

Businessinfo

acer

acertainty
MAKE IT CERTAIN

Acertainty

AI-Powered Business Laptops
Built for the Modern Workforce.



The AI Revolution

Discover the TravelMate Series featuring Intel Core™ Ultra & Copilot+ PC.

Cloud-First Security

Streamlined fleet management with Acer Chromebook Plus & Chrome Enterprise.

Built for Scale

Tailored solutions, volume pricing, and deployment support for 5+ devices.

Equip the modern workforce. Get a business quote today.
uk-offers.acer.com/acertainty/

AV

With Chris Gore, co-founder of SPOR Group

PAGE 14



ACCESSORIES

Logitech is addressing the diverse needs of today's workers

PAGE 21



SECURITY

Premium food brand beefs up security at its two UK sites

PAGE 26



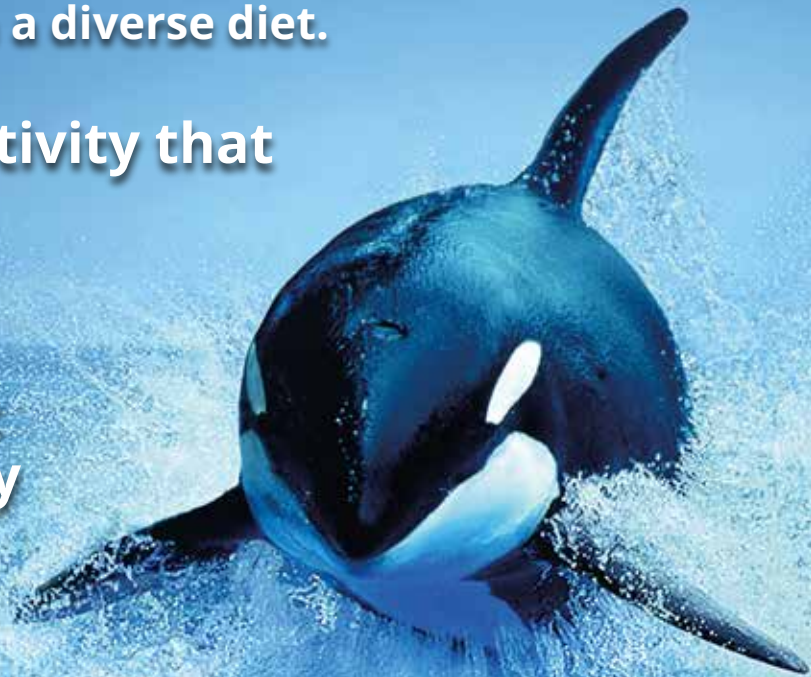
Orcas are apex predators with a diverse diet.

Looking for apex connectivity that
never lets you down?

1Gbps Dedicated Fibre
Ethernet with automatic
mobile failover from only
£200 per month.

Quote 'Tech Orca' to claim.

Price excludes router hardware, available to purchase or rent from Spitfire.



FibreStream® - Spitfire Dedicated Fibre Ethernet

Dedicated Fibre Ethernet from Spitfire is the undisputed champion of UK Internet connectivity. Using dedicated fibre all the way to your premises, it's the industry standard for low latency, high bandwidth and reliability.

Meeting the diverse needs of different business applications

Built-in resilience: includes automatic failover to a Spitfire mobile SIM if there's ever a fault on your primary fibre connection. You stay online, your applications keep running, and you pay one fixed monthly price throughout - no matter which connection is carrying your traffic.

Low latency: The true measure of speed and the gold standard of quality connectivity. Imperative for voice, video and other real time systems, particularly cloud applications involving human interaction.

High bandwidth: Required by applications shifting large volumes of data such as backups, video streaming or media file transfer.

Reliability: 100% target uptime and 5-hour fix SLA is a necessity for mission critical applications.

A component of



Key Benefits

Performance and Repair SLAs
with service credits

Automatic mobile SIM failover if
your fibre line drops

One fixed monthly price, whichever
connection you're on

Proactive circuit monitoring
and response

24/7 Support



Sales 020 7501 3333 • Partner Services 020 7501 3150

Innovative • Flexible • Reliable • Supportive • Cost Effective

Editor: James Goulding 0780 308 7228 · james@binfo.co.uk

Publishing Director, Social Media & Web Editor:

Neil Trim 01732 759725 · neil@binfo.co.uk

Advertising Director: Ethan White 01732 759725 · ethan@binfo.co.uk

Advertising Executive: James Trim 01732 759725 · jamest@binfo.co.uk

Designer: Brian Cloke 07484 288189 · brian@binfo.co.uk

KingswoodMedia

Kingswood Media Ltd., 7 Amherst House, 22 London Road,
Sevenoaks TN13 2BT · Tel: 01732 759725 • Email: info@binfo.co.uk

Business Info is a controlled circulation magazine. Applications for free copies will be considered upon receipt of a completed and signed reader info card or online form. *Business Info* is available on subscription @ £40 p.a. to UK companies or residents and @ £75 p.a. for non-UK subscribers.

The opinions expressed by contributors are not necessarily those of the publishers who cannot accept responsibility for any errors or omissions.

No part of *Business Info* magazine can be reproduced without the prior permission of the publisher. © Copyright 2026 Kingswood Media Ltd. ISSN 1464-8814

IN THIS ISSUE: 163 – Q2

04 Bulletin

Amazon Business launches AI-powered tools for Prime Business members

10 What's New

A selection of the latest and greatest solutions for the modern workplace



12 Data Centres

Winning over the doubters

14 AV

Meeting expectations



16 Cover Story

Make it certain: why 50 years of engineering heritage is powering Acer's Fleet Reliability Guarantee

18 Review

ScanSnap iX2500 – scanner for the modern home office

20 Scanners

PFU EMEA introduces scanner-free scanning as its ScanSnap brand turns 25

21 Accessories

Comfort at your fingertips

22 PCs

NVIDIA and Microsoft reinvent Windows PCs for the era of personal AI

24 AI

From better troubleshooting to no troubleshooting



26 Security

SEING is believing

28 Monitors

Monitors are evolving into workstation hubs

30 Q&A

With Jan-Jaap (JJ) Jager, CEO of Acronis

33 Data Protection

Are you compliant with the new data protection rules?

34 Recycling

Micro businesses at risk of leaving Simpler Recycling preparations too late

35 Review

Business Info take the impressive HP Envy 16 x360 through its paces

TOSHIBA

Making work, work with Toshiba's Managed Print Services (MPS)

Reinvent workplace productivity with MPS that optimise print processes, transform workflows, boost efficiency – and enable organisations to meet sustainability objectives.

Find out more



BUSINESS INFO

GET YOUR FREE COPY

To make sure you get every issue FREE, as soon as it is published, just visit www.businessinfomag.uk, click the 'FREE Registration' button and add your details to our mailing list.

If you no longer wish to receive *Business Info* magazine please email your details to circ@binfo.co.uk



@BinfoMag



facebook.com/
BinfoMag

Amazon Business launches AI-powered tools for Prime Business members

Amazon Business is bringing purchasing insights and AI-powered automation to Prime Business members with the launch of new AI-powered features and enhanced spend management tools. These include an AI assistant, available to Prime Business members at a 20% discount, new look Spend Visibility dashboards and enhancements to the company's Spend Anomaly Monitoring feature.

The Amazon Quick AI assistant connects to thousands of apps and data sources, including local files, Slack and Microsoft Outlook, enabling it to automate manual tasks, conduct deep research in minutes and produce finished deliverables such as spreadsheets and presentations.

Prime Business members looking to pressure-test a pricing strategy can leverage Quick to research competitors, pull in relevant cost data and highlight risks that may not have been considered. For those seeking a second opinion on a vendor proposal, Quick will analyse terms against historical agreements and flag areas for negotiation.

Céline Vuillequez, VP of Amazon Business Europe, said: "The organisations getting ahead in procurement aren't just buying more efficiently, they're buying more intelligently. They're using data to anticipate demand, AI to eliminate repetitive tasks and analytics to drive smarter spending. That's the standard we're building to, giving Prime Business members, regardless of size, the tools to



focus less on process and more on the decisions that move their organisation forward."

Prime Business members can also look forward to expanded access to Amazon Business's Spend Visibility analytics tool which, through ready-to-use dashboards, helps users to visualise purchasing patterns, track savings, evaluate spend with small and local suppliers and compare purchases against company policy, and its Spend Anomaly Monitoring tool, which analyses an account's purchasing patterns and alerts administrators to unusual purchases, split purchases, abnormal repurchases, non-standard shipping addresses and excessive daily spend.

Manchester named UK's most AI-ready city

Manchester has been crowned the UK's most AI-ready city for the third year in a row, beating Bristol, Glasgow, Oxford and Birmingham to top spot in the SAS AI Cities 2026 Index.

Compiled by data and AI company SAS, the annual index (now in its fifth year) evaluates cities outside London across eight criteria such as number of AI businesses, job opportunities, innovation funding, educational opportunities and broadband speed.

As well as having the highest number of AI businesses in the index (655), Manchester has one of the highest levels of AI employment outside London, second only to Salford, home to Media City. There is also significant InnovateUK investment in the city, with AI and Data Economy grants averaging more than £279,000 per business.

Glyn Townsend, Senior Director of Education Services for EMEA at SAS, said: "Manchester's retention of the top spot for the third consecutive year is testament to the strength of its AI ecosystem. Our previous research affirmed Manchester as a great place for AI businesses to plant their flags, but moving into 2026, it is clear that the city is actively working to grow its AI offerings and ensure that future and existing talent is educated to a standard

SAS top 10 AI cities 2026			
1	Manchester	6	Southampton
2	Bristol	7	Edinburgh
3	Glasgow	8	Leeds
4	Oxford	9	Liverpool
5	Birmingham	10	Cambridge

that will not only maintain but exceed what is already happening."

Examples include the roll-out of 'MEGA hubs' by IN4 Group and the Greater Manchester Combined Authority to give 3,000 secondary school pupils in Oldham, Rochdale, Salford, Tameside and Wigan access to technology and AI learning; and the Future of Work Alliance, a five-year, £5 million initiative offering academic programmes, postgraduate internships and AI-focused scholarships to explore the human-led digital transformation of data-intensive organisations in the AI era.

Other feathers in Manchester's cap include the City Council's £1 billion-plus budget for infrastructure, development and long-term growth initiatives and the launch of University of Manchester's Unit M Deep Tech Accelerator to help researchers and founders turn AI and science innovation into commercial businesses.

SAS, a global leader in AI and analytics

software, is a founding partner in a UK Government initiative to give 10 million workers essential AI and tech skills over the next five years. As part of the Plan for Change and the forthcoming Industrial Strategy, it will provide free training materials and access to AI experts. https://www.sas.com/en_gb/insights/articles/analytics/sas-ai-cities-index-2026.html

Two-thirds of UK businesses want to switch cloud providers

British businesses are paying a costly 'sovereignty tax' due to their reliance on US cloud giants but are unable to escape their clutches due to a combination of technical lock-in, migration complexity, contractual barriers and financial friction.

So says UK sovereign cloud and AI platform Civo in the 2026 edition of *The Digital Sovereignty Revolution* based on a survey of 1,000 UK IT leaders.

It points out that remaining locked into foreign-owned infrastructure subjects UK firms to a dangerous loss of autonomy, which it likens to handing



over a theoretical 'kill switch' that enables external jurisdictions to compromise domestic operations, while also exposing them to provider infrastructure failures, unpredictable costs, restricted portability, incomplete data visibility, legal exposure and the practical difficulty of extracting from providers subject to foreign jurisdiction.

Almost three quarters (73%) of UK organisations now consider sovereignty a strategic priority (a 12-point rise since last year); 64% believe continued reliance on a small pool of global cloud providers is unsustainable; and 66% say they would consider switching cloud provider to regain control of their data and infrastructure.

Civo points out that the desire for change is becoming more acute as AI adoption accelerates, with 58% of UK IT leaders expressing concern about their AI provider's legal jurisdiction and 43% saying AI workloads must be within UK jurisdiction.

Nonetheless, successful migrations to a domestic alternative have stalled at 15% and only one in four UK firms believes they could exit a major US provider entirely. The number of respondents expecting to become more deeply entrenched in US hyperscaler systems has more than doubled over the past year, rising from 12% to 28%.

Mark Boost, CEO of Civo, said: "UK leaders clearly want to break free from Big Tech dependency, but find themselves trapped by an ever-tightening web. This is not a proactive investment or deliberate strategy. It is a symptom of organisations becoming increasingly ensnared in the same hyperscaler ecosystems they acknowledge to be a significant long-term risk...When organisations cannot easily move workloads, fully see where their data is governed or predict the cost of exit, cloud dependency becomes a board-level risk."

...

neurohub platform for businesses will help create more neurodiversity-friendly workplaces

Cambridge-based workplace inclusion specialist neurobox is helping organisations attract, retain and empower diverse talent with the launch of a digital support platform for the one in five employees with ADHD, autism, dyslexia, dyspraxia and other neurodivergent profiles.

Organisations increasingly recognise neuro-inclusion as a workplace

ANS pledges £3m to boost AI adoption in Greater Manchester

Digital transformation specialist ANS has pledged £3 million to support AI adoption across Greater Manchester and reinforce the city's status as a centre for AI innovation.

CEO Richard Thompson announced the commitment at the city's Science and Industry Museum where ANS was hosting *Manchester: The UK's AI Powerhouse*.

Attracting leaders from business, academia, government and technology, the event featured keynote addresses from Darren Hardman (CEO of Microsoft UK & I), Liz Scott (CEO of Turing Innovation Catalyst and a strategic advisor to Greater Manchester Combined Authority on AI ecosystem growth and development) and Richard Thompson (CEO of ANS). There was also a panel discussion featuring Sue



Daley (Director of Technology and Innovation at techUK).

