neXus presents:

Brilliance

(25TH ANNIVERSARY EDITION)
IMPACT REPORT

25TH ANNIVERSARY EVENT

INTRODUCTION

Welcome to the **Nexus Presents: Brilliance** Impact Report, jam-packed full of key insights and special moments from our celebratory 25th Anniversary Event.

Over the last 25 years, Nexus Open Systems has aligned itself with some of the best and brightest names in the industry, including our sponsors for this event Gamma, SonicWall, Dell Technologies, Anywhere365 and Kaseya. Our anniversary presented an opportunity to not only share the knowledge of our partners, but to celebrate the relationships that have led Nexus to become an award-winning organisation, listed in the top 50 MSPs in the country. Our growing team of 50 people are at the heart of our operations and share a passion for providing the best IT and technical support possible for our people.

In this report, we'll be reflecting on the insights shared by our speakers and workshop presenters within three core themes that shaped the event: Tools & Software, Cyber & AI, and People and Culture. Under each section, we've included some of the key topics explored in our panel discussion, where our event experts answered your questions on everything from the application of Chat GPT in your business to the future of recruitment for technical roles. You'll also find impactful insights from our presenters and observations from the Nexus team.

To our clients, partners, employees and friends – thank you for your continued loyalty as we help guide businesses through the technical landscape.

We are also delighted to continue supporting our charity partner, Hospiscare, who received a £500 donation at our event towards their incredible work providing support for those with life-limiting illnesses. We encourage you to visit their website at www.hospiscare.co.uk to find out how you too can support their cause.

We hope you find this report to be an informative snapshot from the day and thank you again to everyone who attended and shared their knowledge and expertise at our **Nexus Presents: Brilliance** 25th Anniversary edition event.

STUART WILSON
MANAGING DIRECTOR NEXUS

ABOUT THE EVENT

We welcomed our biggest audience yet of 84 attendees at The Forge, Winslade Park for our 25th Anniversary event.

The pinnacle of our 'Nexus Presents' series featured inspiring business leaders and commentators and offered our clients, partners and employees an opportunity to gain insights, while networking and keeping up with the latest in our sector.

The theme of the day was '**Brilliance.**' Extremely apt, given our presenters are some of the most innovative leaders and experts in the fields of culture, law and cyber security.

MEET THE PARTICIPANTS:

TECH TOOLS & SOFTWARE:

Julius Clayton, Dell Technologies – Event Sponsors

Julius is a Product Architect at Dell Technologies, the global IT products and services company, and has a track-record of managing sales lifecycles, from initial pre-sales to post-go-live support.

John Brett, Nexus Open Systems

John is Operations Director at Nexus Open Systems and has been ensuring the delivery of value and IT excellence in technology and business system over the last 20 years.

CYBER & AI:

Dave Woodfine, Cyber Security Associates

Dave is Managing Director at Cyber Security Associates Limited, a former cyber security specialist in the military, and a highly experienced and knowledgeable programme manager, change leader and cyber security consultant.

Sam Parsons, South West Regional Cyber Crime Unit

Sam investigates cyber-dependent crimes affecting organisations across the South West as part of the Regional Cyber Crime Unit, as well as helping organisations become more cyber resilient.

Amy Ralston, Stephens Scown

Amy is an Associate Solicitor specialising intellectual property, technology and influencer marketing law at B-Corp law firm, Stephens Scown.

MEET THE PARTICIPANTS:

CULTURE:

Jon Murch, MET Office

Jon is Lead Technical Architect at the Met Office and Microsoft technology leader with experience providing fit-for-purpose IT products and services in both the public and private sector.

Ian Collinson, Exeter City Council

Ian is Director of City Development and Housing at Exeter City Council with over 30 years' experience in planning, regeneration and housing delivery. He is currently overseeing the Liveable Exeter project.

Jaye Cowle, Launch

Jaye Cowle is the Founder and Managing Director of Launch, the happy performance agency. Based in the South West, Launch turned 11 this year and has scaled from a kitchen table business to a £2m+ agency.

