WELNEWS

MERRY CHRISTMAS

Welcomm
Communications Limited

WELCOMM'S INDUSTRY NEWSLETTER

DECEMBER 2022

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WEL NEWS

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Merry Christmas From Team Welcomm!

A year of unprecedented economic and political instability, which sadly also saw our longest reigning monarch pass away, 2022 has reminded us all how important our strongest partnerships are to us.

Continuing our mission to transform the way businesses communicate and operate, this year we have found that our excitement for new technologies has again been matched by our customers.

And for this, I want to say a heartfelt thank you to every business who works with us; for collaborating, exploring new solutions and thinking 'big picture'.

Now more than ever, business leaders understand the impact the right technology can make on their people, customers, and ROI.

In the face of an increasingly present climate crisis, I am proud of the way we have begun to embrace more sustainable business practices at Welcomm; something we intend to give a greater focus into next year and beyond

Merry Christmas from Team Welcomm. We wish you, your colleagues and your family a very happy, healthy and prosperous New Year. We look forward to working together in 2023!

Aidan Piper

CEO, WELCOMM COMMUNICATIONS

MANAGING REMOTE TEAMS: A BRIEF GUIDE

About 70% of the workforce is expected to be working remotely by 2025. This shift indicates that more businesses are starting to see the benefits of having a remote team. A remote team can offer several advantages, including increased productivity, engagement, and flexibility.

However, managing them effectively can be a challenge. When managing a remote team, from setting clear expectations to maintaining open communication, some factors need to be considered. In today's article, we'll discuss some tips on how to manage a remote team effectively.

In partnership with
Gamma

1. Set Clear Expectations

One of the most important things you can do when managing a remote team is to set clear expectations. This means clearly defining roles and responsibilities and setting measurable goals.
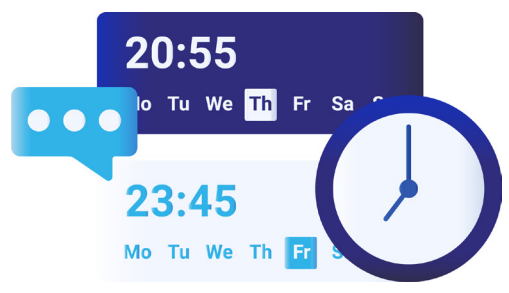
Without clear expectations, it can be difficult for team members to stay on track and feel motivated.

For Example:

If you're working on a project with a deadline, communicate this to your team. Let them know what you expect from them and when the project is due.

It will help your team stay focused and on track!

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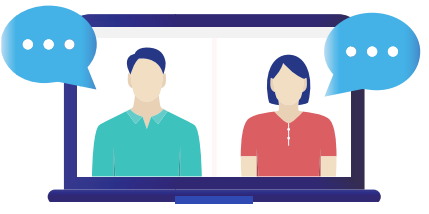Mo Tu We **Th** Fr Sa S

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2. Maintain Open Communication

Another important aspect of managing a remote team is maintaining open communication.

This means being available to answer questions, give feedback, and provide support when needed.

It's also vital to create clear communication guidelines with your team.

Some examples of communications guidelines include:

- **Preferred lines of communication:**
  What is the preferred method of communication for your team? This could be email, instant messaging, or video chat.

- **Communication frequency:**
  How often should team members check in with you? This will depend on the project, but it's important to set a clear expectation.

- **Communication style:**
  What is the preferred communication style for your team? This includes things like tone, level of detail, and level of formality.

- **Preferred time:**
  What is the preferred time of day or week for team members to check-in? Again, this will depend on the project, but it's important to set clear expectations, adjust time zones, and finalise deadlines.

3. Define and Delegate Responsibilities

When working with a remote team, delegating responsibilities and giving team members ownership of their projects is important. This will help them feel more engaged and motivated.

It's also important to define roles and responsibilities clearly. This way, everyone on the team knows the expectations and goals. For instance, if you're working on a marketing campaign, you may want to assign team members to specific tasks, such as writing copy, designing graphics, or managing the budget.

Define or identify the work:
Ensure that you understand what needs to be done. This will help you delegate tasks more effectively.

Set goals and breakdown:
Once you understand the work that needs to be done, set goals and break down the task into smaller pieces. This will help team members better understand their roles and what is expected of them.

Assign specific roles:
Delegate tasks by assigning specific roles to team members. This will assist in establishing a clear understanding of everyone's responsibilities.