Greater Manchester is home to the UK's largest AI cluster outside the Golden Triangle (Cambridge-London-Oxford), with more than 300 AI-first startups and scaleups and over 13,500 people working in AI-related roles.

ANS's AI Adoption Fund will initially provide support to organisations looking to assess their readiness for AI, identify high-value opportunities and implement technologies securely and responsibly.

<https://www.ans.co.uk/data-ai/ai-powerhouse/>



responsibility and a strategic business opportunity. However, building neuroinclusive workplaces has traditionally been complex, fragmented and difficult to sustain.

neurohub by neurobox guides HR teams, EDI managers and employees through every stage of the journey, from first assessments to ongoing workplace adjustments, coaching, awareness training and measurable impact reporting. It embeds inclusivity at scale, drives measurable change and saves valuable time by reducing the manual management of staff support initiatives.

Jason De Turris, COO of neurobox, said: "Every organisation already employs neurodifferent people, whether they realise it or not. Those that take

a thoughtful, proactive approach are much more likely to truly benefit from the strengths neurodifferent employees bring. The launch of neurohub for business gives HR and People leaders a practical, scalable way to build workplaces where neurodivergent employees can prosper, while improving business culture, engagement and performance for everyone."

https://eu1.hubs.ly/H0vK_fk0

...

Email most trusted

New research from Exclaimer, a global leader in email signature management, shows that adults in the UK and US are now managing communications across six or more channels – or should that be 'barely managing', as 22% say they have missed important information because it was sent on a platform they rarely check.

The same proportion have struggled to find an important message because it was sent using the 'wrong' platform for the type of information in question; 18% have lost an important message because a communication platform deleted it, an account was closed or they switched to a new device.

The research highlights the double-edged impact of AI. While 58% admit to using it to help them communicate, AI's ability to create polished, professional content at scale has caused 41% of those

continued...

...continued

surveyed to question the trustworthiness of the messages they receive.

Even so, email is the preferred channel for communications that matter, with 56% choosing it when they need to keep or refer back to information. More than one third (39%) have deliberately chosen email over another platform to create a permanent record.

Jenny Herbison, SVP of Global Marketing at Exclaimer, said: "When something is important, people still turn to email because it carries a level of trust and legitimacy they don't always associate with other channels. Part of that is the fact that email provides a lasting record of communication that people can refer back to when they need to verify information or confirm what was said. In a world of constant notifications and competing platforms, that combination of trust, accountability and permanence is becoming increasingly important."

<https://exclaimer.com/blog/how-people-really-communicate/>

...

Abzorb's Essex IoT network a 'blueprint' for public sector

Network solutions provider Abzorb has created 'a blueprint for how IoT infrastructure should be delivered across the public sector' by designing a resilient LoRaWAN network for the councils of Basildon, Brentwood, Castle Point, Rochford, Southend-on-Sea, Thurrock and Essex County – and delivering it £40,000 under budget.

With comprehensive coverage across 98% of the region, the network gives the six councils and county a shared, regional platform for deploying Internet of Things (IoT) services quickly and cost-effectively.

The councils recognised the potential of IoT technologies to improve operational efficiency, reduce costs and provide better visibility of public assets and services, but realised that deploying IoT projects in isolation was hard to justify financially because each new initiative would require its own dedicated network infrastructure.

By working with Abzorb to build a unified LoRaWAN network leveraging their existing dark fibre investment, the councils have created a long-term digital foundation that lowers the barrier to innovation. Designed as an open platform, the network allows councils to procure and deploy sensors from any supplier, further reducing costs and preventing vendor lock-in.

The solution includes a second LoRaWAN network that can be made



Blenheim Palace changing how we listen to wildlife

Blenheim Palace is providing schools, citizen scientists, ecologists and researchers around the world with free access to an open source wildlife monitoring platform developed by the Innovation team at the UNESCO World Heritage Site, home to the Dukes of Marlborough since 1705.

The BioAcoustic Stream Engine (BASE) wildlife monitoring system can identify birdsong, the calls of bats, the hum of bees, even the sounds of life beneath the soil picked up by strategically placed microphones, feeding live data into a public dashboard that anyone can access and explore.

The project is part of Blenheim Palace's wider innovation programme, which uses the 12,000-acre estate as a testbed for technology in heritage, sustainability and land management.

BASE unites several tools in a single engine that anyone can run, including BirdNET from the Cornell Lab of Ornithology and Chemnitz University

of Technology; BatDetect2 from researchers at UCL; BuzzDetect; and Blenheim Palace's own models trained on grasshopper and bush cricket recordings shared by ecology groups.

David Green, Head of Innovation at Blenheim Palace, said: "We didn't build the science from scratch; we stood on the shoulders of brilliant researchers around the world and combined their work into something anyone can run. That is exactly why it is open and free, because the most valuable thing we can do now is share it."

He added: "What excites me most is what comes next: schools turning their playing fields into living biodiversity labs, citizen scientists and ecology groups picking this up, training their own models, and together building the kind of large-scale picture of British nature that can show us how species are shifting and how the climate is reshaping the world around us."

<https://blenheiminnovation.github.io/>

available to businesses, public sector partners and other organisations across the region, creating a potential new revenue stream for the councils from the same infrastructure investment.

The network is already enabling councils to deploy multiple smart services, including footfall counters in libraries and public spaces, occupancy and damp monitoring in buildings, flood and temperature sensors, bin monitoring, carbon monoxide detection, Legionella compliance monitoring, and vehicle and people counting.

Dr. Dean Al-Sened, Head of Public Sector and Enterprise at Abzorb, said: "This project is a blueprint for how IoT infrastructure should be delivered across the public sector. We believe this model works and we want every council in the UK to benefit from it. Our focus is on delivering digital transformation through shared infrastructure, intelligent design and a genuine commitment to the customer's long-term goals."

<https://www.abzorb.co.uk/>

Time for a universal digital mailbox?

The proliferation of apps and digital platforms can make it hard to keep track of essential communications across multiple inboxes and increase the risk of identity theft and fraud. How much simpler to have a universal digital mailbox that replicates the single point of entry provided by a physical letterbox.

In a new policy white paper, *The Case for a Universal Postal Digital Mailbox*, e-Boks Group, a global provider of secure platforms and digital postboxes, warns that the shift from physical to digital mail has created a fragmented landscape that makes it more likely vital communications will be missed and which may be incompatible with rising digital identity and cybersecurity requirements.



continued...



Secure Inside. Secured Outside.

Most Managed Print Services focus on cost and sustainability. We go further.

We include PrintGuardian - the first dedicated managed detection and response solution designed specifically for modern print estates to protect your business today, tomorrow and for the life of your contract.

Secure inside.

- + Award winning MFP firmware
- + Packed with top security protocols

Secured outside.

- + 24/7 vulnerability scanning
- + Enriched telemetry
- + Dedicated UK security experts

Sustainable.

- + Carbon offset MPS (MFPs, toner & Kyocera services)
- + For the contract lifetime.



Print security with teeth. Learn more.

Kyocera Document Solutions UK — kyoceradocumentsolutions.co.uk/printguardian

KYOCERA Document Solutions Inc. | www.kyoceradocumentsolutions.com

...continued

It argues that the time has come for governments to ensure every citizen and business has access to a single, secure, universal digital inbox, which it likens to essential public infrastructure such as a postal address or national ID.

To support the development of a universal digital mailbox, the white paper outlines five policy recommendations:

- ❶ Develop a digitalisation strategy centred on a single universal mailbox.
- ❷ Strengthen trust through security, identity verification and privacy by design.
- ❸ Consider a clear government mandate for postal operators to provide digital mailbox services where market incentives are insufficient.
- ❹ Promote digital inclusion by using physical channels as onboarding and support points.
- ❺ Prevent vendor lock-in through data portability and common standards.

The Case for a Universal Postal Digital Mailbox can be downloaded from <https://tinyurl.com/39bbs2xj>

...

ITVET calls for unused laptops as school demand outstrips supply

ITVET, a Bishop's Stortford-based technology solutions provider that also refurbishes donated corporate hardware and distributes it free of charge to schools, charities and community organisations across the UK, is calling on businesses to donate unwanted devices to its Laptops for Schools programme.

Launched in 2020, during the pandemic, the programme has already donated more than 3,000 refurbished laptops and PCs to schools and charities and, in doing so, has prevented an estimated 2 tonnes of electronic waste from entering landfill.

It currently has a waiting list of around 30 organisations in need of equipment for children and/or staff supporting vulnerable groups.

Over the last six years, the programme has evolved from relying on public donations to sourcing devices through corporate clients, particularly businesses nearing the end of three-year lease agreements and/or IT refresh cycles.

ITVET manages and funds the full refurbishment process, including free data wiping and certified data destruction, a service typically valued at around £50 per device.

www.itvet.co.uk/about/laptops-for-schools

Fasthosts supporting Gloucester with Town & City gift cards

UK web hosting company Fasthosts is supporting its home city of Gloucester by replacing Amazon vouchers for star employees with a local gift card that can be spent with registered shops, restaurants, salons, attractions and services, thus benefiting the local economy.

The Gloucester Gift Card was introduced by Gloucester Business Improvement District (BID) in November 2019 to encourage local shopping and keep spend



locked into the area. Over 170 businesses in Gloucester accept the card, including big brands and independent businesses.

Founded in 1998, Fasthosts is one of the largest employers in Gloucester with 250 staff across Fasthosts and its parent company IONOS.

First-of-its-kind critical minerals processing plant opened on Teesside

DEScycle, a British start-up building next-generation metals processing infrastructure, has deployed the first operational example of its distributed metals processing system at a newly opened demonstration plant at Wilton Centre in Teesside.

The facility, where Chris McDonald MP, Minister for Industry, recently announced a £50m investment for the domestic production of critical minerals, will demonstrate how critical and precious metals can be recovered from complex electronic waste closer to where materials are generated, rather than being exported and processed overseas.

The UK Government's Critical Minerals Strategy has a target for recycling to meet 20% of annual UK critical mineral demand by 2035.

The plant is capable of processing 50-100 tonnes of material annually during the demonstration phase and will support DEScycle's transition from pilot operations to repeatable commercial deployment.

Initial operations will focus on processing printed circuit boards and other complex electronic feedstocks and recovering gold, copper, silver and palladium. DEScycle is also developing recovery capabilities for tin, iron and aluminium.

The Rt Hon Anna Turley MP for Redcar, who opened the facility with Tees Valley Mayor Lord Ben Houchen, said: "Critical metals are essential to Britain's manufacturing, energy, technology and national security, yet too much valuable metal-bearing waste is still exported for processing overseas. That means the UK loses materials, economic value and control over strategically important supply chains. DEScycle's plant in Redcar is an important step towards changing that."

DEScycle developed its recycling technology using a novel class of chemistry discovered by the University of Leicester, working with the UK Catapult CPI (Centre for Process Innovation) to scale from the lab to pilot.

Leo Howden, CEO at DEScycle, added: "This facility is the first operational blueprint for DEScycle's distributed metals processing model. It allows us to prove the platform in an industrial environment, generate the data needed for commercial deployment and show how modular processing capacity can be replicated across industrial clusters in the UK, US, Europe and Japan. At a time when critical minerals are urgently needed for AI, electrification and advanced manufacturing, we believe the UK has an opportunity to lead in a new model of metals processing."

descycle.com



Workspace Accessories



Nameplates • Locker Identifiers • Whiteboards



BESPOKE OPTIONS

Fully customisable accessories according to the desired brand and vision. Colour, size, material and fixings can all be tailored to your specific needs.



PRECISION-MADE BY CRAFTSPEOPLE

We take the time-honoured routes to get it just right, with skilled workmanship. We choose sustainable methods and materials whenever possible.



PARTNERSHIP OPPORTUNITIES

Partners gain preferential pricing and express service. Expand and strengthen your scope of products by offering a solution to personalising office spaces.

Signage Customisation

Our collection of signs and accessories create a practical and enriching environment. With a focus on meticulously curating every aspect of our work to meet your exact requirements, we recognise that each business is as individual as its people.



