

Editor's Comments

How Ai is dividing online search

With the addition of Ai tools, all search engines are upping their game. As still the most used search engine, **Google** changes are important to the majority of those using online search in the UK.

Using **the traditional** format (used by 2 billion worldwide monthly) - users are most likely to type short terms into the search engine e.g. 'UK software systems for HR'. This will then display a list of sites that the engine thinks most fits the input, plus also those sites that have paid (PPC / SEO) to get their sites at the top, or near the top of the list. It is then up to the user to visit one or more websites to look for the best solution for their needs.

AI Mode uses Google's custom **Gemini 2.0** (or upgraded **Gemini 2.5**) termed **Query Fan-Out** as a model for advanced reasoning, handling complex queries, and processing multimodal inputs, which is a conversational tool. Here the use is looking for Google to provide more information on a topic, rather than a list of sites. This will be a longer input string as the question can be as long and detailed as the inputter requires e.g. *I'm looking for a new*

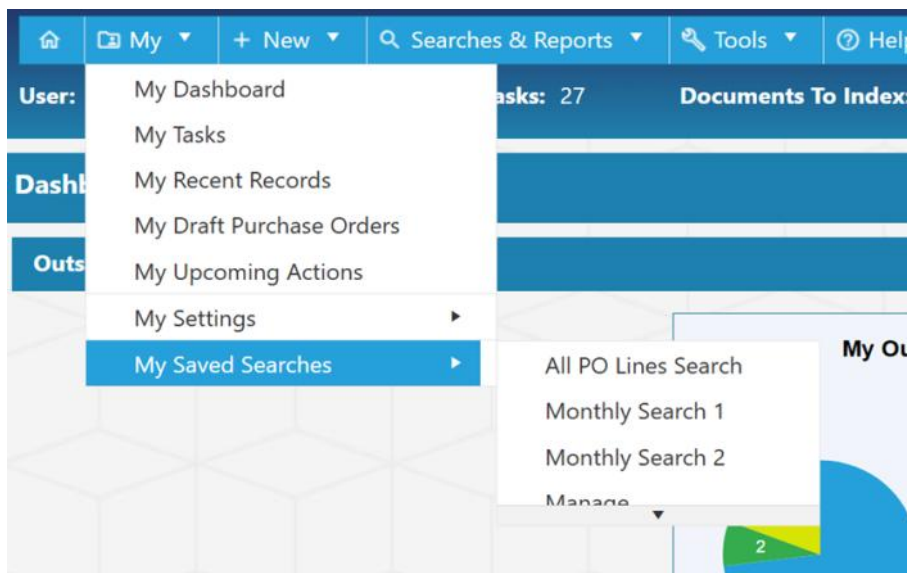
HR system for my company. What should I be looking for in terms of features and functionality?'

Dependent on that response, the user refines the next 'question' as a reply, based on that first response Ai has provided. Ideal for someone doing research but less 'immediate' in terms of presenting options. The argument will be that by having a 'conversation' Ai should return a more refined set of responses so that the inputter is able to get a more relevant list of options to then follow. So, practically, it is down to the user as to how definitive their query is, that will determine the search model used.

Industry research estimates that Ai is only some 5-10% of total search at present, but will grow to a 50/50 split by 2028. By then we will no doubt have even more refined options to use!

New System Features:

We're continuously evolving our system in response to real-world customer needs. As new clients come on board and existing ones grow, we identify opportunities to deliver enhancements that add value across the board. Below is a snapshot of the latest features now available. If any could benefit your setup, feel free to get in touch with James Cole at sales@cloudb2b.co.uk to explore further.

