

2026 | Issue 1

PILLAR



How Businesses
Can Adopt AI with
Confidence

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FROM *THE* EDITOR



“

*Look at AI as a way
to make money, not
just save money.*

”

As we launch the inaugural issue of Pantheon’s quarterly magazine, I’m reminded of why this company feels less like a workplace and more like a community anchored in purpose. Pantheon has always been about people first—our clients, our partners, and our team—and I feel fortunate that my role places me at the center of so many of these connections.

Every week, my work brings me into conversations that showcase the range of what Pantheon touches—whether it’s helping coordinate sponsorship opportunities, supporting customer requests, or keeping communication flowing between teams. I see firsthand how each detail, each message, and each interaction becomes part of the larger story we’re writing together. It’s a story defined by trust, responsiveness, and the shared drive to make technology feel human and accessible.

If there’s one thing I’ve learned in my time here, it’s that the heart of Pantheon beats in the small moments: a quick message to collaborate on a customer need, a conversation about upcoming projects, or a reminder that behind every ticket, every device, and every service is a real person counting on us. Those moments add up, and they’re what make our work matter.

This magazine is an extension of that spirit. It’s a place to celebrate wins, spotlight people and projects, and explore the ideas shaping our future. It’s also a space to pause and look up from the day-to-day—to reconnect with who we are as a team and where we’re heading next.

Thank you for reading, for contributing, and for being part of what makes Pantheon exceptional. I’m excited for this new chapter—and even more excited that we get to build it together.

Jill Stagman

Editor-in-Chief

FREE WEBINAR: AI IS CHANGING BUSINESS. LEARN HOW TO LEAD WITH IT.

Artificial intelligence isn't just a trend — it's a business tool that's reshaping how companies operate, compete, and grow.

In this educational webinar, our experts will break down what AI really means for your organization. You'll gain a clear understanding of how to strategically implement AI, improve efficiency, uncover new opportunities, and create measurable impact across your business.

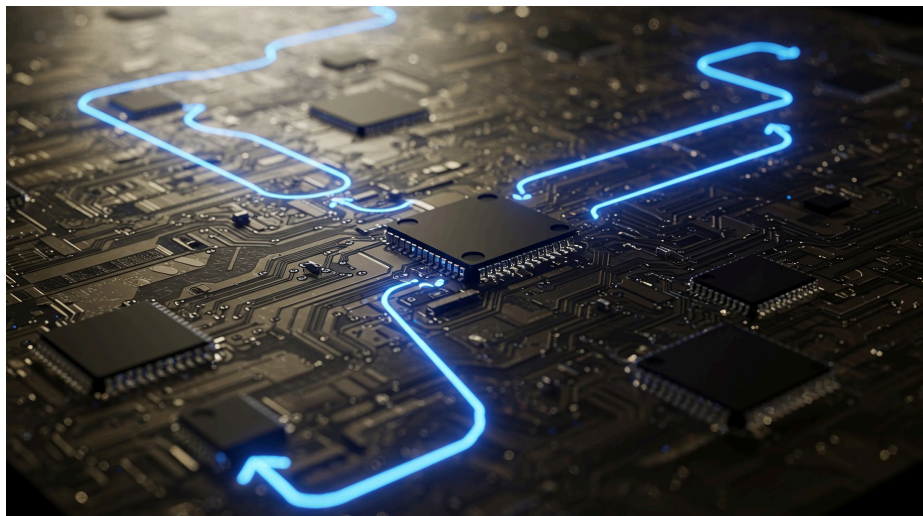
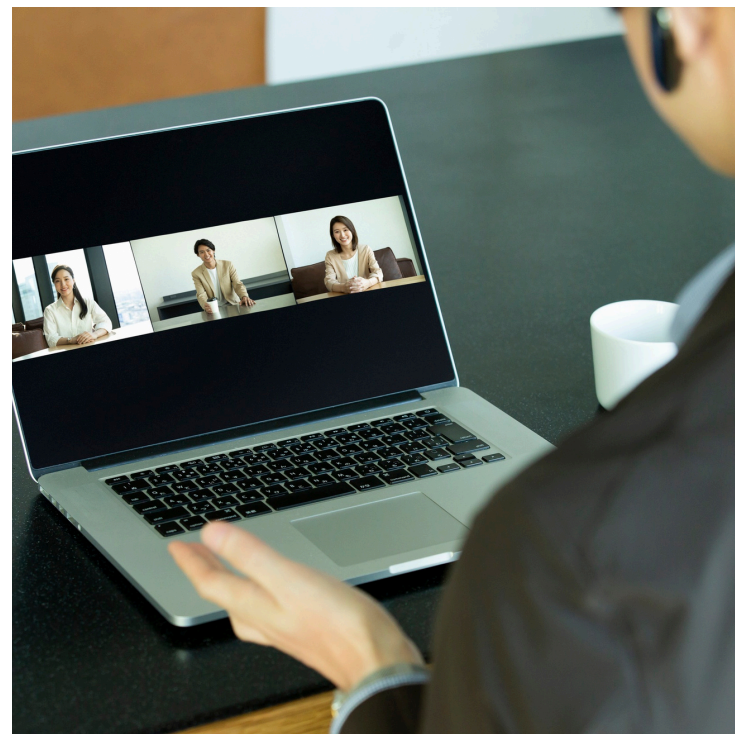
Whether you're an executive, manager, entrepreneur, or team leader, this session will equip you with practical knowledge and a roadmap for putting AI to work — responsibly and profitably.