01635 570600
info@cobal.co.uk
www.cobal.co.uk

View the Cobal
Accessories
range now



Maximum impact

Global audio brand EPOS has upgraded its IMPACT 1000 headset series with EPOS AI advanced voice pickup technology. This uses machine learning to scan surrounding environments 32,000 times per second helping to suppress disruptive noise while isolating and enhancing the user's natural voice. This results in exceptionally clear audio and a word accuracy rate higher than 99 out of 100 when the IMPACT 1000 is used to provide voice input for AI assistants and prompts. In addition to EPOS AI-driven noise cancellation, the headset incorporates EPOS BrainAdapt technology which protects users from listening fatigue and boosts concentration by supporting the brain's natural way of processing sound. Søren Holm Printz, VP of Strategy & Product Management at EPOS, said:

"As we enter an era where we work alongside AI, the IMPACT 1000 serves as the vital link, ensuring that every word is captured with the scientific accuracy needed for both human understanding and AI execution."
<https://www.eposaudio.com/products/impact-1000>



Safety first

As Governments legislate to protect children from the worst aspects of social media, a Barcelona start-up has created a product-based solution to hyperconnectivity. Unlike conventional smartphones that rely on optional restrictions or parental-control systems, the Balance Phone permanently blocks social media, gaming, gambling, adult content and other digital platforms associated with addictive usage patterns, limiting users to essential functions such as calls, messaging, banking apps, maps, transport tools and music. According to the company's own data, after switching to Balance Phone users reduce their average daily smartphone consumption from more than five hours to approximately 97 minutes. Balance Phone has already sold more than 11,000 devices in 50 countries, around half in the UK. Over 50% of Balance Phone customers are families looking for a safer first smartphone for children and teenagers. www.thebalancephone.com



WHAT'S NEW



Both sides now

Philips is bringing new possibilities to customer-facing environments and space constrained workplaces with the launch of a dual-sided business monitor. The 24B2D5300 has two Full HD 23.8in screens, one on each side. Each can be connected to its own independent device via USB-C or HDMI, allowing two users to work simultaneously on separate input sources. Alternatively – and this is particularly useful in customer-facing environments – the screens can show material from the same input source, either via DualView, which mirrors or

extends the primary display, or via SmartView, which allows content to be split into two virtual sections from a single device input. Both options give users full control over who sees what. In a customer-facing application, for example, the business side might show confidential or sensitive information, while the customer-facing screen presents purchase details. A built-in 180-degree swivel in the base makes it possible to easily share either screen at any time. The Philips 24B2D5300 has an MSRP of £359.99. <https://www.youtube.com/watch?v=bl346XX89Hc>

Dash for DaaS

Vodafone Business has launched a Device as a Service (DaaS) solution for smartphones and tablets from leading manufacturers including Apple, Samsung and Google. Designed specifically for mid-sized organisations with 250 to 1,000 employees, the flexible leasing and management service consolidates devices and lifecycle services into a single, comprehensive package, replacing large upfront device purchases with more predictable, monthly payments. It is available with flexible terms of 12, 24 or 36 months and includes the option to connect devices to the VodafoneThree network. <https://www.vodafone.co.uk/business/device-as-a-service>



Collector PCs

With a shared tradition of creating luxury British products in small numbers, PC-maker Chillblast and Aston Martin have unveiled the first fruits of their creative partnership – a collection of gaming PCs designed and hand-finished in the UK. There are three models in the collection: the Chillblast x Aston Martin RTX 5070 PC (from £3,749); the Chillblast x Aston Martin Limited Edition RTX 5090 PC (from £8,499); and the water-cooled Chillblast x Aston Martin Signature Edition (from £15,999). Both the RTX 5090 PC, limited to 20 pieces, and the built-to-order Signature Edition are real collector pieces. All three models combine Chillblast's heritage in custom computing with Aston Martin's distinctive design features, from its bespoke badging and satin Iridescent Emerald finish – a contemporary expression of British Racing Green – to black leather and wooden accents and detailing. Chillblast CEO Scott Brenchley said: "After 25 years of hand-building PCs, this is the project we have been waiting for. Aston Martin's obsession with material and finish matches our own, and this collaboration lets us bring their paint, pattern and interior design language into an entirely new category." chillblast.com

Carbon-balanced paper

Antalis has launched U:create multifunctional paper, a bright white everyday office paper designed to deliver consistent print performance while supporting measurable environmental action. As well as being PEFC and EU Ecolabel-certified and supplied in PE-free packaging, the 75gsm A4 paper is part of the Carbon Balanced Paper programme, meaning every order contributes to the work of World Land Trust, an established conservation organisation that acquires and protects threatened habitats in biodiversity hotspots around the world. Antalis Category Manager Paul Savill said: "U:create multifunctional paper proves that high-performance office paper and meaningful environmental impact can go hand in hand. Organisations and consumers can simply change the paper they order, so everyday printing is contributing to carbon balancing and global conservation efforts."

www.antalis.co.uk



First of many

Xerox has launched its first new devices under the unified Xerox brand and refreshed logo, following the company's integration with Lexmark. Built on the combined resources of both companies, the A4 colour printers and MFPs (the Xerox C240/C245, C255a and C300/C303a/C305ae) are aimed at the fast-growing small workgroup segment. They combine easy set-up and deployment with advanced features like built-in security to help protect devices, documents and network access and integrated post-quantum cryptography (PQC) support for future-ready protection against evolving cyber threats.

xerox.com



Bureau de change

With its new Signature Series 2.0 range, Bureau, the soundproof workspace company, is offering greater flexibility for focused work, meetings and collaboration. The Signature Series 2.0 retains five core booth sizes but introduces eleven interior configurations, giving businesses far greater flexibility in how pods are used across an office, from a simple standing setup for quick calls to fully furnished workspaces designed for longer meetings or focused work. Other enhancements include a quieter ventilation system that replaces the previous single high-output unit with four lower-power fans, creating balanced airflow that keeps the space fresh; enhanced lighting, with adjustable colour temperature ranges from 3000K to 6000K (warm for calls, cool for focus), which activates automatically on occupancy and



switches off when the booth empties; soft self-closing hinges; integrated power blocks; pre-wired interiors; fabric-wrapped acoustic panels; and a redesigned door profile with dual compression seals for enhanced sound-proofing. In April, Bureau announced a £74 million contract with WeWork to provide WeWork Go pods for airports, convention centres and other public spaces, followed by the opening of its first London showroom in May. www.withbureau.com

Winning over the doubters

Demonstrating local benefits key to data centre acceptance, suggests new report



Venessa Moffat

Amidst mounting concern about the environmental impact and viability of datacentre developments, the Data Centre Alliance (DCA) is fighting back with the release of research suggesting that public opposition to a new generation of giant AI factories is based on ignorance and prejudice.

The DCA commissioned consultancy firm SEC Newgate to conduct separate surveys into the attitudes of 1,500 members of the public and almost 500 councillors who sit on local authority planning committees, many of whom will be responsible for deciding future data centre developments.

While their findings highlight widespread concern about datacentre power consumption and the pressure on water resources, they also reveal 'a knowledge gap', with 89% of the public admitting they know little or nothing about data centres and only 22% of planning committee councillors being familiar with data centre development applications.

Venessa Moffat, Managing Director of the Data Centre Alliance, believes that addressing this gap can help the data centre industry combat local and national opposition to developments at a time when public attitudes towards data centres are still being formed.

When SEC Newgate provided respondents with 'factual information' explaining what data centres do, how they operate and

why they are needed, positive sentiment almost doubled from 35% to 61%, support for building new data centres increased from 54% to 73%, and more than three quarters (79%) backed the government's decision to classify data centres as Critical National Infrastructure.

Moffat said: "Attitudes become significantly more positive when people are engaged early, given clear information and can see how developments will deliver meaningful local benefits. As demand for digital infrastructure grows, trust, transparency and genuine community engagement will be essential to securing long-term public confidence and planning support."

Significant opposition

For the time being, there remains significant opposition to data centres that may be competing for space and resources with other essential developments such as affordable housing. Two thirds (67%) believe data centres use too much power, 55% are concerned about pressure on water resources and 66% worry about cyber-security risks.

Many question the value of large facilities that generate relatively few local jobs once operational, highlighting the tension between national digital needs and local community impacts. While 60% say they would accept more data centres being built in their local area

because they recognise that the UK needs them to support economic growth, digital services and data security, a large minority (40%) wouldn't, even when the national benefits are made explicit.

SEC Newgate suggests that negative perceptions of data centres might be because they have become closely linked in the public mind with artificial intelligence. Three quarters of respondents believe data centres are expanding because of excessive demand from AI, and those who feel most negative about data centres are far more likely also to be deeply concerned about the growth of AI.

For Leyla Hart-Svensson, Managing Director, Insight & Intelligence at SEC Newgate, the survey findings and associated report, *Does Not Compute: What the UK public really thinks about data centres*, highlight the need to build a shared public understanding of why data centres matter and how they fit into everyday life.

"What we are seeing is not a public that is opposed to data centres," she said, "but a public whose views are still forming, and increasingly shaped by, wider anxieties about technology and artificial intelligence. Data centres are no longer invisible infrastructure, as they sit at the intersection of debates about energy, trust and the future of the digital economy. How those debates are framed now will shape acceptance for years to come."

www.secnewgate.com

Pulsant completes £2m UK data centre refresh

Pulsant, the UK data centre and digital infrastructure platform, has completed a two-year, £2 million refresh and modernisation of sites in Croydon, Edinburgh, Maidenhead, Manchester, Milton Keynes, Newcastle, Reading and Rotherham.

The Data Centre Experience programme was undertaken to give staff and the 500-plus businesses that house their own servers and IT infrastructure in Pulsant facilities a better on-site experience.

Improvements include streamlined security processes; better signage; dedicated breakout spaces for calls, meetings and downtime; meeting rooms equipped with AV and guest Wi-Fi; EV charging spaces; and dedicated build bays that enable equipment to be configured away from the data hall and then installed.

Upgrades are now in progress at Pulsant's Birmingham and Fareham sites acquired last year from SCC.



4x Dell Latitude | 4x Samsung A34 | 4x Surface Pro 10



DaaS with ZeroFaff

All 12
devices
£59

Per week + VAT.

Devices for Teams is the Ultimate Device as a Service Solution for Apple & Windows.

Adapt to your business needs effortlessly with Devices for Teams. Switch, add, or return devices as needed, and only pay for what you use—no penalties, no hassle.

Plus, we handle deployment, configuration, and ongoing support, so you can focus on what matters most—your business.

Experience IT Leasing Reinvented.



devices for teams

by **HardSoft** ★★★★★

devicesforteam.co.uk • 0207 111 1643

Meeting expectations

Why do so many office moves fail to achieve the desired results and what can you do to make sure yours is a success? Chris Gore, co-founder of SPOR Group, tells James Goulding it's all about the process



Chris Gore

You're in a boardroom squinting at a screen at the far end of a long table unable to see what's being discussed; you've joined a meeting remotely, from home, but can't hear what the CEO is saying; you have an important meeting with a potential client but the meeting room camera is broken; you need to finish your report but there's nowhere quiet to work.

If these scenarios sound familiar, it is because they are all too common – so much so that Chris Gore, co-founder of specialist AV integration business SPOR Group, has written a book on the subject called *Work Isn't Working*.

His thesis, spelled out in the first half of the 118-page book, is that major investments in meeting room technology and digital workplace solutions often fail to deliver the desired results because the providers and integrators of those solutions are not consulted early enough in the process, i.e. at the design stage, and are then not retained to monitor and manage the solutions once they have been deployed.

Because AV experts are often brought in once the office floorplan

has been defined, walls erected, lighting and cabling installed, furniture brought in, it can be too late to make the changes needed to get the best out of new meeting room technology, resulting in compromise and a sub-par user experience.

In many instances, the outcome is not a collaborative, productive working environment, but unhappy employees, lost business and over-burdened IT departments.

DITAM framework

In the second half of *Work Isn't Working*, Gore explains how businesses can avoid these mistakes by adopting a DITAM framework. Standing for Design, Integrate, Train, Asset Manage and Monitor, this gives CIOs, IT directors, facilities managers and business leaders a practical model for improving technology adoption, strengthening accountability and ensuring workplace systems continue to deliver value long after installation.

Chris Gore, who co-founded SPOR Group with business partner Christopher Spence in 2019, says DITAM has evolved over five or six

years based on mistakes made and lessons learned when the two started out.

"I have a military background, so my mind is very process-driven. I like everything to happen in order, and if something happens and there isn't a process that sits underneath it, we create one because my goal is to achieve success by following a repeatable model," he explains.

"We started out installing screens and early on recognised where we had challenges and what we needed to do to overcome them – 'We didn't design this properly, so before we integrate, we need to get the design right, so the integration becomes much easier'. That's the 'D'. Then, we found that clients sometimes complained that service response times were quite slow. 'Is there a pattern to the callouts? Well, yes, the pattern is users haven't been trained properly'. That's the 'T'. We need to train the users, and train for the lowest common denominator, an office manager who doesn't know technology. That's how DITAM evolved."

Evolving capabilities

For this reason, DITAM also reflects how SPOR Group itself has changed and expanded its proposition and capabilities since 2019.

"In our space, there's really five big AV companies and they all tender for £3 million, £4 million, £5 million projects. We saw a gap in the market, where companies with a budget of £250,000 weren't necessarily being looked at because the large AV companies were too busy doing £4 million projects. Down at that £250,000 level, companies were having to bring their requirements in-house, creating another job for their IT team. We created SPOR Group to target that market," says Gore.

"Our basic premise in 2019 was standard meeting rooms, doing projects of up to about £250,000 and rolling out standard meeting

rooms with the same technology. That was our business plan. Since then, we've grown and become well respected for doing the full design and build of AV projects. We still do standard meeting rooms with video conferencing capabilities, but we also do boardrooms, we do large LED rollouts, we do experiential projects, we do auditoriums and town hall spaces. Whatever we do, the key is getting early engagement with clients and architects, doing the AV design alongside those people and doing the integration as the project progresses."

Service contracts

Today, SPOR Group employs 30 people and has over 200 clients. Crucially, it also manages more than 1,500 meeting rooms across the world – the A (asset management) and M (monitoring) of DITAM.

"In the early days, when we were just installing standard meeting rooms, we'd basically say to a client 'If there's any problem in your room, give us a call and we'll come and fix it'. That was the service contract. We've now progressed and matured as a company and offer remote monitoring and management. We can onboard client's devices onto our proprietary platform (SPORTrack) and see the status of each one, enabling us to proactively monitor those devices and make an intervention whenever (and wherever) an issue is detected."

Not all customers want proactive monitoring – some are nervous about third parties monitoring their devices – so SPOR also offers reactive service contracts with defined SLAs, putting the onus on the customer to call a helpdesk when they have a problem. Gore estimates that 99% of customers choose a service contract, with a 50:50 split between the two options.

Hybrid working

He adds that a service contract, in fact the whole DITAM model, has become more important with hybrid working, the success of which depends on seamless, easy, reliable collaboration.

"A lot of leaders are trying to work out the optimum working

model for their business, whether that's fully remote, a hybrid model or having everyone back in the office full-time. Whatever choice they make, they need to get the technology right. If you have a hybrid policy and you're asking your staff to commute and spend £50 on the train, when it's really hot and there's no air conditioning on the tube, they're already stressed when they arrive at work. If they then walk into their first meeting at two minutes to nine, press start on the camera and the camera doesn't work, completely messing up their client meeting, pitch or interview, your hybrid policy will have failed. Your employee will walk out of that meeting thinking 'I've just spent two hours on a train. I'm hot, I'm bothered and I've spent £50 of my own money when I could have started my meeting at home and it would have worked'. Proactive monitoring and maintenance is vital for hybrid working because it ensures the meeting room technology will work when your people come into the office."

