

NOVEMBER 2025



TALKING TECH

HELPING YOUR BUSINESS



FROM DAMIEN'S Clients' Words . . . DESKTOP:

Welcome to the November newsletter.

Have you started to use or experiment with AI? In this month's newsletter we have an article on demystifying AI. AI tools such as Microsoft CoPilot can save significant time.

We use CoPilot within Teams for all our online meetings. It takes notes for you. It even provides a meeting summary which includes a list of follow up tasks for all attendees.

CoPilot is compatible with most applications in the Office 365 suite and can be used to streamline tasks. They can be as simple as reviewing your work and suggesting modifications, suggestions or even completing repetitive tasks.

When it comes to AI, as a business owner you need to start to think about tasks that employees or you complete that are repetitive. These tasks are low hanging fruit that can kick off your AI journey. An example that comes to mind is; if you receive a report that is 45 pages long, get Copilot to provide you with a one-page summary that has all the essential information you need to know.

Ask CoPilot – “Who am I”

A handwritten signature of Damien Pepper in blue ink.

Damien Pepper – Director
dsp IT Solutions

“Great as always, fixed and happy with the process.”
Jo – Unique Building Services

“DSP IT have helped us develop new systems and solutions that suit our business needs, ensuring efficiency and being up to date with the newest technology and security.”
Kristin – Wine Network Consulting

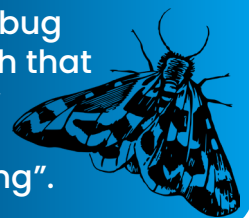
Love what we do?

Tell a friend and
let us thank you!
Scan the QR code,
your referral is the
biggest compliment
we can get.



DID YOU KNOW?

The first computer bug was an actual moth that got stuck in a relay in 1947, leading to the term “debugging”.



AI DEMYSTIFIED:

What to know about the current tools on the market

Walk into almost any IT department right now, and you'll hear the same conversation at least once a week: "Have you tried that new AI tool yet? I heard it's a game-changer."

The truth is that the market is buzzing with promise and noise.

A recent McKinsey survey shows that 78% of companies now use AI in some form, and that number is climbing.

WHY AI FEELS DIFFERENT THIS TIME

AI, of course, isn't new. However, something has shifted over the last two years. Models have become better at understanding context, generating content, and even juggling multiple formats at once.



Under the hood, the big three technologies driving this shift are:

• Machine Learning (ML):

These are the systems that improve with every dataset they touch. It's what makes recommendation engines get eerily accurate over time.

• Natural Language Processing (NLP):

The bit that lets a machine understand your request when you type, "Can you pull the latest metrics from that report?" and not just spit out a keyword search.

• Generative AI:

The creative side of AI that builds something from scratch: a paragraph, a code snippet, an image, or even a full video.

THE TOOL CATEGORIES WORTH KNOWING

• Chatbots & Virtual Assistants

- ChatGPT now handles images, audio, and real-time conversation, and remembers your preferences.
- Google Gemini slots directly into Gmail, Sheets, and Docs. It is handy if you already live in Google Workspace.
- Grok AI leans toward problem-solving and data-heavy reasoning, pulling in live info when needed.

• Content Creation

- Jasper AI: Aimed squarely at marketers, with built-in SEO and formatting help.
- Anyword: Used to tweak tone for specific audiences.
- Writer: Used to keep enterprise-level brand voice consistent.

• Image & Design

- Midjourney is the favorite for striking, artistic visuals.
- Stable Diffusion gives you full creative control.
- DALL-E 3 is simple to use inside ChatGPT for quick edits and iterations.
- Google Imagen 3 is precise and can handle prompts in multiple languages.
- Adobe Firefly keeps everything legally safe and feeds straight into Photoshop.

• Video & Storytelling

- Runway ML combines AI image generation with video editing.
- Descript and Filmora handle editing, transcription, and polishing without requiring a pro studio.
- Search & Research.
- Perplexity AI blends live search with AI summaries so you're not guessing about accuracy.
- Arc Search speeds up web research with on-the-fly summaries.