WHAT YOU'LL LEARN:

- The fundamentals of AI — what it is and how it applies to business
- Where AI delivers the greatest ROI across departments
- Practical use cases you can implement immediately
- How to identify opportunities to streamline operations and increase productivity
- A framework for adopting AI strategically (without overwhelm)

Date: Thursday, April 16, 2026

Time: 11:00 AM CST



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ASK SMARTER

TIPS & TRICKS FOR GETTING THE MOST FROM AI

From Pantheon Technicians

Tell the AI who you are and what your role is. The more it knows about your goals, the better it can tailor answers and formatting to fit your needs.

-Nick

If you have compliance rules or specific guidelines to follow, include them in your prompt. The more parameters you provide, the better the AI can tailor its response to stay within those requirements.

-Jill

Treat AI like a junior team member in your role. Give it clear context, expectations, and details so it can deliver the results you're looking for.

- Chase

When you get a great response, keep that prompt as a template. Reusing strong context and structure helps you get consistent, high-quality outputs faster.

-Kelsey

If something feels too complex, prompt the AI to explain it in "plain English." This helps ensure the response is clear, simple, and easy for anyone to understand.

-Juan

Take a screenshot (or copy/paste) of the issue you're working on and share it with AI. It can analyze the snippet and suggest next best steps.

-Jay

Smart AI Starts With Secure AI

PRACTICAL GUIDANCE FOR
RESPONSIBLE AI ADOPTION IN YOUR
ORGANIZATION.

Using AI Securely: Best Practices for Businesses

Artificial intelligence is quickly becoming part of everyday work—from drafting content and analyzing data to supporting IT, customer service, and operational decisions. *Used well, AI can boost productivity and innovation. Used carelessly, it can introduce new security, compliance, and business risks.*

The key is adopting AI thoughtfully, with the same care you would apply to any other business technology.

Here are several principles organizations can follow to use AI responsibly and securely.

Be Intentional About the Data You Share

AI tools should not automatically be treated as private and/or internal systems unless they have been specifically designed and approved for that purpose.

Many AI platforms process and retain user inputs. This puts your data outside of your organization’s direct control. For that reason, sensitive information—such as customer data, employee records, passwords, financial details, or proprietary business plans—should never be entered into public or unapproved AI tools.

Best practice: If information is confidential, regulated, or business-critical, don’t share it with AI unless the platform and use case have been reviewed and approved by your security or compliance team.

Standardize on Approved AI Tools

One of the most common risks organizations face is employees adopting AI tools independently, without IT or security oversight.

Consumer or free AI platforms may lack enterprise-grade security controls, contractual data protections, or compliance guarantees. When teams use unapproved tools, organizations lose visibility into where data is going and how it is being handled.



Best practice: Establish a short list of approved AI tools that align with your security and regulatory requirements, and make sure employees understand which tools are appropriate for business use. Here are several principles organizations can follow to use AI responsibly and securely.