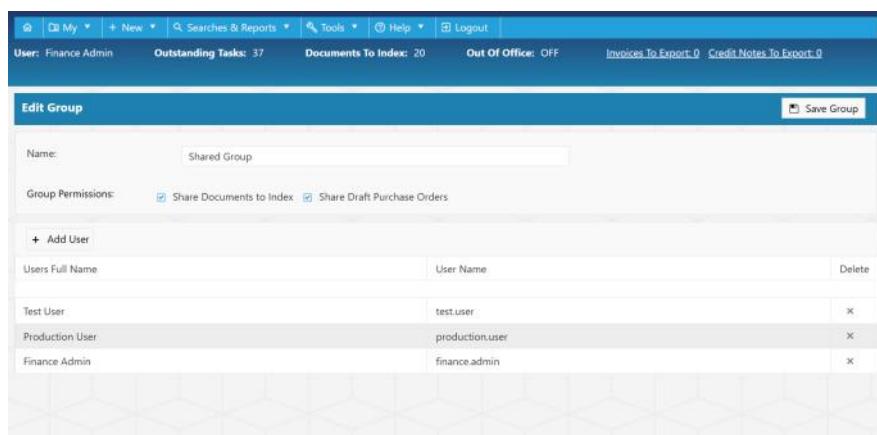
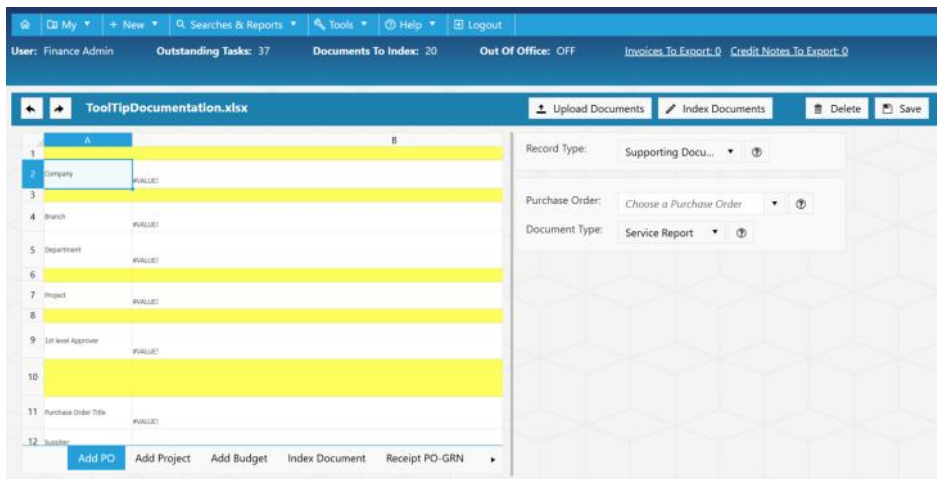


My Saved Searches

Users who are regularly using search filters—often the same filter each time, can now save each of these searches under a name they choose. This avoids having to re-do the search every time, saving time and effort.

Updated Document Viewer

Our new document viewer now supports a wider range of file types including .xlsx, .docx, .msg, and .mp4, as well as the current standard formats. So users can easily store and view a wider range of supporting documents within the system.



Shared Access

This allows groups working together to share “Draft Purchase Orders” and “Documents to Index” folders in order to increase efficiency.

Email Template Administration

Type	Name
MFA	Send Email MFA Code
Purchase Order	Purchase Order Approved
Purchase Order	Revoked Purchase Order
Purchase Order	Send Purchase Order to Supplier
Purchase Order	Send Purchase Order to Supplier w/ Supporting Docs
Tasks	Daily Outstanding Tasks
Tasks	New Group Task
Tasks	New User Task
Tasks	New User Task: PO Approval
User	Password Reset - New Password
User	Password Reset Request

Email Template Manager

This feature allows customers to alter and create new email templates themselves, without having to raise a support request. This applies to templates that are used internally or those that are sent out directly to suppliers.

Email Logging

A useful new security feature, where Admin-level users can track all emails sent from the system (internal user and external emails to suppliers). Details include both recipient and the message.