James Court, NatWest

James is well known on the business circuit in the South West as the Local Enterprise Manager, Devon and Cornwall for Natwest Group. Numerous people have attended his packed-out networking events, NatWest Boost.

WORKSHOPS

Alexis Holmes, SonicWall – Event Sponsors

Alexis is a Senior Solutions Engineer for Public Sector and Strategic Accounts for SonicWall, delivering real-time breach detection and prevention solutions backed by SonicWall Capture Threat Network.

Graham Bidwell, OfficeLabs

Graham is CEO of OfficeLabs, helping customers use Microsoft software to realise their information management, productivity and collaboration goals. OfficeLabs put people at the centre of business transformation.

John O'Mahony, Kaseya – Event Sponsors

John is a Senior Cybersecurity Solution Specialist at Kaseya, one of the world's largest providers of tools for managing and automating IT tasks, including the 'Rocket Cyber' Security Operations Centre (SOC) tool.

Holly Sharp, Gamma – Event Sponsors

Holly is a Microsoft Voice Sales Specialist Account Manager for Gamma, the communications technology specialists for business, combining voice, connectivity and mobile services.

TECH TOOLS & SOFTWARE

TECH TOOLS & SOFTWARE IN 2023:

- As much as 85% of businesses are using two or more cloud platforms, and 25% are using at least five – **Deloitte Insights, Tech Trends 2023.**

- 40% of businesses want to invest in automation more than any other technology in 2024 – **Kaseya, 2023 IT Ops Survey.**

- In the coming decade, 20 to 30% of the time that workers spend on the job could be transformed by automation technologies, leading to significant shifts in the skills required to be successful – **McKinsey, Technology Trends Outlook 2023.**

Dell Technologies:
'Navigating the Hybrid Minefield'.

What are the barriers to innovating with hybrid and multi cloud in your business? Whether it's time, compliance or expense, Julius unpacked how your teams can bridge the cloud divide using the Microsoft Azure Arc.

Insights

A staggering 95% of organisations still describe multi-cloud as critical to their business success.

- The Microsoft Azure Arc is a flexible operations model for communicating between the Cloud and Azure. It consists of Azure Stack Hub: a cloud-native integrated system, Azure Stack HCI: Modernise Hyper-V Infrastructure with HCI, and Azure Stack Edge: Azure Ml/IoT services at the edge.

- Overcome the hurdles slowing your business down, such as time inefficiencies, infrastructure management costs, compliance, and complexities such as application placement and infrastructure silos.

- The Azure experience offers acceleration of your Azure deployment, optimised apps to tailor and monitor your services, streamlined ongoing operations, and delivery of operational consistency.

"There is no one-size-fits-all solution in technology, different organisations have different requirements. We want to make customers' lives as easy as we possibly can."

Julius Clayton l Dell Technologies

Nexus Open Systems: 'Copilot: Your Co-Passenger on the 2024 Tech Journey'.

Our very own Operations Director, John Brett, shared his wisdom on an upcoming innovation from Microsoft: Copilot. He also reminisced on how far we've come since the days of our old friend and supposed assistant 'Clippy' from Microsoft Word.

Insights

· With all the capabilities of Chat GPT and much more, Microsoft 356 Copilot allows you to use your data intelligently whilst maintaining security.

· With the introduction of Copilot, it becomes even more critical that governance controls are in place for company data.

· Copilot includes features such as Excel data and trend analysis, 'Follow' for staying up-to-date on meetings you're unable to attend, 'Catch-Up' for re-capping meetings you're late to, and escalation and sentiment detection.

· Through automation users can give commands like 'Write me a draft proposal from yesterday's meeting notes' and 'Compare this proposal to the one I did two weeks ago for another client'. Copilot can also recite areas of meetings that you have missed, detailing who said what, opinions, sentiments and actions.

· Copilot will have role-based specialities that will elevate the user experience for sales and marketing, customer service, and field service technology.

