CORPORATE 25th TECHNOLOGIES GROUP
ANNIVERSARY

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CTG: Harnessing AI Agents To Work Smarter

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Business Cybersecurity Risks and How CTG Helps You Stay Safe

- This article shows how cyber threats can hit any business—and how Corporate Technologies Group helps protect yours with MFA, patching, training, and 24/7 monitoring.

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 2025 OHIO CREDIT UNION FOUNDATION GOLF CLASSIC AND CLINIC

Corporate Technologies Group was proud to participate in the 2025 Ohio Credit Union Foundation Golf Classic and Clinic at Pinnacle Golf Club in Grove City, Ohio, on August 4th. The event brought together credit union professionals, golf enthusiasts, and community supporters for a day of fun, networking, and giving back.

CTG's team enjoyed the beautifully designed course by PGA Majors Champion Lanny Wadkins, connecting with credit union leaders while supporting a great cause. From breakfast to the 19th hole cocktail reception, the event offered opportunities to learn, socialize, and celebrate the important work of the Ohio Credit Union Foundation.

We're especially proud of how events

like this support the Foundation's mission to provide innovative financial resources that promote economic well-being through credit unions across Ohio. By participating, CTG continues to strengthen our relationships within the credit union community while showing our commitment to helping local businesses and organizations thrive.

Visit our **online newsletter** to see more highlights from the day, including shots of the gorgeous Pinnacle Golf Club course and OCUL members in action on the green.

We are honored to support the organizations that make Ohio's communities stronger, and we look forward to participating in future events that combine networking, learning, and giving back.

CTG: HARNESSING AI AGENTS TO WORK SMARTER

AI is transforming the way small and mid-sized businesses operate— but in some ways, it can also be a little confusing. Terms like "bots," "agents," and "automation" get thrown around a lot. At Corporate Technologies Group, we can help you make sense of it and put these tools to work in ways that genuinely improve your operations.

One of the most powerful tools in AI for SMBS today? AI Agents.

What are AI Agents?

Think of an AI agent as a digital assistant with a very specific job: it acts autonomously to perform tasks, answer questions, or support your team. Unlike a simple chatbot, agents can handle more complex processes, learn from interactions, and coordinate across systems to get work done.

In practice, an agent can:
- Respond to customer inquiries instantly, even outside business hours.
- Analyze data to generate insights for your team.
- Automate repetitive tasks, like summarizing emails or reports.
- Alert staff to important updates or anomalies.

In short, agents don't replace your team—they amplify your team's abilities, allowing your staff to focus on higher-value work.

Where Can You Use AI Agents?
The beauty of AI agents is that they can be customized for every department:

- Customer Support: An agent can handle FAQs, route complex issues to the right staff, and summarize calls for follow-up.
- Sales: Agents can track leads, qualify prospects, and even draft personalized outreach messages.
- Marketing: AI agents can monitor trends, generate content suggestions, or automate social media posting.
- HR: Agents help onboard new hires, answer employee questions, and collect engagement feedback.
- Finance: Agents can analyze transactions, flag anomalies, and prepare summary reports.
- IT & Security: AI agents monitor systems for unusual activity and provide early alerts.

Essentially, any repetitive, data-heavy, or time-sensitive task is a candidate for an agent.

How to Set Up AI Agents
Setting up an agent isn't just about picking a tool—it's about defining what you need it to do. At CTG, we guide you through:

- Identifying Opportunities: Start by mapping out your workflows. Where are your team's bottlenecks? Which repetitive tasks take up the most time?

- Choosing the Right Agent: Different departments have different needs. One agent might handle customer questions, while another summarizes financial reports.
- Configuring & Training: Agents need to understand your processes. We help set them up, train them on your data, and define rules for decision-making.
- Testing & Monitoring: Before an agent fully goes live, we run pilot programs to ensure it works as expected. Once deployed, we monitor performance and refine it continuously.

The goal is to have an agent for each department that needs one, tailored to the unique needs of that team.

Examples in Action
Here's how CTG clients are using agents today:
- A customer service agent handles 70% of routine inquiries, freeing up staff to tackle complex cases.
- A sales agent tracks leads and automatically drafts follow-up emails, increasing conversion rates without extra effort.
- An HR agent guides new hires through onboarding, answers common policy questions, and collects feedback from employees.
- A finance agent generates daily cash flow reports and flags unusual transactions for review.

Across the board, these agents save time, reduce errors, and improve the experience for both staff and customers.

Click Here For More Tech Tips And Tools At Our Website: ctgusa.net/drip-tips · (330) 655-8144

Why Work With CTG?

AI agents are powerful, but only if they're implemented strategically. At Corporate Technologies Group, we can help make sure your agents:

- Fit your business goals.
- Integrate seamlessly with your existing systems.
- Operate securely, keeping your data protected.
- Provide measurable improvements to productivity and client satisfaction.

If you're already using tools like Copilot or ChatGPT, you know the power of AI—but those platforms are general-purpose, not tailored to your business. With Devs.ai and guidance from CTG, you can:

- Create agents for each department—sales, customer support, HR, finance—so AI works where your team needs it most.
- Customize workflows and responses to match your processes, brand voice, and compliance requirements.
- Access multiple AI models from one platform, saving time and cost instead of juggling several subscriptions.
- Deploy securely and confidently, with CTG helping you integrate AI safely into your systems.