Discuss with the team:
Once you have assigned roles, discuss the tasks with the team. This will help ensure that everyone is on the same page and knows what is expected of them.

Monitor:
After tasks have been assigned, it's important to monitor the progress and give feedback. You'll see where they're at with their work, who's behind schedule, and what needs to be done.

Click Here to read the full article from our partners Gamma

Building a Successful Hybrid Working Strategy

Since 2020, we've helped hundreds of businesses successfully leverage technology and strategies to roll out hybrid working throughout their organisation.

If your business needs help, get in touch via the link: **Contact Welcomm**

IPHONE COMPARISON FOR BUSINESS

Welcomm Communications Limited

The iPhone 14 range is here! But what's new in 2022, and what devices should businesses be considering for 2023?

Our Mobile Device Technician Liam Wilson-Cobb explains...

Following the release of Apple's latest range of devices, our Business Mobile specialists have been speaking to businesses who want to upgrade to the newest and best iPhone on the market.

By

Liam Wilson-Cobb
Mobile Device Technician

We understand that, when considering any technology investment, business decision makers need as much information as possible, to ensure they meet strict budgetary and operational requirements.

That's why, earlier this quarter, our Mobile Device Technician Liam prepared a concise comparison of the new iPhone 14 devices, as well as some of the other options available for businesses.

Aside from new hardware, the main change with this latest release is that ALL new Apple devices are compatible with iOS16 moving forward, giving users access to the latest security and feature updates.

While we're talking updates; It's important to remember that iOS16 will not support any iPhone older than the iPhone 8, meaning that older devices still in use are now a potential security liability.

2022 iPhone Comparison For Business

Welcomm Communications Limited

Watch The Full Video

Liam presents a short 3 minute comparison of the options available to Apple users in 2022/23

▶ **Watch on YouTube**

Device Comparison

iPhone 14
The latest version of Apple's iconic handset.

6.1" Screen Size

20 Hour Video Playback on Battery

2x 12 Megapixel Rear Cameras

1x 12 Megapixel Selfie Camera

iPhone 14 Plus
Same iPhone 14, bigger screen and battery!

6.7" Screen Size

26 Hour Video Playback on Battery

2x 12 Megapixel Rear Cameras

1x 12 Megapixel Selfie Camera

iPhone 14 Pro
Ideal for on-the-go creative professionals.

6.1" Screen Size

23 Hour Video Playback on Battery

1 x 48 Megapixel Rear Camera

1 x 12 Megapixel 3x Zoom Camera

1x 12 Megapixel Ultrawide Camera

Record 4K Video at 24/25/30/60 fps

iPhone 14 Pro Max
iPhone 14 Pro, but with a larger screen & battery.

6.7" Screen Size

29 Hour Video Playback on Battery

1 x 48 Megapixel Rear Camera

1 x 12 Megapixel 3x Zoom Camera

1x 12 Megapixel Ultrawide Camera

Record 4K Video at 24/25/30/60 fps

iPhone 13
Powerful and fully compatible with iOS16.

6.1" Screen Size

19 Hour Video Playback on Battery

2x 12 Megapixel Rear Cameras

iOS 16 Compatible & 5G Ready

iPhone SE 2022
An iOS 16 ready budget contender.

4.7" Screen Size

15 Hour Video Playback on Battery

1x 12 Megapixel Rear Cameras

iOS 16 Compatible & 5G Ready

Time to Upgrade?

Speak to a Mobile Specialist

MEDIUM BUSINESSES: GEARING UP FOR DIGITAL TRANSFORMATION

In partnership with

Virgin Media O2 Business shares how Medium Businesses are using technology to improve customer and employee experience.

Medium-sized businesses (11-249 employees) play a crucial role in the UK economy. They employ over 7.5 million people and turn over nearly £1.4 trillion a year. They are a huge contributor to growth and it's important they're given the support they need to thrive.

We worked with Censuswide to survey 1,000 medium business leaders to understand what role tech and connectivity play in the positive momentum of these businesses. If our research unearthed anything, it's that technology is an essential part of what comes next.

> "Decision-makers recognise the power of technology and are looking to embrace digital transformation to deal with the challenges ahead.

Reaching goals through the power of partnership.

Agility, adaptability, resilience – these are the defining characteristics of medium-sized businesses. Decision-makers at these companies need partners who share these characteristics.

It's time for leaders to expect more from their suppliers, partners, and IT teams. As we look towards an uncertain future, it's vital medium businesses challenge these partners to help them overcome any obstacles in their path.

