teams. That way, when you share your deck you can still see everyone's video feed, their reactions to your presentation via emojis and you will have access to any notes you have created within the deck.



## WEBINARS 02

Ordinary meetings generally include a lot of back-and-forth among the participants: discussions, sharing, assigning, accepting tasks, making plans, maybe coming to a consensus. Webinars, on the other hand, are more controlled, and the participants have clear roles. One or several experts (the presenters) share their ideas or provide training to an audience (the attendees). This new feature of Teams even comes with its own, fully customisable event invite with full tracking of attendees.

## 03 TAGS

Most people use @channel or @team when they want to message a group of people but often these @mentions are too generic. For example, what if you want to contact members of the finance team when sending a message in an 'All Company' team? For that, you can use Tags. These can be created in a team and given to any user. Once created, they can be @mentioned in the same way as the below.

E.g. in the All Company team, click the three dots next to the Team name and select 'Manage Tags'. From here you could create a new Tag and then designate who to assign it to (such as the Finance Team). Be aware that, by default, only Team owners can create and assign Tags but this can be changed within 'Manage team' settings.

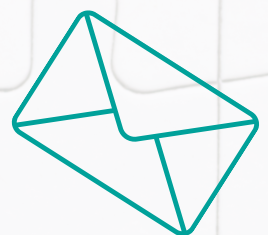


## POLLS 04

Did you know you can have polls during a meeting? They can even be created beforehand and rolled out whenever you decide. It's a great way to interact with a large audience with instant feedback.

## 05 EMAILS

When you receive an email you want to share with a Team, don't hit the forward button anymore and generate even more internal email! Instead, click 'Send to Teams' in Outlook and send the email (and any attachments should you wish) directly to the Team and Channel of your choice.



# GIVING BACK TO OUR COMMUNITY

## CORPORATE SOCIAL RESPONSIBILITY

Corporate Social Responsibility (CSR) is very important to our business and our team. We consider CSR from three distinct perspectives:



**Community** – helping people understand the role we play within the community and contributing our expertise to enhance the work of charities, sports clubs and volunteer groups;



**People** – finding and developing great people throughout their inTEC journey;



**Environmental Management** – managing our impact on the environment in a responsible and ethical manner.

If you are a member of a local club, charity or volunteer group and are looking for support, sponsorship or advice from a professional, friendly and well-established company, we'd love to talk to you to see how our team could help.

One of our most recent initiatives involved our Technology Consultant and Microsoft Modern Workplace expert Mark Armstrong who provided a complimentary one-hour demonstration of 'Teams' for the Trafford Parents Forum: a not-for-profit parent carer forum for families with children and young people with SEND.

The friendly team at the forum are in the process of moving all of their users onto Teams and were really keen to understand the many benefits of using Microsoft's fastest growing app. The training was a huge success and the members found the session really useful.

We are happy to offer support connected to the technology field or volunteer and help in other ways depending on your requirements.

To discuss further, please call 0345 565 1767 or email [info@intecbusiness.co.uk](mailto:info@intecbusiness.co.uk). We look forward to hearing from you and finding out how we can help.

prevent  
breast  
cancer



Stockport Georgians CC

**NHS**

North Staffordshire  
Combined Healthcare  
NHS Trust



Manchester  
Digital

henshaws



for better mental health

Stockport And District



Royal  
Botanic Garden  
Edinburgh



Some of the organisations we have supported over the past couple of years...

# IS YOUR BUSINESS PROTECTED?

Don't assume that, if you have a relatively small business, hackers won't attack. Our experience shows that the opposite is in fact the case: smaller companies are easier to target as they generally do not have appropriate security solutions in place nor a dedicated internal team to manage cyber security. Cyber crime isn't slowing down; the stats speak for themselves.

 **38%** OF ALL MALICIOUS FILE EXTENSIONS ARE WORD, EXCEL AND POWERPOINT FILES

Source: Giacom

 **43%**

OF CYBER-ATTACKS ARE AIMED AT SMALL BUSINESSES

Source: Small Business Trends

**92%** OF MALWARE IS DELIVERED BY EMAIL

Source: Giacom



**60%** OF SMBS WHO EXPERIENCE DATA LOSS SHUT DOWN WITHIN SIX MONTHS

Source: National Cyber Security Alliance



**76%** OF CYBER-ATTACKS ARE FINANCIALLY MOTIVATED

Source: Giacom



**91%**

OF CYBER ATTACKS ARE PHISHING EMAILS

Source: Giacom

Gold  
Microsoft Partner



As a Microsoft Gold Partner, we can offer helpful advice and implement the right solutions to protect the devices you use and the data you manage in your business every day. Call 0345 565 1767 or email [info@intecbusiness.co.uk](mailto:info@intecbusiness.co.uk) to arrange your IT Security Audit.

