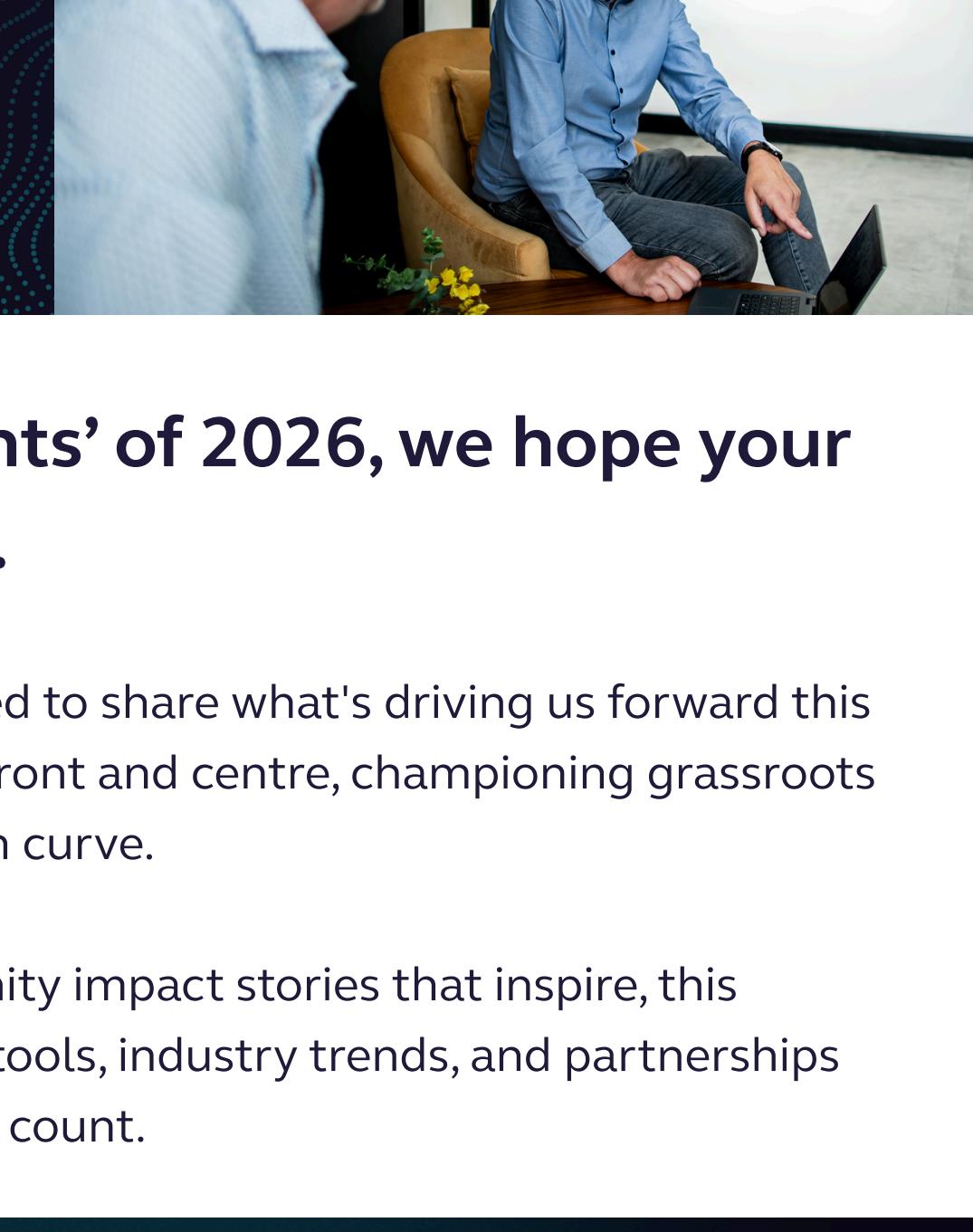


# Insights

January 2026  
Business tech news



## Welcome to the first 'Insights' of 2026, we hope your year is off to a strong start.

As we kick off a fresh chapter, we're excited to share what's driving us forward this year: putting Customer Experience (CX) front and centre, championing grassroots causes, and keeping you ahead of the tech curve.

From AI-powered automation to community impact stories that inspire, this month's Insights is packed with practical tools, industry trends, and partnerships making a real difference. Let's make 2026 count.