Where do leaders feel tech can support them the most?

28% of leaders say by improving efficiency.

26% say improving productivity.

23% say increasing revenue.

23% say improving collaboration amongst teams.

Rethinking the focus of IT teams.

IT teams know their businesses inside out. This kind of knowledge could transform what medium businesses can do with their technology, so long as these team members have the bandwidth to apply this expertise. This is where specialist support comes in.

Technology problem-solving shouldn't be the burden of a busy IT team dealing with day-to-day issues. Instead, it could be your tech partner who is there at the end of the phone, freeing up your team's time and helping to forge an IT strategy that powers your business' growth.

"From someone who'll be left doing the administration for it internally, if someone else can do some of the heavy lifting (on the cloud), then it's a no brainer. It allows us to focus on supporting our team even better."

Alexander Dixon, Head of IT, Pollard Thomas Edwards

Technology is the single biggest driver of medium business growth.

An overwhelming number of respondents identified technology as a key driver of business growth. Medium-sized businesses also recognised the other benefits of technology, too, such as increasing productivity in the workplace and boosting morale:

65% of our respondents told us that technology was the single biggest driver of growth

87% notice an improvement in productivity when they supply employees with new technology

77% notice a boost in morale when they supply employees with new technology

Read The Full Blog

To read the full blog, published by our partners Virgin Media O2 Business in November 2022, click the link to the right. If your business needs help kickstarting its digital transformation, please get in touch - we're here to help!

Read the Full Article

Contact Welcomm

THE NEXT GENERATION OF BUSINESS WIFI

Network performance plays a bigger role in business success than ever. Whether it's staff, customers or IOT devices connecting, your network needs to perform and remain secure.

How many devices are connected to your internal wireless network right now? And what are they allowed to do using that connectivity?

In the era of hybrid working, portable devices reign supreme. Controlling how, where and when they can access your network is key to ensuring your staff can work efficiently and your data remains secure.

To help businesses achieve this new level of visibility, we've been deploying UniFi wireless solutions; a simple yet powerful network control system.

UniFi®
Enterprise System

UBIQUITI
N E T W O R K S

Unlock Full Network Visibility

Operating at the heart of your wireless network, once installed the UniFi Network Controller offers an impressive 'single pane of glass' overview of your IT estate, and its current wireless coverage and performance.

Your assigned administrators can easily manage how your network is performing, what devices are using the most bandwidth, and where fixes need to be implemented. This makes it easy to fine-tune your network performance, and ensure your users are experiencing the best connectivity at all times.

Advanced Security Features

Modern networks not only need to be fast, they also need to be secure and ready for advanced threats.

That's why UniFi deployments include a Gateway Device- advanced porting hardware that protects all access points on your network from malicious traffic, harmful sites, and cyber attacks.

One of our favourite gateway devices, the Unifi Dream Machine Pro, proactively scans your network, identifying, logging and blocking connected devices that may pose a threat!
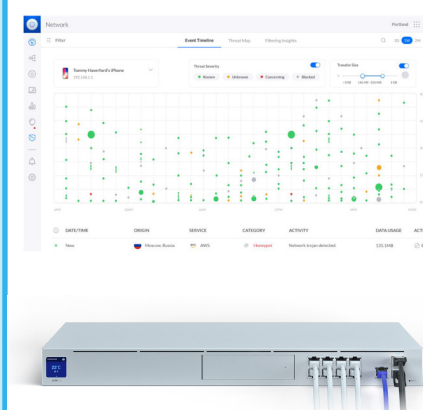
A Flexible Multi-Site Solution

A single network controller running in the cloud can manage multiple sites- ideal for any growing business that needs a consistent wireless experience!

Each site is logically separated in an easy-to-use dashboard, with its own analytics, configuration, maps and admin accounts.

This empowers your administrators to monitor traffic, security and wireless performance across multiple sites from anywhere they have an internet connection - freeing them up to focus on other more important tasks.

Upgrading Your Wireless Network

If your existing wireless network is underperforming, our connectivity specialists can help!

To learn more about next generation WiFi solutions, contact your Welcomm Account Manager, click the link to the right to book a chat, or call us on 0800 064 64 64.

Book a Free Chat

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SME CLIMATE HUB

A government-backed initiative that empowers UK businesses to cut carbon emissions and protect the planet.