"Copilot goes beyond mere convenience; it's a powerhouse of automation, allowing users to issue a wealth of commands. However, as we step onto this exciting tech journey with Copilot, it's crucial for businesses to exercise caution. Just like preparing for a flight, it's essential to ensure that our data and processes are well-organised and secure. This way, we can not only enjoy the benefits but also make the most of this groundbreaking tool for our business success."

John Brett I Nexus Open Systems

https://adoption.microsoft.com/en-us/copilot/

OfficeLabs: 'The Elegance of Automation'.

In a world where automation is the topic of the day, Graham's presentation reminded us to improve business processes by utilising the tools at our disposal already with Microsoft 365.

Insights

· Automation is being used by very select parts of an organisation, but they often aren't looking at the entire picture or considering the impact on their entire business. By combining your company ethos with your company processes, you can develop a unique approach to automation to increase outputs and value.

· In the Microsoft 365 environment, there are Power Automate tools that exist already to support operational processes such as finance and sales logistics.

· Microsoft 365 can provide data process automation, natural language processing, machine learning, and more, all within a licence you've already invested in. Develop your processes in-house with customisable and powerful tools such as incident, invoice and business enquiry management.

"I want to dispel some myths about automation, I want to talk about real use, I want to talk about the tools we have at our disposal right now, and how we can use these tools to supercharge our own capabilities."

Graham Bidwell I OfficeLabs

Gamma: 'Transforming Teamwork with Microsoft Teams'.

Unlock the potential of Microsoft Teams with an in-depth look at the latest features and the future roadmap. Holly's presentation dived into live demonstrations and best practices to boost your team's collaboration journey.

"*Teams Phone is a really easy way to simplify communications as a business, maximise on Microsoft licensing, communicate more effectively and be more productive.*"

Holly Sharp I Gamma

Insights

- Maximise the investment of your Microsoft licensing and existing devices by making calls from a single platform, transforming efficiency and productivity.

- All functionality can be managed within the Teams admin centre, including voicemail, call transfer, consultative transfer, caller ID, call forwarding, group pick up and more.

- Monitor your calls with advanced statistics that can help to inform business decisions and benefit from SIP Trunk Call Manager for enhanced inbound call control. Disaster recovery solutions can divert calls to another destination if Microsoft goes down.

- Keep your eyes peeled for new webinar capabilities around the corner. Microsoft Teams are building out webinar API data, webinar recording features, device management and more reporting functionality.

Our Nexus thought-leader:
On tech tools and software

"*These are not mere solutions; they are the architects of a future where businesses are agile, intelligent, efficient, and capable of meeting the ever-evolving demands of the digital era. We are at the forefront of shaping a new world of business, where the tools we have at our disposal today redefine how we operate, communicate, and thrive. The future is bright, and we're excited to lead our clients into this new way of working by supporting their adoption of these tools and helping them maximise their use of them.*"

Mark Runciman I Head of Cloud Services I Nexus

CYBER & AI

CYBER & AI IN 2023:

- Formal incident response plans are not widespread (21% of businesses and 16% of charities have them). This rises to 47% of medium-sized businesses, 64% of large businesses and 38% of high-income charities – **GOV.UK, Cyber Security Breaches Survey 2023.**

- 90% of UK organisations say they have experienced greater exposure to cyber risk due to increased digitisation in the last two years – **PWC Cyber Security Outlook 2023.**

- A significant 64% of businesses believe that artificial intelligence will help increase their overall productivity – **Forbes Advisor, How Businesses Are Using Artificial Intelligence in 2023.**

Cyber Security Associates: 'We have an IT Team to do that!'

It's time to break down the mystery of cyber security for the Board. David Woodfine's presentation explored how the evolving threat landscape is not the sole responsibility of the IT department.

Insights

- Businesses can demystify cyber security by analysing the person behind the threats and the reasons they would want to target your business.
- Types of criminals include:
    - Hackers: Lone workers that like to showcase their skills and are usually motivated by a cause.
    - Organised crime: Make up 80% of attacks, and usually try to steal your business's information and money.
    - Insider threat: Aim to cause damage and embarrassment to your business.
- Developing cyber scenario-based plans can minimise the threat of cyber risks case-by-case. The Cyber Playbook; a series of flowcharts for responding to different cyber security scenarios, is your guide to tackling incidents at the Board level through a justified roadmap.

