

# CORPORATE TECHNOLOGIES GROUP

## IN THIS ISSUE:

### What's New At CTG?

- This article highlights how the SIM Charity Golf Outing supports local STEM education and scholarships, and how you can get involved in shaping the future of tech talent in our community.

### How AI Can Benefit Your Business

- This article explains how AI can take repetitive tasks off your plate, boost productivity, and keep your business data safe—without requiring you to be a tech expert.

### Technology That Works For You - Not Against You

- This article helps you navigate tech overwhelm with smart, affordable solutions that simplify everyday business tasks—such as communication, security, and IT—making them easier to manage.

**This quarterly publication is provided courtesy of Brett Harney, President of Corporate Technologies Group, Inc.**



## OUR MISSION:

*Our mission is to provide encompassing IT solutions for our clients through a consultative and solution-driven approach.*



## CORPORATE TECHNOLOGIES GROUP

## SUPPORTS THE SIM CLEVELAND CHARITY GOLF OUTING

We're proud to share that Corporate Technologies Group recently participated in the annual Charity Golf Outing hosted by the Cleveland Chapter of the Society for Information Management (SIM).

For the past nine years, this event has brought together local businesses, IT leaders, and community members to raise funds that make a real difference.

The money raised through sponsorships and participant fees supports scholarships at Cleveland State, The University of Akron, and Kent State University. It also funds summer coding camps and STEM programs designed to inspire the next generation of IT professionals.

These initiatives are vital for growing the talent pipeline in our region and fostering opportunities for students interested in technology.

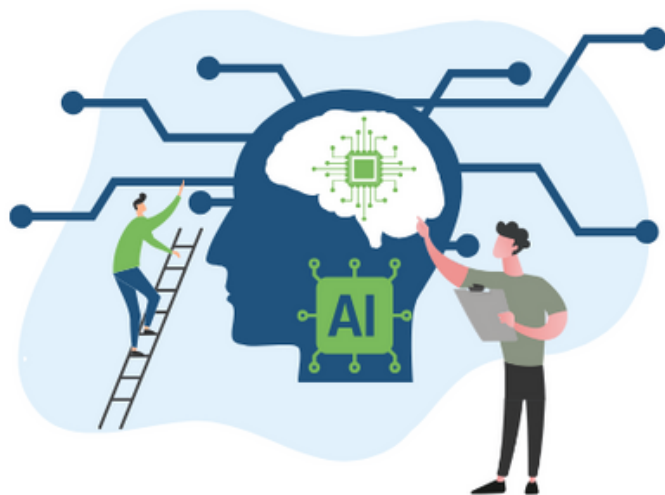
We were honored to be part of such a meaningful cause and grateful to everyone who contributed to this year's success.

If you'd like to learn more about the event or how you can get involved, whether by attending, sponsoring, or donating for next year—please don't hesitate to reach out.

We'd love to talk with you about how you can help support STEM education and the future of IT right here in our community. Feel free to contact us anytime at (330) 655-8144 or [info@ctgusa.net](mailto:info@ctgusa.net).



# HOW AI CAN BENEFIT YOUR BUSINESS



As technology changes, so does the expertise that a client has been able to understand, reach out, and become more knowledgeable about all of these things and more. Sometimes we hear “I don’t have time to chase tech trends. I just need to know what’s real, what’s safe, and what’s going to help my team.”

Lately, it feels like everyone’s buzzing about AI—bots, agents, large language models, and more. Some of it’s amazing. Some of it’s smoke and mirrors. But most of it? It’s just plain confusing if you don’t have someone to break it down for you.

That’s where we come in at Corporate Technologies Group. We’ve been rolling up our sleeves to help businesses get the real benefits of AI without hype, without risk, and without handing over your data to the wild west of the internet.

## The Truth About AI Bots and Agents

Here’s what I tell everyone who asks: AI bots and agents can absolutely make your business more productive. I’ve seen it with my own eyes.

We’ve have seen organizations set up a custom chatbot that oversees 70% of their customer service questions before a human ever has to jump in. That frees up their team to focus on higher-value work—and it saves them thousands each month in lost time.

In addition, the accounting firm is using AI agents we set up to summarize financial docs, draft client reports, and even prep emails. It’s like having an intern who never sleeps (and doesn’t need benefits). But here’s the kicker—not all AI is created equal.

## Not All LLMs Are the Same (And That Matters)

Most folks don’t realize there are big differences between large language models (LLMs) like ChatGPT, Claude, Gemini, and the rest. Some models are open, which means anything you type into them could be stored or reused. Others are private, trained in secure environments, with your business’s safety in mind. Some lights are lightning fast but shallow. Others go deeper but might require more setup. And then there are models trained on biased or outdated data that could put your reputation at risk.

That’s why, at CTG, we don’t just throw tools at your team. We start with a conversation.

