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Your monthly newsletter, written for humans not geeks

TECHNOLOGY INSIDER



The AI tools **you don't know your team is using**

You've probably got a decent handle on the software your business runs on.

Your email, your accounting software, your CRM. Someone picked those, set them up properly, and keeps an eye on them. That's how it normally works.

But AI is throwing a wrench into things.

Research shows how many AI tools people are using at work without IT knowing a thing about it. And this isn't just about someone opening ChatGPT in a spare tab. AI is popping up inside browser extensions, apps… all sorts of everyday tools.

Someone sees something that says it'll summarize a document, take notes in a meeting, or handle some tedious task, and they install it.

Most of the time that's harmless. Sometimes it's a nice little win. But when nobody stops to check what the tool can see, or where the information goes once it's touched it, we have a problem.

A good example: Someone installs an AI browser extension to get through their inbox faster. To do that job, it usually needs permission to read what's happening in the browser. Or someone connects an AI tool to their cloud storage so it can search through documents and answer questions.

Take a real look at those permissions.

Some of these tools can read what's on a device and send data out to the internet at the same time. Others inherit whatever access the person already has, which can hand the tool far more of your company's information than anyone meant to give away.

You can see how it happens. Someone finds something useful, clicks install, and gets back to work.

Banning AI outright isn't the solution though. People use the tools because they make the day easier, and that isn't going to change.

It's better to know what's being used.

Once you do, you can work out what you're comfortable with, point people toward safer tools, and set a few simple rules about what can be shared with AI and what can't.

If you'd like a clearer picture of what's already running inside your business, get in touch.

DID YOU KNOW...

Chrome will update twice as often as before?

Google Chrome will now get major updates every two weeks. That's twice as frequently as before.

AI-powered tools are helping researchers discover more security vulnerabilities, creating more fixes for Google to release. The faster schedule means those security updates can reach your browser sooner.

Another good reason to keep Chrome updated.

Could AI make **your managers more productive?**

How much of your managers' time goes on managing people?

Less than you'd like, probably.

There's work to hand out, progress to check, meetings to arrange, questions to answer, and a stack of admin all fighting for their attention.

But this research has raised an interesting question: Could AI take some of that off their plate?

Employees were asked how they'd feel about having an AI manager, and a fair number thought it would make them more productive.

It's not hard to see why. AI can keep track of tasks, chase deadlines, answer the routine questions, and pull up information as soon as someone needs it. But none of that requires it to replace the person running the team.

For you, it could mean your managers get more time for the stuff where their experience and judgment is more valuable.

The research also showed where people still want a human in the room.

Performance feedback was a good example. When someone needs to hear how they're doing, talk through a problem, or figure out where they want to grow, a real conversation wins every time.

Same goes for encouragement, coaching, and picking up on what's going on with someone beyond whatever's on a screen.

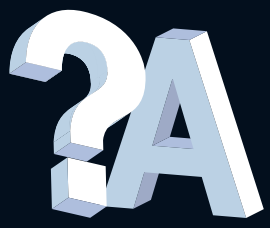
There's a real opportunity here.

Let AI take on more of the routine, day-to-day management, and your managers get to spend their time supporting their people, making decisions, and keeping things moving.

Beats having an AI boss any day.

If you'd like to explore practical ways AI could save time across your business, get in touch.





Q: How can I see if we're paying for software nobody uses?

A: A software review can compare the licenses you're paying for with what your team uses. It's worth doing regularly, particularly as people join, leave or change roles.

Q: Should employees be allowed to install their own browser extensions?

A: Have some controls in place. Browser extensions may access information you're viewing or entering online, so they can introduce security and privacy risks.

Q: How do I know if our tech is hindering productivity?

A: Look out for friction. Slow systems, repeated manual work, too many logins and employees regularly finding workarounds may suggest your tech is getting in the way.

Productivity tool of the month

Stop doing the boring bits yourself

Ever feel like you spend too much time on little computer jobs that should just... do themselves?

That's what Microsoft's Power Automate is for.

Give it repetitive jobs like saving email attachments, organizing files, copying information between systems, or pulling together regular reports, and it'll just get on with them.

You don't need to know how to code, and there's a good chance it's already sitting on your Windows 11 Pro PC, ready to go. Find the right jobs to hand over and you could give yourself and your team hours back every month.

Free with Windows 11 Pro and most Microsoft 365 business plans.



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