

## Upgrading your tech could *reduce the impact of sick leave*

### **Most businesses have felt the pain of sick leave at some point.**

A key person off for a few days can slow everything down. A longer absence can put entire projects on hold.

But did you know that upgrading your technology can help offset some of that lost time?

When people talk about tech upgrades, they often think it means buying shiny new devices. Really, it's mostly about removing the daily friction your team faces.

You know the thing. Slow systems, unreliable tools, old software, and clunky processes. They may seem small, but over a year, they quietly drain hours, days, and even weeks of productivity.

Recent research shows that improving workplace connectivity - that's the speed and reliability of your internet and internal systems - could help employees reclaim the equivalent of several working days per year.

Why?

Because when systems are fast, secure and stable, people get more done with less frustration. And frustration is a bigger problem than most business owners realize.

A large share of employee sick leave around the world is connected to stress and mental health. And many workers say outdated or unreliable tech is part of what increases their stress.

Think about how it feels when you're trying to do something important and your device freezes, or a system keeps crashing. Modern tools remove that emotional strain by simply... working.

Better tech can also give employees more flexibility.

Cloud systems (software and data stored securely online rather than on a local computer) make it easy for people to work effectively from anywhere. And AI tools, which help automate repetitive tasks or surface information quickly, free up time and reduce cognitive load.

When people feel in control of their work, they tend to feel less stressed, more productive, and more satisfied.

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There's another benefit, too: Training.

Many workers say they want better skills and clearer support as businesses adopt new tools. When people understand the technology they're using, confidence goes up and mistakes go down.

So, while you can't stop illness entirely, you can build a workplace where lost time hurts a lot less.

**If you need help making an investment in productivity, wellbeing, and long-term resilience, get in touch today.**

## Let me introduce myself:

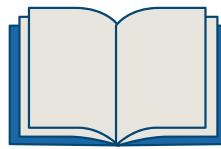


**My name is Bill Wright, and I'm the Founder & CEO of WCI Technology Solutions.**

Tech has changed a lot since I started this business in 1989, but my passion has always remained the same: helping companies like yours with staying on top of the latest technology and security threats, systems and updates so that you can thrive.

Whether you're already a client, or just a friend of the business, my aim is to be as helpful to you as I can possibly be. That's why my team and I write this newsletter each month, hoping it will bring you some valuable - and sometimes fun! - information you may not be getting from anywhere else. You can find more information like this on our website, social media platforms, and by getting in touch with us - we're always happy to hear from you and help where we can!

Want to know what my team has been up to recently?  
We've been...



Reading: *The Overthinker's Guide to Making Decisions: How to Make Decisions Without Losing Your Mind*  
by Joseph Nguyen

Listening to: "January Vibes" - Our Lo-Fi playlist, designed to help boost focus and productivity at work  
find all our latest audio obsessions on our Spotify



Chatting about: *How spam filters block cyber attacks*  
find out more on page 8



Enjoying: What remains of our holiday office goodies, and Lunchtime Lip-Sync Battles!  
follow us on social media for more team shenanigans



#1

The world of ".com" began on January 1<sup>st</sup>, 1985. That's when the Domain Name System (DNS) - the technology that lets us type friendly website names instead of long strings of numbers - was created. The very first domain set up was nordu.net, used to host one of the earliest root servers. But the first domain ever registered was symbolics.com, added a couple of months later on March 15<sup>th</sup>.

## TECH FACTS

#3

In 2014, security researchers uncovered a botnet that had hacked all kinds of smart devices, including a refrigerator, and used them to send over 750,000 spam emails. Yes, even kitchen appliances can become hackers' tools if they're connected to the internet without proper security. Proof that a smart home doesn't always mean a safe one.

#2

A couple in Essex, UK recently took part in an unusual energy trial. Instead of using a normal gas boiler, they heated their home with a mini data center in their garden shed. The small server hub gives off enough heat while running to warm the house, turning computing power into cozy winter energy.

