

AI PROFESSIONAL SERVICES

IT By Design helps MSPs evolve from Managed Services to Managed Intelligence through purpose-built Al Professional Services, combining strategy, automation, and innovation. We help you unlock the full potential of Al through Agent Development, Automation, Platform Integration, and Advisory Services; empowering you to scale efficiently, grow profitably, and lead confidently in the Al era.

LEAD THE AI REVOLUTION — OR BE DISRUPTED BY IT.

SERVICE	DESCRIPTION
Al Agents	Custom GPT and Copilot-style systems that automate key MSP workflows and deliver measurable ROI.
Al Automation	Automate PSA/RMM tools like ConnectWise, HaloPSA, and Rewst to eliminate manual processes and boost efficiency.
Al Platforms	Design unified intelligence systems connecting sales, finance, HR, and operations — providing actionable business insights.
Al Advisory & Fractional Leadership	Ongoing strategy, governance, and innovation support, your trusted AI partner for continuous transformation.

THE VALUE ENGINE FOR MSPs

- Increase Margins, EBITDA, and Enterprise Value
- Future-Proof Your MSP: Build and Monetize Managed Al Services
- **Create Greater Value for Your Customers**

WHY MSPs CHOOSE IT BY DESIGN

BY MSPS, FOR MSPS



We understand your business model, your tools, and your challenges, because we've lived them.

ETHICAL & SECURE AI



Responsible, compliant, and human-centered design in every solution.

GLOBAL TALENT ADVANTAGE



U.S. strategy powered by global AI engineering excellence for cost-efficient delivery.

FROM VISION TO EXECUTION



Strategy, build, and innovation all under one partner.

"IT By Design's AI team automated 40% of our manual workflows — real AI impact."

-SEAN FRANCIS, CEO, TECHNOLOGY ASSURANCE GROUP



PARTNER WITH IT BY DESIGN AI PROFESSIONAL SERVICES