unity
unifying...

ONE THREAD

The Hidden Cost of Disconnected Technology

Where small frictions add up,
and what to do about them.



unity.world

FREE GUIDE

The Hidden Cost of Disconnected Technology

Technology rarely fails all at once

Most technology problems don't arrive as a big outage. They show up as small frustrations: a few minutes here, a workaround there, a call that gets passed from one supplier to another.

On their own, none of them feel worth fixing. But they happen every day, to every person, across the whole business. That's where the real cost sits.

This short guide shows where those hidden costs come from, how quickly they add up, and the areas businesses most often overlook.

Where the hidden costs hide: a quick check

Tick any that sound familiar. If you tick three or more, disconnected technology is probably costing you more than you think.

- [ ] **Copy and paste work.** Staff move the same information between systems, spreadsheets and emails by hand.
- [ ] **Everyday workarounds.** People have found their own ways round slow or awkward systems, and nobody has written them down.
- [ ] **Supplier ping-pong.** A simple fault gets passed between suppliers because nobody is sure where the problem sits.
- [ ] **Waiting on technology.** Slow logins, dropped calls or patchy Wi-Fi eat into the working day.
- [ ] **Searching for information.** Files and customer details live in several places, so finding the right version takes time.
- [ ] **Slow onboarding.** Setting up a new starter means chasing several suppliers for accounts, devices and access.
- [ ] **Paying twice.** Overlapping licences and services sit on separate invoices, so nobody spots the duplication.

How a few minutes adds up

1,100+ hours a year

Fifteen minutes a day across a 20-person team. That's roughly seven months of one person's working time, spent on workarounds instead of work.

Try the same sum for your own business: minutes lost per person each day, multiplied by your number of staff and around 225 working days a year.

That's before counting the harder-to-measure costs: mistakes from re-typed data, delays for customers, security gaps nobody owns, and staff who spend their day fighting technology instead of doing their jobs.

Five areas businesses often overlook

The biggest hidden costs usually sit in the gaps between systems, not in the systems themselves.

The handovers between systems. Your phone system, CRM and accounts software may each work well. The cost appears when information has to be moved between them by hand.

The gaps between suppliers. When broadband, IT support and software come from different places, faults that cross those lines take longest to fix.

Security that nobody owns. Each supplier secures its own piece. Devices, accounts and backups that fall between them often go unchecked.

Contracts and licences. Renewals at different times and services added over the years make it easy to keep paying for things nobody uses.

The people who hold it all together. Often one person knows how everything fits. If they're off or leave, the workarounds go with them.

How Unity helps

Unity looks across all your technology, not just one piece of it. We cover connectivity and phones, cloud, cyber security, IT support, networks, hardware and software, so we can see where the friction sits and help remove it.

That means:

- **One partner to call**, so problems don't bounce between suppliers.
- **Systems that work together**, so information is entered once and people spend less time on admin.
- **Security across the whole business**, with nothing left in the gaps.
- **A clearer view of cost**, with fewer invoices and less duplication.

We have our own ISO 27001-certified data centre and are Cyber Essentials certified. Some of our customers have worked with us for more than 20 years, through every stage of their growth.

Book your Technology Resilience Review

The quickest way to find your hidden costs is to have someone look at the whole picture with you.

What happens

- A short review session, at your site, online or by phone, at a time that suits your team.
- We look at your systems, suppliers, support, security, connectivity and cloud, and talk through where your team loses time.
- You get a clear written summary of what's working, where the friction is and what to do next.

What it isn't

It isn't a hard sell, and you don't have to change supplier. If your setup is working well, we'll tell you. If it isn't, you'll have an independent view to act on however you choose.

Book Your Review: unity.world/book-your-technology-resilience-review, or email joanne.behan@unity.world to arrange an appointment.