## Bill's Favorite Office Gadget of the Month

### TSJ Office Glass Desktop Whiteboard

You're juggling your PC, phone, and a tablet. You want to jot down a reminder and keep it in sight (you will NOT forget that important appointment!) But you have loads of windows open already, and frankly, your desk is a mess.

This is your solution.

It's a handy little wedge that sits on your desk. You can write notes on the whiteboard, store your devices on top of it, and even tidy away cables and stationery (or snacks, if you're like our marketing director, Zoë) inside it. Suddenly, your desk is neat, and your reminders stay right where you can see them.



\$20.99 on Amazon



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### Inspirational Quote of the Month:

**“True leadership stems from individuality that is honestly and sometimes imperfectly expressed [...] Leaders should strive for authenticity over perfection.”**

-Sheryl Sandberg, COO, Facebook



# It's time to prepare for *the era of agentic AI*

**A quiet shift is happening in the digital world, but most businesses won't notice it until it's already reshaped how work gets done.**

We're entering the era of agentic AI; smart, autonomous systems that don't only assist people, but also act on their behalf.

While that may sound futuristic, the foundations are already in place today.

Unlike traditional tools that wait for someone to click, type or browse, agentic AI can read data, talk to other systems, and complete entire tasks end-to-end.

It can negotiate prices, fill out forms, run processes and make decisions within rules you set.

To do that safely and effectively, it needs clean data, reliable systems and secure paths to the information it uses. That's where lots of businesses will need to prepare.

Most companies have grown their technology stack over years, adding apps, cloud services, storage locations and workflows along the way.

It works, but it's often messy behind the scenes. Data sits in different places. Integrations are fragile. Permissions aren't always up to date. These things might not cause major problems today, but they're exactly the areas agentic AI depends on.

For example, AI agents rely heavily on APIs - the simple, secure digital doors that allow one system to talk to another. If those doors don't exist, don't work properly, or aren't secure, the agent's capabilities become limited, or worse, risky.

The same goes for identity management. If your business still relies on shared passwords, old login methods or inconsistent MFA, an autonomous system can only do so much safely.

Then there's data quality. AI agents don't guess, and they don't "work around" human mistakes. If your data is duplicated, inconsistent or outdated, the agent will simply act on whatever it sees. Even if that leads to poor decisions.

Good data governance suddenly becomes a business essential, not a nice-to-have.

You may also need to rethink how automations run inside your business. Many companies already use basic workflow tools, but agentic AI expects deeper, more reliable automation pathways that don't break down the moment a system changes.

Luckily, it's a simple case of strengthening the digital foundations you already rely on. Better identity systems, cleaner data, solid cloud infrastructure, modern security and well-designed integrations.

**Agentic AI will introduce incredible opportunities, but only for businesses whose tech environments are ready for it. If you need help getting those foundations right, get in touch today.**

# How to build *AI confidence at work*

## **How does your team *really* feel about using AI at work?**

Are they excited?

Nervous?

Maybe a bit of both?

A new study has revealed just how widespread AI has become in the workplace... and how mixed people's feelings still are about it.

Four in five workers now use some kind of AI tool in their day-to-day role. More than half are using AI assistants regularly to save time. But that doesn't mean everyone's comfortable with it.

Some employees worry they'll be seen as lazy or untrustworthy for leaning on AI. Others feel judged or second-guessed by colleagues when they do.

It's a strange situation. People trust AI to help them, but they don't always trust how others will react to them using it.

The truth is, AI is here to support people. It's important to see AI as a partner. A tool to help us focus on what we do best. To focus on strategy, creativity, and problem-solving.

But for that to happen, people need to feel confident using it. And that's where many businesses are falling behind.

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## Did You Know...

even Microsoft can miss the mark?



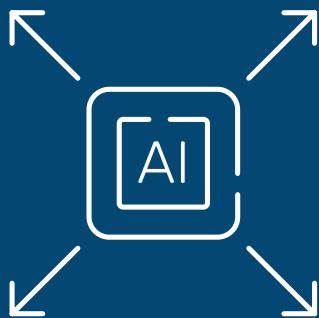
Microsoft's worst-selling product ever was a special version of its OS/2 operating system made for a hardware upgrade card hardly anyone owned. OS/2 for Mach 20 reportedly sold just 11 copies - and most of them were returned.

