

Welcome to TekTalk

IT, Cyber Security and updates from Aztek – the A to Z of technology



LEAD STORY

Your Cyber Security is on the Government's Radar

An update about important new government security laws – and what they may mean for you.

'Did you hear the latest about the UK Cyber Security and Resilience Bill?' is hardly a promising conversational opener for your breakfast meetups. But you almost certainly will hear business peers talking about this emerging government legislation in the months ahead.

Expected to receive Royal Assent this year, it's the biggest update to UK cyber regulation in several years and is designed to ensure UK national infrastructure is resilient to attack. Traditionally, this resilience focused on essential services such as the NHS, energy companies and transport networks. Now, reflecting the devastating cyber attacks of recent years, it brings 'essential' digital service providers, including MSPs like us, into scope.



There are a lot of moving parts to this bill, but here's what matters for your business: if you supply services to the NHS, a local authority, a financial services firm, an energy company or any other regulated organisation, those clients will increasingly need to know that your IT provider meets a certain standard – because their regulators will be asking them to prove it.

That's why certifications like Cyber Essentials and ISO 27001 are becoming even more important – for MSPs like us (we hold **both**, by the way) and for the businesses that work with regulated sectors.

You can [find out more at the gov.uk website](#).

AI SAFEGUARDS

5 Tips for using AI at Work

This is what our teams are telling Aztek clients about safe use of artificial intelligence.





We're seeing more and more of our clients using AI in the workplace – and enjoying the considerable benefits. What's not to love about faster email drafts, summarised reports and truly useful action points – all delivered at Artemis II rocket speed?

At Aztek, we are advocates of using AI to do more, better. But we also encourage safe AI use in a controlled environment. AI can get things wrong, confidently make up 'facts' (known as hallucinating) and even inadvertently release confidential data.

Here are 5 things to do to enjoy the benefits of AI safely at work.

1. Keep AI tools within the same environment as your IT setup. For instance, if you use Microsoft 365, exclusively use Microsoft Copilot – accessed through your managed Microsoft 365 account, not as a standalone web tool. This helps to ensure your AI use is protected by the same data controls as the rest of your IT estate.

2. Audit your AI use. Keep a log of which AI platforms are being used, by whom, within your organisation. Identify any 'shadow' or unauthorised AI that may have crept in – and eliminate it.

3. Train your people in AI use. And if they don't have that training yet, hold off their access until they are up to speed.

4. Always double-check data generated by AI. Mistakes and 'hallucinations' happen. Be a second pair of eyes.

5. Remove confidential data before entering information into AI tools. Such as client/customer data, confidential business information and employee data. As AI tools may store or process inputs in ways outside our control, only anonymised or non sensitive information should be used.

None of these tips is designed to alarm or scare – as we said at the top of this story, we are enthusiastic advocates of AI. But, just like we deploy antivirus software when using the internet, so AI users must exercise controls.

If you would like support, guidance, or a conversation about using AI safely in your business, we are always happy to help.

[Contact Us](#)

INDUSTRY AWARDS

Jacob's Up For Another Award!

Our Junior Tier 1 Network and Fibre Technician has been shortlisted for a further award!



Say hello (again) to the man who never seems to be out of the Aztek newsletter.

We told you about Jacob Ibbetson [winning 'Highly Commended'](#) in the Digital and IT Apprentice of the Year at the Cornwall Apprenticeship Awards 2026. This was a huge achievement, as he was whittled down to the final three from a strong field of 73.

Now we've just learned he's been shortlisted at the Cornwall Chamber of Commerce 30 Under 30 Awards, which take place on 8 May in Falmouth. This event showcases and celebrates the incredible young talent within Cornwall and, once again, Jacob will be out of his beloved hi-vis and into his suit – proving it was a good investment.

Well done, Jacob! And if you're one of the few who haven't heard [Jacob's story](#) yet, read it below.



OUT AND ABOUT

Food For Thought

Why did we attended a hospitality and catering trade show? Aztek Marketing Executive Keira Anderson spills the beans.

'We work with a number of businesses in the hospitality, and food and drink industries. Events like Expowest Cornwall, which was held in Wadebridge in March, are a great way to visit several clients in one place and hear from others about the issues affecting the industry. Plus, free samples!

'This buzzing show featured around 150 traders, including our clients Tarquin's Gin and Ignition Credit. There were also reps from large brands such as Heinz and White Claw.

'Naturally, when we talked to people about what we do, cyber security came up. We still hear the familiar line: 'I'm a small business, why would they target me?' We always gently tell people that smaller businesses are much more likely to be targeted because many don't take security seriously. It definitely gave people food for thought.

'Talking of which, everywhere we looked there were free food and drink samples. We went for a fish and chip burger from Heinz, which came with a couple of their signature sauces. Then we finished it off with some Kelly's ice cream.

It's Easy To Get Support

COMMUNITY STORY

Sweetest Feeling

One of our favourite jobs this spring – delivering Easter eggs to Swallowcourt's Station Villa care home.



What do you get when you stack half a palette of Easter eggs into a shopping trolley? The answer is one or two minor spills (no harm done) and, more to the point, some very happy folk at Swallowcourt's Station Villa care home.

Based in Hayle, Station Villa provides long-term care for adults with a range of learning disabilities, including Autism and Asperger's Syndrome. It was a real joy to drop off these Easter eggs for residents and staff, and spread a little chocolate-based joy.

Full disclosure: this Easter egg run also included treats for colleagues back at Aztek HQ. And they showed as much commitment to polishing off eggs as they do to delivering cracking, egg-cellent and egg-traordinary IT services. (Sorry, it had to be done.).

You can find out a bit more about Swallowcourt and our work with them in our Success Story.

[Read the Swallowcourt Success Story](#)


THE IT CROWD

Meet 'Human' Gary

Each issue, we introduce Aztek team members. This time – the personable Second Line Engineer with THAT office nickname.

Gary Holmes has a talent for moving beyond scripted talk and developing real, empathetic relationships with our clients. But that's not why he's called 'Human Gary' – we'll get to that later. Here's the interview...

Gary, you're a Second-Line Engineer. What does your role involve?

It is a helpdesk role sitting between tier one and tier three, dealing with issues that tier ones are unable to resolve because they need a bit more investigation and deeper technical knowledge. It involves both remote support and site visits, and covers everything from networking and connectivity through to cybersecurity and escalated end user PC support.

Okay, we need to talk about 'Human Gary'.

[Laughs] Basically, Gossie, our Operations Manager, was accidentally called Gary by a client and the name stuck. But when I joined the business, she retired the name for herself and gave it to her cat, to avoid confusion. But people clearly were still confused, because they started calling the cat 'Cat Gary' and me 'Human Gary'.

Out of the office, your world revolves around your son, Lincoln. What does a Gary / Lincoln day look like?

We try to stay out of the house as much as we can and away from screens. If the weather's good, we will visit a National Trust garden, go swimming, or head out on quad bikes with friends. He also loves playing rugby, football and tennis.

I also like to teach Lincoln how to cook. He grew out of it for a while but then I won a 3 in 1 blender in Aztek's end of year raffle. It has been great for helping him feel more independent in the kitchen, as it makes things simple and safe. Lincoln loves making pancakes with it. He creates them from start to finish and finds it so satisfying. We get through a lot of pancakes these days.

[Read the full story](#)

Want to Know More?

If you would like more information about anything in this newsletter, or want to ask about any of our services, [get in touch](#).

We're helping the whole of the UK with comprehensive, customer-friendly IT and Cyber Security.

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