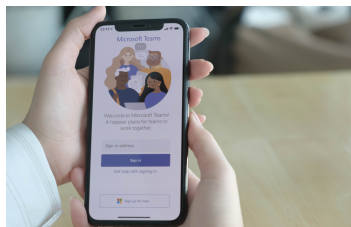
# WE LIKE TO BLOG!

[intecbusiness.co.uk/blog](https://intecbusiness.co.uk/blog)

Have you seen our group blog?

Grab a cuppa and pop over to [intecbusiness.co.uk/blog](https://intecbusiness.co.uk/blog) for the latest technology tips and advice along with company news, forthcoming events, useful videos and details of our latest team activities.

Our team regularly contribute interesting and insightful new posts.



"The transition to Microsoft 365 was done at pace due to circumstances and came just as the pandemic hit. This enabled us to continue to deliver our vital services but also support vulnerable staff members to work from home. Having inTEC BUSINESS as our IT partner has enabled us to concentrate on our charitable work and not have to worry our IT infrastructure."

Ellie McNeil, YMCA Liverpool & Sefton

## CASE STUDY IN THE SPOTLIGHT

[intecbusiness.co.uk/casestudies](https://intecbusiness.co.uk/casestudies)

YMCA Liverpool and Sefton has nearly 200 staff across 11 offices in Merseyside and were operating with an under-invested and aging Microsoft Remote Desktop solution.

As the RDS environment was running on Windows 2008 Server (End of Life – 14th January 2020) across multiple non-enterprise physical servers, the entire infrastructure needed a redesign and rebuild from the ground up.

Discover how inTEC transformed the charity's IT infrastructure at [intecbusiness.co.uk/casestudies](https://intecbusiness.co.uk/casestudies)

## NEED A PLAN?

[intecbusiness.co.uk/plan](https://intecbusiness.co.uk/plan)

- Frustrated with your current tech setup?
- Know that you need to improve your processes but haven't got the time or resources to research properly?
- Concerned about your company's data and device security?
- Keen to understand how you could optimise your business, streamline your processes, improve your workforce productivity and reduce your operating costs through better technology?

If so, book a **FREE**, no-obligation technology review of your business with an inTEC consultant. Just visit [intecbusiness.co.uk/plan](https://intecbusiness.co.uk/plan)



# IT'S ALL CHANGE IN CUMBRIA

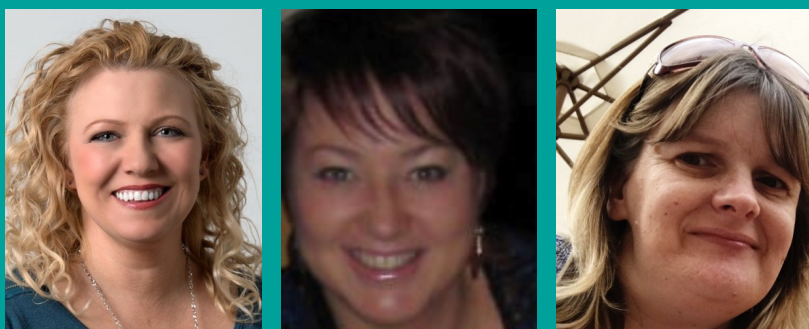
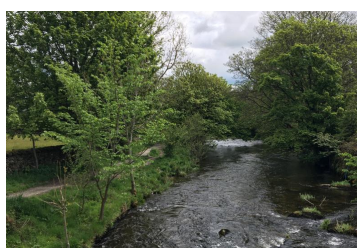
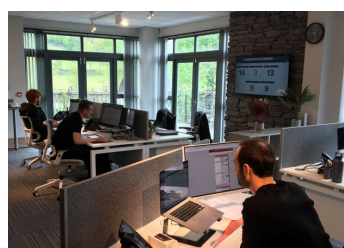
## iTEK COMPUTER SOLUTIONS

Alongside the Group wide re-branding initiative, our Cumbria team also recently moved offices from Kendal to brand new premises in the beautiful Staveley Mill Yard.

Managing Director, Ben Mitchinson said: "We are really excited about the new, large office space and how this will help us grow the business. We can't wait to welcome our clients along for a long overdue face-to-face catch-up!"



[L-R: Adam, Stuart, Ben and James from iTek]  
itekcomputersolutions.co.uk / 01539 898125  
Staveley Mill Yard, Rivermill, Staveley, Cumbria LA8 9LR



[L - R: Tina, Jackie, Nicola, Dan, Laura, Sue & Marco]

## WE ARE THE CHAMPIONS!

### MAKING inTEC A GREAT PLACE TO WORK

At the start of 2021 we voted in our Culture Champion Team. The team ensures that inTEC remains fun and fair and have played a big part in ensuring everyone feels valued and cared for, especially while working remotely.

Their monthly calendar of activities have included the popular Virtual Kitchen using the Gather Platform, which has allowed people to mix and enjoy the casual chit chat that they would normally have in the office, something people identified they missed.