### Improve your Customer Experience



Leverage AI to drive business growth

### CX: The #1 growth strategy for 2026

This year, we're putting Customer Experience (CX) in the spotlight. Our resolutions are focused on freeing up teams from routine tasks, driving up loyalty levels and transforming customer interactions for businesses across the length and breadth of the UK.

From smarter AI-driven automation and CI to unified journey insights, our CX solutions are designed to make every customer interaction matter. If you're looking for measurable outcomes and big results, check it out.

[Explore CX](#)

### Your tech trends toolkit

New year, big ambitions? Staying on top of the trends shaping the business world is key but cutting through the hype can be time-consuming. Grab a coffee, we're here to help. Our team have curated seven standout podcasts, reports, and resources that deliver actionable intelligence on everything from AI agents and cybersecurity to digital change.

#### [WIRED UK \(Podcast\)](#)

This award-winning podcast with James Temperton and the WIRED team provides an informed and entertaining rundown of the latest technology, science, business and culture news, with new episodes each and every Friday.

#### [MIT Technology Review \(Blog\)](#)

Offering research-backed insights into AI trends, open-source developments, and regulatory shifts, its "What's Next" series provides forward-looking analysis that helps business leaders anticipate changes rather than just react to them.

#### [The Times Tech \(Podcast\)](#)

Co-hosted from San Francisco and London, this weekly podcast delivers the latest news and freshest interviews with people creating the future; from pioneers in tech and the brightest start-ups to the tech giants.

#### [Deloitte Tech Trends 2026 \(Report\)](#)

This leading report has a strong focus on practical implementation and business outcomes, featuring insights from technology leaders at companies like Broadcom, Western Digital, and Walmart on navigating AI transformation.

#### [Microsoft \(Blog\)](#)

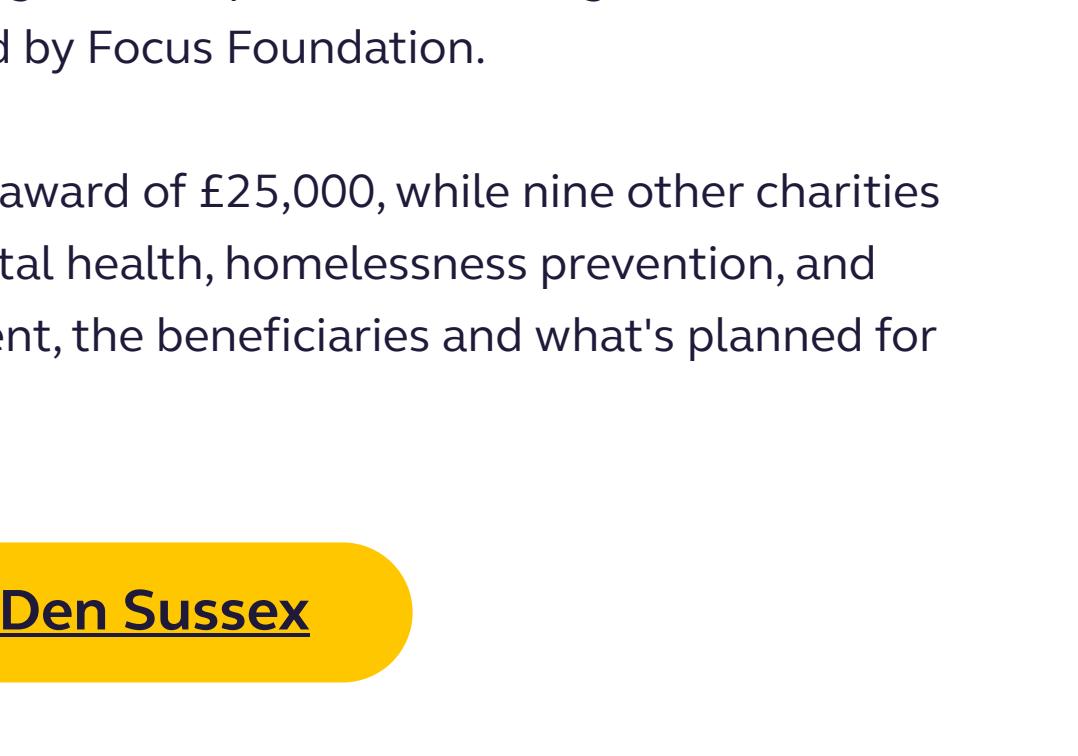
If you're looking for industry-specific thought leadership, this is the place. The blog covers thought leadership on topics like agentic AI in financial services, healthcare cybersecurity, and AI transformation across industries.