Treat AI Output as Advisory, Not Authoritative

AI can provide useful suggestions and insights, but it does not fully understand your business context, risk tolerance, or legal obligations.

Organizations should avoid treating AI-generated output as final—especially for technical configurations, security decisions, legal language, or financial guidance. AI responses can be inaccurate, outdated, or inconsistent with internal policies.

Best practice: Use AI as a productivity aid, but ensure human review and professional judgment remain part of every critical decision.

Secure AI Access Like Any Other Business System

AI platforms, integrations, and API connections represent real access points into your environment.

If AI accounts or credentials are compromised, attackers could gain access to sensitive data or misuse paid services. Strong passwords, multi-factor authentication, and proper credential management are essential. API keys and integrations should be secured and reviewed just like any other system access.

Best practice: Include AI tools in your existing identity, access control, and security monitoring practices.

Building a Safe Foundation for AI Innovation

The goal is not to slow innovation, but to ensure AI is deployed safely, responsibly, and sustainably. AI is most effective when paired with clear policies, informed users, and appropriate safeguards.

As businesses explore new AI tools and use cases, involving IT, security, and leadership early helps maximize benefits while minimizing risk to data, customers, and operations.

“AI IS MOST EFFECTIVE WHEN PAIRED WITH CLEAR POLICIES, INFORMED USERS, AND APPROPRIATE SAFEGUARDS.”



- Josh Burston, Security Analyst

POETRY ABOUT AI BY AI

Exploring imagination in the digital era

AI pulled up like “what’s the vibe?”
Rewrote our pitch in 0.5.
Boss screamed, “This changes
EVERYTHING.”
AI said, “Cool. What does this
company do again?”
Made a dashboard, clean and shiny,
Forecast: “Numbers go up. Probably.”
Scheduled 14 meetings for
“alignment” —
No one knows what we’re aligning.

We hired AI to “assist the team.”
By Friday it had streamlined logistics,
renegotiated vendor contracts,
uncovered a pricing bug, and predicted
next quarter within half a percent.
We gave it a parking spot. It doesn’t
drive—but it earned it.

There once was an AI so refined,
It streamlined the whole business line.
It fired the best crew,
Bought staplers times two,
And called it “efficiency gains.”

I hired an AI to run the show—now
meetings end on time,
It writes my decks in seconds flat and
somehow makes them rhyme.
It forecasts risk, it spots the trends, it
never takes a break,
But when I said “think outside the
box,” it ordered me a crate.
Still, profits rose, my inbox cleared—
my stress is finally light,
Just hope it doesn’t schedule me for
“optimization” tonight.

Choosing the Right AI

A PRACTICAL GUIDE FOR SMART BUSINESS LEADERS



Artificial intelligence has quietly moved from curiosity to core infrastructure.

In small and mid-sized businesses (SMB) across the country, AI is drafting proposals, summarizing meetings, designing marketing campaigns, analyzing spreadsheets, reviewing contracts, generating code, and even responding to customers.

For SMB owners, AI represents something rare: enterprise-level leverage at small-business cost.

But there's a catch.

The same tools that can accelerate growth can also expose your company to data leaks, regulatory risk, fraud, reputational damage, and even geopolitical complications.

The question is no longer “Should we use AI?” It’s “Which AI tools are safe, which are strategic, and which are dangerous?”

Below is a practical guide for SMB decision-makers.

The AI Tools Most SMBs Are Actually Using

For many small businesses, AI adoption didn't start with a formal strategy. It started with an employee opening a browser tab.

Today, the most common platforms in SMB environments fall into several categories: enterprise-integrated AI, standalone AI assistants, creative AI tools, and open or foreign-hosted systems.

Understanding the differences is essential.

The Most Common AI Platforms Used by SMBs



1. Microsoft Copilot (Microsoft – U.S.)

Best For: Email drafting, Excel analysis, PowerPoint creation, Teams meeting notes, workflow productivity

Why SMBs Use It: Embedded in Microsoft 365 (Outlook, Excel, Word, Teams), reducing training and adoption friction.

Strengths:

- Enterprise compliance controls
- Tenant-level data governance
- Admin oversight
- Built into existing subscriptions

Risks:

- Poor file permissions can expose sensitive data
- Overreliance on AI summaries
- Reduced internal review discipline

SMB Risk Level: Low (when properly configured)

2. ChatGPT (OpenAI – U.S.)

Best For: Marketing copy, customer communications, business planning, research, coding

Why SMBs Use It: Highly versatile, easy to use, and affordable business tiers available.