The Wellbeing Wednesdays offer practical tips and fun ways to share best practice around food, exercise, hobbies and sleep.

The business has been split into 4 teams each team a mix of people who would never usually work together and the teams win points from a range of monthly challenges, the winning team will be crowned at the all company conference.

The caring team headed up by Sarah Ridley sent parcels home to everyone to mark Blue Monday and Easter and have the next lot planned to celebrate Customer Service Week in October.

"Our Culture Champions are a valuable asset to traditional leaders, they represent the business and the people in equal measure and support the delivery of messages, support new starters and individuals needing extra care during a time when some people could feel isolated, they have ensured our culture remains strong and we are so proud of the team."

Andrew Butterworth | Group Financial Controller

# A HACKER'S HONEYPOT

## RANSOMWARE ATTACKS ON SCHOOLS



Few would argue that the additional pressures on the education system during the global pandemic are second only to those on the NHS. Schools have had to deal with unclear guidance, closures, part-opening, short notice changes, online teaching, and to top it all normal examinations were torn up and thrown in the bin.

This has had an enormous impact on everyone who works for a school, plus all those for whom the education system exists – the pupils themselves.

Schools and pupils have done an absolutely incredible job rising to the challenges. As has everyone else who has had some involvement, not least parents but also all the organisations that work with schools in any capacity.

inTEC EDUCATION have played a very important role in helping schools improve their IT systems to cope with these changes, from 365 and Teams consultancy to installing new wireless systems to cope with the upsurge in the number of portable devices used in the classroom.

We are now seeing these 'new norms' mature. Teachers and pupils have become comfortable using technology in teaching and learning. Whatever happens in the future with the pandemic, we can be certain that technology will be more important and used more widely.

**But, as the disruption and stress caused by covid is abating, another challenge has accelerated growth and had a huge impact on schools. Ransomware.**

The National Cyber Security Centre has issued numerous warnings to all education providers of the risk of ransomware and the fact that schools and colleges are specifically targeted. Whether a university, college, multi-academy trust or independent school, all are vulnerable and all increasingly attacked.

Independent schools are particularly vulnerable. They typically have large numbers of users and small IT departments, with IT staff multi-tasking in all areas of technology rather than specialising. There is not a single independent school that I know of that has employed staff dedicated to work on cyber security.

As a result, the defences can be low and the ability to deal with a ransomware attack limited. In addition, independent schools have many influential and famous parents as clients, from royalty and global political leaders to pop stars and business leaders, all choosing an independent education for their children.

These schools store some very sensitive data as a result and that is very valuable on the Dark Web – so in addition to trying to minimise disruption of an attack, schools will be tempted to pay a ransom rather than risk their reputation and parental legal action, hence they have become something of a "hacker's honeypot"!

We have worked with schools that have suffered a ransomware attack. It can take weeks to recover and costs huge sums. One school was reportedly asked for a multi-million-dollar ransom last year. The impact an attack has on the school, staff, pupils and parents is appalling to witness. How can inTEC EDUCATION help?

We provide both strategic advice and practical solutions to schools, with a three-pronged approach:

- 1 **Prevent:** ensure the school has effective ransomware protection.
- 2 **Act:** stop a ransomware attack in its tracks should it happen and before any real damage is done.
- 3 **Recover:** ensure backup systems are protected from encryption and can be used to recover data and systems should the ransomware attack be successful.

The best advice at the end of the day is to 'plan for the worst and hope for the best'. Ransomware attacks will sadly increase, so each school should seek help to ensure they are managing the risks. The inTEC EDUCATION Ransomware Protection Audit is a great starting point.

Article by John Sainthouse  
IT Services Director at  
inTEC EDUCATION



Prior to inTEC EDUCATION, John spent a dozen or so years leading ICT transformation in schools, including Charterhouse School and Eton College, where he worked as Head of IT. With this experience he has a unique insight and understanding of the technology challenges that independent schools face, enabling him to help provide them with answers.

He treasures his personal time, which is divided between his family and his ever-expanding collection of guitars; not necessarily in that order.

# OUR GROUP

FIVE LOCATIONS AND GROWING...



Across the inTEC GROUP, we have a team of over 60 experienced staff members with office locations across the UK.

We help **businesses and educational establishments work smarter through technology.**

We are on target to expand the group with a further two business acquisitions later this Summer.

Find out more about us and our model at [weareintec.co.uk/about](http://weareintec.co.uk/about)



COMPANY NEWS: we are launching our own Unified Communications platform. Discover inTOUCH powered by @netsapiens one of the top 5 providers of UC worldwide.

Our multi-use feature rich solution is a complete communications, collaboration and contact centre under one roof. This enterprise grade platform is fully customisable and scalable for all business sizes. Call 0345 565 1767 or email [info@intecbusiness.co.uk](mailto:info@intecbusiness.co.uk) for more information.

## GET SOCIAL!

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