Switching to Devs.ai isn't about replacing your current tools—it's about making AI smarter, safer, and more practical for your business. Let us show you how to get the most out of AI with a strategy built for your team.
AI agents are about working smarter, not harder. With the right setup, your team can focus on what matters most: serving your customers, growing your business, and staying ahead of the competition.

The Unified Services Provider. One Partner. Every Solution. All Under One Roof.

Managing technology for your business can feel like juggling a dozen vendors—phone systems, IT support, cybersecurity, cabling, and more. And then there are the bills.

At Corporate Technologies Group in Hudson, we make it simple. With CTG, you get everything you need under one roof. Sometimes, that even means one bill, one point of contact, and one team thinking about your business the way you do—protecting your data, controlling costs, and keeping your systems running smoothly.
With relationships across over 200 providers, we can help you switch seamlessly without service interruptions or breaking your budget. No juggling vendors. No hidden fees. No downtime. Just smart solutions tailored to your business.

Switching Made Simple

If your current technology isn't meeting expectations—or your contract is nearing its end—CTG should be the first call you make. Our technology spans many different solutions from cyber security, communications platforms, wide area network, network edge (firewall and SD WAN) as well as managed and co-managed services – all depending on your network needs. Our goal is to provide "Best Of Class" services and solutions that support your needs. We are here to help your organization's technology **#moveforward**.

FREE OFFER:

Free Cyber Security Audit Will Reveal Where Your Computer Network Is Exposed And How To Protect Your Company Now

The first five clients that email info@ctgusa.net and respond in the subject line with "**YES, WE WANT THE SECURITY AUDIT FOR FREE**" will receive this service at no cost or obligation. Our highly skilled team of IT pros will come to your office and conduct a comprehensive cyber security audit to uncover loopholes in your company's IT security.

After the audit is done, we'll prepare a customized "Report Of Findings" that will reveal specific vulnerabilities and provide a Prioritized Action Plan for getting these security problems addressed fast. This report and action plan should be a real eye-opener for you, since almost all the businesses we've done this for discover that they are completely exposed to various threats in a number of areas.

CLICK HERE TO SIGN UP FOR YOUR FREE SECURITY AUDIT: https://ctgusa.net/aspirin-msp/

(Answer at the end of newsletter)

TECH TRIVIA

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

A. They monitor employee emotions during meetings
B. Manage every department without human input
C. Save costs and boost revenue
D. Provide emotional counseling for employees

BUSINESS CYBERSECURITY RISKS AND HOW CTG HELPS YOU STAY SAFE

As we head into Cybersecurity Awareness Month this week, it's a timely reminder that no business is immune to digital threats. Recent headlines—from vulnerabilities at Western Sydney University to the internal lapses at FEMA—underscore how cyber risks can impact organizations of every size and industry.

While these breaches made the news because of their scale, the underlying lessons apply to every business—small, medium, or enterprise. Cyber incidents often exploit gaps in access controls, outdated systems, or employee awareness—and even the most well-meaning teams can unintentionally create vulnerabilities.

Why Your Business Could Be at Risk

Many cyberattacks don't start with complex hacking—they begin with everyday gaps in security. Simple oversights can open the door to costly breaches. Here are some of the risks businesses face:

- Access and Credentials: Compromised login information is a leading cause of breaches. Without strong authentication measures, hackers can gain access quickly.
- Outdated Software: Failing to update applications or systems leaves your business open to known vulnerabilities.
- Human Error: Phishing emails, weak passwords, and misconfigured systems remain top entry points for cybercriminals.
- Centralized Systems: Single points of failure, like shared credentials or centralized logins, can multiply the impact if compromised.

Simple Ways to Reduce Risk—and How CTG Can Help

Even if you're not a multinational, there are effective steps you can take:

- **Enable Multi-Factor Authentication (MFA):** Multiple verification steps make it harder for attackers to gain access. CTG can help implement and manage MFA across your organization to ensure consistent security.
- **Keep Systems Updated:** Patching software promptly closes vulnerabilities before someone else finds them. Our Managed IT Services and Patch Management solutions make sure your systems stay current without disrupting your workflow.
- **Educate Your Team:** Training on phishing, social engineering, and security best practices is one of the strongest defenses. CTG offers Security Awareness Training to empower your employees and reduce human error.
- **Monitor Continuously:** Early detection of unusual activity gives you time to respond before damage happens.

DID YOU KNOW ...

38% of SMBs say they've integrated AI into operations like customer service, marketing, and data analysis. Decision-makers say that AI is helping them save costs and boost revenue. -2025 Verizon State Of Small Business Data

Our Continuous Cybersecurity Monitoring keeps an eye on your network 24/7, alerting you to potential threats before they become incidents.

Take Action Today
At Corporate Technologies Group, we help businesses stay secure in a constantly evolving threat landscape. From endpoint protection to network security and ongoing monitoring, our solutions are designed to protect your data, your team, and your customers.

If you're concerned about your business's cybersecurity, schedule a consultation with our team. During your appointment, we'll review your current setup, identify potential risks, and provide a free dark web scan to see if any of your information has been exposed. Together, we'll create a strategy to strengthen your security and protect your business from threats.

Ready to see how CTG can help? Call us at **330-655-8144** or email **info@ctgusa.net** to get started.

Your next technology solution could be simpler, smarter, and fully under one roof.

TECH TRIVIA ANSWER

What is a key benefit of using AI agents in small and mid-sized businesses?

C

AI agents streamline repetitive work so employees spend less time on manual tasks. This reduces labor costs and frees up teams to focus on strategic, high-impact projects, ultimately improving efficiency and business performance.

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