



# TECH TALK

“Insider Tips to Make Your Business Run Faster, Easier and More Profitable”

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We love technology and we love helping people.

Give me a call today for a quick (non-salesy) chat to find out whether my team and I can help you better secure your data and get more out of your existing Technology!

– Carl Hamilton  
Founder CEO

## HOW TECHNOLOGY SOLVES MANAGERIAL PROBLEMS IN SMALL BUSINESSES

Before the digitalisation of the business sector, it was impossible to comprehend how easily you can perform business tasks today. Every business industry is drastically changing by integrating new and advanced tech tools. The way you communicate with clients and other employees is different from how it used to be. This is possible because we now have the tools capable of solving our problems in a better way. Here are some ways in which technology is solving managerial problems in small businesses:

### Resource Planning

Whether you are a small business or an enterprise, you will agree that managing your resource is a challenge. Especially, when you are a start-up, you need to visualise your business process and create effective resource planning. By integrating Enterprise Resource Planning tool into your business infrastructure in an efficient way to solve departmental problems including finance, sales, marketing, and accounting.

The management team is responsible to solve problems for all the departments and streamline the coordination between front and back offices. An ERP program offers solutions to problems and helps the management team to make better decisions using insights.

### Collaboration Tools

Many businesses have different outlets or locations that function independently. Sometimes, these branches collaborate on a project or share information from headquarters to follow the same standards and stay on the same page. A manager by integrating a collaboration tool can streamline the communication between both ends. These tools are not only beneficial for enterprises, but small businesses can also solve their problems. If you manage a small business, you can effectively collaborate with your clients and instantly share data.

These tools are also helpful for employees working remotely. That way, they can consistently stay in touch with their team. Furthermore, you can also utilise collaboration tools for time management and project management. It also enables you to improve the customer-client relationship and simplify the workflow.

### Business Analysis Tools

In an enterprise, management can create and run an entire department for business analysis. However, that is not possible for small businesses with limited resources. Therefore, as a small business owner, you should consider integrating business analysis tools. So, without hiring a

professional team, you can crunch the data with this automation tool. It helps improve the productivity of your employees by generating accurate insights for improved decision making.

Many employees ignore the micromanagement practices, and it's a huge drain on management. By using a tool that produces insights about employees' productivity, you can achieve your business goals. You can also enhance the relationship between staff and the management with this data-oriented system as it eliminates personal opinions in favor of objective data. An analysis tool helps your employees meet their deadlines and keep new projects in line based on the priorities.

### Decision Support System

A decision support system or DSS helps operational management to gather the data and generate insights for better decisions. This tool saves a lot of time for the management team enabling them to solve complicated problems.

They can reduce decision cycle time and increase employees' productivity. This tool also helps with collaboration and communication and helps share facts and assumptions with the employees. With these tools, your business management team can learn new techniques and concepts. As a result, they can come up with productive ideas and implement new practices based on data.



## ELGATO STREAMDECK

If you love automating tasks, the Elgato Stream Deck is the perfect gadget for the job.

Featuring 15 fully-programmable LCD keys that you can use to launch a program, adjust audio, switch scenes for streaming and so much more.

The simple drag and drop interface makes changing your key shortcuts a breeze.

You can even turn a key into a folder so that it has other nested functions beneath it. The possibilities are only limited by your imagination!



# REDUCE WORKSPACE STRESS USING TECHNOLOGY

Many business owners focus on reducing work-related stress to keep their employees active and healthy. This way, they can focus more on their work instead of taking leave. Your employees should feel motivated while they are in the workspace. This way, they can evaluate and organise their life in a better way to ensure optimal work and life balance.

### Why Should You Reduce Stress?

You should reduce workspace stress for numerous reasons. To know the importance of reducing stress, you must understand how it affects your employees' physical and mental health. Consequently, it will impact business activities, hindering any progress towards long-term goals.

### Reduce Stress with Technology

The main reason for workspace stress is a lack of productivity and

focus. However, you can utilise technology for good, thereby reducing stressful work routines. Numerous applications are available to help your employees focus and manage their routine. Here, we will discuss some of those tools:

#### Project Management

Managing projects without any tools is a hectic task. Planning, prioritising, and tracking tasks will take up a lot of your time. However, you can rely on different tools to perform these activities. Integrate those tools, so your employees don't feel burdened. You can choose between popular tools such as Asana and Trello.

#### Time Management

When your employees are unable to focus and perform tasks due to stress, they can't practice effective time management. Eventually, this will add to their stress and

pressure. Tools such as Pomodoro are an amazing option to manage time in your workplace. When your employees meet deadlines, they can focus on other tasks or relax.

#### Collaboration

Other time-consuming activities involve collaborating and communicating with colleagues. You can streamline internal communication by integrating tools such as Slack, Google Drive, and Basecamp. These tools will not only help your employees communicate with each other, but they can also share and receive files and track their tasks. Furthermore, these tools will keep your tasks and conversations organized for future reference.

