THE HD TECH WAY

Insider Tips To Make Your Business Run Faster, Smoother, and More Profitably

NOVEMBER 2026

THE AI TOOLS YOU DON'T KNOW YOUR TEAM IS USING



Your monthly newsletter, written for humans not geeks.

You've probably got a decent handle on the software your business runs on.

Your email, your accounting software, your CRM. Someone picked those, set them up properly, and keeps an eye on them. That's how it normally works.

But AI is throwing a wrench into things.

Industry research has shown how many AI tools people are using at work without IT knowing a thing about it. And this isn't just about someone opening ChatGPT in a spare tab. AI is popping up inside browser extensions, apps... all sorts of everyday tools.

Someone sees something that says it'll summarize a document, take notes in a meeting, or handle some tedious tasks, and they install it.

Most of the time that's harmless. Sometimes it's a nice little win. But when nobody stops to check what the tool can see, or where the information goes once it's touched it, we have a problem.

A good example: Someone installs an AI browser extension to get through their inbox faster. To do that job, it usually needs permission to read what's happening in the browser. Or someone connects an AI tool to their cloud storage so it can search through documents and answer questions.

Don't ban AI. Manage it.

Your team is going to use AI either way. We'll show you what's already running in your business, then give your team safe tools that work: Hatz AI Control for secure, everyday AI, and Copilot Studio for assistants built around your Microsoft 365

Take a real look at those permissions.

Some of these tools can read what's on a device and send data out to the internet at the same time. Others inherit whatever access the person already has, which can hand the tool far more of your company's information than anyone meant to give away.

You can see how it happens. Someone finds something useful, clicks install, and

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gets back to work.

Banning AI outright isn't the solution though. People use the tools because they make the day easier, and that isn't going to change.

It's better to know what's being used.

Once you do, you can work out what you're comfortable with, point people toward safer tools, and set a few simple rules about what can be shared with AI and what can't.

If you'd like a clearer picture of what's already running inside your business, Get in Touch!

INSPIRATIONAL QUOTE OF THE MONTH

"Being right doesn't make us trustworthy. Being honest makes us trustworthy."

Simon Sinek,
author and motivational speaker.

?A

ANSWERS BY: TOM HERMSTAD, YOUR CYBER LIFEGUARD

Q: How can I see if we're paying for software nobody uses?

A: A software review can compare the licenses you're paying for with what your team uses. It's worth doing regularly, particularly as people join, leave or change roles.ity.

Q: Should employees be allowed to install their own browser extensions?

A: Have some controls in place. Browser extensions may access information you're viewing or entering online, so they can introduce security and privacy risks.

Q: How do I know if our tech is hindering productivity?

A: Look out for friction. Slow systems, repeated manual work, too many logins and employees regularly finding workarounds may suggest your tech is getting in the way.



Productivity Tool of the Month

Stop doing the boring bits yourself!

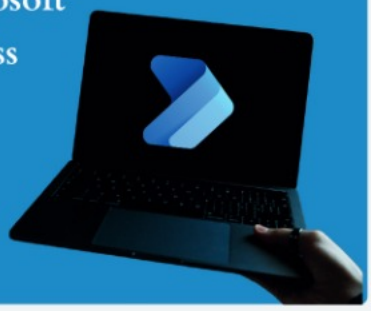
Ever feel like you spend too much time on little computer jobs that should just… do themselves?

That's what Microsoft's Power Automate is for.

Give it repetitive jobs like saving email attachments, organizing files, copying information between systems, or pulling together regular reports, and it'll just get on with them.

You don't need to know how to code, and there's a good chance it's already sitting on your Windows 11 Pro PC, ready to go. Find the right jobs to hand over and you could give yourself and your team hours back every month.

Free with Windows 11 Pro and most Microsoft 365 business plans.





Employee Spotlight - Happy 5 Years Shane!

Some people join a company and do their job. Others become part of what makes the company what it is.

Shane, over the last five years, you've grown with us, contributed to our success, and most importantly, brought your personality and plenty of laughs along the way.

We're lucky to have you as part of H&D, and we personally grateful for everything you've brought to the team.

Happy 5-year anniversary, Shane! Here's to the next chapter!

HD TECH
SecurITy Delivered



TechFacts

1. Researchers in Australia are turning cockroaches into tiny rescue workers. The insects have been fitted with lightweight electronics, tiny cameras, and even a device that can deliver an injection. The idea is that they could scuttle through gaps in collapsed buildings or caves that human rescuers simply can't reach, hunting for survivors. And it's not just theory. Tests have already shown they can navigate toward a target and deliver their payload.

2. Scientists have created the first complete map of an adult fruit fly's brain and central nervous system, covering more than 166,000 neurons. Then, because apparently that wasn't enough, software engineers started training the virtual fly brain to play Doom and Super Mario 64. There's an unwritten rule in tech: If something can possibly be made to play Super Mario, somebody will eventually try.

3. In 1947, engineers working on the Harvard Mark II computer found a moth trapped inside one of its relays. They taped the unlucky insect into their logbook next to the words: "First actual case of bug being found." The word "bug" was already being used for technical problems by then, so the moth didn't give us the term. But it did give computing history its most famous literal bug.



TECH UPDATE

COULD AI MAKE YOUR MANAGERS MORE PRODUCTIVE?

How much of your managers' time goes on managing people?

Less than you'd like, probably.

There's work to hand out, progress to check, meetings to arrange, questions to answer, and a stack of admin all fighting for their attention.

But this research has raised an interesting question: Could AI take some of that off their plate?

Employees were asked how they'd feel about having an AI co-manager, and a fair number thought it would make them more productive.

It's not hard to see why. AI can keep track of tasks, chase deadlines, answer the routine questions, and pull up information as soon as someone needs it. But none of that requires it to replace the person running the team.

For you, it could mean your managers get more time for the stuff where their experience and judgment is more valuable.

The research also showed where people still want a human in the room.

Performance feedback was a good example. When someone needs to hear how they're doing, talk through a problem, or figure out where they want to grow, a real conversation wins every time.

Same goes for encouragement, coaching, and picking up on what's going on with someone beyond whatever's on a screen.

There's a real opportunity here.

Let AI take on more of the routine, day-to-day management, and your managers get to spend their time supporting their people, making decisions, and keeping things moving.

Here's how H&D can help.

We find the opportunities. We'll look at all your data sources and talk with your team to spot the tasks that are ripe for automation.

We build it. We'll set up your AI system and connect it securely to your data.

We train your people. Your team learns how to put AI to work every day.

Remember: you don't buy AI. You learn AI.

If you'd like to explore practical ways AI could save time across your business:

Get in touch!

NEW TO MICROSOFT



Excel has a new trick...

Microsoft is adding an AI-powered Canvas to Excel that turns your spreadsheet data into an interactive dashboard.

Copilot pulls the important figures, charts and insights together into one view you can immediately make sense of. Even better, it stays connected to your spreadsheet, so it updates itself as the numbers change. No more rebuilding the dashboard every time something moves.

You can even just ask Copilot to change it for you by typing what you want, which could make even the most intimidating spreadsheets a lot friendlier to look at.