

# STI MSP NEWSLETTER

MANAGED SERVICE PROVIDER

*Servicing the technology needs for businesses of all sizes.*

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Issue 2

## VOIP is Saving STI Clients Money

We now have over 50 clients that are using VOIP telephone systems. We have partnered with TMA for over 20 years. They provide the service after the sale that no other provider is willing to give. Not only do they provide and support your phones, but they will monitor your billing for accuracy and cost savings. Ask for more information at : [hwsales@sticomputer.com](mailto:hwsales@sticomputer.com)

## PC Promotion:

We have seen PC prices escalate with the increase in tariffs. Here is a deal that I don't think will last. Buy a new Dell PC and get a 27" monitor for free for \$999 plus installation.



## A.I. at Home and Work

From Al Toper, Director of Technical Services –

For the past two years I have been learning and playing with A.I. At first, I used it mainly to put prompts into ChatGPT. It was a lot of fun. For example, on my wedding anniversary, I entered every facet of how my wife and I met. Including some funny things that happened along the way. I included some of the trips we took over the years and some stories about the birth of our children. I then told it to write a love poem to her. I told it to write it with a touch of comedic sarcasm, or she wouldn't believe I wrote it. It created a very sweet, 2-page poem. When I presented it to her with a gift, she read it and began to weep. When I saw that, I came clean and told her I didn't write, it was ChatGPT. I've seen the look she gave me many times before. It was a mix of disdain and eye roll. I pleaded my case by saying I had to remember all those references. Second eye roll.

Another fun use I found, was creating drawings for my two pre-K granddaughters. I have them tell me what they would like to create for a coloring page. I get suggestions like: A dinosaur, wearing a Phillies hat at Citizen's Bank Park. Two minutes later: They have hours of fun, and I can get back to work.



Let's discuss how it has helped us to work smarter and how it may help you. One of our staff took documentation that we use to install a new server. He put it into another A.I. site and it converted into a full fledged podcast. It even took call-ins from phantom callers asking questions. Our minds were blown. I can think of many ways this technology can be put to good use.

Another critical task that it performs is with our SIEM product. SIEM is an acronym for Security Information and Event Management. One of the cybersecurity tools we use captures all the logs created by our clients' devices. The logs contain hundreds of thousands of entries. These logs have been used in the past for forensics research after a breach. Compliance guidelines say that these logs need to be analyzed for anomalies. A human alone could not do this. That is where A.I. comes in. It has been taught to read the logs and search for

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## A.I. at Home and Work (continued)

entries that are suspicious and pass them to a human analyst for further analysis. These uses are just scratching the surface. STI continues to implement new tools. Many have features where A.I. assists us in doing our jobs of protecting our clients more efficiently. I'm excited to see what comes next. My biggest complaint where A.I. is overused, is the auto attendant. I find myself screaming, "agent!" into the phone when I call larger institutions that have implemented it to route phone calls. We have no plans of using it for that. Mainly, because it annoys me personally.

Another way I have been using it for work, is to take documents and spreadsheets I create and quickly convert them to a

different format. For example, I can take this article and tell A.I. to convert it into a PowerPoint presentation and then I could use it in a future webinar. The caveat is that A.I. is not perfect. It will get the job started, but you must still edit and make changes to the look and feel. It has made my life easier when I must write a letter, I will sit in front of a blank slate deciding where to begin.

I can prompt it with what I am thinking, and it will write it. I can't use what it comes back with, but it gets me started. I will then sometimes use it when I am done writing and prompt it to read it and make any suggestions to make it sound more professional or formal. As you can tell, I haven't used it for my newsletters. If I had, it would read much better.

Microsoft CoPilot's paid version is taking these possibilities to the next level. You have an A.I. assistant with you while you work. If attending a virtual meeting, it can create the transcription, schedule tasks and meetings that are brought up during the meeting, plus so much more.

I suggest you start reading about the different things you can do with A.I. Our children will be using it as part of their daily routines. It is important that you understand it also.



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## FUN TIP OF THE MONTH

Did you know there is a place on the Internet where you can find what Coca Cola's first website looked like?

How about a way to read all the old issues of Mad magazine?

There is an organization that catalogs and stores old items that are in the public domain. I found it a long time ago. I was trying to help a client who had lost their website. A shady web developer would not give their site back to them when they wanted to cancel the service. Since then, I have listened to audio books, checked out old software and so much more. Instead of scrolling through social media pages one day, check it out.

Go go: <https://archive.org>



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