#### Stress Relief Apps

You can introduce various stress-reducing applications among employees. For instance, applications that reduce anxiety

will keep your employees calm and happy. You can share these applications that make it mandatory to relax for five minutes after working for an hour. Applications such as Mindwell and The Breathing App are popular for reducing stress.

Increasing workload and giving your employees a tough time will have a negative effect on your business. With excessive stress, your tasks will become counterproductive, and employees will lose their focus. If you want to improve employees' productivity, start by reducing workspace stress.



## REASONS TO USE GOOGLE ANALYTICS FOR MARKETING CAMPAIGNS

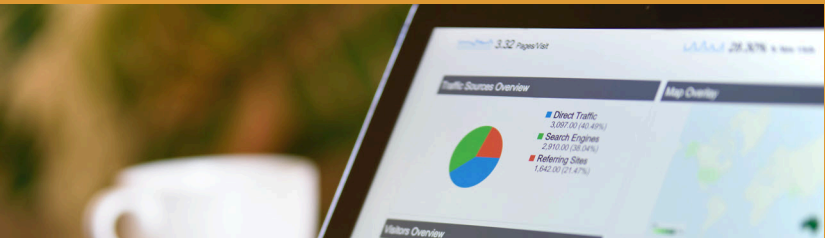
Google Analytics is a tool that enables businesses to evaluate their website's traffic. With Google Analytics, you can improve your marketing campaign by analysing various factors that affect the success of your campaign. It generates information about your target audience and their search on search engines.

This tool not only enables you to understand your customers but also provides a better user experience to the website. To enhance user experience, Google Analytics ranks your website on top searches. This is how it helps your campaign.

- It helps you identify the effective channels that drive more traffic to your website.

- You can find the marketing channels that generate more profit.
- Provide valuable information for your website's demographic. Enable you to analyse the top pages on your site.
- Shares information to identify the reasons for an increase in bounce rate.

Google Analytics helps you deliver high-quality content to attract more people. To achieve this target, it provides information that you can use to increase traffic. The information includes sources of traffic, most visited pages, and audiences' interest. By obtaining all of this data, you can effectively run marketing campaigns and head in the right direction.



## HOW CRM TOOLS CONNECT YOUR BUSINESS WITH CUSTOMERS

CRM or customer relationship management tools connect you with customers instantly and streamlines your relationship with them. That is why many businesses are shifting to CRM tools to improve consumer interactions' consistency and quality.

With a CRM tool, you can collect information and data about your customers. Understanding your customer will help you provide amazing products or services. CRM tools also help with customer

segmentation. Categorising your customers will understand the individual needs of customers and target specific audiences based on their liking and preferences. You can develop a better relationship with your customers by relying on customer retention. CRM helps you follow-up with customers on appointments and other activities. When you actively respond to customers, they will know how serious you consider this relationship. With CRM, you will be with your customers when they need you.

## WHAT IS A NFT?

NFT stands for non-fungible tokens. They are the latest cryptocurrency that has exploded to the mainstream. After digital artist Beeple sold his NFT at Christie's action house for \$69.3 million, NFTs got thrust to the mainstage of peoples attentions.

So what is a NFT? Basically you can transform anything digital into a one of a kind collectible that can be easily verified and traded in a blockchain. A good example would be if you had one bitcoin and traded it for another bitcoin, you would still have the same thing.

NFTs are totally unique and one of a kind, two will never be the same. Some examples of big NFT sales have been Jack Dorsey's first tweet going for more than 2.5 million and the original Nyan Cat gif went for over \$600,000.

So are NFTs worth the money? It's impossible to know at this point in time. In the meantime if you want to check out what NFTs are for sale the most commonly used marketplaces for them are Mintable, Nifty Gateway, OpenSea and Rarible.

## HOW TO OPTIMISE YOUR BUSINESS WEBSITE

These basic optimisation tips can greatly improve your website:

**Layout:** Designing an attractive website layout grabs the users' attention and makes sure they come back.

**Navigation:** Easy navigation from one webpage to another provides a user-friendly interface.

**Content Optimisation:** Optimise the content on your website according to the products/services that you provide.

**Categorise:** Categorise the important elements of your website, so the users find what they are looking for easily.

**Keyword Research:** Keywords that correspond with your business, products, and services.

**Responsive Call-to-Action:** Add CTA buttons that are responsive in real-time

## TECHNOLOGY TRIVIA TIME

Each month you have a chance to win a £25 Amazon Gift Voucher by being the first person to email us with the answer to our Technology Trivia Question of the Month!

The question this month is:

*What's the pseudonym used by the mysterious creator of Bitcoin?*

The first person to email me at [hello@chtsi.uk](mailto:hello@chtsi.uk) with the correct answer gets a £25 Amazon Gift Card!