#### [Technovation \(Podcast\)](#)

Featuring the largest collection of interviews with elite CIOs and CTOs, this podcast includes conversations on AI's business applications and addresses the practical issues of driving digital change.

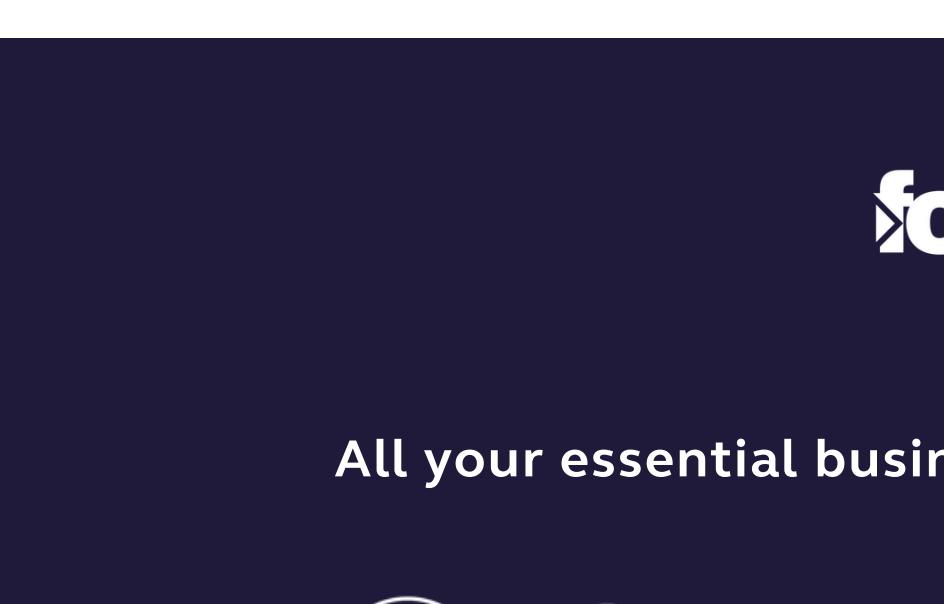
### Mitchells & Butlers: Raising the bar for digital transformation in hospitality

This is a story of trust, innovation, powerful collaboration and shared ambition across more than 1,700 venues throughout the UK. In our biggest project to date, we are delighted to have partnered with Cisco and Mitchells & Butlers – an iconic operator of restaurants, bars and pubs, with its well-known brands including All Bar One, Browns and Harvester.



In a rapidly evolving market, alongside a large and diverse estate, M&B sought a technology refresh that would both modernise its infrastructure whilst creating a strong foundation for growth, security, and exceptional guest experiences. And that's where we stepped in.

[Read customer story](#)



### Kickstarting change

For the third year running, Focus Group is proud to support The Big Goal, a national initiative led by the Street Soccer Foundation that uses football to create brighter futures for young people facing homelessness, hardship, and unemployment in the UK.

Our involvement has helped fund Street Soccer Academy places at both the Palace for Life Foundation – official charity partner of Crystal Palace Football Club, and the Saints Foundation via Southampton Football Club, supporting participants with employability skills through the Foundation's nationally acclaimed personal development programme, Street Soccer Academy.

Looking ahead to 2026, we're excited to keep championing this cause and if we can win a few matches ourselves along the way, even better! If you're a business owner keen to make a real social impact, we encourage you to get involved – visit [The Big Goal website](#) to find out how your organisation can play a part.

[Angels' Den Sussex](#)



### Focus Foundation launches Angels' Den Sussex

Towards the end of last year, Sussex witnessed a landmark moment for grassroots charities. Taking to the skies above Brighton & Hove, Focus Foundation hosted its inaugural Angels' Den aboard the i360, and channelled a mighty £100,000 into local causes. From 120 applicants, ten outstanding finalists pitched to 200+ guests and five Angels who each pledged £10,000, matched by Focus Foundation.

Brighton Table Tennis Club secured the top award of £25,000, while nine other charities received funding for projects spanning mental health, homelessness prevention, and youth support. Find out more about the event, the beneficiaries and what's planned for 2026 [here](#).

[Angels' Den Sussex](#)