What do you need AI to do? What’s your comfort level with automation? How sensitive is your data? Are you bound by HIPAA, ITAR, GDPR, or other compliance frameworks? We match the right model to your business, not the other way around.

## Security Isn’t Optional—It’s the First Question

We can’t stress this enough: security must be part of the AI conversation from the first handshake.

It doesn’t matter how cool the tech is if it opens a back door to your customer files, financial records, or employee data.

Too many “AI consultants” are handing out free tools that plug into your business without a second thought for privacy or governance. That’s dangerous.

At CTG, we bake in security from the get-go. We evaluate encryption standards, compliance risks, access controls, and data retention policies before a single bot gets turned on. And we help you put guardrails in place—so your people can use AI with confidence, not fear.

## Helping You Get Back to What Matters

As a business IT lead or business owner, you built something incredible. You’ve weathered storms, stayed up late, and worn every hat in the business. You don’t need a crash course in AI theory. You need a partner who shows up, speaks plain English, and gets the job done.

That’s what we do at Corporate Technologies Group.

We don’t just install bots and walk away. We train your staff, monitor usage, and stay in your corner when things change—as they always do. Most of all, we help you get back to running your business. Maybe even sneak in a weekend off, knowing your systems are working smarter, not just harder.

## Let's Talk—Human to Human

We're ready when you are.



# TECHNOLOGY THAT WORKS FOR YOU AND NOT AGAINST YOU

Running a business takes on everything you've got. You're growing, managing a team, juggling systems, and trying to keep up with a world that's changing faster than ever. Technology should make your life easier—but often, it just adds to the noise.

That's where Corporate Technologies Group comes in. We can help simplify the messy parts of your business tech and connect you with solutions. No one-size-fits-all plans. Just thoughtful, practical support from a team of people who get how you do business.

## Communication is key.

Whether your team is in the office, working remotely, or moving between locations, staying connected shouldn't be a challenge. We help businesses upgrade to modern phone systems—hosted, on-prem, or a mix of both—and build contact center setups that are flexible, scalable, and reliable. To help your people stay in sync and your customers never feel out of the loop.

## TECH TRIVIA ANSWER

What's one practical way businesses are using AI to save time?

C

AI tools can now listen in on meetings, transcribe the conversation, and create action items—so your team can focus on the discussion instead of scrambling to take notes.

## Don't forget your infrastructure.

Your network is only as strong as what it's built on. Cabling might not be exciting, but it's foundational. We design and install the physical side of your network, so it supports your day-to-day—and future growth—without becoming a tangled mess.

## Cybersecurity you can count on.

We know how stressful it can be to keep your business protected, especially when cyber threats keep evolving. That's why we help you build real protection into your systems, not just check a box. We monitor suspicious activity around the clock, help meet compliance standards and lock down access with the right mix of multi-factor authentication, password protection, and identity management. We'll even keep an eye on whether your business credentials show up on the dark web. It's all part of helping you stay ahead.

## Network performance? We've got you.

If your internet is dragging or your offices are struggling to stay connected, we help you get that under control. We'll make sure you've got the right setup, with tools that adapt to how you work—not the other way around. Whether you need smarter route, better security, or something that can scale you with you, we'll walk you through it.

## Take some of your IT pressures off your plate.

Our managed services are like having a built-in IT team without adding more headcount. We'll oversee firewall management, cloud backups, Microsoft support, regular health checks, and even help you get through compliance reviews without panic. We take care of the tech side so you can stay focused on your business.

## DID YOU KNOW ...

**39% of small and medium-sized businesses reported actively using AI in 2024—up from just 14% in 2023. That's nearly a three-fold jump in one year**

## We'll help with the big picture, too.

When it's time to roll out something new—or just renew a vendor contract—we've got your back. From coordinating projects to training your staff, we oversee the details, so you don't have to. And when something goes sideways, you've got a team of real humans you can call who already know your setup and what matters to you.

## Here's the best part: smarter tech doesn't mean bigger costs.

When done right, AI-powered tools and strategic support can help your team get done more without hiring more people or burning out the ones you've got. It's not just about improving performance—it's about doing it affordably. We help you cut waste, work faster, and keep things secure without overcomplicating your systems or draining your budget.

Let's set up a quick meeting to hear more about your business - what's working, what's not, and where we might be able to help. And when your current contract comes up for renewal all it takes is one call to us. We'll oversee the coordination, the transition, and make sure everything keeps running smoothly. No hassle, no juggling multiple vendors. We're here to make technology easier, so you can keep doing what you do best. Give us a call at (330) 655-8144, send us an email at [info@ctgusa.net](mailto:info@ctgusa.net), or visit [ctgusa.net/contact](https://ctgusa.net/contact) to get started.



**CORPORATE TECHNOLOGIES**  
GROUP