

GiaSpace Announces Shift to MSP 3.0 Model With Expanded AI Agent Services

Florida managed IT provider moves beyond traditional support to design, deploy, and manage AI agents for small and midsize businesses

GAINESVILLE, FL, UNITED STATES, August 25, 2026 /EINPresswire.com/ -- GiaSpace, a Florida-based [Managed Service Provider](#) (MSP) with more than 20 years of service to small and midsize businesses, today announced its formal transition to what the company calls an MSP 3.0 service model. In addition to managed IT and cybersecurity, the company now designs, deploys, and manages custom AI agents that automate repetitive business work.



GiaSpace announces its transition to an MSP 3.0 service model, expanding into AI agent design, deployment, and management for Florida businesses.

The managed services industry is moving through its third major evolution. MSP 1.0 described the break-fix era, when providers repaired technology after it failed. MSP 2.0 introduced proactive monitoring and flat-rate managed services. MSP 3.0 describes providers that manage the working relationship between human teams and AI systems, including autonomous agents that operate without constant human input. Potential applications include invoice processing, data entry, scheduling, reporting, document management, and customer follow-up.

GiaSpace first outlined its position on this shift in a January 2026 newsroom article and has since expanded its agent development practice into a core service line.

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Robert Giannini

“The value in managed IT is shifting. It is no longer just about managing devices and tickets. It is about building AI agents that do real work for a business, then managing those agents the way

an IT department manages people,” said Robert Giannini, Founder and CEO of GiaSpace. “Most small businesses do not have the time or the technical depth to build agents safely. That is exactly the gap an MSP should fill.”

The company’s agent development toolkit includes Claude Code and Claude Cowork from Anthropic for building and orchestrating custom agents, Manus for no-code integrations across platforms such as WordPress and HubSpot, and Hermes Agent, the open-source framework from Nous Research, for persistent, self-hosted automations. Each tool is evaluated against three criteria: ease of use, measurable return on investment, and small business affordability.

GiaSpace deploys agents through a four-phase process: an assessment of current workflows, a custom AI roadmap with projected returns, a phased rollout beginning with a single pilot project, and ongoing monitoring and improvement. Security and compliance requirements are built into every deployment.

“AI should work like an augmented junior tech. The agents handle the grunt work, and the team handles the judgment calls,” Giannini added. “After 20 years of Fast, Friendly, First-Time Fix support, this is the same mission applied to a new kind of workforce.”

The company’s [AI consulting services](#) include industry-specific automation for legal, financial, healthcare, manufacturing, logistics, and construction firms, along with an [AI readiness assessment](#) that reviews a company’s current workflows and infrastructure before implementation begins. Services are available to businesses across Florida, with offices serving Gainesville, Fort Lauderdale, Miami, Jacksonville, Orlando, and Tampa.

About GiaSpace

Founded by Robert Giannini in 2005, GiaSpace is a Florida-based, international Managed Service Provider that believes in transparent, all-inclusive IT support. For over two decades, the company has helped small and midsize businesses thrive with a subscription-based model that eliminates surprise invoices and onboarding fees. Its commitment to a “Fast, Friendly, First-Time Fix” is at the core of everything it does, ensuring IT issues are resolved efficiently and effectively by a local, expert team. GiaSpace provides proactive, industry-specific solutions that keep businesses secure, scalable, and ahead of the curve. Learn more at www.giaspace.com.

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