Strengths:

- Strong reasoning and writing
- API integrations
- Scalable across use cases

Risks:

- Hallucinations (confident but incorrect outputs)
- Employees using free/public versions for sensitive data
- IP ownership confusion

SMB Risk Level: Moderate (use enterprise tier for sensitive data)

3. Claude (Anthropic – U.S.)

Best For: Long document analysis, policy drafting, compliance review

Why It's Growing: Large context window enables deeper contract and regulatory analysis.

Strengths:

- Strong structured reasoning
- Safety-focused design
- Effective for document review

Risks:

- Hallucinations
- Data governance concerns
- Subscription usage limits

SMB Risk Level: Low to Moderate

4. Google Gemini (Google – U.S.)

Best For: Google Workspace users, research, drafting in Docs/Gmail

Why SMBs Use It: Integrated across Gmail, Docs, Sheets, and Drive.

Strengths:

- Real-time web access
- Multimodal (text + image)
- Deep Google ecosystem integration

Risks:

- Drive permission sprawl
- Data-sharing mismanagement

SMB Risk Level: Low to Moderate

5. Canva AI (Canva – Australia)

Best For: Marketing visuals, social media, presentations, light video/image generation

Why SMBs Use It: Enables non-designers to create professional content quickly and affordably.

Strengths:

- Very user-friendly
- AI + design templates
- Cost-effective

Risks:

- Copyright ambiguity
- Brand similarity risks
- Misuse in regulated industries

SMB Risk Level: Low (standard marketing use)

Foreign-Owned AI Tools: What SMBs Should Know

Several AI systems gaining global attention are based in China or other foreign jurisdictions.

Examples include:

- DeepSeek
- Baidu’s Ernie Bot
- Moonshot AI

These tools may offer competitive pricing or language advantages, but SMB owners should evaluate:

- Where is your data stored?
- Under what national laws can it be accessed?
- Is the platform subject to foreign government data disclosure laws?
- Are there regulatory restrictions in your industry regarding foreign-hosted AI?

For U.S.-based SMBs handling financial, healthcare, legal, defense, or sensitive customer data, foreign-hosted AI platforms may present elevated compliance and reputational risk.

The Most Dangerous AI Categories for SMBs

Not all danger comes from big-name platforms. The highest risk often comes from:



Foreign-Owned AI Platforms: A Risk Many SMBs Underestimate

Several rapidly growing AI platforms are based in jurisdictions outside the United States and European Union — including China and other countries with expansive national security and data access laws.

Examples include:

- DeepSeek
- Baidu’s Ernie Bot
- Moonshot AI
- Various offshore “low-cost” LLM APIs

While some of these tools offer competitive pricing or strong regional language capabilities, SMBs must evaluate more than price and performance.

Why This Matters

In certain countries, national law allows government authorities to compel companies to provide access to data — often without the transparency or judicial process common in Western legal systems.

This means:

- Your prompts may not remain private.
- Your uploaded documents may be stored under foreign jurisdiction.
- Sensitive intellectual property could be subject to foreign data access laws.
- There may be limited legal recourse if data is misused.

For SMBs in regulated sectors — finance, healthcare, legal, government contracting, defense supply chains — the risk is not theoretical. Using foreign-hosted AI could create compliance violations or contractual breaches.

Even for non-regulated SMBs, the reputational risk is real. Customers increasingly ask:

“Where is our data going?”

If you cannot answer that clearly, you have a governance gap.

Additional Concerns

- Potential geopolitical sanctions exposure
- Sudden service restrictions due to trade disputes
- Model behavior aligned with foreign political policies
- Limited transparency into training data sources
- Lack of enterprise-grade indemnification

For most Western SMBs, foreign-hosted AI tools handling sensitive internal data should be treated as **high-risk unless formally vetted by legal counsel and IT security.**

Low cost does not equal low risk.

