DIGITAL TRANSFORMATION

MSPs Accelerate AI Integration

Research shows accelerating adoption of **artificial intelligence (AI)** in the workplace. In fact, a recent survey revealed that three-quarters of knowledge workers already use AI on the job. Moreover, nearly nine in 10 of these employees reported significant productivity gains from working with AI, such as saving tactical time and sharpening focus on business priorities.

These findings provide more evidence of business reality: AI technologies are now primary drivers in **digital transformation (DX)**. One excellent example is the rise of **agentic AI** – self-learning programs that independently solve tasks and automate complex processes.

International technology analyst firm Gartner calls DX the "modernization, optimization and innovation" of IT. And it's becoming standard operating procedure for small- to medium-sized businesses (SMBs) as studies indicate more than half of our nation's SMBs are pursuing DX campaigns at some level. That's an enormous trend considering the Small Business Administration estimates nine of 10 U.S. companies qualify as "small."

How can a premier managed services provider (MSP) accelerate your organization's AI integration? Through **co-managed IT**:

- **Technical expertise** in multiple platforms with local onsite assistance
- **Tech support** ready to assist 24/7 year round
- A **Network Operations Center (NOC)** with 24/7 remote monitoring systems
- Regular **technology/business reviews** grounded in performance metrics

Seeking to accelerate AI adoption in your organization? Call us for a consultation.

Viewpoint

How "Small Targets" Evade Big Cybercrime

Recent research confirms that cybersecurity ranks among the top three risks for small- to medium-sized businesses (SMBs) along with economic concerns like inflation.

Yet, current studies also indicate as many as two of every three SMB operations remain dangerously unprepared for cyber attacks due to what tech pundits dub the "small target illusion." This misguided mentality holds that malefactors mostly aim for large corporations because the SMB market isn't substantial enough for lucrative cybercrime. These three facts refute this thinking:

- According to Small Business Administration surveys, nine of 10 U.S. companies qualify as "small" businesses.

- In recent years, researchers have revealed that nearly half of all cyber assaults do indeed target SMBs.

- Per cyber analysts, at least half of today's social engineering techniques involve automation technology like artificial intelligence (AI), which makes popular methods like ransomware increasingly cost-effective.

That's why, as a premier **IT managed services provider (MSP)**, we are supported by a virtual chief information officer **(vCIO)**, who can provide insights into policies, practices and processes supporting cybersecurity. In the past, only large enterprises had the financial resources for a dedicated CIO position. But issues like the escalating use of AI cybercrooks have made this type of approach requisite for companies of any type or size.

Furthermore, the very same **AI-driven technologies** that benefit cybercriminals are making services like vCIO more cost-effective for SMBs. Intrigued? Let's talk.

IT Strategy

SMBs: Leaders in Today's Digital Economy

A recent study found that nearly nine in 10 organizations considered "digital leaders" make transforming their companies with the latest technology a high priority. Why? Because digital transformation (DX) is no longer optional. It's required to remain competitive, resilient and ready for the future. And viewing DX as mostly a matter concerning big companies rather than small- to medium-sized businesses (SMBs) is tempting. Or it would be if facts didn't argue otherwise.

SMBs are also transforming our nation's economy by creating jobs. According to the Small Business Administration:

- In the last 30 years, SMBs have created 17 million jobs

- Jobs generated by SMBs represent 40% of the country's private sector payroll

Which is why, as an IT managed services provider, we align services with what consultants call "transformational leadership" principles:

- Motivate **growth and positive development** among peers, employees and partners

- Exemplify the **highest professional standards**, practices and ethics within an industry

Why align leadership with services? To deliver three advantages for 2026:

- **Proactive IT** —Flexibility, scalability for meeting new challenges

- **Preventative IT** —Anticipating, avoiding operational disruptions

- **Responsive IT** — Skilled technicians, responding onsite and remotely

What can our transformative IT philosophy do for your SMB? Let's talk.

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