Monitoring meeting room usage will also help organisations gauge the success of a hybrid working policy and identify areas where things aren't working as well as they should. If Fred books the 12-person boardroom at 2 o'clock every Wednesday because he needs peace and quiet, you need to be able to measure that.

Gore estimates that 70% of SPOR's business is generated by office moves.

"We work alongside our clients and design their office move technology stack. We provide all the equipment, we install it, and we onboard it onto our SPORTrack asset management and remote monitoring system. The other 30% is made up of retrofit installations when clients will essentially say 'This stuff's five years old. It's starting to get a little bit glitchy. Can we consult with you on a proposed

solution?'. We retrofit everything for them, decommission everything, recommission everything and get rooms back up and running with brand new kit."

Gary in a van

Quite often, clients will come to SPOR after a bad experience with a less capable provider.

"With smaller projects, businesses can end up hiring a freelancer, a 'Gary in a van', who doesn't have a project management overlay, doesn't have an engineering stack to be able to put the engineering designs together. They're essentially a freelancer who might buy a few screens and install them. The trouble is, once Gary's installed those screens he's gone, and when the display breaks he's nowhere to be seen. He's on to the next job. If you've ever tried to get back in touch with a freelance plumber, you'll know the scenario."

Gore admits that in its earliest days, SPOR too was a 'Gary and a van' operation, before its prospects were transformed by DITAM.

"Once we started deploying the DITAM model and we articulated that to our salespeople and we integrated it within the business, we were much more successful. Our message is: we will design, we will integrate, we will train. We're now very well established as a design and build company for AV."

A design and build company with big ambitions.

"One of the things we're looking to do is acquire other companies that fit the individual letters in that DITAM model. I'm just about to sign off on our first acquisition that fits within the 'D'. Then we might look to acquire companies covering the 'I', like HVAC, CCTV, access control, so that we can become a workplace group as opposed to just an AV company," explains Gore.

Watch this space.

www.wearespor.com



Work Isn't Working is available now in Kindle and paperback editions through The Endless Bookcase (<https://theendlessbookcase.com/books/work-isnt-working/>) and Amazon (<https://www.amazon.co.uk/dp/B0H2BRDVXC>).

Make it certain: why 50 years of engineering heritage is powering Acer's Fleet Reliability Guarantee

ACER FOR BUSINESS: PARTNER FEATURE

As UK IT directors and procurement leaders navigate fleet refresh cycles in a noisy AI PC market, Acer for Business marks 50 years of computing innovation by replacing spec-sheet hype with direct financial accountability. *Business Info* examines the TravelMate AI PC portfolio, the strategy behind the Acertainty initiative, and what five decades of hardware engineering bring to modern enterprise total cost of ownership.

Every hardware vendor promises rock-solid reliability. Acer is backing that claim with half a century of engineering pedigree and a direct financial guarantee. Celebrating its 50th anniversary in

2026, Acer has spent five decades evolving from a pioneering electronics developer into a global technology powerhouse.

Under the banner of Acertainty: "Make It Certain," Acer for Business is channeling that 50-year legacy into its TravelMate AI PC ecosystem – positioning it as the pragmatic, risk-free choice for enterprise decision-makers who value long-term stability and predictable total cost of ownership (TCO) over fleeting industry buzzwords.

The business computing market is saturated with talk of dedicated NPUs, Copilot buttons, and next-generation productivity. For IT and finance leads, however, fleet investment criteria remain grounded in operational realities: hardware resilience refined over



"We're not asking businesses to take our reliability claims on faith. When you have spent 50 years engineering technology for global enterprise, confidence is built into the hardware. If a TravelMate develops a hardware fault in its first year, we refund the full purchase price. That's a promise, not a marketing line."

Craig Booth, General Manager, Acer UK

decades, low-touch management, unified security protocols, and vendor accountability after rollout.

The Fleet Built for Business

The core TravelMate AI PC range is engineered around Intel Core Ultra processors and Intel vPro, certified as Copilot+ PCs to provide a standardised, manageable architecture across diverse enterprise roles:

- **TravelMate P6 14 AI:** The premium enterprise flagship, engineered for executives and hybrid professionals requiring elite mobility and performance.
- **TravelMate X4 14 AI:** Purpose-built for demanding, high-

throughput hybrid AI workloads.

- **TravelMate P2 14 & P2 16:** Balanced, high-durability workhorses for broad, everyday workforce deployments.
- **TravelMate P4 Spin 14:** A versatile 2-in-1 convertible designed for agile teams moving seamlessly between desk, boardroom, and field environments.

By maintaining a unified management and deployment philosophy across the entire portfolio, IT departments can standardise provisioning, patch cycles, and security policies under a single estate.



The Three Pillars of Enterprise Certainty

Acer structures the TravelMate enterprise proposition around three distinct operational pillars:

■ The Certainty of Performance:

Powered by Intel Core Ultra and Intel vPro architectures, cutting processor power draw by up to 40% during continuous video conferencing compared to previous-generation silicon – extending real-world battery life through demanding multi-app workdays.

■ The Certainty of Productivity:

Integrated Microsoft Copilot capabilities embedded directly into daily business workflows – spanning complex data analysis, automated reporting, and creative drafting – eliminating fragmented third-party toolchains.

■ The Certainty of Security:

Hardware-level protection via Intel vPro working in tandem with Windows 11 Pro to deliver out-of-the-box multi-layer defense, hardware-shielded identity protection, and remote out-of-band management.

The Acer Reliability Promise: Underwriting Enterprise Risk

The clearest expression of Acer's 50-year confidence in its manufacturing standards is the Acer Reliability Promise.

When organisations invest

in qualifying Acer professional hardware – including TravelMate Windows Pro notebooks, ChromeOS Enterprise devices, commercial displays, and projectors – and register within 30 days of purchase, they receive an unprecedented warranty commitment:

■ 100% Cash-Back Guarantee:

If a registered device develops a hardware fault repaired under warranty within its first 12 months, Acer refunds 100% of the full purchase price directly via bank transfer.

■ Enterprise Scalability:

The programme covers qualifying purchases made through 31 January 2027, allowing businesses to submit claims for up to 20 individual qualifying units.

This financial guarantee effectively insulates IT budgets against downtime costs, converting traditional manufacturer warranty fine print into tangible fiscal assurance.

Real-World Deployment: Proven Across Global Sectors

The TravelMate business proposition is proven across varied, mission-critical operational environments:

- **Advanced Manufacturing & Media:** Global vinyl-pressing specialist elasticStage drives



its end-to-end automated production lines and collaboration workflows using TravelMate P6 14 AI systems.

■ High-End Design & Production:

Italian fashion house Cieffe Milano bridges artisanal manufacturing with AI-assisted design pipelines via TravelMate hardware.

■ Enterprise Financial Services:

FinTech provider M. Lhuillier relies on TravelMate fleets to manage secure, continuous financial services for millions of clients.

■ Clinical Healthcare

& Diagnostics: National Taiwan University Hospital pairs TravelMate deployments with its AI diagnostic tool, VeriSee DR, ensuring precision eye screening.



Mixed-Fleet Versatility: ChromeOS Enterprise

For organisations seeking zero-touch provisioning and cloud-first endpoints, Acer's Chromebook Plus family delivers an identical standard of commercial resilience. With Chrome Enterprise management, built-in sandboxing, verified boot protection, and up to 10 years of automatic OS updates, IT teams can reduce deployment overheads while ensuring robust compliance.

Evaluate the Acertainty fleet portfolio and register for corporate trial units: Visit uk-offers.acer.com/acertainty

At A Glance: The Enterprise Value Proposition

Strategic Focus	Enterprise Delivery Specification
50 Years of Innovation	Five decades of hardware manufacturing, global supply chain, and enterprise engineering
Reliability Promise	100% purchase price refund for warranty-repaired hardware faults in Year 1
Silicon Architecture	Intel Core Ultra with Intel vPro (up to 40% reduced power consumption on video calls)
AI Productivity	Microsoft Copilot+ certified workflow integration for rapid analysis and automation
Fleet Security	Integrated Intel vPro + Windows 11 Pro multi-layer hardware & remote management
Client Portfolio	TravelMate P6 14 AI, X4 14 AI, P2 14/16, and P4 Spin 14 convertible
Cloud Endpoint Option	Chromebook Plus with Chrome Enterprise & up to 10-year automated update lifecycle

ScanSnap iX2500 – scanner for the modern home office



By Jeff Root

Every so often, a piece of tech lands on your desk that quietly transforms a tedious job into something almost effortless. The ScanSnap iX2500 is exactly that kind of device. Whether you're digitising years of family history or ploughing through accounts paperwork, this scanner feels purpose built for real world workloads – fast, reliable, and refreshingly simple to use.

Setup that takes minutes

The first thing that stands out is how quickly you can get the iX2500 up and running. There is a nice, simple, guided setup process. Connect via Wi Fi or USB 3.2 Gen 1, follow the on screen prompts, and you're scanning within minutes. Even better, the 5 inch colour touchscreen means you don't need a PC to get started – just tap, scan, and send.

For anyone dealing with mixed paperwork – old letters, receipts, certificates, invoices – the simplicity is a breath of fresh air.

Ultra fast performance that doesn't flinch

Speed is where the iX2500 really flexes. With the ability to scan up to 45 pages per minute or 90 images per minute in duplex mode, it's built for high volume workflows. I've been feeding it everything from fragile family documents to chunky accounts printouts, and it hasn't missed a beat.

The 100 sheet Automatic Document Feeder is a genuine time saver. Load it, press scan, walk away. It handles mixed sizes, weights, and textures without constant babysitting.



Image quality that holds up to scrutiny

Despite the speed, the scanner doesn't compromise on clarity. With 600 dpi optical resolution, text is crisp, photos retain detail, and even faded documents come through with surprising accuracy. For archiving old family paperwork, this level of fidelity matters.

Intelligent processing, including auto rotation, multi feed detection and jam reduction, keeps the workflow smooth and consistent. You spend less time correcting scans and more time actually getting things done.

Built for heavy use, designed for real desks

The iX2500 is compact at 292 x 161 x 152 mm and just 3.3 kg, making it ideal for home offices where space is at a premium. Despite its small footprint, it's engineered for serious throughput with a daily duty cycle of up to 4,000 sheets. This isn't a home toy – it's a proper workhorse.

A nice touch: the chassis incorporates reused plastic, giving it a sustainability edge without compromising durability.

Versatility that goes beyond standard sheets

One of the scanner's strengths is its flexibility. It handles:

- Business cards
- Receipts
- Folded A3
- Long documents up to 3,000mm
- Mixed stacks without manual sorting

For anyone digitising archives or dealing with unpredictable paperwork, this versatility is invaluable.

Final verdict

The ScanSnap iX2500 is one of those rare devices that blends speed, intelligence, and ease of use into a package that genuinely improves your workflow. For tech savvy users who value performance and reliability, it's a standout choice.

Whether you're tackling a mountain of old family documents, digitising business records, or building a paperless workflow, the iX2500 delivers professional grade results without the complexity. Fast, compact, durable, and thoughtfully designed – it's a scanner that earns its place on your desk.

<https://www.scansnapit.com/en-gb/>

The leading publisher
in the Office & IT
marketplace

KingswoodMedia



KingswoodTechEvents

Royal Lancaster · December 8
PRINT IT 2026
AWARDS



www.binfo.co.uk

SNOM

Point and scan

PFU EMEA introduces scanner-free scanning as its ScanSnap brand turns 25

Coinciding with the 25-year anniversary of ScanSnap scanners, PFU EMEA (Limited) is extending the brand's reach with the launch of a free ScanSnap Camera feature.

Available through the free-to-download ScanSnap Home app, ScanSnap Camera enables users to capture documents, receipts, business cards and photos using their smartphone and transform them into clean, searchable and organised digital files in seconds.

Built on the same image-processing technology that

underpins ScanSnap scanners, ScanSnap Camera delivers the high-quality results that millions of users worldwide rely on. Automatic capture functionality ensures documents are scanned without the need to press a button, while advanced corrections deliver aligned, professional-quality results.

Following a simple registration process, users can download the ScanSnap Home mobile app for free and immediately begin digitising everyday paper, anywhere and at any time.

Once captured, documents are automatically converted into searchable PDFs, making them easy to find, edit, manage and share.

Users can reorder, rotate or refine their scans before saving, ensuring every file is ready for use. Scanned documents can be saved to the phone or to a cloud service.

Scanner-free scanning

Since the launch of the first ScanSnap model in 2001, the brand has been built around a simple promise: you don't need to understand IT to benefit from digitisation. With one press of the iconic blue button, ScanSnap scanners have enabled paper information to be converted into organised digital files that are easy to find, manage and share.

Now, with ScanSnap Camera you don't even need a scanner to scan.

PFU (EMEA) Limited's GM Sales, Brian Fortune, said: "By making high-quality document capture freely available on a smartphone, we're helping more people experience the value of digitisation, increasing the accessibility of scanning. Our reseller partners are then perfectly positioned to introduce the wider ScanSnap portfolio for when users need greater speed, volume, reliability or functionality. It's about creating more conversations, reaching more customers and growing the market together."

A choice of models

Today's ScanSnap range offers a choice of models for different working styles and document capture needs, from the ultra-portable iX100 for scanning on the move; to the compact iX1300, offering fast, space-saving

productivity; to the iX2400 and iX2500 combining powerful desktop performance with minimal setup; to the SV600 for scanning bound materials, books and delicate items.

Across the entire range, the plug-and-play experience remains at the heart of ScanSnap: open the box, connect and start scanning instantly.

