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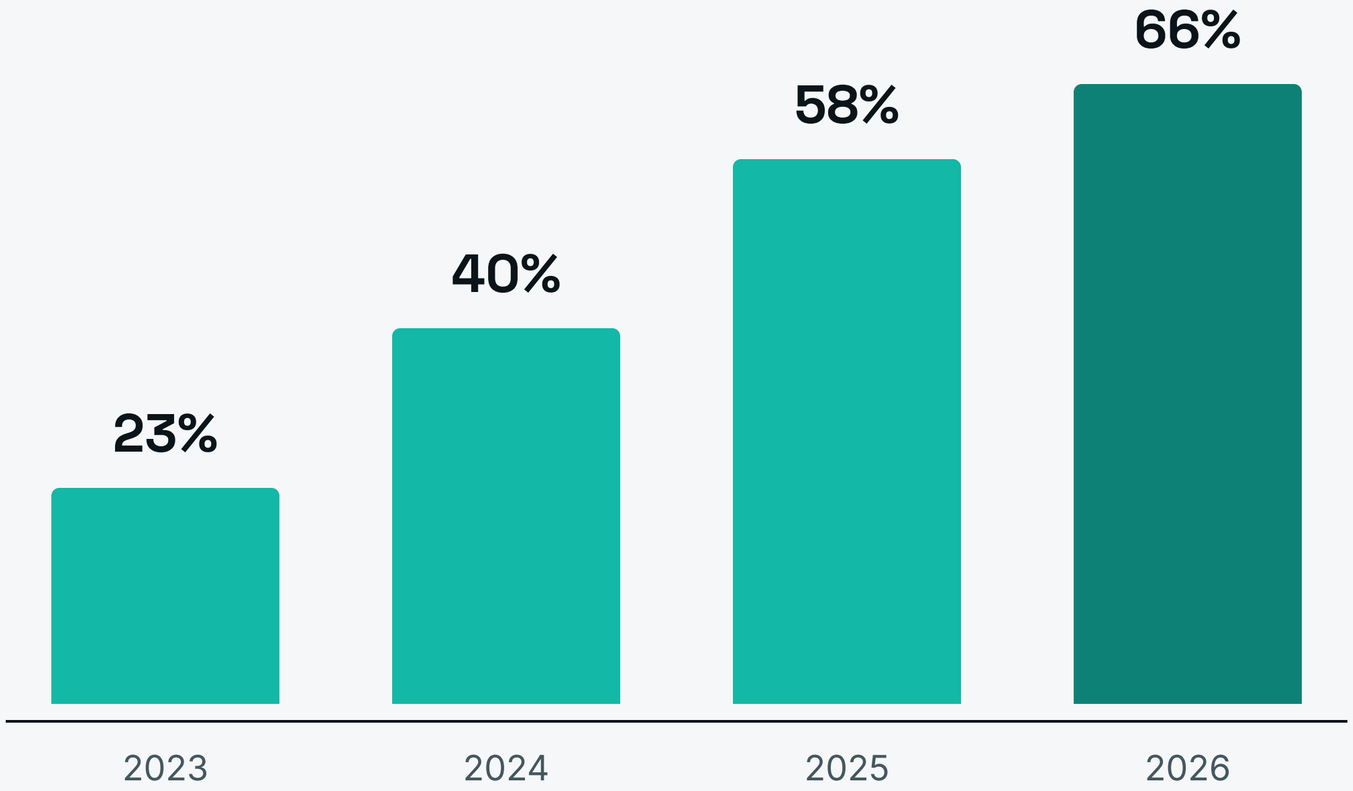
Managed Intelligence

One owner for the AI your business already uses: what is in use, whether it is safe, and whether it pays off.

November 2026

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AI use in small business, 2023 to 2026



Any AI use, firms under 250 staff. The Census Bureau’s stricter two-week measure: 19.8% of all employer firms and 32% at 100 to 249 staff, May 2026.

