

Workshop 13 –IT
systems for
growing a
business



Clean Heat Accelerator

21st October 2024

Agenda

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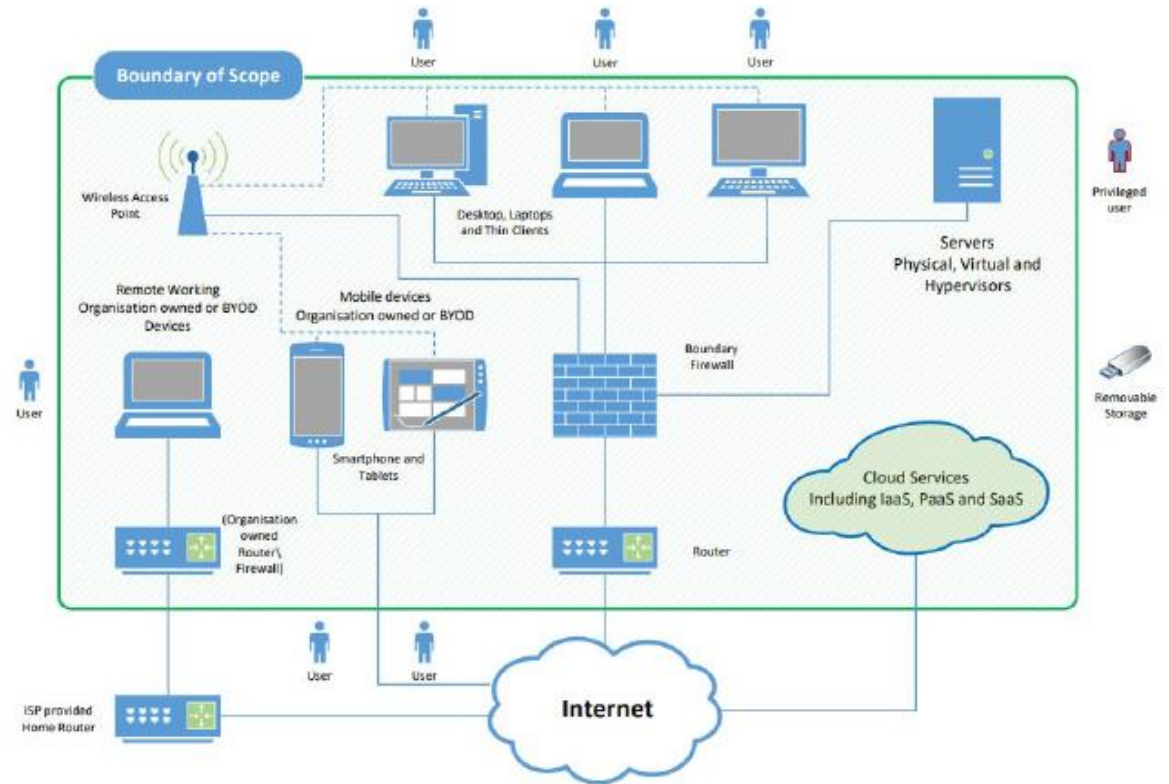
- Objectives
- Assessing Current IT Infrastructure
- Essential IT Systems for Growing Businesses
- Scalability and Integration
- Data Management and Analytics
- IT Budget Planning
- Implementation Strategies
- Neil Stark, Managing Director, Microsys Solutions

Objectives

- Understanding and planning for IT needs as you grow
- Importance of IT systems in business growth:
 - Efficiency and productivity gains
 - Improved decision-making through data
 - Enhanced customer experience
 - Competitive advantage in the market

Current IT Infrastructure

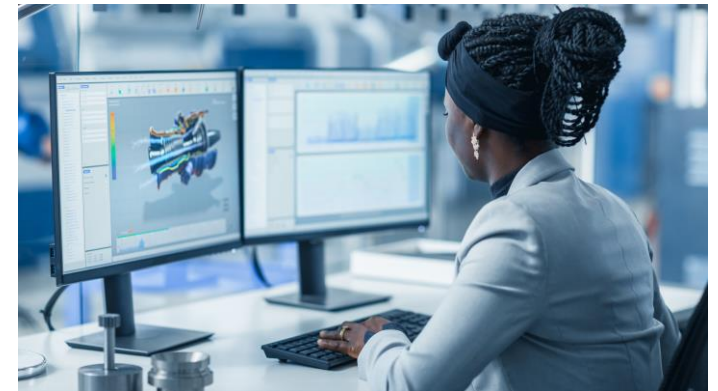
- Evaluating existing systems – what have you got?
- Identifying pain points and bottlenecks – how does it work?
- Risks – where are you vulnerable?



