



Unity World

ONE THREAD

Connected Technology Guide

How the pieces of your technology fit together, and where to start.



Your technology grew in pieces

Most businesses add technology one decision at a time. A new phone system when the team grew. A cloud service when people started working from home. Another supplier when the last one couldn't help.

Each choice made sense at the time. But together they can leave you with systems that don't talk to each other, several suppliers who each look after one piece, and nobody looking at the whole picture.

The result is rarely one big failure. It's lots of small frustrations: wasted time, repeated problems, hidden costs and a nagging feeling that the business isn't as protected as it should be.

This short guide helps you spot the signs, understand what they cost, and take simple steps to bring your technology together.

Is your technology joined up? A quick check

Tick any that sound familiar. If you tick two or more, your technology has probably grown apart.

☐

Too many suppliers

Broadband, phones, IT support and software all come from different places, with contracts renewing at different times.

☐

Double entry

Staff type the same information into more than one system or spreadsheet, and mistakes creep in.

☐

Blame shifting

When something breaks, suppliers point at each other and the problem stays open.

☐

Unclear protection

You have some security in place, but couldn't say for sure that every system, device and person is covered.

☐

Hidden costs

Technology spend is spread across invoices and cards, so nobody knows the true total.

☐

Growing pains

Adding a new starter, a new site or moving premises takes weeks of chasing rather than days of planning.



What it costs to leave things as they are

Doing nothing feels safe, but disconnected technology quietly costs the business every day:

Time

lost to re-typing data, chasing suppliers and working around slow systems.

Risk

from security and backup gaps that nobody clearly owns.

Money

spent on overlapping contracts and services nobody uses.

Morale

as staff spend their day fighting technology instead of doing their jobs.

Three simple steps to join it up

You don't need to replace everything. Most businesses can make real progress with three steps.

1

See what you have. Make a simple list of your systems, suppliers and contracts, with renewal dates and who relies on each one. Many businesses find services they'd forgotten they were paying for.

2

Find what isn't working. Ask your team where they lose time, where they re-type information and which problems keep coming back. The people using the technology every day usually know exactly where it breaks.

3

Make one plan. Put the fixes in order, starting with the biggest risks and the easiest wins. Give each one a clear owner and review the plan as the business changes.

The first two steps are the hardest to do from the inside, because it's difficult to see the gaps in a setup you work with every day. A fresh pair of eyes helps.



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 how everything fits together and help bring it under one clear plan.

That means:

- **One partner to call** when something goes wrong, instead of several.
- **Systems that work together**, so information is entered once and people spend less time on admin.
- **Security across the whole business**, not just in one or two places.
- **A clearer view of cost**, with fewer invoices and less waste.

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.

FREE • NO OBLIGATION

Book your Technology Resilience Review

The easiest way to see where your technology has come apart 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 the day-to-day issues your team faces.
- You get a clear written summary of what's working, what isn't 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

Please email joanne.behan@unity.world to arrange an appointment.