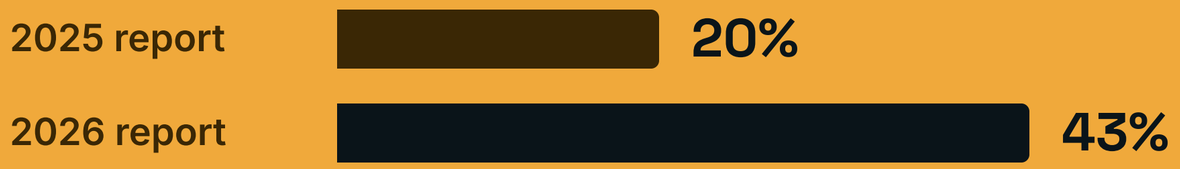
41%
use free AI tools

$250
median monthly AI spend among businesses that pay for AI

48%
say their training method is “providing AI tools and hoping employees learn to use them”

U.S. Chamber of Commerce and Teneo, Empowering Small Business, 2023 to 2026 editions; the 2026 survey ran July 23 to August 6 2026 with 3,732 respondents.

Shadow AI was part of 43% of breaches this year. Last year it was one in five.



Share of breached organizations with a shadow-AI incident

A breach involving shadow AI cost $5.39 million on average, against a $4.99 million global average. Only 32% of the organizations breached through AI had an AI governance policy.

IBM and Ponemon Institute, Cost of a Data Breach Report 2026, July 29 2026, 602 breached organizations worldwide, most larger than SCG's clients; shadow-AI figures as published in the full report.

Incidents, August 2025 to October 2026

When	What happened	What it means for a small business
August 2025	Stolen Salesloft Drift OAuth tokens were used to export data from many companies' Salesforce instances	Every integration token is an identity. Inventory them and revoke what you do not need.
January 2026	ShareLeak: text in a public SharePoint form made a Copilot Studio agent email customer data to an attacker	A public form is an input to your agent. Sanitize it and limit where the agent can send mail.
April 2026	An AI coding agent wiped PocketOS's database and backups in nine seconds; clients lost months of bookings	Agents need scoped credentials, backups they cannot reach, and a person who can stop them.
June 2026	Attackers talked Meta's AI support chatbot into resetting Instagram logins without checking identity	A bot that can reset access is a target. Keep account recovery behind a person.
June 2026	SearchLeak: one click on a microsoft.com link made Microsoft 365 Copilot search a mailbox and leak it	Scope what the assistant can read and patch fast. Links are the new attachments.
October 2026	AI agents run by one hacker broke into more than 100 company sites for about $5,000 in tokens	Attackers run agents too. MFA, patching and an inventory are the baseline, not the plan.

Google Threat Intelligence, August 2025; Capsule Security via Dark Reading, January 2026 (CVE-2026-21520); The Guardian, April 29 2026; Reuters, June 3 2026; Varonis Threat Labs, June 2026 (CVE-2026-42824, critical); Reuters, October 19 2026.

What the rules now require



October 1, 2025

California: automated decision rules in employment

Four years of records for any AI used in hiring or other employment decisions.

January 1, 2026

Texas Responsible AI Governance Act

Applies to anyone serving Texas residents. A documented NIST AI RMF program is an affirmative defense.

January 1, 2026

Illinois HB 3773

Notify people when AI is used in an employment decision. Failing to notify is itself a civil-rights violation.

August 2, 2026

EU AI Act, Article 50

Transparency duties reach US firms whose AI output is used in the EU.

January 1, 2027

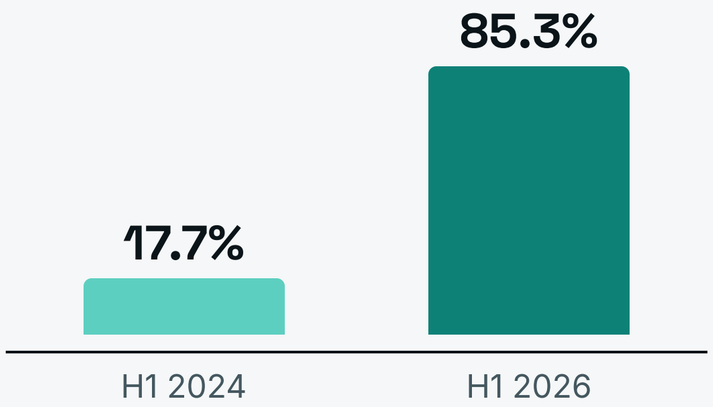
Colorado SB 26-189 and California ADMT rules

Notice when AI materially influences a decision about a person, a trained human with override authority, three years of records.

