

The Mother Tongue

Windows 10 Support is Ending: What You Need to Know

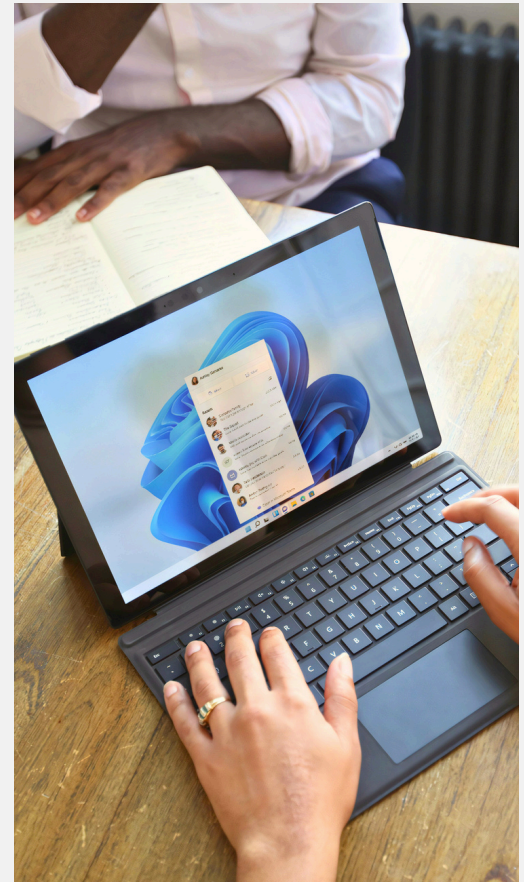
As Windows 10 nears the end of its lifecycle, it's essential to understand how this change will impact your business. After October 14, 2025, Microsoft will no longer provide security updates, bug fixes, or technical support for Windows 10 devices. While your systems will still function, the absence of these updates will leave them vulnerable to new security threats.

Windows 10 currently powers twice as many PCs as Windows 11, meaning many businesses face transitioning challenges. However, upgrading isn't always straightforward. Windows 11 has stricter compatibility requirements, and older PCs may struggle to meet them. Devices over three years old, for example, could experience performance issues or fail to update altogether.

If you continue using Windows 10 after support ends, your systems will be at greater risk for cyberattacks, which can lead to costly data breaches. Recovering from these incidents is much harder when you're running outdated software.

How Are We Helping with the Transition?

Mother is supporting customers as Windows 10 approaches its end of life. Our sales team is discussing Windows 11 upgrades with clients, ensuring compatible devices are updated easily through the Windows Update. While this update is currently optional, Microsoft will make it mandatory closer to the deadline. For older, non-compatible machines, our account managers are identifying them and providing upgrade options to ensure a smooth transition.



2024 Cyber Threat Report: Key Insights and Takeaways

This past year, tackling cyber threats has remained a top priority for us at Mother. We've witnessed the devastating effects these attacks have on businesses of all sizes, from household names to smaller local companies. No one was immune. In some cases, we even collaborated with law enforcement to help businesses.

One of the most destructive threats in 2024 was ransomware. Cybercriminals used this tactic to encrypt critical data, demanding hefty ransoms for release. The pressure on businesses is huge: pay up or risk having sensitive data displayed online for all to see.

The repercussions of such attacks are far-reaching:

Data recovery and reputational damage: Beyond the technical challenge of retrieving encrypted data, businesses often face significant reputational harm, particularly when sensitive client information is exposed. Breaches can drive loyal clients away, deter new ones, and lead to damaging publicity.

Rebuilding trust is costly and time-consuming, and some customers may never return.

Operational disruption and financial burden: The time and resources required to restore normal operations can be staggering, with costs escalating rapidly. For instance, one of our clients experienced an attack last year. While the Mother team restored their systems within a day, operations remained stalled for over a month as they awaited an external audit to verify integrity. This delay, combined with the cost of audits and lost productivity, imposed significant financial strain on the business.