• Productivity & Collaboration

- Notion AI and Mem: Used to surface the right knowledge at the right time.
- Asana, Any.do, and BeeDone: Project tools used to schedule and keep track of tasks.
- Fireflies and Avoma: These meeting assistants can take notes so your team can actually talk.
- Reclaim and Clockwise: These calendar managers make meetings less of a Tetris game.

A FINAL THOUGHT (AND A BIT OF CAUTION)

The current lineup of tools can be incredibly powerful, but they're not magic. If you're not sure where to begin, try one experiment this quarter. Small steps now will make bigger moves easier later.

Contact us for help figuring out which AI tools make sense for your IT business and which ones you can safely skip.

SIMPLE AND IMPACTFUL DATA VISUALISATION



A good visual should feel effortless to read. Here's how to make that happen without overcomplicating it:



Start With Your Audience in Mind

A CEO scanning a quarterly update won't need the same level of detail as a marketing intern checking campaign click rates.



Match the Chart to the Story

Do you want to compare sales in 3 regions? Use a bar chart. Tracking customer churn over 12 months? Go for a line chart.



Keep the Clutter Out

If it doesn't help someone "get it" faster, strip it out.



Use Color Like a Highlighter, Not Wallpaper

One bold hue to flag the key number can do more than a rainbow will.



Let People Explore When Possible

An interactive dashboard is like handing someone a magnifying glass. They can zoom in on the details instead of asking you to dig for it later.

An illustration of a workspace with a desk, a monitor displaying a chart, two speakers, and a potted plant. A large blue arrow points upwards from the bottom right corner.

Optimise your workspace to boost productivity & reduce tech stress

- Use reliable tech**
Old devices = daily frustration.
- Get your setup right**
Good chair + monitor at eye level = less fatigue, more focus.
- Declutter your digital world** - Information overload = increased daily stress (76% of employees reported).
- Make it distraction-proof**
Notifications = 23 minutes to refocus.
- Take real breaks**
Moving every hour = better energy all day.
- Keep your tools simple**
Your team hates your apps = productivity suffers.
- Fast internet is a must**
Slow Wi-Fi = instant productivity killer.

Want help setting up a low-stress, high-productivity workspace?

Get in touch.



DSP IT SOLUTIONS

The DSP Communications logo is at the top left. The background is a gradient of orange and yellow with a large white curved shape.

DSP Communications

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6 COMPLIANCE BEST PRACTICES FOR SMBs



1

Map Your Data:

Do an inventory of every type of data you hold, where it lives, who has access, and how it's used.

2

Limit What You Keep:

If you don't truly need a piece of information, don't collect it. If you have to, keep it only as long as necessary.

3

Build a Real Data Protection Policy:

Put your rules in writing. Spell out how data is classified, stored, backed up, and, if needed, securely destroyed.

4

Train People and Keep Training:

Most breaches start with a human slip. Teach staff how to spot phishing, use secure file sharing tools, and create strong passwords.

5

Encrypt in Transit and at Rest:

Use SSL/TLS on your website, VPNs for remote access, and encryption for stored files.

6

Don't Ignore Physical Security:

If it can walk out the door, it should be encrypted.

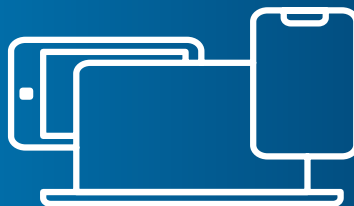
NOVEMBER TRIVIA QUESTION . . .

Test your knowledge!

The answer to last month's question was b) 8MB. Can you guess the answer to the trivia question below? The answer will be revealed in next month's newsletter.

What country has the highest number of internet users?

- a) USA
- b) China
- c) Indonesia
- d) India



NEED A LAUGH?

What do you call a kangaroo that is a dead set genius?

A quantum leap!



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