Email Logs

Created	Company	Supplier Name	Type	Status	Email Details	Attachments	Attachment Names
13/05/2025 16:07:55	Demo Company One	Ken Booth & Co	Send Purchase Order to Supplier w/ Supporting Docs	Sent	Send Purchase Order to Supplier w/ Supporting Docs: New Purchase Order - test was sent to Supplier: Ken Booth & Co (testing@documentsonline.co.uk) Attachments: 2 (2025-20.pdf,Brivly - Invoice-809804.pdf)	2	2025-20.pdf,Brivly - Invoice-809804.pdf
13/05/2025 14:58:06	Demo Company One	Ken Booth & Co	Send Purchase Order to Supplier w/ Supporting Docs	Sent	Send Purchase Order to Supplier w/ Supporting Docs: New Purchase Order - test was sent to Supplier: Ken Booth & Co (testing@documentsonline.co.uk) Attachments: 2 (2025-20.pdf,Brivly - Invoice-809804.pdf)	2	2025-20.pdf,Brivly - Invoice-809804.pdf
13/05/2025 14:56:27	Demo Company One	Ken Booth & Co	Send Purchase Order to Supplier w/ Supporting Docs	Failed	Send Purchase Order to Supplier w/ Supporting Docs: New Purchase Order - test failed to send to Supplier: Ken Booth & Co (testing@documentsonline.co.uk) Attachments: 2 (2025-20.pdf,Brivly - Invoice-809804.pdf)	2	2025-20.pdf,Brivly - Invoice-809804.pdf
13/05/2025 14:23:33	Demo Company One	Ken Booth & Co	Send Purchase Order to Supplier w/ Supporting Docs	Sent	Send Purchase Order to Supplier w/ Supporting Docs: New Purchase Order - test was sent to Supplier: Ken Booth & Co (testing@documentsonline.co.uk) Attachments: 2 (2025-20.pdf,Brivly - Invoice-809804.pdf)	2	2025-20.pdf,Brivly - Invoice-809804.pdf
13/05/2025 14:09:40	Demo Company One	Ken Booth & Co	Send Purchase Order to Supplier w/ Supporting Docs	Sent	Send Purchase Order to Supplier w/ Supporting Docs: New Purchase Order - test was sent to Supplier: Ken Booth & Co (testing@documentsonline.co.uk) Attachments: 2 (2025-20.pdf,Brivly - Invoice-809804.pdf)	0	
13/05/2025 14:06:44	Demo Company One	Ken Booth & Co	Send Purchase Order to Supplier w/ Supporting Docs	Sent	Send Purchase Order to Supplier w/ Supporting Docs: New Purchase Order - test was sent to Supplier: Ken Booth & Co (testing@documentsonline.co.uk) Attachments: 2 (2025-20.pdf,Brivly - Invoice-809804.pdf)	0	



Supplier Documents

Users can upload and store any form of supporting document against individual suppliers such as New Supplier Forms or Contracts. This document management feature will enable key documents to be stored for each supplier.

People Focus

James Cole, Customer Relations & Systems Analyst

James joined Cloud B2B in the new role of Customer Relations & Systems Analyst in April 2024. He is responsible for continuing and expanding the high levels of service already provided by Cloud B2B.



With a strong background in building customer relations, James previously worked for Symphony Group as an Account Manager. He moved to Cloud B2B so he could bring these skills into play, and to follow a passion for IT by developing his skills in programming. James plays a critical role in introducing Cloud B2B's offerings to new potential customers and ensuring existing customers are getting the most out of their systems.

Outside of work, James has recently purchased his first house with his Fiancé and therefore spends most of his weekends travelling to and from B&Q!! However, when he has spare time, he can be found playing guitar, a hobby he has enjoyed for over 20 years.

James Commented: "I am very pleased to have joined Cloud B2B as it gives me an opportunity to not only utilise my existing customer relations

skills, but also to significantly develop my range of IT tools. Since joining the company, I'm pleased to say that I have helped introduce a number of new clients such as; Ards & North Down Borough Council and Redsky Rise Ltd, and I look forward to helping even more join the Cloud B2B family!"