  🔗 https://www.ncsc.gov.uk/collection/incident-management/cyber-incident-response-processes

"*It's the responsibility of us all, particularly the Board, to break down the real cyber risks to their organisation. I want to provide a different approach by walking through a scenario of how businesses can map out and approach cyber threats.*"

David Woodfine I Cyber Security Associates

South West Regional Cyber Crime Unit: 'Cyber-crime case studies: Key insights and lessons learned'.

The South West Regional Cyber Crime Unit have learnt a few valuable lessons from case studies defending businesses against the effects of cyber crime. Their presentation shared real-life testimonials from cyber crime victims.

Insights

- Have 3 copies of your data on two media, and one of them has to be totally disconnected from your network. Make sure you know the what, when and where – what are you backing up and where? Don't forget to check your backups regularly.

- Create response plans and prepare for when a cyber-attack will happen. Make sure everyone in your business understands your incident response plan and what they need to do if an incident arises.

- Report the crime! It's an organisational responsibility, not just IT's problem, and it helps the police form trend and impact intelligence.

- Check if your email is in a data breach by visiting https://haveibeenpwned.com (and if it has, new and unique passwords with two-factor authentication are the solution).

🔗 https://www.swrocu.police.uk/cyber-crime/

Stephens Scown: 'AI: The Legal Need-to-Knows'.

From ChatGPT, Adobe Firefly and BARD to your own software – what should you put in place if you are using an AI tool in your business? Amy unpicked the complex laws surrounding copyright and AI in this fast-fire, facts-driven talk.

Insights

- Copyright is the primary right when it comes to software protection. The author of the source code is the owner of the source code. This only changes if there is an employee relationship, then your employer owns it.

- For AI to function, it needs to be trained on an extensive amount of data, all of which can be copyright-protected materials. Although it is illegal to use copyright-protected material to train AI in the UK, businesses using AI to generate content should consider the risks of copyright infringement and AI 'hallucinations' (false fabrications).

- The resolution: do your research before using AI to generate content for your business and complete a full risk assessment to ensure appropriate and legal use for internal and external outputs.

🔗 https://www.stephens-scown.co.uk/lawyer/amy-ralston/articles/

"*What I want to achieve is clarity for those attending today on what the legal implications are when engaging with AI in business, but also for software developers and people that commission the development of software.*"

Amy Ralston I Stephens Scown

John O'Mahony: 'Tales of a Security Operations Centre'.

A Security Operations Centre (SOC) is an extension of your team that employs people, processes and technologies to defend against real-world cyberattacks. John revealed how SOC-shared data from real-world cyber attacks can help inform business decisions about the best defence solution.

"Tales of a SOC showcased the significance of a Security Operations Centre through real-world narratives, and emphasised their invaluable contributions in today's ever-evolving cybersecurity landscape."

John O'Mahony | Kaseya

Insights

- Skilled attackers can evade SME's antivirus and firewall defence by:
  1. Gaining remote access to the victim's Office 365 account using stolen credentials.
  2. Using the compromised account, delivering a file to an internal employee.
  3. Upon opening the file, a series of obfuscated files are decoded.
  4. The attacker uses Windows BITS, normally used for downloading Windows updates, to maintain active code.
- Don't let Microsoft 365 become a blind spot for cyber attackers to exploit within your organisation. A SOC can evolve the existing tools at your disposal such as AV, firewall, MFA, DNS and anti-phishing.
- SOC can support your business in moving beyond protection and prevention. Detecting and responding to incidents is more effective than prevention alone; even the best preventative measures will not prevent all incidents.

SonicWall: 'Countermeasures for Cyber Defenders: SonicWall's 2023 Mid-Year Cyber Threat Report'.

Alexis' presentation shared the hard facts from SonicWall's midyear cyber threat report, offering exclusive insight into cybercrime's shifting frontlines and how changing behaviours may impact your organisation.