In the late 1980's, Microsoft tried to extend the life of aging PCs with "Mach" expansion cards that added faster processors. But businesses were already moving toward buying new machines instead of retrofitting old ones. Releasing an operating system that only worked on this niche hardware sealed its fate.

**NEW TO**

## MICROSOFT

Microsoft is expanding Copilot in Windows 11



Soon you'll see an "Ask Microsoft 365 Copilot" option in the Home tab. It will let you send a file directly to Copilot for a quick summary or insight without leaving Explorer.

Behind the scenes, it uses the ChatGPT engine to process the file, likely via Microsoft's cloud.

Windows 11 is also testing a new universal AI writing assistant that can proofread or rewrite text in different tones, though this feature will be exclusive to Copilot+ PCs for now.

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Only one in three workers have had any formal AI training. Most are figuring it out by trial and error as they go. And that can lead to uncertainty, mistakes, and mistrust.

Managers tend to feel more confident (around 70%), but that confidence drops sharply among junior staff, where only about a third feel the same way.

So, what's the solution?

Like many other things, it starts with culture. Business owners and managers need to create an environment where experimenting with AI is encouraged, not judged.

Show your team that using AI tools isn't cheating. It's working smartly.

Give them opportunities to learn, whether through formal training, internal workshops, or simple "show and tell" sessions where people on the team show how they're using AI to make their job easier.

AI confidence doesn't happen overnight. But when people feel truly supported and trusted, they're far more likely to embrace it. That's when you start to see results, like better efficiency, more creativity, and a team that's ready for whatever the future of work brings.

**If you need help finding the right solutions needed to raise your team's confidence when it comes to using AI, we're here for you. Get in touch today.**

# Technology Update

## Warn your team about payroll scams

**Beware:** There's a major new scam campaign nicknamed "Payroll Pirates".

It's been using fake ads on Google and Bing to trick employees into entering their login details on spoofed payroll and HR portals.

Researchers say the operation has targeted more than 200 platforms and lured in around half a million people already. The scammers even intercept multi-factor authentication codes in real time using Telegram bots.



A new year means a new fun tech quiz

1. What is meant by 'hardware' in a computer system?
2. What does application refer to in a computing context?
3. What is computer literacy?
4. What does booting a computer mean?
5. Which of the following is NOT a programming language: Python, HTML, Microsoft Word?

The answers are on page 8.

## Tech FAQ

Question: Why are we getting so many phishing emails?

Answer: Scammers constantly change tactics. Try updating your filters to catch more of these emails (or let your MSP know so they can do it for you - that's what we're here for!)

Question: Why does my new computer keep slowing down?

Answer: Usually this is because something is running in the background and eating up resources. A tidy-up or update often fixes it.

Question: How much downtime is normal?

Answer: Very little. Regular outages, even short ones, usually point to aging equipment or misconfigured systems.

WCI Technology Solutions' Mission:

To provide technology systems that anchor your business and protect what you have built, from a company inspired to make the world better.

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to listen!



You should totally follow us,  
we're pretty cool



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WCI Technology Solutions



WCI Technology Solutions

Need to Send Us Some Mail?



81 Mill Street, Suite 300

Gahanna, OH 43230



Page 7's Tech Quiz Answers

1. Physical components of a computer (e.g., monitor, keyboard, hard drive)
2. Software designed to perform a specific task
3. The ability to use computers efficiently and safely
4. Starting up the computer and loading the operating system
5. Microsoft Word

## Security essentials: How to stop spam before it stops your business



Is your inbox already full of junk before you've even had your first coffee?

Most people just sigh, delete, and move on.

But what if one of those "junk" emails wasn't just annoying, but also dangerous?

Spam has evolved. Time to stop it before it starts. Our latest guide explains how.

Download your free copy now; available in the resource section of our website.