



Jeff O'Neill
VP of Sales

Technolink of the Rockies Enhances Customer Experience by Investing in AI Automation

Leading MTSP Pioneers New Technology to Advance Customers' Organization

ENGLEWOOD, CO – August 29, 2025 - Technolink of the Rockies, 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, Technolink of the Rockies 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. Technolink of the Rockies 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 Technolink of the Rockies is dedicated to achieving.

By implementing AI automation internally, existing clients will receive better support, at faster speeds than ever before. After Technolink of the Rockies 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 Jeff O'Neill, VP of Sales of Technolink of the Rockies. "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, Technolink of the Rockies'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 O'Neill. "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, O'Neill 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."

O'Neill 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 TECHNOLINK OF THE ROCKIES

Founded in 1983, Technolink of the Rockies is able to fulfill all of its customers' technology needs. The company is the premier resource for business phone systems (VoIP and Session Initiation Protocol (SIP) provisioning), Managed IT Services, Network Security, Video Conferencing and Disaster Recovery. Technolink of the Rockies has built a team of professional voice and data specialists whose goals are maximum customer satisfaction through total customer service. The company designs, implements and monitors end-to-end solutions.

Technolink of the Rockies delivers the future by linking business technologies today! For more information, please call 303-790-8700 or visit us at www.asktechnolink.com.