We are proud members of the

SME Climate Hub

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A Focus on...
SUSTAINABLE BUSINESS

Acting Now to Inspire Change

In November 2022, the UN held their annual COP27 climate summit. Leaders from across the world assembled, and one point was quickly agreed; The world is making progress towards reducing emissions, but we all need to do more. For the UK, who have committed to Net Zero by 2050, this means taking decisive, substantive action.

When it comes to reducing our impact on the environment, businesses have a huge role to play. According to Zellar, British businesses alone waste a staggering £34bn worth of energy each year!

The good news? Starting your journey towards net zero, and becoming more sustainable is easier and more rewarding than you might think! Since starting our own internal focus on Sustainability in 2021, Welcomm have learnt a huge amount, so we wanted to share some of our key learnings, to help other

Environmental Social Governance Policy

A set of standards measuring a business's impact on society, the environment, and how transparent and accountable it is.

- British Business Bank

For ideas to help you get started, read our Sustainability Pledge:

Download Our Pledge

Getting Started With Sustainability
Three key learnings from Welcomm's sustainability team:

Go digital/paperless.

During an internal review of our own business, we identified a number of processes that could be quickly and easily digitised; eliminating paper waste and enhancing both internal and external communications!

We've found that businesses already bombarded with post also appreciate the reduction in paper, and find it easier to respond/react if required.

Examples of paperless processes you could introduce include:

- Automated email notifications following a call or enquiry.
- Digital invoices sent securely via trackable emails.
- Internal automation of repetitive tasks using Microsoft 365.
- Replacing printed business cards using a digital alternative.

Enable a hybrid office/workspace.

Empowering your staff to work more flexibility isn't just a fantastic lifestyle benefit; it can also help cut your carbon footprint by reducing uneccessary travel, energy consumption and waste.

With the right technology in place, your staff can effectively collaborate remotely, with no impact on your customer service experience!

Benefits of a successful hybrid deployment:

- No more meeting rooms - staff can stay in touch via virtual meetings!
- Cutting the commute reduces vehicle emissions and restores work/life balance.
- Cloud-hosted phone systems make it easy to monitor service performance.
- Staff can work on the same documents at the same time, wherever they connect.

Partner with those in the know.

Our most important lesson this year; You can't do it alone!

Working with partners has inspired us to set realistic goals, given us new data to review, and taught the whole business what it means to be Sustainable in 2022!

Our current Sustainability Partners include:

- Zellar
- SME Climate Hub
- Refill Revolution
- East Midlands Chamber

zellar

SME Climate Hub COMMITTED 2022

East Midlands Chamber
Derbyshire Nottinghamshire Leicestershire

REFILL revolution

CHOOSING THE RIGHT IT PARTNER

Working with an experienced IT service partner can help your business plan ahead, reduce costs and achieve its digital transformation goals.

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Microsoft Partner

Microsoft

Ageing Technology is Vulnerable to Attack!

As it ages and becomes obsolete, technology inevitably lacks the latest security measures, increasing the impact of vulnerabilities and making exploitation by Cyber Criminals more likely to succeed.1

Replacing technology every few years might sound like a needlessly expensive process, but with the right partner supporting your business, it doesn't need to be.

Here are some of the ways you can keep your IT infrastructure updated and secure:

Identify Network Vulnerabilities

A diagnostic service such as our IT Security Scan2 can help identify elements of your network that are outdated and potentially vulnerable – you might be surprised by how many devices within your business have access to your network!

Switch to a Lease Model

With the average lifespan of IT technology averaging around five years3, we regularly recommend hardware leasing to our customers. Leasing lowers upfront costs and enables easier maintenance and replacement of technology in the future.

Move to The Cloud

Migrating your files and storage to the cloud offers a multitude of benefits. Staff previously maintaining your on-premise server

can be reallocated elsewhere, and substantial savings can be made by reducing energy consumption and upfront hardware costs.

Reduce Operational Downtime

Outages unfortunately happen in every business, across every sector. However, the way your business responds to and prepares itself for the unexpected is what can make you stand out from the competition.

One of the ways our IT Support teams help customers stay one step ahead of service outages is our 24/7 remote monitoring service, which allows us to rapidly identify and resolve issues before they become widespread across your business.

Another way of strengthening your estate is to look at deploying 'failover' solutions across various areas. Once fully installed, these solutions step in as an automatic backup in cases where outages would usually completely disrupt service.

Network Failover

Installed as an emergency measure, a backup router powered by a 4G or 5G SIM card can instantly take over in the event of a wider network outage, maintaining your connectivity until the network fault is resolved.

