The Logical Advantage

TeamLogicIT®
Your Technology Advisor

MARCH 2026

How Adopting AI Amplifies IT's Impact

Analysts at international consulting firm McKinsey recently identified agentic **artificial intelligence (AI)** as one of the "technologies that matter most" to companies of all types and sizes. Why? Because **agentic AI** – self-learning programs that independently solve tasks and automate complex processes – amplify the impact of other foundational IT operations, such as:

- **Cloud Computing** – Solutions delivered using an "as a service" model
- **Cybersecurity Programs** – Routines that continuously monitor and maintain preventative measures
- **Network Operations** – Teams of skilled technicians responding to continuing systems implementation and maintenance, both onsite and remotely

How does adopting agentic AI tools magnify these IT practices? Per the international trade association CompTIA, there are two basic ways:

- **Enhancing Efficiency:** AI processes vast datasets in real-time, identifying trends and patterns that humans might overlook
- **Improving Accuracy:** By eliminating human biases, AI ensures data-driven decisions that are more reliable

In fact, surveys reveal that 90% of knowledge workers already using AI on the job report significant productivity gains from working with agentic tools – such as saving tactical time and sharpening focus on business priorities. How do **managed services providers** help?

- **Tech support** ready 24/7 year round
- **A Network Operations Center** with 24/7 remote monitoring systems
- Regular **technology/business reviews** grounded in performance metrics

Seeking to amplify your IT with AI? Call TeamLogic IT for a consultation.

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Viewpoint

How Humans Make AI Work Better

Given recent research by the international trade association CompTIA, productivity is the highest priority for companies pursuing **digital business transformation (DBX),** which is a major factor in the exponential increase in organizations using **artificial intelligence (AI)** technologies for enhancing the efficiency of automation and improving the accuracy of analysis. Specifically, **agentic AI** tools that are capable of independently planning and executing complex, multistep tasks.

This mega-trend is not limited to large enterprises. Studies verify that more than half of our nation's 33 million small- to medium-sized businesses are pursuing DBX using some form of AI despite budget constraints.

The core objective of these efforts across the spectrum of businesses, according to CompTIA, is not removing people from tech processes. Instead, the primary driver is "determining best AI/human interaction," a consistent finding for organizations large and small. How does TeamLogic IT support executives with these imperatives? With a set of strategies based on human collaboration:

- **Proactive IT** —Flexibility, scalability for meeting new challenges
- **Preventative IT** —Anticipating, avoiding operational disruptions
- **Responsive IT** — Skilled technicians, responding onsite and remotely

We call this approach **co-managed IT**, and here are the outcomes:

- Refined operational efficiency
- Increased customer satisfaction
- Improved products and/or services

This suite of services can take your AI transformation to the next level.

IT Strategy

How Humans Foil AI-Driven Cyber Attacks

Nearly three quarters of respondent's to the latest World Economic Forum "Global Cybersecurity Outlook" survey reported an increase in organizational cyber risks.

Among leading hazards identified were deepfakes powered by generative **artificial intelligence** tools, which can increase the productivity of cyber crooks by rapidly generating images, text, videos and other content for their phishing campaigns.

Deepfakes involve digitally altering a person's face, body or voice in a way that makes them appear to be someone else. That's why this tactic is so effective in phishing messages, which rely on impersonating executives and other business managers with the power to authorize financial transactions.

Analysts link as many as nine of every 10 data breaches to social-engineering techniques like phishing, which heavily depend upon human interaction rather than technical maneuvering. That's why we believe the best defense against the technological assaults is training humans:

- **Set Up Simulations** – Show staff how cyber crooks operate using real-world examples. What do social engineering techniques look like in email form? As a text? And sound like over the phone?
- **Rev Up Reminders** – Increase the frequency of notices of when it's time to update passwords and other credentials.
- **Workshop It** – Offer cybersecurity education options in person and online as ways to implement the first two suggested tactics.

Start your cybersecurity awareness program today. Call TeamLogic IT.

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