Anniversary celebrations

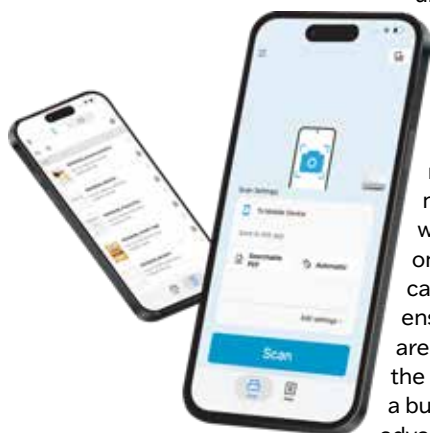
In the coming months, PFU will mark ScanSnap's 25th anniversary with a series of activities and initiatives that celebrate the brand's history and highlight the continuing role of simple digitisation in personal productivity, home administration and small business workflows.

"ScanSnap has always been about removing complexity and making it easy for anyone to digitise their world," said Yasunari Shimizu, President and CEO of PFU Limited.

"For 25 years, we have continued to evolve the ScanSnap experience while remaining true to the principles on which the brand was built. With ScanSnap Camera, we are extending that simplicity even further, bringing the trusted ScanSnap experience into every user's pocket and enabling more people to experience its value completely free."

The ScanSnap Home mobile app is available as a free download from the App Store or Google Play (registration required). ScanSnap Camera is only available in regions where ScanSnap Cloud is supported.

<https://www.scansnapit.com/>



Smart personalisation

Earlier this year, PFU added a new ScanSnap Go feature to the flagship ScanSnap iX2500 that makes using the scanners in shared offices, hot-desking environments, branch offices, trade shows, even the home, easier than ever. Available via the ScanSnap Home for Mobile app, the feature lets you personalise any iX2500 with your own customised scan profile settings. Just hold your smartphone close to the scanner, tap and your preferred settings (including scan to destinations) will appear on the scanner's touchscreen. Once disconnected, the information will be cleared.



Comfort at your fingertips

Logitech is addressing the diverse needs of today's workers with the launch of a keyboard and mouse for people who spend long hours in front of a computer and a foldable mouse and wireless presenter for those with more mobile workstyles

Cushioned comfort

Logitech has extended its Signature Series of everyday tools with the Signature Comfort Plus lineup for people who want a more comfortable working experience.

This includes the Signature Comfort Plus M850 L mouse, Logitech's first mouse with a cushioned palm support that also features a sculpted right-hand shape and rubber side grips (also available without a palm cushion); and the MK880 keyboard featuring deep cushioned keys, a dual-foam palm rest and curved typing angles designed to make long desk days feel more comfortable.



As a combo, the mouse and keyboard support more comfortable hand positioning, silent mouse clicks, a quiet typing profile for shared and hybrid spaces, easy switching between up to three devices (e.g. a work computer, home laptop and tablet), multi-OS compatibility and customisable shortcuts, meeting controls and AI access.

The business version, Signature Comfort Plus for Business, adds secure connectivity via a Logi Bolt USB-C receiver and simplified fleet management through Logitech Sync.

Foldable mouse

For hybrid and mobile workers, Logitech has launched its first ultra-portable, foldable mouse, offering a comfortable, productive alternative to a laptop trackpad when working away from the office. The Mobi Fold is also the



first Logitech input device to be Fast Pair Certified, giving Google users an instant connection to compatible devices.

Commenting on the appeal of this pocket-sized device, Joseph Mingori, VP and General Manager at Logitech, said: "For a long time, people have left their mice behind simply because they were a hassle to carry around, not because they didn't want to use one. With Mobi Fold, we have engineered a frictionless transition between the dedicated desk and working on the move. By delivering a comfortable, productive experience that collapses to nearly half its size – and reduces muscle strain by 22% compared to a laptop trackpad – we ensure a professional setup is a constant, not a compromise."

With a unique folding mechanism tested to withstand 15 years of daily use, this pocket-sized companion automatically powers on when opened and turns off when folded to preserve battery life.

Hyper-fast Adaptive Touch Scrolling provides accuracy whether navigating massive spreadsheets with line-by-line precision or gliding through long documents. Two customisable buttons on the touch panel can be personalised via the Logi Options+ App to trigger



shortcuts like switching applications or taking screenshots.

Mobi Fold connects to up to three devices via Bluetooth (or the included Logi Bolt receiver with Mobi Fold for Business), enabling seamless switching across Windows, macOS, ChromeOS, Android, iPadOS and Linux.

Mobile presenter

Logitech's other new solution, the Spotlight 2 Advanced Presenter, introduces a variety of new features to help presenters feel more prepared and keep audiences engaged.

These include a first-of-its-kind guided breathing exercise that provides soft haptic pulses to help nervous presenters regulate breathing before and during presentations; subtle haptic feedback when highlighting slide details or when following the guided breathing exercise; advanced digital highlighting effects like Spotlight, Magnify, Squarelight and Annotate, in addition to a Digital Pointer and Class 1 laser; and the ability, via the Logi Options+ App, to configure the Action Button to trigger shortcuts like start, blank screen or mute.

The Logitech Spotlight 2 works seamlessly across PowerPoint, Google Slides, Keynote on macOS and Windows and has a wireless range of up to 30m (100 feet) enabling presenters to move around when presenting.

www.logitech.com



A new beginning?

NVIDIA and Microsoft reinvent Windows PCs for the era of personal AI

At the end of May, NVIDIA heralded 'a new beginning for personal computers' with the launch of the RTX Spark superchip.

Featuring 1 petaflop of AI performance, industry-leading power efficiency, full-stack NVIDIA AI and graphics technology and up to 128GB of unified memory, NVIDIA's entry into the desktop PC chip market is designed to power a new class of Windows PC for the era of personal AI agents.

It is hoped that RTX Spark, by meeting the processing and security demands of on-device agents, will help to accelerate the adoption of personal AI agents which to date has been limited by an inability to run agents securely and privately on users' primary PCs.

Jensen Huang, founder and CEO of NVIDIA, said: "The PC is being reinvented. For 40 years, you launch apps, click, type. With RTX Spark and Microsoft



Windows, you ask and the PC does the work. RTX Spark brings everything NVIDIA has built – CUDA, RTX, our AI platform – into a single superchip powering local agents, frontier models, creative workflows, RTX games, all on a laptop. This is the new PC. The personal AI computer."

Secure native Windows experience

RTX Spark is designed for creators, AI developers/engineers and gamers who might want a portable laptop or compact desktop with the power and performance to render

ultra-large 90GB+ 3D scenes, edit 12K 4:2:2 video, play AAA games at 1440p and over 100 frames per second and run 120-billion-parameter LLMs with up to 1 million tokens context.

On top of this, NVIDIA and Microsoft have worked together to create a secure, native Windows experience that will enable users to get more from their Windows tools and platform by running AI agents locally on their laptop or PC.

This includes a security and privacy layer featuring new Windows security and containment primitives, to authenticate users,

Inside track

Rhiain Cliffe, End User Device Specialist at Phoenix Software, considers the likely impact of RTX Spark on the wider PC market



Rhiain Cliffe

① What is the potential impact of this announcement on the PC market?

This development could reshape the PC market over the next 2–5 years by shifting focus towards

AI-first devices, where performance is judged on on-device intelligence rather than just traditional specs like CPU and RAM. We will see this new processor being used in Windows PCs from big brands such as Microsoft Surface, Dell, Lenovo, HP and more. This will result in Nvidia's entry intensifying competition across chipmakers and

integrated ecosystems (such as Intel, AMD, Qualcomm, Apple), driving faster innovation in AI performance, battery efficiency and security. At the same time, it signals a move towards tighter hardware/software integration and potential ecosystem lock-in, similar to Apple's approach. In the near term, this will likely lead to premium, high-cost devices aimed at power users and developers, widening the gap between standard PCs and more advanced AI workstations.

② Jensen Huang claims this is a 'reinvention of the computer' moment similar to how the smartphone reinvented the phone. Would you agree?

This isn't a true 'smartphone moment' yet, but it has the potential to become

one if the software ecosystem matures. The shift toward proactive, on-device AI assistants is real, offering faster, more private experiences and echoing the early days of smartphones, where hardware led ahead of clearly defined use cases. However, key barriers remain: where smartphones had an app/social/media explosion, there's no killer app/must-have daily use case driving daily reliance. Also, costs are still high and user behaviour hasn't fundamentally changed. Overall, it could feel more like the early iPhone era – promising directionally, but dependent on meaningful AI use cases emerging before it reaches mass impact.

③ Will this accelerate PC sales that have been relatively stagnant for years?

This is a good opportunity for hardware sales, but it's more likely to grow steadily over time rather than lead to a sudden spike in demand. The biggest opportunity is with businesses,

encrypt data or protect endpoints, and NVIDIA OpenShell runtime, enabling users to define what agents can and cannot do, intelligently route queries to local models based on privacy policies and disguise personal information in queries sent to cloud models.

This layer is being adopted by leading agent developers such as Hermes Agent and OpenClaw in new Windows apps designed to enable users to access on-device agents that can execute tasks in Windows applications, reason through cross-app workflows, generate images and video, code plug-ins and apps, and semantically search local files.

NVIDIA and Microsoft aim to extend their collaboration to include new RTX Spark-powered Windows agent experiences accessible from the Windows taskbar user interface.

“Our goal is to deliver unmetered intelligence to every home and every desk with Windows,” said Satya Nadella, chairman and CEO of Microsoft. “RTX Spark marks a real breakthrough towards that vision.”

Major hardware vendors like ASUS, Dell, HP, Lenovo, Microsoft Surface, MSI, Acer and GIGABYTE are supporting RTX Spark with the development of slim, lightweight, 14-16in RTX Spark laptops (with all-day battery life) as well as compact RTX Spark desktops due to be launched this autumn.

especially those using AI tools like Copilot or working in areas like data and development, where more advanced devices can offer better performance and higher value. These devices also support key priorities for customers, such as stronger security, keeping data on the device rather than in the cloud and reducing energy use. While this helps position devices as ‘AI-ready’ and future-proof, sales are likely to increase gradually, starting with early adopters over the next 12–18 months, then building into wider upgrades over the following 2–3 years and eventually becoming a standard feature in most PCs, much like SSD storage and built-in security are today.

In summary, I would say that while the NVIDIA RTX Spark announcement marks the shift towards AI-first PCs – a genuine but early-stage change – it won’t drive immediate sales spikes. But it does create a longer-term opportunity for higher-value, AI-led refresh cycles and premium device experiences.

www.phoenixs.co.uk

Smarter logistics

Acer EMEA moves to AI-powered platform to track road, air and sea shipments in real-time and monitor CO2 emissions across its logistics network

Acer EMEA is accelerating the digital transformation of its global supply chain by moving to an AI-powered logistics solution that facilitates the shift from firefighting to a proactive model supported by increasingly automated decision-making.

Developed by Wakeo, the platform will enable Acer to monitor international shipments by sea, air, road and rail, end-to-end, and integrate data from carriers, corporate ERP systems, logistics platforms and independent satellite sources into a single, centralised and reliable source of information for the entire supply chain.

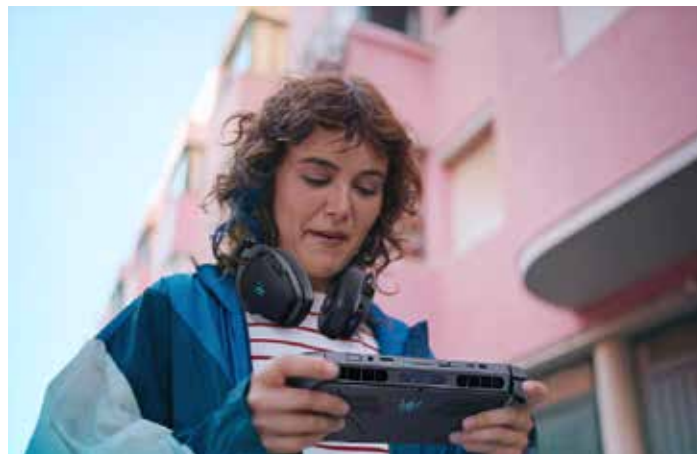
As well as identifying weaknesses in the logistics network and anticipating delays and disruptions, the system supports sustainability and environmental optimisation of the supply chain by monitoring the CO2 emissions of each shipment.

Acer EMEA Supply Chain Senior Director Riccardo Bernasconi said: “The new predictive system enables the team to access more accurate information and take faster decisions. In an increasingly volatile environment, having access to reliable, up-to-date shipment data means improving the supply chain’s responsiveness and ensuring greater service continuity for customers and end consumers. The value of this project lies not only in operational visibility but also in the opportunity to evolve towards a smarter decision-making model capable of supporting the business even in the most complex situations.”

The new system has already enabled Acer to achieve greater accuracy in Estimated Times of Arrival (ETAs) ten days prior to arrival on routes between East Asia and Western Europe, reduce delays and achieve cost savings and a reduction in safety stock.

The transition from a traditional tracking system to a predictive, AI-powered logistics model allows supply chain teams to focus exclusively on critical shipments, adopting a ‘by exception’ management approach that accelerates decision-making and significantly reduces manual tasks related to updating and correcting operational data, including optimising inventory levels and tracking shipments down to the SKU level.

www.acer.com <https://wakeo.co>



AI-powered logistics enables Acer to track shipments of its Predator Atlas 8 gaming device across land, sea and air

From better troubleshooting to no troubleshooting

ControlUp has made a name for itself in DEX but now has much greater ambitions, reports James Goulding



Jed Ayres

In March, digital employee experience (DEX) company ControlUp joined an exclusive group of software companies by reaching \$100 million in annual recurring revenue (ARR), driven by the successful expansion of its product offering and the launch of its ControlUp One enterprise subscription.

CEO Jed Ayres is now aiming to grow ARR to \$200m within three years, compared to the 11 years it took the company to reach \$100m.

Propelling this growth will be ControlUp's move from a focus on virtual desktop infrastructure (VDI) and DEX to autonomous endpoint management (AEM) powered by AI.