As we approach 2025, cyber threats will only grow more complex. At Mother, our mission is to keep customers safe by staying ahead of cybercriminals. In the coming year, we'll continue delivering advanced solutions to prevent breaches—because being reactive is no longer enough.

Scotland is enhancing its digital progress, with faster, more reliable internet becoming available to more people and businesses than ever before.

By January 2024, 73% of premises in Scotland had access to superfast internet speeds—a big improvement from 62% in May 2022. This expansion means more homes and businesses are getting the reliable internet they need to work, learn, and stay connected.

What's Driving This Progress?

- **CityFibre's Impact:** Mother partners with CityFibre to deliver ultra-fast internet across Scotland, benefiting cities, towns, and rural areas.
- **Project Gigabit:** The UK Government's £5 billion initiative aims to provide high-speed internet to 85% of the UK by 2025, with major upgrades underway in Scotland.
- **Regional Rollouts:** In 2024, projects enhanced internet connectivity in regions like the Scottish Borders, Lothian, Dundee, Aberdeenshire, and the Moray Coast, ensuring reliable access countrywide.

Looking Ahead to 2025

Scotland's internet infrastructure is ready for a major boost. With high-speed connections reaching more areas, staying connected and productive will be simpler than ever.

Mother is dedicated to delivering cutting-edge connectivity solutions. Whether in the city or countryside, we ensure your business has the reliable, high-speed internet it needs to succeed.



Transforming Connectivity Across Scotland



2025 Return to Office Trends

Whilst many organisations continue to embrace hybrid working, trends for 2025 are leaning towards a return to the office.

Amazon and Dell are among the well-known companies abandoning remote and hybrid work in favour of building a stronger office culture. Similarly, Mother returned its staff to the office early after the pandemic. Like so many, we proved with the use of technology, that remote working was perfectly feasible. Nevertheless, the overall dynamic of the business was lost.

The collaborative environment and spontaneous conversation between peers were gone. The younger staff struggled with unsuitable home-working environments, distractions and lack of mentorship. Managers, in turn, struggled to effectively assess progress and sometimes encountered issues with accountability, as staff were not always where they needed to be or fully engaged in their responsibilities.

Recruiting talent in 2024 has been challenging. That's a common theme across all industry sectors. With that challenge front and centre, many organisations have extended their hybrid approach in an endeavour to attract candidates, many of whom remain in search of flexible working.

Whatever approach your business chooses, Mother is here to help. Our solutions are tailored to meet your needs, ensuring your team has the right equipment to work smoothly, whether they're in the office or at home.

Looking Back on Mother's 2024 Journey

Wow, what a year it's been at Mother! As 2024 draws to a close, we're taking a moment to reflect on some of the incredible milestones and achievements that have made this year so special for us, and hopefully for you, our customers.



Named Finalists in Two Categories at the Northern Star Business Awards

We are thrilled to share that Mother has been named finalists in not one, but two categories at the well-known **Northern Star Business Awards, Business of the Year and Customer First!**

Organised by the Aberdeen & Grampian Chamber of Commerce, in partnership with Brodies LLP, these awards celebrate businesses across the North-east of Scotland that make a real difference to the local economy. Being shortlisted is a huge honour and a testament to the dedication and passion of our incredible team—from those who've been with us for over 20 years to our newest members. It's their hard work and commitment that have driven Mother's success, and we couldn't be prouder.

Our Managing Director, Steve Redhead (pictured on the right), and Technical Director, Leslie Tulloch (pictured on the left), attended the finalists reception, where they had the chance to catch up with many familiar faces, including some of our valued customers. It was a great opportunity to connect and share excitement as we look forward to seeing how everything unfolds on the big night!

This award is just one of many that Mother has been shortlisted for this year. In fact, we've been named finalists for multiple awards, including Services Company of the Year at the Edinburgh Chamber of Commerce and Cybersecurity Partner of the Year at the nationwide CRN Channel Awards, both celebrating the exceptional service that we take pride in delivering.

We're excited to announce that this year, we've achieved our highest-ever turnover, surpassing £3 million! This milestone reflects our focus on growth, innovation, and keeping our customers happy.