Insights

- Cybercriminals showed a preference for quieter attacks in the first half of 2023, shifting from or augmenting ransomware with cryptojacking, IoT malware and encrypted threats.
- The UK ranks at number 4 globally for malware attacks and number 3 for ransomware attacks. There were a recorded 3.7 trillion overall intrusion attempts globally during the first six months of 2023 – a 21% increase compared to the first half of 2022.
- Sonicwall's report also revealed that falling ransomware threats are likely to rebound, cryptojacking continues a record surge, encrypted attack volumes are on the rise and IoT malware attacks have trebled in the first six months of 2023. For more insights, download the full report at www.sonicwall.com/2023-cyber-threat-report

"I think it's really important for businesses to understand what is important to them as an organisation. It's not a matter of if you will get attacked by a cyber criminal, it's when."

Alexis Holmes | SonicWall

Our Nexus thought-leader: On cyber and AI

"Cybercrime continues to hold its place as a paramount concern for CEOs worldwide. However, it's becoming increasingly evident that a pivotal shift in mindset is essential regarding the responsibility for addressing this issue within organisations. Placing the burden solely on the IT department is no longer a viable approach, as it leaves our businesses vulnerable to substantial risks.

"To effectively safeguard our business, we must adopt a comprehensive, company-wide perspective on cyber security. It is imperative that leadership takes the initiative to redefine our understanding of what constitutes a robust cyber position in this evolving landscape. The days of relegating cyber security to a single department are behind us; instead, let's integrate it as a fundamental aspect of our strategy and culture to ensure resilience in the face of ever-present threats."

Julian Dean | Security Specialist

CULTURE

BUSINESS & TECH CULTURE IN 2023:

- 64% of employees in the tech sector said they were satisfied with their job or jobs - **PwC, 2023 Global Workforce Hopes and Fears Survey.**

- For tech talent, the No.1 incentive in a new job (chosen by 54% of respondents) was the work they would do – **Deloitte Insights, Tech Trends 2023.**

- More than 70% of companies express transformative diversity, equity and inclusion (DEI) aspirations, but less than half (47%) have the infrastructure in place to realise these aspirations – **McKinsey, The State of Organisations 2023.**

Exeter City Council: 'Beyond Planning: Unlocking Brownfield Land'.

One for those businesses living and working in Exeter – Ian Collinson's talk shared insights on a local initiative by offering a glimpse into the world of city planning, with an emphasis on unlocking brownfield land in Exeter.

Insights

- Exeter City Council's 'Liveable Exeter' is an ambitious housing growth and city-making initiative expected to deliver Exeter's vision for 2040, including at least 12,000 new homes to be developed on brownfield sites. 37,000 people commute into the city every single day, presenting a huge challenge in terms of sustainability.

- Exeter is predicted to be the fastest-growing city by GVA by the end of 2023. As the 2nd largest travel to work area in the UK, the development of brownfield areas in Exeter is important to tackling the City's growing travel infrastructure challenges.

- One particular project taking place as a part of 'Liveable Exeter' is the development of Water Lane, which is due to be transformed into a mixed-used neighbourhood with active streets, green spaces and connections to the canal. Here is the feedback survey.

  🔍 Water Lane Exeter

Launch: 'Happy people do great work! The reality of putting happiness at the heart of your business'.

What is your 'Why'? Jaye from the happy performance agency shared her quest to uncover Launch's Why and build her business around the principles of positive impact and making people happy.

Insights

· Make your superpower an expertise in human motivation. This will help to create a business environment that inspires happiness, better work, low staff turnover and a stronger team.

· The key to human motivation lies within a sense of autonomy, mastery and purpose in your work, all of which can be inspired through tactics that create trust and shared purpose.

· You can't make people happy, but you can create a happy place to work by creating a community that revolves around human motivation.

· Clarity, development, empowerment, recognition and relationships are the key components to motivating a team. Trust and shared purpose are vital to holding these elements together.

"*Having an attitude where you care about employee motivation and wellbeing makes for a much better company. We are all citizens of this world and if in business we can create more positive mindsets it makes for a much happier planet.*"

Jaye Cowle, Founder, Launch

NatWest: 'The Boost Effect'.