Welcoming New Clients

We are excited to announce that several new clients have joined the Cloud B2B family! We are pleased to welcome:



Full Purchase Order System

A borough council based in Northern Ireland, ANDBC required a secure, comprehensive system to facilitate a wide range of purchasing requirements for around 40 users.



Full Purchase Order System

A London-based property company with over 20 years experience in the real-estate sector, Redsky Homes recently implemented a system to cover their purchase order process.



Full Purchase Order System

Part of the Marriott Hotel Group, the Wellesley Knightsbridge hotel and its sister hotel, 10 Manchester St now have a purchase order system to cover their departmental needs.

Case Study — Brighton & Hove Albion Foundation (AITC)



AITC (Albion in the Community) is now known as the [Brighton & Hove Albion Foundation](#), the official charity of Brighton & Hove Albion Football Club. The foundation uses the power of football to inspire and engage local communities, delivering a wide range of programs focused on health and wellbeing, education, and social inclusion. They work with over 46,000 people annually across Sussex.

Additionally in March 2022 *More Than Football* was launched which now supports hundreds of men, aged 30-50, across Sussex, and was created in order to help support their mental health through the power of football. Add to this the work the foundation does with other focus groups, both boys and girls, plus disabled children, and you see how valuable their work has become.

So, no surprise that in recognition of the foundation's achievements, they were awarded the prize of Best Football Community Scheme (Premier League and Championship) at the Business awards ceremony this year (2025).

Back in 2015, **AITC's Head of Finance & Operations** approached Cloud B2B, about the possibility of providing AITC, as it was then, with a [Purchase Order system](#). After introductory sessions showing the software options Cloud B2B could offer, the client committed to having a [Purchase Order and Supplier invoice \(POPIA\) system](#) developed with customised workflows for the approval of Purchase Orders and resulting supplier invoices, credit notes. Also critical was the availability of system reports for auditability. Initially some 70 users were to have access to the system with multi-level approval steps according to value.

Over the next few years, the Foundation expanded the use of the cloud-based system requesting 5 sets of changes and additional functionality via Change Management, thereby developing the core product, ensuring that as the business developed, the system met any new challenges.

In addition, a new requirement arose for the provision of a separate system that allows staff users to upload receipts for expenses incurred by them e.g. mileage claims for travel. The new system allowed a customised approval regime, by the manager who was responsible for that particular expense. This was developed and supplied successfully in 2018.

Fast forward to 2025, and the Foundation's Management Accountant, requested that rather than having a separate expense system, a revised specification for an Expense module be added to the existing [POPIA system](#).

Combining the 2 systems made sense in terms of user licences as well as allowing the export of data related to the expenses to be exported for the Accounts department to process and pay approved expenses. The new module also featured additional information such as the ability to handle expenses, both single and multiple line, by

Department - single and multiple, where applicable, plus Nominal code, Account references, and a field for users to add comments to justify the expense. For mileage, start and end post codes have been added to further justify the expense. Additions to the user Dashboard for high level admin users will also show expenses raised but not yet submitted, to more accurately forecast expenditure.

AITC's Head of Finance & Operations commented 'We have worked very successfully with Cloud B2B over the last 10 years, to provide the Foundation with the business fit solutions that have met our ever changing needs, which has been a key feature of our relationship. The ability to understand our requirements in detail and provide the customised systems, cost effectively, has been the key to our long-term history with Cloud B2B. I would recommend them to any prospective organisation, who are looking for flexibility and diligence in providing solutions that genuinely go the extra mile to provide true benefits and efficiencies'

Daniel Page (Cloud B2B MD) said 'It's been a pleasure to work with the AITC team to provide the Foundation with solutions that meet their requirements, and we look forward to continuing that good work, whatever their needs! We feel that the key to working with the Foundation, as with all our clients, is our ability to make sure the functions and features we develop provide genuine benefits. As a software solution company, we can provide solutions in not only short time frames, but without heavy development costs that other companies may require, due to the flexibility of our core systems architecture'



BRIGHTON & HOVE ALBION FOUNDATION