The common thread: an inventory of the AI in use, a written policy, a named human reviewer, records kept, and notices wherever AI touches a decision about a person. Ohio has no private-sector AI statute yet; its clients and customers elsewhere bring these in.

- Statutes and law-firm trackers checked November 3 2026. Colorado’s 2024 act was repealed and replaced by SB 26-189 in May 2026; dates are the current effective dates. California’s ADMT rules reach only CCPA-covered businesses, which many small firms are not.

What insurers are seeing



Share of incurred cyber losses from attacks on people, not systems. Resilience, July 2026.

$893M

reported losses from 22,364 AI-enabled fraud complaints in 2025. FBI Internet Crime Complaint Center, April 2026.

58%

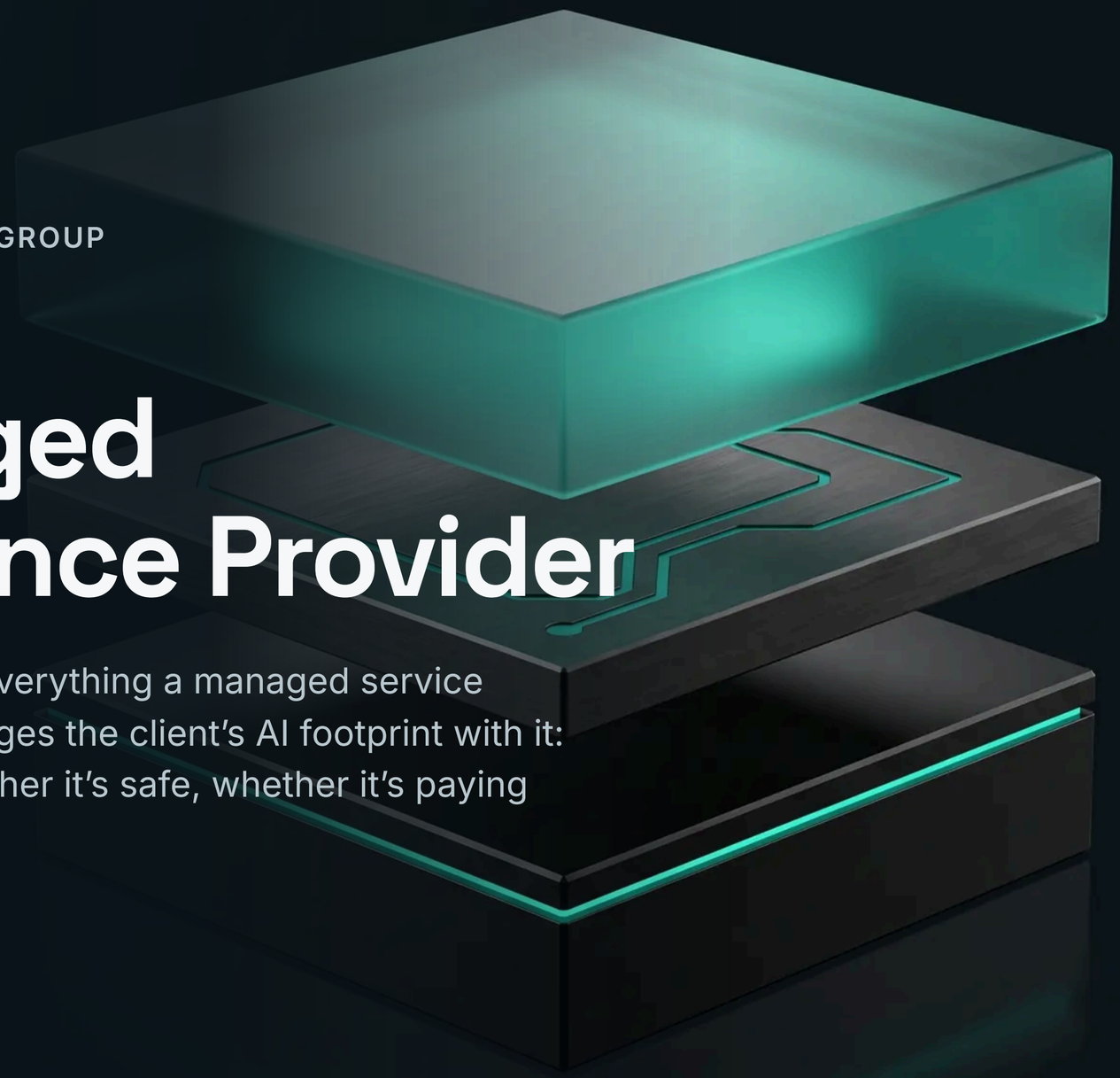
of cyber claims were business-email compromise and funds-transfer fraud. Coalition 2026 Claims Report, March 2026.