Ayres expects 2026 to be a pivotal year for the company as it introduces more AI into its platform and more customers use automated actions to remediate problems. ControlUp currently runs 50 million automated actions every week – a 319% increase since the beginning of the year – and Ayres is confident this will rise to 100 million in the next 12 months.

This would be a step change for ControlUp which started out in 2014 with the release of a software download giving real-time monitoring and visibility of VDI estates and over the next decade grew into a company with about \$60 million ARR derived almost entirely from that one SKU.

In 2020, ControlUp extended its monitoring to physical endpoints, followed in 2025 by user monitoring for SaaS and web applications, giving IT teams the information needed to optimise the digital experience of employees. In 2024, it introduced a cybersecurity and compliance solution, ControlUp for Compliance (originally called Secure DX), for detecting and remediating endpoint vulnerabilities and weak security configurations.

“When I got here two and a half years ago, 85% of our revenue was paid to one product. It's now down to 65% for VDI. The desktop business is 29% and growing in high double-digits. Our security offering, also from a dead start about a year and a half ago, is also growing in triple digits,” explained Ayres.

Enterprise platform

Another major development over the last two years has been the company's evolution into an enterprise platform with the launch in January 2025 of ControlUp One, which gives enterprise customers access to its diversified portfolio through a unified platform and single subscription.

Designed for organisations with at least 5,000 seats, these \$250,000 to \$300,000 contracts now make up around 21% of ControlUp's business. Almost all the 100-plus ControlUp One contracts sold to date have a technical resource manager attached who can help customers take full advantage of the platform including its developing agentic

AI capabilities. This has allowed ControlUp to build a \$3 million services business that is growing at 100% year-on-year.

“The platform has been a unique path to success for us. I would say it's been critical in these large enterprises that we just take that whole set of IP and make it really easy to consume on a three-year single SKU model that's very aggressively priced. And they're choosing that to cover their whole estate,” explained Ayres.

AI acquisition

In January, ControlUp took a big step forward in its AEM strategy with the acquisition of Unipath, an AI-powered security automation and SOAR platform, with the intention of using its agentic AI framework for end user compute.

The addition of Unipath moves ControlUp beyond rules-based and script-based automation, which is how support teams have fixed issues and vulnerabilities in the past, to a self-learning remediation model that has the potential to autonomously diagnose and remediate issues without IT teams having to design, script or maintain automation workflows.

At ControlUp's Beyond Experience conference at Wembley Stadium earlier this year Ayres described this capability as ‘foundational to where we're taking the business’.

“In the traditional IT model, you have an endpoint that emits a signal, you have a dashboard and you have humans involved from thereon in. They investigate, they decide what to do, they remediate, and the end user has to confirm that it's working. This is the way we've been doing it for the last 40 years, creating a lock-in between more tools, more tickets, more troubleshooting. Where we're going is an opportunity to break the

chains of this model entirely with one that is able to observe, to act autonomously, to verify and to learn and build on itself,” he said.

“I think every manual fix today is going to be something that we can automate out. This is going to free up IT from doing the same repetitive fixes over and over again. In three years, I would suggest, doing it the way we’re doing it today will be a way to lose your job. The goal is not better troubleshooting, it’s no troubleshooting.”

In this respect, AEM turbocharges the benefits that ControlUp already offers through what it calls ‘the three Cs’:

- Collect – gathering data every three seconds on up to 10,000 metrics;
- Connect – joining the dots by bringing that data together in dashboards and integrating it into other systems; and
- Correct – remediating issues and vulnerabilities.

Collectively, these deliver real-time visibility into VDI, SaaS applications and desktop environments and the automatic remediation of problems, resulting in reduced downtime, fewer tools, fewer agents, fewer support desk tickets and less escalation, all of which carry a cost, while also enabling more informed decision-making relating to software asset management, software reclamation and device life cycle management.

“We have a lot of data. We have 10,000 metrics that we’re collecting every three seconds, and in many cases, we’re holding that data set for a whole year. Where we’re seeing most value is when we intersect that data with new AI models that enable us to see patterns that cause anomalies and trouble tickets and productivity loss for the end user and IT teams. Using these models, one, to identify the pattern and the anomaly and, two, to identify very quickly how to automate that so that when it does appear it’s eradicated using a known script or automation is where we’re expending all our energy right now,” explained Ayres.

Disrupting endpoint management

He adds that this capability and the launch of new features like

live remote management, which enables someone on a support desk to log on to a device in real time to remediate and resolve issues, will pit ControlUp against established endpoint management companies.

“People may not be cognizant of how disruptive this could be to some of the legacy endpoint management tools and techniques. In the next 12 to 24 months, this is going to take on a life of its own as people see those durable, repeatable use cases and start to recognise the ROI. It’s going to be profound.”

Existing endpoint management leaders are also enhancing automation with agentic AI, but in Ayres’ opinion ControlUp has the edge thanks to its speed advantage and rich data set.

“You see legacy endpoint management tools quickly trying to add AI, but they don’t have as rich a data set as we do. Because of VDI being so wobbly, we set up this three-second clock speed, making us 20 times faster than other VDI players. Our stack of data goes quite a bit higher, wider and faster than others.”

Those others include a wide spectrum of companies, from vibe-coded start-ups to billion-dollar legacy endpoint management companies. ControlUp is positioned between the two and hoping to bring the best of both to the table thanks to a sizeable base of enterprise customers that have generated a lot of data for its AI model to work with and an agile development culture.

“The question for the large legacy endpoint management companies that have way more customers than we do is can they pivot quickly enough to this new era? I’ll put my money on ControlUp right now. The speed at which we’re responding to requests from customers, the speed at which we’re innovating is unlike any company I’ve ever sat in. About 70% of our code today is being written by AI. We’ve just brought a product to market called DaaS IQ that will compete against Hydra and Nerdio in the AVD (Azure Virtual Desktop) optimisation space, and we did that with a very small team in exactly six months. That’s going to be more common. We should be at 90% of our code being written by AI by the end of the year.”

He adds that half of ControlUp’s 400 employees are inside the company’s product development group and that that engine is ‘running really hot’.

“We’re building smaller teams that are activating much faster, and we have customers that ask for something on a Friday and by Monday it’s in the product. That’s the type of innovation speed that you can expect to see from us going forward.”

Notable launches include ControlUp AI Assistant, an LLM chatbot for the data within ControlUp that can also connect to AI MCP servers and interrogate other systems. The first feature powered by ControlUp’s Pulse AI agentic intelligence layer, it allows IT teams to ask AI, in plain English, for information on what is happening within the IT estate including advice on how to fix things. AI is also powering a new self-service feature, ControlUp Connect, that for the first time links an employee to ControlUp so that they can fix certain issues themselves.

AI use cases

Ayres’ priority now is to generate durable use cases that show how AI is helping customers to speed up remediation and save money.

“That’s our focus right now, to walk into every organisation with these agents laid down collecting data and showing a path to fewer tools, fewer tickets, fewer humans doing the mundane work. Even today, if you reverse engineer thousands of trouble tickets, you see that for these guys it’s Groundhog Day; they solve the same problems over and over again. Over the last 30 or 40 years, the cost and complexity of managing Windows endpoints specifically hasn’t got that much better. We have more tools that are collecting more data, creating more noise – not always signals – and the ratios of people that are managing these end points hasn’t improved that much. This is the quandary for many of these enormous endpoint management companies and this is why we’re staking our claim that DEX is the keyhole into autonomous endpoint management. That is the category we want to lead,” he said.

SEiNG is believing

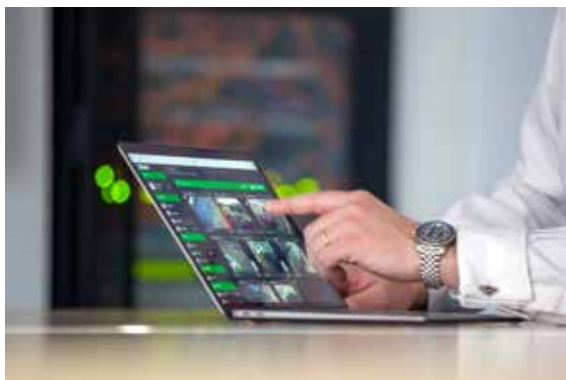
Premium food brand Charlie Bigham has beefed up security at its two UK sites by moving from a fragmented, legacy CCTV infrastructure to a cloud-first video surveillance-as-a-service platform

When Mike Calverley joined Waitrose-favourite Charlie Bigham as Head of IT in 2023, with a mandate to modernise systems and achieve Cyber Essentials Plus certification, a key area of concern was the company's ageing, unpatched CCTV system.

"Making Bigham's safe was a key priority – and that meant rethinking everything, including CCTV", he explains.

The company's existing decades-old, on-prem surveillance system covering two sites in London and Somerset presented a range of operational and security challenges:

- Outdated cameras and unmanaged switches created cyber and infrastructure risks, with unpatched components leaving the system vulnerable to attack;
- CCTV footage could be viewed by anyone within the business, highlighting a lack of governance and access control;
- The on-premises servers required ongoing maintenance, diverting IT resources from higher-value strategic projects;
- The system was difficult and costly to scale, with limited vendor support and no clear accountability; and
- Fragmented CCTV setups across the company's two sites in Wells and London made it difficult to gain consistent visibility or manage footage effectively.



To address these limitations in line with Bigham's cloud-first IT strategy, Calverley turned to SEiNG, a cloud-based video surveillance-as-a-service (VSaaS) platform designed to modernise legacy surveillance systems, improve security and simplify management.

The right fit

As a fully managed cloud CCTV platform, SEiNG is designed to solve many of the challenges presented by Charlie Bigham's legacy on-prem system.

It processes and analyses all footage in its UK cloud, which eliminates the need for on-site servers and network video recorders (NVRs) and the attendant risks of unpatched hardware; it provides enterprise-grade features like AI-analytics for any camera; all footage stays in the country, helping with GDPR compliance; automatic updates ensure the system continuously evolves to address emerging security risks while removing the burden of manual maintenance from Charlie Bigham's IT team; and proactive, ongoing monitoring and support provide greater operational resilience.

Of all these benefits, Calverley highlights enhanced access control as a major step forward: "For me, the big tick is the security side. SEiNG solves a problem that is a real threat to businesses in the 21st century – cybersecurity."

The platform integrates seamlessly with Microsoft 365 through Single Sign-On (SSO) and 2-factor authentication, simplifying access management while automatically revoking permissions when an employee leaves. This saves considerable IT time and helps ensure compliance with Cyber Essentials Plus.

Granular role-based access control makes sure that HR, Health & Safety and site managers only see CCTV footage relevant to

their roles, helping to improve governance, reduce risk and enhance GDPR compliance.

Simpler pricing

Another key benefit is SEiNG's pricing structure, a simple monthly payment with no unexpected maintenance fees.

"When you start talking about a CCTV project, the reaction can cause a nervousness around costs, whereas this cloud solution allows us to pay for support and the software on a monthly subscription model," explains Calverley.



SEiNG keeps deployment costs in check through a Red Hat-based architecture that enables patchable, software-driven installations without the need for additional on-site servers or complex infrastructure. Cameras connect via a Secured By Design-accredited cloud gateway, a small plug-and-play device that manages communication between on-site hardware and the cloud environment.

This has allowed Charlie Bigham to eliminate the costs of on-premises servers at its sites in Wells and Park Royal London and, because SEiNG is vendor-neutral and works with any ONVIF/RTSP camera, re-use existing cameras to save more money and reduce e-waste.

To this end, SEiNG's integration partner, AlertSystems, provided an audit of the company's cameras to ensure coverage was optimised. "It was all straightforward," explains Calverley. "AlertSystems mapped out where we had cameras and

checked them as we had some old ones we knew didn't work."

SEiNG's vendor-neutral approach allows Charlie Bigham to deploy the most appropriate camera for each environment rather than being restricted to proprietary hardware. For example, it has used ruggedised camera units in the effluent plant and other demanding environments and installed a mobile outdoor camera at the Wells site to live-stream work on a £3 million building extension so that teams in London can view progress in real time and stay connected to on-site developments.

Practical benefits

Calverley points out that swapping a legacy on-prem CCTV system for SEiNG's VSaaS has delivered measurable, practical benefits across Charlie Bigham's operations.

"It's solving real problems in our business and turning CCTV, which people sometimes think of as a burden that no one looks at, into something genuinely interesting and useful in ways that help manufacturing businesses," he says.

As an example, he cites the use of CCTV in Charlie Bigham's state-of-the-art manufacturing facility, where it provides an additional layer of oversight alongside other tools like metal detectors and weighing equipment. "Those cameras help us ensure procedures are being followed and they play an important role in adding to the quality of our food, even though we have other protection systems in place," explains Calverley.

As well as strengthening compliance with internal food safety standards, CCTV supports continuous improvement by



helping teams identify and maintain best practice across production processes, and, as the live-stream from the Wells building extension shows, it can even boost engagement across sites, helping teams feel more connected and involved in business developments.

"We set up a weatherproof camera outside, and I streamed live footage in real-time (via a secure, view-only weblink) to a screen in London. It brought people together as we'd joke about the builders having their cups of tea. We'd even see nature walking around the quarry."

Reviewing footage

Calverley adds that it is now so much quicker and easier for authorised staff to review footage.

While Charlie Bigham's previous CCTV system required personnel to continuously monitor and look through footage for investigations, SEiNG, through filters, notifications and trackable 'cases', improves access to footage, speeding up investigations, reducing the administrative burden across the business and freeing up key personnel to focus on higher-value tasks.

"Now when we need to look at footage, HR or the security guard handles it," explains Calverley. "Our Site Services Manager doesn't have to trawl through CCTV anymore".

Remote visibility

Importantly, SEiNG supports secure, authenticated remote monitoring of footage from any device via an internet browser, enabling critical processes to be monitored without interruption and allowing remote or hybrid working for roles that previously had to be onsite.

Calverley suggests this is especially useful for the team responsible for the effluent plant as it allows them to monitor wastewater before it goes back into the system.