In his motivational talk, James Court shared his journey from challenging beginnings to building sellout business networking events with NatWest Boost; a Local Enterprise Manager-run programme, designed to open doors for businesses.

"*I want people to feel encouraged and motivated by my talk, and I hope that some of the essence of what Boost brings can be brought into explaining my journey over the last 7 years.*"

James Court, NatWest

Insights

· Being a business growth enabler is all about mindset. Harness the power of authentic connection to boost your business and prospects.

· Attracting and engaging audiences can seem like a daunting task. Think through the experience to affect how attendees feel at your events; people will always remember how you made them feel.

· Figure out what your business's 'Why' is, but beyond this, figure out your 'How'. Working with other businesses can help you to find your How.

· Remember: 1) Fail is spelt First Attempt In Learning. 2) The magic happens outside of your comfort zone. 3) Build, measure and learn. Then go again. 4) The power of Yet. 5) Never let anyone tell you that you can't.

Met Office: 'From rain clouds to remote clouds – the power of technology on meteorology'.

Jonathan's talk shared the ins and outs of what goes on behind the closed doors of the Met Office, where their supercomputer, ranking at one of the top 20 in the world, performs world-class global weather predictions based on measurements from the world over.

Insights

- Supplying the best data is all about helping you make better decisions to stay safe and thrive. The Met Office's data is being used to support responses to environmental challenges and shape business supply chain decisions.

- The Met Office's migration of data from their on-site supercomputer in Exeter to the Azure Cloud is the biggest migration of data to date and is expected to be the most powerful computer in the world dedicated to weather and climate.

- The Met Office's intranet won the award for Best Intranet at the International Communications and Engagement Awards by integrating Met Net with Microsoft 365 services. Their intranet puts accessibility and usability at the centre, responding to dyslexia, autism and colour blindness to create a better experience for their workers.

"Having the opportunity to share what goes on at the Met Office is a fascinating opportunity for our colleagues in the South West. Technology and science is evolving at a rapid pace and data science is a real key to businesses of all shapes and sizes to making better decisions."

Jonathan Murch, Met Office

Our Nexus thought-leader: On culture

"It's fascinating to see culture evolving hand in hand with technology. Tech isn't just about gadgets, it's about connecting people and making them happy, as Jaye from Launch beautifully put it. The Met Office's use of cutting-edge technology not only enhances data accuracy but also fosters a more inclusive workplace culture. Tech empowers us to build better, connect more authentically, and create environments where trust, shared purpose, and motivation thrive. As Jonathan Murch from the Met Office pointed out, data science is key to better decision-making for businesses of all sizes.

"So, as business leaders we must embrace tech as a tool to not only drive innovation but also cultivate a happier, more connected, and inclusive organisational culture. It's about using technology to not only improve our businesses performance, but fundamentally make our world a better place, one business at a time!"

Anna Nicholas, HR Manager

SUMMARY

THE PANEL

Our Panel debate session, hosted by founder of Tech South West, Dan Pritchard, featured Jonathan Murch, Amy Ralston, Julius Clayton, David Woodfine and John Brett. They responded to a range of questions from the audience.

AI

Among the central discussions, a recurring theme was the risks of AI. The panel cautioned that the quality of results obtained from AI relies on the quality of the data it is trained on, stressing the need to be vigilant of data curation and remain on the lookout for potential bias. Businesses need to develop comprehensive policies governing the handling of sensitive data, both for internal staff and within the context of broader business operations. Assessments should consider the associated risks of data security, confidentiality, and accuracy when using AI-generated content.

One attendee asked 'What happens to a company's culture when it becomes overly reliant on AI?' The panel's response was that organisations need to define what sets them apart, acknowledging the limitations of AI and ensuring a balance between human expertise and AI's capabilities.

THE TECH SKILLS GAP

The panel analysed the skills needed for future careers, focusing on bridging the technology skills gap. One key takeaway was the wealth of online resources available for advancing a career in IT and technology. Major providers like Microsoft, AWS, and REDCap offer well-structured learning paths that are designed with practical job skills in mind. These resources provide a comprehensive learning experience, making progression in a career in IT and technology accessible.