Cover is splitting: Coalition sells an affirmative AI endorsement and deepfake-response cover, Berkley added an absolute AI exclusion to its D&O and E&O forms in 2025, and ISO is filing generative-AI exclusions for general liability. No carrier publishes its AI questionnaire yet; what an underwriter can ask for is what the monthly report already holds.

Resilience midyear 2026 figures (85.3%) as reported by The Insurer, July 30 2026; FBI IC3 2025 report as reported by SecureWorld, April 2026; Coalition Cyber Claims Report, March 5 2026; Berkley and ISO filings via Hunton and Insurance Journal.

THE IDEA

A Managed Intelligence Provider



An IT partner that does everything a managed service provider does, and manages the client's AI footprint with it: "what's being used, whether it's safe, whether it's paying off."

Definitions: CIT Solutions, July 2026; Portal26, October 2026. The term was coined by Pax8 in June 2025.

MSP, consultancy and MIP

	Managed service provider	AI consultancy	Managed Intelligence Provider
Scope	Devices, identity, network, cloud, backups	Strategy, pilots, sometimes a build	The AI estate on top of the IT estate
Engagement	Monthly retainer, per user	A project, then it leaves	Monthly retainer, per user and per workflow
Owns day two	Yes, for IT	No	Yes, for AI and IT together
Evidence produced	Patch, backup and ticket reports	A deck	A monthly report on use, risk and return
Needs	Tooling and a help desk	Frameworks	Both, plus identity already in hand

“This gets a hard no from me… The endgame isn’t ‘intelligence’; it’s outcomes.” Dave Sobel, Business of Tech, June 2025, on the label.

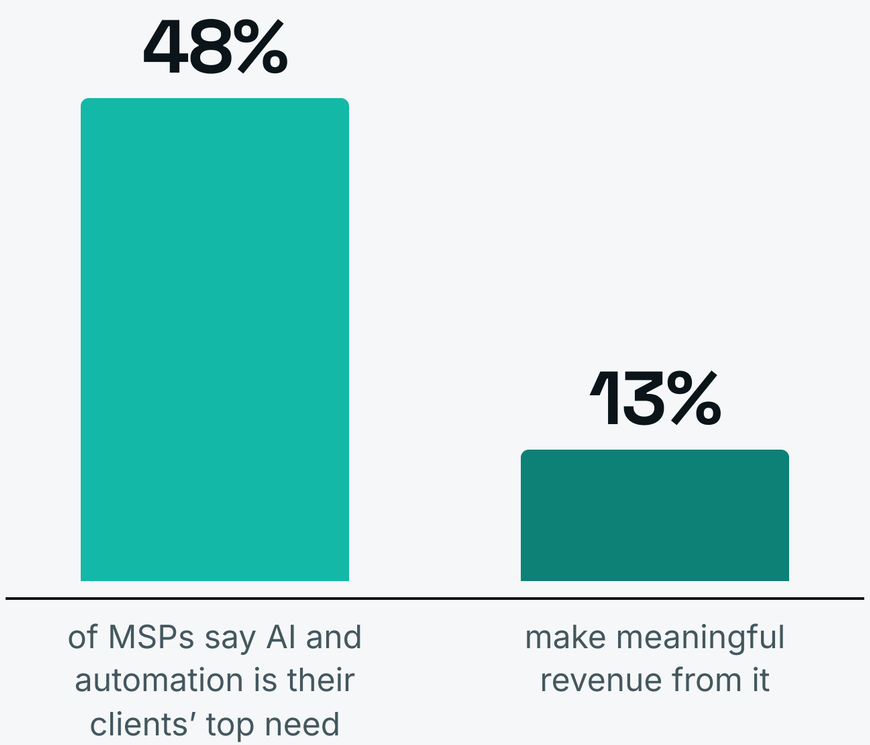
We agree. The label is the channel’s; the service is what the monthly report shows.

