



Mike Williams
President

iTech Launches AI Automation Tool to Help Businesses Easily Design Workflows to Increase Productivity

*Leading Managed Technology
Services Provider (MTSP) Provides
Innovative Technology to
Transform and
Enhance Processes*

PARKERSBURG, WV– August 27, 2026 - iTecha leading managed technology services provider (MTSP), announced the launch of a new AI-powered automation solution designed to help small and mid-sized businesses complete repetitive back-office work faster, improve accuracy, and create more efficient workflows without requiring employees to become software developers.

Most businesses have routine processes that consume far more time than owners realize. For example, accounting teams compare invoices with billing records. Managers assemble information from several data systems to create reports. Employees copy data between spreadsheets, prepare recurring documents, follow up on incomplete forms, and manually check whether information matches. Individually, these assignments may appear minor. However, across an entire organization, these innocent tasks, can absorb hundreds of employee hours while creating opportunities for mistakes, delays, and inconsistent results. iTech is using AI workflow automation to help

businesses recapture lost hours, increase accuracy and free up employees to work on higher-level, creative work.

“Most businesses do not need another piece of software that gives their employees more work,” said Mike Williams, President at iTech. “They need technology that can take a repetitive process off someone’s desk and complete it accurately. The purpose of this solution is essentially to give everyone on a team a software developer and AI automation expert, so they have even more resources to perform. Once they’re not mired in the mundane, they can be strategic and help propel your organization to new heights. While many AI tools are incredibly complex, we’ve put together a simple solution.”

Unlike traditional chatbots that explain how to perform a task, iTech’s new AI Workflow Automation technology can carry out a series of approved steps and deliver a finished result. For example, imagine a company that spends several hours every month comparing service records, customer invoices, and accounting data. An employee may need to export information from several platforms, review rows individually, identify discrepancies, and prepare a summary for management. But with AI automation, the employee can

design a repeatable process that collects the approved information, checks for inconsistencies, organizes the results, and produces a report for review on a recurring basis.

“Your team should be designing processes and delegating repetitive execution to AI,” added Williams. “The goal is not to automate everything simply because we can. The goal is to identify work that repeatedly consumes valuable employee time and ask whether technology can handle the routine portion more efficiently. That gives people more time to solve problems, serve customers, and perform the work that requires their judgment or is more personally fulfilling.”

Rather than asking owners to select tools, build complicated integrations, or learn technical systems, iTech can help identify a useful process, define the desired outcome, and design an automation around the way the company already operates. This allows businesses to begin with a specific problem instead of purchasing random AI technology without a clear, practical use for it.

Human oversight remains an important part of the process. Employees and managers can review completed work, confirm accuracy, and maintain control over decisions that affect customers, finances, employees, or business

operations. This combination of automation and human judgment enables businesses to increase speed without blindly handing important responsibilities to a machine. Effectively, everyone on a team is now in leadership and has their own direct AI reports to manage.

“AI should not be a science project,” Williams concluded. “It should solve a real business problem. When we meet with you and can help you turn hours of repetitive work into a process that is completed quickly and consistently, it gives the

organization additional capacity without simply asking employees to work harder.”

ABOUT ITECH

iTech is a local and innovative provider of comprehensive technology solutions, specializing in IT services, security systems, and printers. iTech’s IT team focuses on critical areas such as Cyber Security and Cloud Data Backup, ensuring seamless operations through effective Network Troubleshooting. Offering

advanced alarm systems that include Access Control and robust Commercial Security features. iTech’s marketing team develops effective collaterals to enhance your brand visibility. With expertise across these domains, iTech empowers businesses to optimize their technology and achieve their goals. To learn more about our products, services, and support, please contact iTech at 304-485-2222 or visit at www.itechwv.com.