



2025 In Review: Entering 2026 With Purpose

by [Sydney Hillard](#), BSS Staff

Business System Solutions is your IT Service Partner who provides peace of mind through guidance, education, and responsive support. Serving communities in Indiana, Tennessee, and Michigan.

Caretakers of Your Productivity.

"For I am about to do something new. See, I have already begun! Do you not see it? I will make a pathway through the wilderness. I will create rivers in the dry wasteland."

Isaiah 43:19

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As we step into 2026, we're reflecting on the milestones, transitions, and growth that shaped BSS throughout 2025. It was a year of office improvements, team changes, and major milestones that prepared us for the initiatives we're pursuing this year.

Reflecting on 2025: Renovations, Milestones, Transitions, & Team Growth

1. Office Renovations: Improvements to Our Indiana Location

In 2025, we completed some much-needed renovations at our Indiana office. Our space now has fresh paint, new carpet, new exterior signage, improvements to the HVAC system, and exterior work to better insulate the building. Even though it disrupted in-office work for our Indiana team, they were extremely flexible, understanding, and excited about the improvements!

2. Celebrating a Milestone: 30 Years of BSS

This past year we celebrated 30 years of BSS, a major milestone for our company! We hosted an event at our Indiana office with approximately

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50 guests, including clients, friends, family, numerous state representatives, and Greater Lafayette Chamber representatives. We also had client appreciation lunches for our Michigan and Tennessee locations. It was special to celebrate such a big milestone with people we cherish and appreciate!

3. Divesting Our Michigan Office: Refocusing On Our Indiana & Tennessee Locations

In September, we announced the sale of our Michigan office to a close friend of our owner and CEO, Bill Ooms. This friend also owns a managed service provider that's expanding to Michigan. This transition allows us to more intentionally focus on our Indiana and Tennessee clients, serving them to our fullest potential.

4. Team Improvements: Refinement & Additions

In 2025, we also added three new team members, Lainey, Nathan, and Sydney! As we transitioned into two offices, we redefined staff titles and leadership roles to better support our clients and strengthen our internal structure. We continually look for meaningful ways to align our team and company culture to provide the best experience for our clients, partners, and staff.

Preview of 2026: Implementing AI, Faster Support, & Enhanced Protection

1. Using AI Effectively: Helping Clients Implement New Tools

Artificial intelligence (AI) is a tool we encourage, utilize, and plan to continuously expand upon at BSS. We find it to be extremely beneficial for various tasks, such as researching ideas, streamlining processes, and content ideation and creation. In helping our clients integrate AI into their daily workflows, we hope to help them reduce manual tasks and increase efficiency for a more productive workday.

Helping our clients utilize AI, specifically Microsoft CoPilot, while keeping their data secure and boosting their productivity is one of our goals for 2026.

2. Faster Response Times: Strengthening Support & Efficiency

Improving response times continue to be a major priority for our team. With new staff joining us last year, we're able to serve our clients more quickly and efficiently. Having two offices has also allowed each location to focus on its local clients, improving day-to-day support. Moving client environments to Azure and Sharepoint also significantly improves new computer setups, helping users get up and running faster. Our helpdesk team provides constant, reliable support to our clients across both locations, and we are incredibly grateful for the work they do.

At BSS, we constantly emphasize how important timely responses are for client concerns. Our team makes it possible to meet this standard!

3. Enhanced Client Protection: Proactive Monitoring & Stronger Security

Improving proactive monitoring and strengthening security for our clients remains a top priority for our team. Each year, we seek to expand our knowledge and deepen our expertise to best protect our clients' data and information. As cyber threats continue to rise, businesses need reliable protection, regular updates, and consistent monitoring to keep their technology and systems secure.

We greatly recognize and emphasize the importance of educating our team and continuously learning new approaches, skillsets, and solutions to provide optimal support for our clients. We remain

committed to helping clients strengthen their defenses against threats and attacks, providing improved cybersecurity tools, and educating them on breaches, protective measures, and emerging security information.



From Bill's Desk:

2025 was a year of growth and transformation, marked by milestones that strengthened our foundation and sharpened our focus as a company. From celebrating 30 years in business to welcoming new team members, each change reminded us that behind the systems we support is a person and a story worth protecting. These experiences reinforced our mission and gave us renewed clarity about what matters most: delivering service that feels personal, reliable, and human.

Looking ahead to 2026, I'm energized by the opportunities to deepen our impact on small businesses. Fast responses, proactive monitoring, stronger security, and the thoughtful use of tools like AI will all play a role in helping our clients thrive. At BSS, we exist to make IT human again, and that commitment guides everything we do.

We are grateful for the trust our clients place in us, and we look forward to continuing to serve them with care, responsiveness, and solutions that put their people and business needs first.

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The accomplishments and changes this past year continue to strengthen our support for our wonderful clients. A new year brings renewed enthusiasm to collectively steward our resources and abilities well as we educate clients on AI tools, provide faster response times, and strengthen the protection of those we serve. We are so grateful for the opportunity to partner with our clients! We look forward to another year of meaningful progress, intentional change, and trusted partnerships. □



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# BSS Staff: End of Year Celebrations

We celebrated 2025 and the holiday season with festive staff dinners at our Indiana and Tennessee offices! Both evenings were filled with great food, gift exchanges, and memorable time and conversations with each other. These moments remind us how grateful we are for our team and the ability to work alongside one another!