Comparison drawn from CIT Solutions (July 2026) and Pax8’s MIP Playbook (October 2025); SCG’s own terms in the right column.

The category, 2025 to 2026

June 2025	Pax8 publishes “The Agentic Inflection Point” and coins the term Managed Intelligence Provider.
October 2025	The MIP Playbook: five plays, Discover, Buy, Build, Sell, Manage.
June 2026	Pax8 Beyond: the Agent Store, an MIP program and outcome-priced managed intelligence services.
October 2026	GTIA launches a Managed Intelligence Alliance to write capability standards and an accreditation.

THE GAP AT THE IT PARTNER, 2026



Pax8 press releases, June 10 2025, October 6 2025 and June 8 2026; GTIA, October 19 2026; Kaseya 2026 State of the MSP, April 2026, 1,061 MSPs.

Five services

IN THE RETAINER	Ongoing work, reported every month	How it is billed
Know	A register of every tool and agent, and the acceptable-use policy.	**Per user, monthly**
Secure	MFA and SSO in front of each tool; data terms and audit logs behind it.	**Per user, monthly**
Use	Role-based training, the prompt library and office hours.	**Per user, monthly**
Run	Monitoring, spend caps and incident response for the workflows in service.	**Per workflow in service, monthly**
PROJECT WORK	A start, an end and a deliverable, quoted before it begins	How it is billed
Make	Workflows and agents built on n8n and Claude, one pilot at a time.	**Fixed fee per build, from $3,500**

What that means: the retainer is one monthly fee for the work that never ends and the report that proves it, on 90-day terms that renew on their own. A project is priced and agreed before it starts, and ends with something you own. When a build goes live, the retainer takes it over under Run, which is why Run is billed per workflow.

The audit ($2,500, credited) and the 90-day pilot are project work too; the retainer starts when the pilot ends.

Why the IT partner

The work that decides an AI program happens on day two.

Access reviews, identity provisioning, vendor renewals, audit evidence. Strategy firms hand those back. We already run them for the rest of the environment, and we hold the identity every AI tool signs in through.

Founder: 25 years in IT, a former CTO and divisional CIO. The operational muscle is the point, not the deck.

84%

of SMB leaders would trust an outside technology advisor to implement AI. Pax8 Pulse, March 2026, 400 US businesses of 5 to 499 staff.

WHAT SCG RUNS ON ITSELF

- An AI receptionist on the 877 line that greets known callers by name
- Prospecting emails drafted, tracked and followed up by agents
- A daily brief reconciled across two inboxes, the calendar and the task list
- A first-party website assistant, logged, classified and reported
- A free 30-day AI plan builder on the site
- Daily briefings and replies on Instagram, published by agents

Every one of these runs under the rules we sell: identity in front, spend capped, logs kept, a person on the hard calls.

How an engagement starts

01

AI footprint audit

Weeks 1 to 2

What is in use, who has access, what data moves, what it costs. A written report and a prioritized list.

$2,500, credited to the next step

02

90-day pilot

Weeks 3 to 13

Policy, identity gating and one running workflow with trained users. Four phases, one deliverable each.

Scoped from the audit

03

Managed Intelligence

Monthly

The five services run as one retainer with a monthly report. Ninety-day terms that renew on their own.

Per user, plus per workflow

Stop after any step and keep what you paid for: the audit report, the policy, the pilot.

The monthly report

Question	What the report shows	Who reads it
What is in use	Register changes, new sign-ups caught, seats and licences, the agents and workflows in service	Owner, operations lead
Is it safe	Access reviews done, incidents and near-misses, policy exceptions, evidence ready for insurers and auditors	Owner, compliance
Is it paying off	Spend by tool and workflow against the caps, hours returned on the pilots we measure, next quarter’s pilot	Owner, finance

The same report is the evidence pack for a cyber-insurance renewal, an auditor’s AI question or a board.
No separate project to produce it.