Automatic Data Backup

In the event of a successful Cyber Attack that restricts access to your files and systems, an automatic data backup can be quickly activated to restore access to your staff, and minimize any disruption to your business.

Consistent, Reliable Support

When it comes to IT partnership, your business deserves guaranteed, around-the-clock support. While it might be tempting to go with a smaller supplier to save on costs, or even give the work to a friend of the business, **a sole provider is a single point of failure that poses significant risk.**

For example: If your business needs urgent support, who can you turn to if your supplier is sick, on holiday or too busy with other customer support?

Also, in the vast world of Business IT, it is likely that an individual will have a specific, (but limited) area of expertise. **This limited knowledge could negatively impact your business.**

Barrier to Progression

A smaller IT partner may be failing to support with the growth of your business. Not enabling current best practices, (such as hosting your data and files in the cloud), could be costing you unnecessary maintenance fees and huge productivity gains.

Choosing The Right IT Partner

How working with an experienced IT service provider can help your business plan ahead and reduce costs.

By Luke Stanton

Choosing The Right IT Partner

Read Our Full Blog

KNOCK KNOCK...
WHO'S THERE?

Manage who can visit your business premises with a smart security and access control system from **leversedge** critical communication solutions

A Welcomm Group Business

By

Michael Hammond
Business Development Manager

An often-overlooked aspect of smart office technology is how employees, contractors and visitors actually enter and exit your building(s).

How smart can your office really be if your security system gets in the way of the daily flow, works temperamentally, or puts your staff at risk of a breach?

Leversedge Telecom Services (part of the Welcomm Group), specialise in critical communications technology, including Access Control Systems such as Openpath; a solution that offers advanced, state-of-the-art security for every business.

These solutions enable secure, contactless entry to any business premises, allowing your staff to use their existing mobile and tablet devices as a digital passkey!

openpath
a Motorola Solutions Company

UPGRADING YOUR ACCESS?

Here are my top points to consider when choosing a fit-for-purpose access control system for your business premises:

Move To The Cloud

Choose a cloud-based security system that can be managed remotely from one simple interface – this will save you so much time and worry.

Keep It Simple

Make visitor management simple and effective with mobile guest pass credentials that can be accessed via links sent by text or email.

A seamless visitor experience (and an access control system that reflects your care for your people) might just help you get that sale or secure that new hire.

Prioritise Convenience

Choose an access solution convenient for your staff, for example a system that allows for hands-free unlocking from the user's smartphone.

Your staff will thank you for this, PLUS you will reduce costs by eliminating the need for key cards... replacement key cards... fobs, and on-site server maintenance.

Ensure Compatibility

It's important to consider a solution that easily integrates with other any other security applications you may already use, letting you make the most of your existing investments.

EG: Video Surveillance, Directory Management, Communication Platforms and Report Generating Software.

Enhance Security

Staff shouldn't have to feel unsafe at work, so consider enhancing security by using two-factor authentication through the user's smartphone with built-in fingerprint scan and facial recognition.

Future-Proof Your Network

Don't choose something that will date quickly.

Give visitors to your site a great first impression with a sleek design that fits right into a modern office environment.

Our Recommendation

For a new, easy to implement and integrate Access Control Solution, we recommend **OpenPath (a Motorola Solutions Company).**

For more information on OpenPath, to see if it's the right fit for your business and to get a quote, speak to your Account Manager or give me a call/email – I'd be happy to answer any questions you may have.

Get in Touch

☎ **0116 262 6166**

✉ **Michael.hammond@leversedge.co.uk**

Connect With Me On **Linked**in

JOIN OUR BUSINESS SUSTAINABILITY WEBINAR

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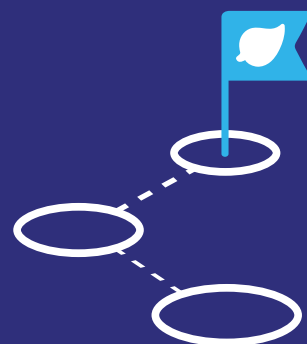
In Partnership With

zellar

Book Your Place Here

Sustainability For Businesses: Starting Your Journey

**Wednesday 25th January, 2023
11:00 AM**

Hear from sustainability champions Zellar how your business can use less energy, save costs and become more sustainable.

WELCOMM.CO.UK   0800 064 64 64   CUSTOMERCARE@WELCOMM.CO.UK