"Our old cameras always broke because of the fumes from the effluent, but AlertSystems set us up with some ruggedised ones. We then give the guys that work in the effluent plant access to their own SEiNG video walls so they can see the effluent plant cameras from home. That's another big win," he says.

For Calverley, SEiNG is a vindication of Charlie Bigham's cloud-first strategy and a worthy complement to other cloud solutions deployed in the company.

"When I look at my portfolio of IT solutions, I'm using Microsoft Azure as my infrastructure platform, Microsoft 365 as our collaboration ecosystem and SEiNG as our CCTV solution. I have a portfolio of top-tier products, and SEiNG is right up there with the best world-class applications and solutions," he says.



Consolidated viewing

Monitors are evolving into workstation hubs as organisations aim to consolidate disparate devices to reduce costs and shrink their environmental footprint claim AOC's Paul Butler and Ilkan Reyhanoglu



Paul Butler

IT buyers once evaluated displays by screen size, resolution and price. But no longer. Today, procurement decisions increasingly hinge on sustainability credentials, total cost of ownership and whether a monitor can replace multiple devices on a desk.

This change has been accelerated by the introduction of TCO Certified, Generation 10 which stipulates that products must have less packaging material; use more recycled components; meet stricter energy efficiency standards; and, for the first time, carry a minimum five-year warranty.

The upshot should be fewer resources consumed in production, less waste generated at end of life, and hardware that remains in service for longer.

For IT buyers, TCO Gen 10 certification provides reassurance that a product has been independently verified against strict environmental and social standards and is likely to have a lower total cost of ownership and require fewer replacement cycles.

Cases in point, says AOC EU B2B Product Manager Ilkan Reyhanoglu, are AOC's new E4 and P4 series (see box).

"When we designed the new E4 and P4 series, sustainability was the starting point, not something we added at the end. We eliminated plastic from our packaging entirely, moved to paper-based materials

only, and optimised box sizes to reduce the transport footprint across European shipments. At the same time, we built the monitors to meet TCO Gen 10's five-year warranty requirement, which meant engineering for durability from the ground up."

Fewer devices, less complexity

Paul Butler, AOC's Regional Sales Director for the UK and Ireland, adds that some customers are already building on this foundation by rethinking how workstations are configured – particularly the dual-screen environments found in many government organisations.

Multi-device setups featuring two monitors, one docking station and one webcam are widespread – and costly, as each additional component adds to hardware spend, energy consumption, desk clutter and the carbon footprint of manufacturing, shipping and disposal.

In a recent government health sector deployment, over one thousand workstations were modernised by replacing this configuration with single 34-inch monitors featuring integrated hubs. As well as reducing CO₂ impact and eliminating redundant hardware, having one larger monitor removes the split-view limitations caused by bezels between two smaller screens.

"For our customers, it comes down to fewer devices on the

desk, fewer procurement cycles and fewer headaches," explains Butler. "When you remove a docking station, a webcam and a second monitor from every desk across an organisation, the savings in hardware costs, energy consumption and e-waste add up quickly. And the environmental impact is real, not theoretical. That's the conversation we're having now. Not about specs, but about simplifying the entire workspace."

Reyhanoglu adds: "It's a natural evolution of workplace technology. We've taken innovations from our gaming heritage, such as higher refresh rates, and applied them where they genuinely improve the professional experience. A 120 Hz panel makes scrolling through documents and navigating spreadsheets noticeably smoother and, combined with our Flicker-Free and LowBlue technology, it makes a real difference over an eight-hour workday."

As hybrid work, sustainability mandates and device consolidation continue to shape IT procurement, the role of the monitor is shifting from peripheral device to workstation centrepiece – a transition the AOC E4 and P4 series support with built-in docking functionality, USB-C with Power Delivery, integrated Ethernet, daisy-chain support and, in some models, built-in webcams.

<https://aoc.com/uk>



Ilkan Reyhanoglu

E4 and P4 Series

The E4 series includes models ranging in size from 23.8-inch Full HD to 34-inch ultrawide WQHD, with resolutions of up to 4K UHD; docking models, offering USB-C with up to 90W Power Delivery and an integrated RJ45 port that enables a laptop to connect, charge and access a wired network through a single cable; and models that support daisy-chaining via DisplayPort-out.

The 34-inch ultrawide models address

workstation consolidation with built-in KVM switches and 5 MP webcams with Windows Hello support.

The P4 series comprises four models – the 24P4U and 24P4CV (23.8in, Full HD) and the Q27P4U and Q27P4CV (27in, QHD). All run at 120 Hz and feature a retractable pop-out USB 3.2 hub built into the bottom bezel.

P4CV variants add USB-C docking with 96W Power Delivery, an integrated RJ45 2.5G Ethernet port, DisplayPort-out for daisy-chaining and a built-in KVM switch.





The **PrintIT Reseller and Technology Reseller Golf Society** is open to everyone; Resellers, Dealers, VARs, System Integrators and Vendors – the maximum number of players being 72 at each event.

*The cost per event was £107 per player or £428 per four ball + VAT.
Includes breakfast and dinner.*

At each event there are prizes for **Overall Highest Score for the Day, Longest Drive** and **Nearest the Pin.**

Not sure about running your own golf day? No problem, bring customers along to this friendly industry relevant event.

This year's events:

First round:

**Carden Park
Golf Club**

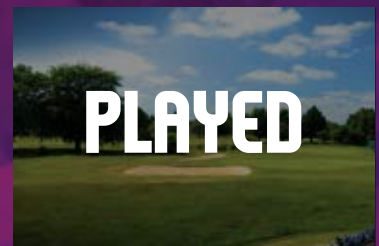
14th May



Second round:

**Copt Heath
Golf Club**

4th June



Third round:

**Walmley
Golf Club**

9th July



Fourth round:

**Wyboston Lakes
Golf Club**

17th September



Final round:

**Silvermere
Golf Club**

15th October



Sponsors



Curry Night
Sponsor



SPONSORSHIP

If you would like to discuss the opportunities available, please call Paul on 07887 944433, email paul@binfo.co.uk

www.binfo.co.uk/golf-society.php

If you would like to join us at any of the events please email paul@binfo.co.uk or call Paul on 07887 944433

Q&A

With Jan-Jaap (JJ) Jager,
CEO of Acronis



Jan-Jaap (JJ) Jager

In May, Swiss cyber security and cyber resilience company Acronis announced that its core platform was now AI-first, marking the latest in a series of step-changes by the company since its foundation as a backup provider in Singapore in 2003.

In 2014, it switched from being a provider of on-premises backup to cloud backup for managed service providers (MSPs) with the launch of a multi-tenant cloud platform built from scratch. Five years later, in 2019, it addressed the threat of ransomware by launching a new platform, Cyber Protect, that natively integrated security and back-up in one platform, with one agent.

It later enhanced this platform with new security capabilities (EDR, MDR, XDR, email security) before, in 2024, adding new operational capabilities, notably remote monitoring and management (RMM) and professional services automation (PSA).

Now, Acronis is responding to the challenges and opportunities

of the AI era, not as others have done by adding AI as a layer on top of a platform, but by natively integrating an AI development framework, Cyber Fabric, into Cyber Protect's core system.

This allows MSPs to accelerate the development of new AI services for their customers, while making sure that AI is protected and secured at every layer, without requiring them to master additional tools and dashboards.

The first solutions to take advantage of this underlying framework are:

- Cyber Studio – a low code, no code platform for building any workflow or AI automation; and
- Cyber Intelligence – a native, AI-powered platform embedded into the Cyber Protect platform that connects all services and is thus effectively the first step towards autonomous cybersecurity.

Another significant development announced by Acronis is the launch of Cyber Frame, a 'protected by default' hyperconverged infrastructure (HCI) and infrastructure-as-a-service (IaaS) platform purpose-built for MSPs, cloud service providers, hosting providers and telcos.

Combining virtual machines, networking and storage with natively integrated cyber protection, backup and disaster recovery, threat protection and remote monitoring and management, Cyber Frame gives services providers an opportunity to regain control of their infrastructure strategy at a time of disruption in legacy virtualisation, rising hyperscaler costs and growing demand for regional and sovereign cloud solutions.

On May 21, James Goulding discussed these developments with Acronis CEO Jan-Jaap (JJ) Jager at the Acronis Cyber Day in London.

James Goulding (JG): Acronis has seen a few transformations in its 23-year history? What's different about this one?

Jan-Jaap Jager (JJ): The speed at which everything is going right now is something we've never seen before. I remember in 2003, when I was working at Microsoft, trying to convince people that things would soon come from a data centre and MSPs wouldn't need their own software and hardware; they would just get what they needed from the wall, so to speak. Back then, I said it would take 10 years. Today, probably 90% of the industry has some kind of cloud service in their portfolio. It's been a great transformation, but it took 20 years.

With AI, if you're not doing it today, you are going to have some challenges down the line. AI is coming with such velocity, how are you going to control it? Who's going to keep you anchored to the ground when the AI tornado comes? Larger enterprises will have the capacity, the knowledge, the funding, the resources to take this on, but how are the small and medium-sized businesses and smaller enterprises served by our 20,000 partners going to cope? They won't know how to do AI in the most effective way, because that's not their core business. They will come to MSPs for AI. We see this as a huge opportunity.

JG: SMEs are not the only ones challenged by AI. Many MSPs themselves don't know how to maximise the opportunity.

JJ: Today, everybody looks at AI and says how can I use it to optimise my operational efficiency? How can I reduce the number of engineers doing support from 10 to 7, or how can I get more from those 10 engineers and not hire another five? That's very operationally focused.

People are missing this key point – the opportunity doesn't lie in what

you can do for yourself, but in what you can do for your customers. MSPs need to become trusted advisors on how to use AI and operate in an AI-first world.

In our industry everybody talks about what they are going to offer, what they are going to implement, what agent they are going to build. Nobody is talking about how they are going to solve the fundamental problem that there will be thousands of agents that will all need to be orchestrated.

That's the biggest challenge we have: how are we going to help MSPs manage, orchestrate and control not tens, not hundreds, not thousands, but tens of thousands of agents and workloads and different types of services?

Right now, everybody is desperate to get started. The risk is that they forget the foundational things that Acronis has always tried to do. In providing services like backup, MDR, XDR, ransomware protection and so on, we always come back to the fact that the key element that differentiates us is that everything is connected. We have one platform and, regardless of what you offer on the front end, all the orchestration, the automation, the security, the compliance is at the platform level. We're very excited about the advantages this gives us at a time when things are moving so fast.

JG: How else is Acronis adapting its offering to help businesses benefit from AI?

JJ: Over the last two decades, we have been through multiple transformational shifts. We started as a backup company in 2003. Then we entered the cloud space. Then we went into the cyber protection space. Then we added management and automation. The next generation is our AI-first platform.

As we have done in the past, we have completely rebuilt our core Cyber Protection platform from scratch to facilitate an AI-first approach. We're not trying to bolt on something and later put AI on top of it. We're trying to tackle it from the outset. It took a little bit longer to get there, but we believe that having an AI-first foundation is the best way to ensure you have



Acronis receiving the TR Award for the Use of AI at the Technology Reseller Awards 2026

an AI platform that can scale with whatever you would like to do in the future.

JG: Having created an AI-first platform, you have now launched Cyber Studio and Cyber Intelligence. What is their value to your partners?

JJ: Cyber Studio is a no-code AI platform on top of our core platform that creates the automation needed for whatever you would like AI to do.

Let's say you would like to develop an AI agent to optimise a recurring workload or recurring task. You need to learn how to create an agent, then figure out which code you would like to use or which kind of programme. You need to make sure it's implemented in your daily operations. You need to make sure it's compliant, secure, backed up – all those key things that are going to be incredibly important to ensure you don't create an agent that goes rogue.

Cyber Studio does that in a very simple way. It helps you to create the agent that will then be able to serve as a productivity enhancement in your company. It also has a catalogue of predefined agents developed by third parties.

In the future, we won't be speaking of ten or one hundred agents, but one thousand agents.

Alt-Tech in Canada, one of the most advanced AI MSPs we have in our portfolio, has already created 1,000 agents. They have started creating agents to control agents, because some of the agents were being abusive to each other. If you don't have a great foundation in place, how do you control that, how do you manage that, how do you set the workflow and orchestration in the right way?

Another key feature of AI Studio is that we are not trying to close it down. Some vendors say the best way to use their AI is to make sure you use their services. Right now, this is such a large, undefined ecosystem I don't believe closing things down will enable you to serve customers in the best possible way.

The concept with all our services is to make sure third-party agents or services can be connected to us. We know there are 150,000 to 200,000 MSPs out there and we have 20% of them. The remaining 80% have different technologies and they should not have to give them up but be able to integrate them in some way.

That is even more important from an intelligence layer perspective. You hear a lot about how AI will help you to make more sense of the data you have in your company. But AI is not about intelligence. AI is not about

continued...

making another dashboard or a report to help you reach a decision. AI should be making that decision for you. If you have AI connected to your core platform and to all your different services, it can help you to become more autonomous.

That's what we call Cyber Intelligence. It's not about the information or the intelligence that you get out of it, it's the first step to becoming autonomous, because with intelligence you can create an action. If I see that a particular customer has been subject to more spam or more attempted hacks I would normally go to the client and say this is what our intelligence shows, I suggest enhancing your email security or endpoint security to prevent an attack from succeeding.

With Cyber Intelligence, you don't have to do that. It will say this is the action I would take based on the information I have. Would you like to execute? And you can click on it, and it executes automatically to make sure that the user is protected straightaway.

AI Studio lets you define how much control you want. For any step of the process, you can add a manual intervention to check and give the OK to move on, but that will not always be necessary.

For example, a recurring problem in the MSP world is poor endpoint performance, usually because a task has taken a lot of resources and just needs to be killed, rebooted or changed. Often a non-technical person will call the MSP who will then look into it.

