GiaSpace Shares Playbook for Bringing AI Agents Into IT Departments

Drawing on its own MSP 3.0 transition, the Florida managed IT provider outlines how businesses can adopt AI for faster support and a better employee experience



GiaSpace shares practical guidance for bringing AI agents into company IT departments.

GAINESVILLE, FL, UNITED STATES, September 8, 2026 /EINPresswire.com/ -- GiaSpace, a Florida-based Managed Service Provider (MSP) with more than 20 years of service to small and midsize businesses, today released practical guidance for companies looking to bring artificial intelligence into their IT departments. The recommendations draw on the company's own transition to an MSP 3.0 model, announced in August, in which AI agents now handle routine work across its service operation.

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>
> *Robert Giannini, Founder and CEO, GiaSpace*

The starting point is a distinction many businesses miss: the difference between using AI tools and running AI agents.

"AI agents run scheduled tasks without user input, while an AI tool is more of a one-off request," said Robert Giannini, Founder and CEO of GiaSpace. "At GiaSpace we have several agents running behind the scenes, gathering data from our phone system, Slack, email, and ConnectWise to identify service gaps. One agent ships a report to me like a service manager would. Agents take on the work no one wants to do, and if crafted properly, they run with very little intervention."

Inside IT departments, the company reports the largest gains in documentation, onboarding, and troubleshooting. Runbooks and client documentation that once consumed hours are

drafted in minutes. Meeting notes are captured so that client-specific concerns are not missed during onboarding. Technicians troubleshoot from a single view, with AI checking tools such as NinjaOne and ConnectWise to surface likely causes and suggest fixes, and in many cases running approved scripts to resolve issues directly.

The result, according to the company, shows up in two places: how fast issues get resolved and how it feels to work a ticket.

“In the past, a senior engineer might spend days isolating a server performance issue. Today, highly customizable troubleshooting can identify and resolve the cause almost instantly,” Giannini said. “Our newer hires effectively have an AI senior engineer looking over their shoulder. The tech still needs to know the fundamentals, otherwise the AI can lead them down a rabbit hole.”

For companies starting out, GiaSpace recommends five practices: identify the time-consuming tasks that would give the team back the most hours, and automate those first; keep humans over any work that requires exact accuracy or involves sensitive data; plan what each agent should do before building it, rather than treating AI as a fix for everything; run agents on dedicated, always-on infrastructure instead of a personal workstation that may be turned off; and begin with a small proof of concept before expanding.

Giannini added that the biggest risk is not the technology but the loss of the human relationship. “The moment we stop picking up the phone and maintaining relationships with clients, we can all be replaced with AI,” he said. “AI cannot give that personal human touch. We remind ourselves to use it to enhance our services, not replace humans.”

For GiaSpace, the playbook reflects where managed IT is heading: agents handling the routine work and people handling the rest. The company plans to continue expanding its own agent operation and sharing what it learns along the way. GiaSpace provides AI consulting services, managed IT, and cybersecurity to small and midsize businesses across Florida.

About GiaSpace
Founded by Robert Giannini in 2005, GiaSpace is a Florida-based, nationwide Managed Service Provider serving small and midsize businesses. The company pairs managed IT and cybersecurity with AI-driven automation, helping clients work faster and stay protected under a transparent, subscription-based model with no surprise invoices. Its "Fast, Friendly, First-Time Fix" commitment has guided more than two decades of service from offices across Florida, including Gainesville, Fort Lauderdale, Miami, Jacksonville, Orlando, and Tampa. Learn more at www.giaspace.com.

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