



BTS TECHNOLOGIES

IT Services | Phones | Security



Roger Wentowski
President

BTS Technologies, Inc. Enhances Customer Experience by Investing in AI Automation

Leading MTSP Pioneers New Technology to Advance Customers' Organization

BIRMINGHAM, AL – August 29, 2025 - BTS, a leading managed technology services provider (MTSP), announced today that the company invested in artificial intelligence (AI) automation to improve and dramatically enhance the quality and speed of support they deliver to clients. As a technology leader, BTS is focused on finding new ways to improve their capacity to serve clients at a higher level and AI automation is a fantastic means to achieve that objective.

While many business owners are familiar with large language models (LLMs) like ChatGPT, most are still underestimating the technology's potential to improve efficiency and employee performance. In fact, modern AI tools are doing far more than chatbot scripts or reactive alerts. BTS has integrated agentic solutions into the back end of service delivery across multiple industries. AI automations are immensely helpful to any organization — whether that means preemptively flagging issues before problems arise, streamline ticket workflows so

resolutions happen faster, freeing technicians from repetitive troubleshooting by auto-resolving common issues, generating smarter data and insights that improve future support. Regardless of application, the purpose of AI automations is to drive a higher quality user experience, which is precisely what BTS is dedicated to achieving.

By implementing AI automation internally, existing clients will receive better support, at faster speeds than ever before. After BTS harnessed this powerful technology to benefit their clients, their immediate reaction was to actively share this knowledge by collaborating with clients. That way they can share notes regarding other AI automations which will help their customers scale their businesses more effectively and profitably.

“This is exactly what AI should be doing—eliminating repetitive work and giving humans back the time to focus on high-value tasks,” said Roger Wentowski, President of BTS. “AI multiplies our capacity to serve. This is our objective with our customers — how do we leverage our technological expertise to give them a

competitive advantage, so they outperform their competition?”

As a result of this recent implementation, BTS's technicians can now spend more time solving complex problems, building relationships, and consulting on bigger-picture technology strategy for its clients. “We consider it our duty to serve as a CTO for the organizations we support,” added Wentowski. “It's not just about offering single point solutions. It's about giving them dozens of technological advantages so their competitors simply cannot compete with them. We want them to win. Period.”

On an internal level, Wentowski also added, “Clients might not see the AI tools at work — but they'll feel the difference. We're proud that we're constantly reinventing ourselves so that our clients get to work with a managed technology services provider who is more agile, proactive, and reliable than anyone else in the business.”

Wentowski later added, “If your provider isn't exploring ways to use AI to support your organization more effectively, you're probably paying the same—and getting less. We see

AI productivity gains as the new standard for world-class service.”

ABOUT BTS TECHNOLOGIES, INC.

Founded in 1976, BTS Technologies is Alabama’s leading managed technology services provider. The company’s mission is to increase its customers’ profitability, improve their productivity and give them a competitive advantage by implementing the right

technology. BTS Technologies is the only provider that protects its customers from the two risks of technology - obsolescence and cost. As its customers’ trusted technology advisor, BTS Technologies has earned the position as the market leader and its customers’ business through quality products and services.

BTS Technologies is a premier Member of Technology Assurance Group, an organization of leading managed technology services providers (MTSPs) in the

United States and Canada representing \$800 million in products and services. This means that the organization is the ultimate resource for Managed IT Services, Cybersecurity, Cloud Solutions, Business Phone Systems (VoIP), and Video Surveillance. BTS Technologies delivers future technology today! For more information, please visit please call 205.290.8400 or visit us at www.askbts.com.