In addition to online resources, they highlighted the value of real-world experiences through apprenticeships and on-the-job training. The COVID-19 pandemic has created challenges in the job market, particularly in the technology sector, underlining the importance of addressing the skills gap and offering practical opportunities for the next generation.

EDUCATION AND COLLABORATION

The panel shared their insights on communication and collaboration within the business world. A key part of the evolving skills required in the technology industry included preparing young professionals to communicate effectively and efficiently in a professional context. Rather than solely seeking technical expertise at entry level, tech businesses are increasingly prioritising the ability to learn and adapt.

"Rather than solely seeking technical expertise at entry level, tech businesses are increasingly prioritising the ability to learn and adapt."

The challenges faced by educational institutions in delivering tech-focused programs were also addressed. Colleges are keen to provide more teaching in the tech space but face difficulties in finding qualified lecturers and financial constraints. A promising idea proposed was the collaboration between businesses and academia, by offering guest lecturers and shorter courses that align with the rapid pace of technological change, to bridge the skills gap effectively.

IT'S A WRAP!

At Nexus, we're proud to have been your IT and technology experts for the past 25 years and we look forward to continuing to provide optimal solutions for advancing your business processes with the latest innovations. It's an especially exciting time for the evolution of technology, with breakthroughs in AI and automation shaping the future of work and upgrading businesses capabilities. We're constantly looking ahead to respond to these changes by supplying the latest fully-managed IT support services, either as an extension to your in-house IT team or as your complete outsourced IT partner.

We'd like to thank all our speakers delegates for attending and contributing. Search 'nexus presents brilliance' for event photos and to follow us on Eventbrite for future events.

RESULTS FROM AUDIENCE SURVEY QUESTIONS

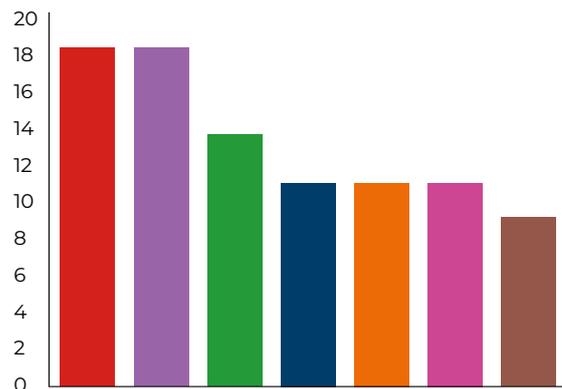**Which of these are you most excited about for the coming 12-24 months?**

- ● The efficiencies AI can deliver — 20
- ● Building a collaborative culture — 20
- ● Improving customer experience — 17
- ● Sustainable technologies and or practices — 13
- ● Modernising work premises — 12
- ● Expanding geographic reach — 9
- ● The ability to take on new applications with 5G — 3
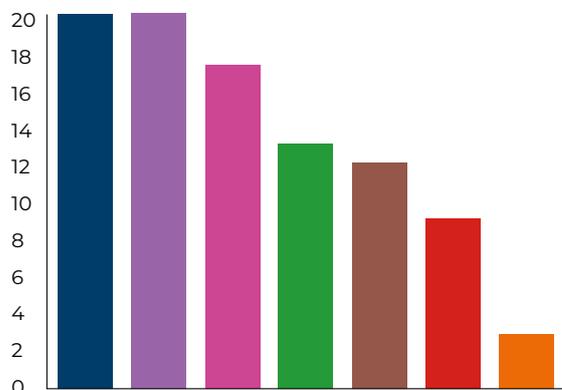
Which of these are you most concerned about for the coming 12-24 months?

- ● The risk of cyber security attacks on my business — 18
- ● Economic uncertainty and financial disruptions — 18
- ● Maintaining my culture with remote and hybrid workers — 14
- ● The rise of the machines! — 11
- ● The continuing recruitment challenges — 11
- ● Flexible working rights — 11
- ● Future government policy changes — 9

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