With Cyber Intelligence and Cyber Studio, you can build a workflow with an agent that basically says we've seen this before and starts executing automatically without anybody being involved. Action rather than just information.

JG: Is it your vision that ultimately a machine will be able to do everything autonomously?

JJ: I don't think machines can do everything. There are still certain things in life today that can't be done by an agent. When we optimise our processes, we're not trying to reduce costs but to do things faster, because that's what's

demand. Twelve months ago, we built a three-year roadmap and half of that roadmap will be delivered six to 12 months earlier than we had planned.

The biggest opportunity for our MSPs is how they drive their business, because MSPs are some of the most challenged service providers out there. Normally, a service has 30% margin; MSPs take between 10% and 20% margin, so they're working on the edge.

Alt-Tech manages 500 endpoints per technician. That's already double the industry average of 200 to 300 endpoints and in the next 12 to 18 months it expects to reach 1,000 endpoints per technician. Their efficiency will help them win more customers and serve customers better because they will have more time to spend with them and build trusted relationships.

JG: How is Acronis using AI to enhance its own operations?

JJ: We are doing a couple of things. One is in finance. Normally we close out the month and then do all our calculations, reporting and so on. That can take anywhere between six and 10 days. We now do that in three. The outcome is still the same; we just do it faster.

Engineering is probably the best example. When we started using AI for engineering, we saw that people very quickly became more productive, generating not 100 lines of code, let's say, but 150. Projects that used to take six months can now be done in four, allowing us to launch features and functions faster.

This is why it is so important not to use AI to reduce your workforce but to enable you to do more in less time. Our main goal is to use AI to develop new solutions faster and to build the protection customers need more quickly, because adversaries will also be exploiting AI to go faster.

JG: How does Cyber Frame fit into your AI-first approach?

JJ: Today, everything goes in the cloud and we protect it. You build your cloud infrastructure or you go to a cloud provider and then you connect your disaster recovery, your back up, your security, your

automation, your management, all those challenges, so you end up with other platforms. We try to integrate as much as possible, but over time a lot of our vendors and MSPs have said how can you make this easier for us.

Cyber Frame was a natural development for us because we have built infrastructure for 40 years – our disaster recovery is purely infrastructure to replicate what you have somewhere else. We have 50 data centres around the world where you can deploy Cyber Frame, and the moment you deploy it you don't have to worry about protection, because it's built-in and natively integrated. That's simplicity.

You can also deploy it on-premises, with the same infrastructure management, the same agent. The whole sovereign movement, where people say 'I have infrastructure in the cloud, but I would like to have secondary infrastructure on-premises' is the reason we started Cyber Frame.

There's another reason why this is very important, which is that the big five control the vast majority of AI infrastructure. In April, we launched GenAI Protection for the simple reason that people have no knowledge, no control, no management capabilities and no idea what their employees are doing in AI and no idea if private information is going to be used for training. That all comes back to not controlling the infrastructure.

GenAI Protection puts a layer on top that basically gives you visibility into employees' use of AI – what tools they are using, how much they are using them, whether they have the right settings, whether they are sharing confidential information. It can also block confidential information from being sent.

In the future, people will want to own their own infrastructure running an LLM model with local control. With Cyber Frame, we can start serving GPU-type infrastructure on-premises, letting customers run their own models for training using their own data set within their company. It's at a very early stage but I think the potential market is huge.

www.acronis.com

Are you compliant with the new data protection rules?

On 19 June 2026, two changes to UK data protection law came into force. Both carry real compliance obligations and neither has an exemption, warns Grant Foster, Partner and Risk Advisory Leader at Howden Risk Advisory

On 19 June 2026, regulators took a decisive step to put accountability and clarity at the centre of data governance with the introduction of two new data protection requirements, with no exemptions by size or sector.

The first requires every data controller to have a formal process for handling data protection complaints, with the clear expectation that organisations handle concerns directly before they reach the ICO.

The second raises the bar on how clearly people are told when AI is involved in processing their personal information by ensuring that privacy notices plainly explain how and why AI is used, what data it touches and how individuals can challenge or seek human review of decisions that affect them.

For many, particularly across financial and professional services, this will require urgent review and updating of existing processes and disclosures, as regulators signal that vague or outdated approaches will no longer meet legal standards.

If either of these is not already on your radar, the time to act is now.

A complaints process is no longer optional

Until now, handling data protection complaints well was considered good practice. On 19 June, it became a legal requirement under Section 103 of the Data (Use and Access) Act 2025.

The ICO has confirmed there are no exemptions. Every organisation that processes personal data must have a formal complaints process in place, regardless of size or sector.

- Organisations need to give people a clear way to raise a complaint, whether that is by email, phone, an online form or post.

- Complaints must be acknowledged within 30 days.
- Organisations must investigate and respond without unnecessary delay, keep the person informed throughout and tell them the outcome, including their right to escalate to the ICO if they remain unhappy.
- Their privacy notice must make clear that individuals can complain directly to them.

One detail worth noting: complaints must be accepted however they come in, including via social media. That has practical implications for how your teams recognise and log them day to day.

This is a meaningful shift. Previously, individuals could go straight to the ICO with a data protection concern. Under the new framework, they are expected to come to you first. That puts the responsibility on organisations to handle complaints properly before they escalate to the regulator.

Telling people about AI is already a legal requirement

The ICO has been clear on this for some time. If AI is being used to process personal data and your privacy notice does not say so clearly, you risk breaching your transparency and accountability obligations under UK GDPR Articles 5(1)(a), 12 to 15 and 22.

The standard expected is not a vague line buried in your terms and conditions. Your privacy notice needs to explain, in plain English, where AI is used and why, what personal data it touches, whether that data is shared with third-party AI platforms and whether it is used to train or improve AI systems. It also needs to cover how AI influences decisions that affect individuals and

what someone can do if they want a human to review an outcome.

That last point matters, particularly in pensions, insurance and risk advisory. Where AI supports assessments or decisions that have a real impact on clients or scheme members, people have the right to object, request a human review and challenge the result.

The ICO is also explicit about language. Technical jargon and legalistic phrasing do not meet the standard. If a client reads your AI disclosure and cannot understand what it means for them, it needs rewriting.

AI adoption has accelerated quickly. Privacy notices have not always kept pace. If yours predates the AI tools now embedded in your operations, it almost certainly needs to be looked at.

What to do now

Do not wait for the next review.

On the complaints side, check whether there is a formal process in place. If there is, test it against the new requirements, particularly the 30-day acknowledgement window and whether your privacy notice clearly tells people they can come to the organisation directly. If there is not a process, build one.

Regarding AI, map where AI tools are used across your organisation and what personal data they involve. Read the privacy notice as if you were a client seeing it for the first time. If it would not make sense to them, rewrite it.

In either case, make sure people know what to do. Staff need to be able to recognise a data protection complaint when it comes in and understand what your AI disclosures actually say.

<https://www.howdengroup.com/uk-en/risk-advisory>



Grant Foster

No time to waste

Micro businesses at risk of leaving Simpler Recycling preparations too late, warns Hills Waste Solutions



Thousands of micro-businesses risk falling foul of Simpler Recycling rules due to come into force on March 31, 2027, according to new research conducted by Hills Waste Solutions.

Its survey of small businesses across the West Country found that organisations employing fewer than 10 people remain largely unprepared for the introduction of Simpler Recycling legislation on 31 March 2027, despite widespread support for sustainable practices amongst the business community.

Simpler Recycling legislation, introduced to boost the UK's recycling rates, will require all businesses with 10 or fewer employees to separate food, dry mixed recycling and glass waste before the end of March next year.

The rules have applied to other businesses since March 2025 and to households since March 2026. However, many microbusinesses are still unsure what's involved.

Less than half (44%) describe themselves as moderately or very familiar with the requirements of Simpler Recycling legislation; more than a quarter are unsure exactly what they need to do; and 21% say they are 'not at all' familiar with the new rules.

While about one quarter of small

businesses have already started preparing for Simpler Recycling and 4.7% plan to begin preparations within the next three months, 25% have no plans to prepare and 15% intend to leave preparations to the last minute.

Cost is cited as the biggest factor preventing small businesses from preparing for the new legislation, ahead of concerns about the space required for additional waste containers.

Practical support

In the absence of clear Government communication, many businesses are looking to waste and recycling suppliers for advice and practical support: four in five would like clear guidance and compliance checklists to help them navigate the changes; 61% want reassurance over the availability of bins and equipment; and more than half would welcome proactive reminders about preparations and deadlines.

Caroline Wilde, Divisional Director – Commercial and Industrial at Hills Waste Solutions, said: "Our research shows that many small businesses support Simpler Recycling, but relatively few have started to prepare for the March 2027 legislation changes.

Although the deadline may seem some way off, leaving it too late could create avoidable challenges around compliance, operations and service availability."

She added: "Small businesses should be aware The Environment Agency is already enforcing Simpler Recycling rules, issuing advisory notices to potentially non-compliant larger businesses and waste operators, with further checks and possible formal action to follow. By speaking to a trusted waste management partner now, small businesses can understand what the legislation means for them, choose the right collection and recycling solutions and put plans in place in good time to stay compliant and avoid potentially costly penalties."

While 78% of respondents say operating sustainably is important to their business and 51% are positive about Simpler Recycling, 82% have no recycling targets and struggle to turn good intentions into measurable results.

Only one in ten small businesses surveyed currently separates all waste streams: 80% don't separate food waste; 60% don't separate dry mixed recyclables; and 51% don't separate glass.

<https://www.hills-waste.co.uk>

TMT First expands into IT recycling

Mobile device repair company TMT First, recipient of a King's Award for Enterprise in 2025, is expanding into IT recycling and planning to create 40 new jobs over the next five years with the help of a low-cost loan from Michelin Development.

The funding has allowed the company based in Chesterton, Newcastle-under-Lyme to invest in state-of-the-art equipment, expand its factory footprint to 42,000 square feet and reduce its energy costs and carbon footprint through investment in a battery storage facility and solar panels for on-site power generation.

As a result of its technology investments, TMT First was recently accredited to the ICT Asset Recovery Standard 8.0 at DIAL 3 with Distinction, placing it in the top tier of IT asset disposal companies in the UK.

Michelin Development, backed by a steering committee which includes NatWest Bank and Stoke-on-Trent City Council



Economic Development Unit, offers subsidised, unsecured loans of up to £100,000 to manufacturing, engineering and B2B services companies with fewer than 250 employees based in and around Newcastle-under-Lyme, Stoke-on-Trent and Staffordshire Moorlands.

www.michelindevelopment.co.uk

BusinessInfo takes the impressive HP Envy 16 x360 through its paces...

By Jeff Root

This month we test drive the HP Envy 16 x360, a new addition to the HP Envy family. Out of the box you can feel this is a robust and sturdy machine designed to handle heavy work loads. With up to 16 GB of DDR4-3200 MHz RAM, it ensures smooth performance even when running multiple applications simultaneously.

One of the standout features of the Envy 16 x360 is its 16.0-inch diagonal, 2K (1920 x 1200) touch screen display. This high-resolution screen offers amazing colours and sharp details, making it perfect for streaming, editing or simply browsing the web. The touch screen makes the device very easy to use, allowing for seamless interaction whether you're using it as a laptop or a tablet.

The x360's 360-degree hinge allows you to switch between laptop, tent, stand and tablet modes effortlessly. Whether you're typing a document, giving a presentation, sketching a diagram, or watching a movie, this device adapts to your needs. Integrated AMD Radeon Graphics ensure visual tasks are completed easily, providing a smooth and enjoyable user experience.



Storage options are good, with the 1 TB PCIe NVMe M.2 SSD giving plenty of space to store your files, applications and media without compromising on speed.

The Envy 16 x360 has a wide choice of ports, including two USB 3.2 Gen 2 Type-A ports, two USB 3.2 Gen 2 Type-C ports, an HDMI 2.1 port, and a headphone/microphone combo port, ensuring you have all the connectivity options you need.

Webcam and Audio

The HP Envy 16 features some of the best audio and video I have experienced on a laptop. Together, the webcam and speakers provide a fantastic online meeting experience, boosting clarity, engagement and effectiveness.

Battery Life

Battery life is another area where this device shines, thanks to its 68 Wh Li-Po battery with fast charging support. This delivers a 50% charge in approximately 30 minutes, helping to keep you powered up on the go.

With Wi-Fi 6E and Bluetooth 5.2, the HP Envy 16 x360 ensures fast and reliable wireless connectivity, making it a perfect companion



for both work and play. Whether you're at home, in the office or on the move, this device is designed to keep up with your demanding lifestyle.

In summary, the HP Envy 16 x360 is a versatile business/home computer that offers impressive performance, stunning graphic capabilities, and the flexibility to adapt to your needs. It's the ideal choice for anyone looking for a reliable and feature-packed laptop that can handle it all – a worthy winner of a *Business Info* Editor's Choice Award.

Specifications:

Processor: AMD Ryzen™ 7 7840HS

Memory: Up to 16 GB DDR4-3200 MHz RAM

Graphics: Integrated AMD Radeon™ Graphics

Storage: Up to 1 TB PCIe® NVMe™ M.2 SSD

Display: 16.0-inch diagonal, 2K (1920 x 1200), Touch screen

Battery: 68 Wh Li-Po battery with fast charging support

Ports: • (2) USB 3.2 Gen 2 Type-A ports; • (2) USB 3.2 Gen 2 Type-C ports; • (1) HDMI 2.1 port; • (1) Headphone/microphone combo port

Wireless: Wi-Fi 6E and Bluetooth® 5.2

Operating System: Windows 11 Home

UP TO £100 CASHBACK* (GO ON THEN)



When it's
worth printing,
print it in colour.

**PLUS
3 YEAR
WARRANTY***

*T&Cs apply



High speed printing, no quality compromise



A fully circular cartridge returns scheme



Predictable monthly costs with Brother MPS

Shop the
Brother
colour laser
range now