IT Systems for Growing Businesses

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- Customer Relationship Management (CRM) systems
- Enterprise Resource Planning (ERP) software
- Cloud computing and storage
- Communication and collaboration tools
- Cyber security



Scalability and Integration

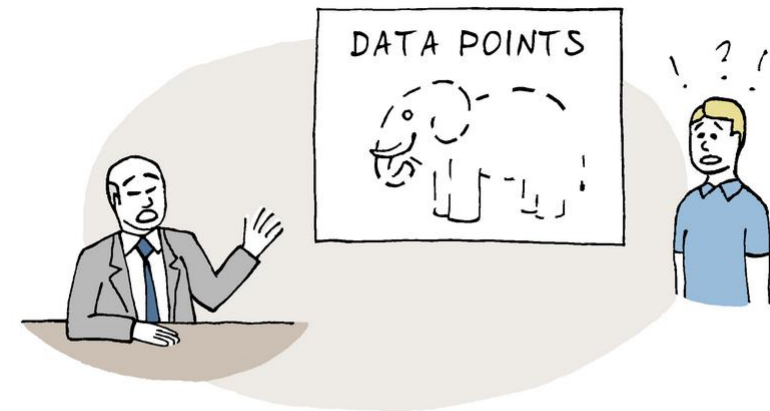
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- Choosing scalable solutions
- Importance of system integration
- Application Programming Interface (API) and middleware considerations

Data Management and Analytics

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- Importance of data in decision-making
- Basic data analytics tools
 - Spreadsheet software
 - Business intelligence tools
- Data security and compliance



BEFORE WE HAVE ALL THE DATA POINTS,
IT COULD BE ANYTHING...

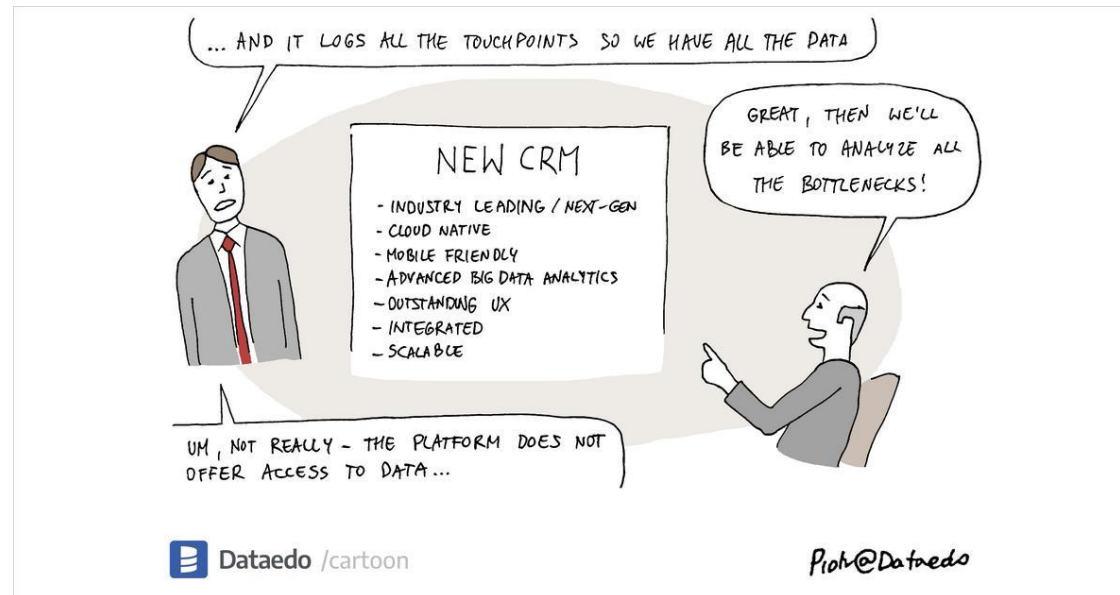
 Dataedo /cartoon

Piotr@Dataedo

IT Budget Planning

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- Estimating IT costs
- Return on Investments
- In-house vs. outsourced IT support



Implementation Strategies

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- Phased approach to system adoption
- Change management and staff training
- Choosing the right IT partners/vendors

Neil Stark,
Managing Director,
Microsys Solutions

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microsys
SOLUTIONS

IT Solutions & Support in Edinburgh

IT FOR STARTUPS

Neil Stark

Managing Director



CONTENTS

- ❑ About Microsys
- ❑ Critical things you must get right
- ❑ Less critical things to consider
- ❑ Future certification and compliance
- ❑ Things I have learned from startups
- ❑ Other considerations





About Microsys

- ❑ Edinburgh-based IT solutions and support company with 10 staff
- ❑ Established in 1998
- ❑ Support 70 SMEs and charities
- ❑ Mostly Microsoft-based solutions



Critical things you must get right

- ❑ Choose your foundation system well
- ❑ Device Management and control



Less critical things to consider



- ❑ Data folder structure and Access permissions
- ❑ Type and specification of computers and mobiles
 - Windows V Mac
 - Windows Home vs Professional
 - Mobiles Android vs iOS



Future certification and compliance

Why?

- ❑ This may be a requirement for your industry to be able to work with some clients or, in some cases, to allow you access to funding.
- ❑ The most common and accessible IT-related certification is **Cyber Essentials**, which is a government initiative to ensure your IT infrastructure meets certain standards
- ❑ To achieve this, you need controls in place that apply essential updates automatically and ensure that antivirus is installed and kept updated.
- ❑ Another common but more difficult to achieve certification is **ISO 27001**, which is more data-focused



THINGS I HAVE LEARNED FROM STARTUPS

- ❑ Loss of Control of Applications Being Used
- ❑ Choosing Applications



IT for startups

Other considerations



- Data Backup
- Use of AI, e.g. Chat GPT
- Cyber Security Training
- Outsourcing IT support and advice

A photograph of a modern office interior. The scene is dominated by a glass-enclosed staircase with a white railing. The lighting is dim, with several large, white, spherical pendant lights hanging from the ceiling. The overall atmosphere is clean, professional, and contemporary.

IT for startups

Questions