One area which Mother has continued to excel in is the Independent Schools Sector. Mother's journey with independent schools started back in 2010 when we started providing our services to Albyn School in Aberdeen. Fast forward to today, and we're proud to support 9 independent schools throughout Scotland. This growth highlights not only our ability to deliver excellent solutions, but it showcases our incredible knowledge of the sector. We understand what technology solutions independent schools need to be able to provide their staff and students with the best experience possible.



Breaking Records: Our Highest-Ever Turnover!



Cheers to Our Incredible Mother Team!

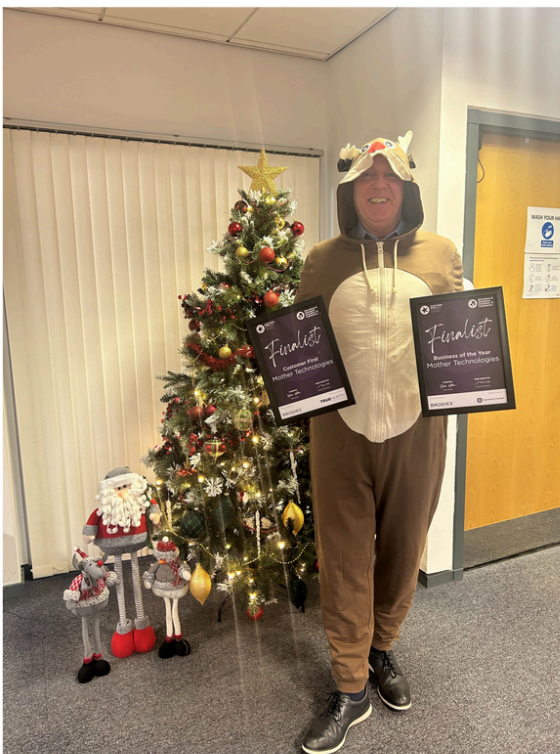
Our team has grown this year, and we've loved introducing you to the newest faces in the Mother Tongue! We welcomed three new engineers to our team in 2024, helping us keep up with the increasing demand for our services.

But we're not stopping there. We're actively recruiting more engineers as part of our ongoing expansion, ensuring that our service levels remain exceptional as we continue to grow our client base and services.

One of these additions is Seann Mitchelson, a third-year student from Napier University in Edinburgh, studying for a BEng (Hons) in Cybersecurity and Digital Forensics. Seann, who began his studies in 2022, will join us on January 13th for a one-year placement. During his time with us, he'll work closely with our experienced engineers, learning from them and meeting our customers to gain valuable real-world experience and skills for his future career.

Additionally, a big thank you to Annie, who recently completed her six-week placement with Mother after earning her Master's in Economics. During her time with us, Annie was an excellent addition to the team, gaining insights into all aspects of Mother's operations, particularly working closely with our finance team. Everyone at Mother wishes Annie the best of luck as she sets off on her next adventure to Canada!

Finally, we want to thank the rest of our hardworking team! Their dedication over the past year was recently rewarded at our Christmas party at Ardoe House, where a handful of our staff attended a fun night filled with laughter and some questionable dance moves (we're much better with tech!).



Wishing you a Merry Christmas and Happy New Year

Finally, as we start to wind down for Christmas, the team at Mother Technologies want to take a moment to thank you for your support throughout the year. It's been a pleasure to work with you in 2024 and we are excited to come back for an even more exciting 2025.

We hope this holiday season brings you time to relax, celebrate, and enjoy with your loved ones.

Our Festive Opening Hours

Our team will be available to support you during the holiday period, but please note our adjusted hours:

- December 24th: 8:30am-3:30pm (early closing)
- December 25th & 26th: Closed
- December 27th: 8:30am-5:30pm
- December 30th: 8:30am-5:30pm
- December 31st: 8:30am-3:30pm (early closing)
- January 1st & 2nd: Closed
- January 3rd: 8:30am-5:30pm

For those subscribed to emergency care, support is available across all service lines 24/7 throughout the festive period.