What it costs

Published starting prices	Starts at	Typical range
AI footprint audit (discovery and scoping)	$2,500, credited	$2,500 to $8,000
Managed IT	$125 per user per month	$175 to $275
Cybersecurity and compliance	$45 per user per month	$65 to $150
vCIO / vCTO	$3,500 per month	$5,000 to $12,000
AI and automation	$3,500 per workflow	$5,000 to $25,000

MANAGED INTELLIGENCE

Combines these lines. The AI governance add-on is priced per user after the audit. Monthly retainer, fixed-fee project or time and materials; 90-day terms; smallest client one user.

FOR COMPARISON, US MSPS IN 2026

AI readiness assessments $2,500 to $7,000. AI governance retainers $750 to $2,500 a month. Per-user AI management add-ons $10 to $25.

SCG floors: slyderconsultinggroup.com/pricing. Comparison prices published by Scopable, Justin McKelvey, Uprite and Miracle Concepts in 2026, seen November 3 2026.

What we will not do

01 Train a foundation model for you. That is a different business with a different cost structure; we will say so and refer you.

02 Build a customer-facing chatbot as a first project. Wrong data, wrong risk, wrong exposure for a start. Third or fourth project, once the muscle exists.

03 Deploy AI into an environment without MFA on identity. That is the first project, and it is not an AI one.

04 Advocate for a single vendor. Recommendations rotate with your environment, regulatory scope and use case; no resale relationship distorts them.

05 Promise that an AI replaces a person. We measure the hours a workflow gives back and report them.

The first 90 days



Weeks 1 to 2

Readiness

- Audit AI use across the company
- Map data classes and regulatory scope
- Review identity, MFA and access
- Draft the acceptable-use policy
- Pick the pilot together

Weeks 3 to 5

Secure setup

- Evaluate vendors for the pilot
- Negotiate the enterprise tier and data terms, BAA where needed
- Configure SSO, roles and audit logging
- Set the governance rhythm

Weeks 6 to 10

Pilot build and training

- Build the workflow with your team in the room
- Train the staff who will use it
- Stand up monitoring and spend caps
- Write the runbook

Weeks 11 to 13

Measure and hand off

- Report what it returned against the measure
- Document the architecture decisions
- Agree the next pilot
- Move to the monthly service

The published AI onboarding plan, with the monthly service added at the end.

SLYDER CONSULTING GROUP

FOR PARTNERS

You build the engine. We run the ground it stands on.



For partners that build AI engines

WHAT OUTBOUND AND REVENUE-INTELLIGENCE ENGINES NEED FROM A CLIENT ENVIRONMENT

Aligned SPF, DKIM and DMARC and a spam-complaint rate under 0.3%: the bulk-sender rules at Google and Yahoo since 2024, and Outlook rejects non-compliant mail outright since May 2025.

Prior express consent before any AI-voice call (FCC, February 2024) and CAN-SPAM opt-outs honored within ten business days.

Least-privilege CRM and mailbox access: HubSpot granular scopes, a dedicated Salesforce integration user, Entra app consent, named service accounts.

Audit logging, a spend cap and a kill switch for every agent, and a named owner for the evidence an insurer or auditor asks for.

THE FAILURE MODE

August 2025: stolen Salesloft Drift OAuth tokens were used to export data from many companies' Salesforce instances. Google's advice afterwards: treat every integration token as compromised.

THREE WAYS IN

Refer	You refer, we deliver. One engine, one operator.
Co-deliver	Two gates before go-live: you certify the list and the message, we certify the environment. We run it after.
Portfolio	Managed Intelligence sold through your engine as a line in the portfolio.

Google and Yahoo sender guidelines; Microsoft Tech Community, April 2025; FCC 24-17; FTC CAN-SPAM guide; Google Threat Intelligence advisory on UNC6395, August 2025.

NEXT STEP

Twenty minutes of people talking to people.

We look at what is in use today and tell you whether an audit is worth your money. No pressure, no pitch. A straight answer either way.

Book a 20-minute call

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