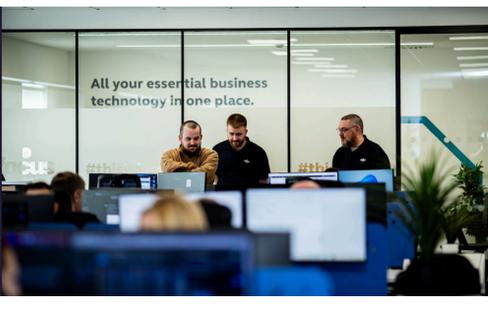


Insights

February 2026
Business tech news



Hello & welcome to your February edition of Insights!

This month's Insights is packed with fresh thinking, real-world success stories, and opportunities to get involved. From an exclusive event at London's iconic Somerset House to practical steps to kickstart your CX journey and the conversational AI trends set to shape 2026, we're exploring how technology is transforming customer experiences across the UK.

Plus, we're celebrating award-worthy partnerships, charitable impact and industry recognition. There's a lot to cover, so let's go!



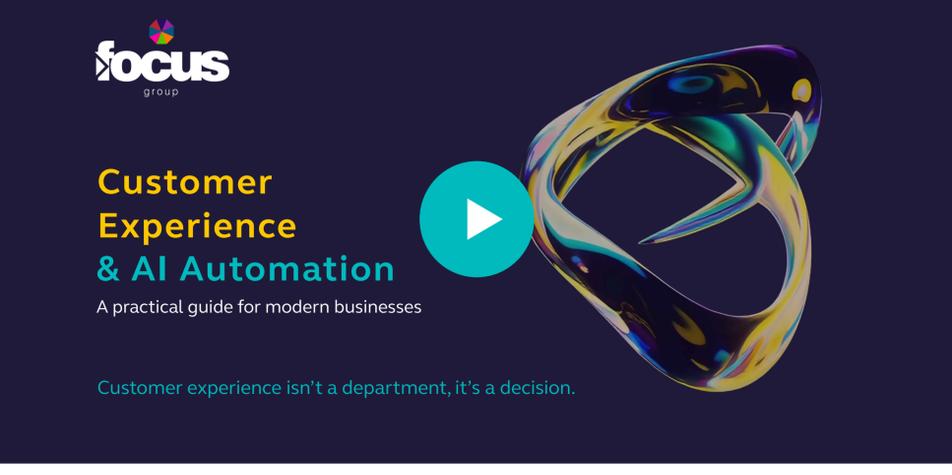
Retail Connect | Somerset House, London

Mover and shaker in the retail space or service sector? You're invited to join us at Retail Connect, hosted in partnership with Cisco, at the iconic Somerset House in London on Wednesday 25th March 2026.

Designed for decision-makers shaping how technology is used across customer-facing environments, the event will explore how AI, advanced security, and seamless connectivity are transforming the way organisations deliver experiences and drive growth - with a keynote from Holly Tucker MBE, co-founder of notonthehighstreet.com.

Gain practical insight, connect with peers, and discover strategies you can act on.

[Register now](#)



Your CX journey starts here

Curious about CX but not sure where to start? Our free, on-demand webinar is the perfect place to start!

Hosted by Matt Jones, our CX, AI & Automation Director, the webinar is designed for businesses looking to explore how modern CX strategies can improve customer satisfaction, reduce operational pressures and deliver measurable results.

[Explore CX](#)



Conversational AI in 2026: What UK businesses should really expect

AI is no longer a future consideration - it's happening now. In our latest article, CX, AI & Automation Director Matt Jones explores the conversational AI trends set to shape UK businesses in 2026, from omnichannel interactions and human-AI collaboration to the challenges of data privacy and legacy system integration.

Whether you're just getting started or looking to scale your automation capabilities, this is essential reading.

[Read now](#)



****Save the date: Our 5th Winter Ball returns 6th February 2027****

Microsoft 365 | Knowledge Hub

Keeping pace with Microsoft updates and AI developments is no small feat - but we're here to make it easier. Our free Microsoft Knowledge Hub curate the latest developments, user experience tips, product updates, advice and specialist webinars - expert insight at your fingertips.

It's a concise, insightful way to stay informed and inspired, and it's been developed to help you maximise the value of your investment across Microsoft 365 and Azure.

[Check it out](#)

CX success: Don't just take our word for it

At Focus Group, we're proud to work with a wide portfolio of companies across the UK, from ambitious start-ups to some of the UK's biggest brands and public sector organisations.

With CX cited as the #1 growth strategy for 2026, there's never been a better time to see what's possible. Explore our CX case studies and discover how our customers and partners are already reaping the rewards.