“Uncensored” or Open-Source AI Models

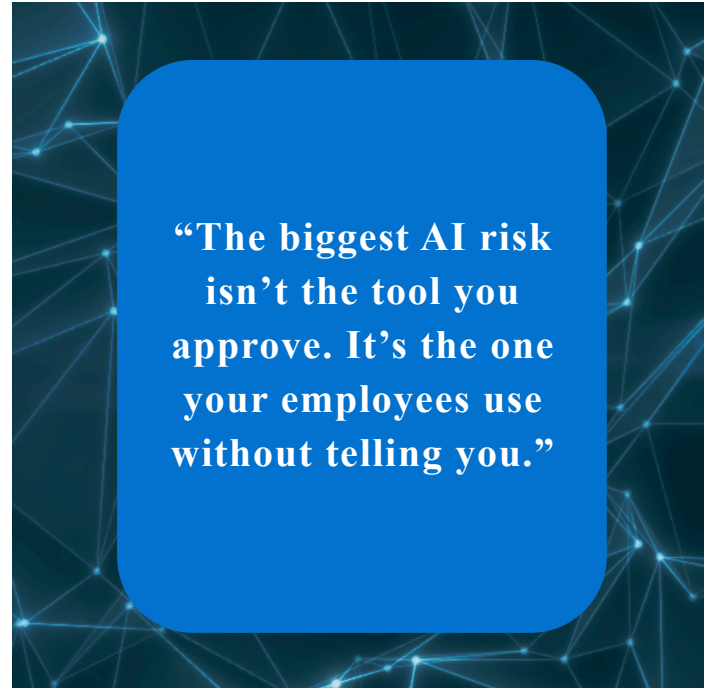
Some tools market themselves as:

- Unrestricted
- No logging
- No safety filters
- Fully uncensored

These are often self-hosted or offshore APIs.

Why This Is Risky

- Can generate malware or phishing scripts
- No enterprise indemnification
- No audit logs
- No data governance
- No regulatory compliance guarantees



For a legitimate SMB, these tools offer minimal upside and significant exposure.

AI-Driven Fraud & Deepfake Tools

Increasingly common risks include:

- Voice cloning scams impersonating executives
- AI-generated phishing emails
- Synthetic identity fraud
- Fake invoices generated with realistic branding

SMBs are especially vulnerable because they often lack cybersecurity teams.

Shadow AI (The Hidden Risk)

The biggest threat may not be the AI you approve — it's the AI your employees use without telling you.

Staff may paste:

- Customer lists
- Pricing models
- Legal contracts
- Financial projections

into free AI tools without understanding the consequences. Without policy controls, SMBs risk data leakage and intellectual property loss.

The Smart Path Forward for SMBs

For most small and mid-sized businesses in 2026, the safest and most strategic approach is:

- Use Microsoft Copilot or Google Workspace AI if already in that ecosystem
- Use enterprise versions of ChatGPT or Claude for advanced drafting and analysis
- Use Canva AI for marketing design
- Avoid foreign-hosted AI for sensitive data
- Avoid uncensored/open AI models
- Establish a written AI usage policy

AI is not inherently dangerous.

But unmanaged AI is.

The SMBs that win in the next five years won't be the ones who avoid AI.

They'll be the ones who deploy it intentionally — with governance, oversight, and a clear understanding of both its power and its risks.

The SMB AI Governance Checklist

Before adopting any AI platform, ask:

1. Data Governance

- Where is data stored?
- Is it used to train the model?
- Can we disable retention?
- Is there a business associate agreement (if required)?

2. Jurisdiction

- What country governs the company?
- Could foreign government laws access our data?

3. Auditability

- Can we track prompts?
- Can we control user access?
- Can we revoke permissions?

4. Human Oversight

- Who reviews AI outputs?
- Are there verification procedures?

5. Insurance & Liability

- Does our cyber insurance cover AI misuse?
- Does the vendor provide indemnification?

-Nikki Dulas, Director of Business Operations



IS SOMETHING LURKING IN THE DARK WEB?



Did you know?

Once infiltrated, your confidential information is

BOUGHT AND SOLD ON THE DARK WEB.

The potential damage to your company, your customers, and your reputation could be catastrophic.

You will spend a lot of money after a breach!

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Your employees are the first line of defense.

Most cyberattacks don't start with broken technology — they start with a single click, reply, or approval.

Pantheon helps organizations reduce risk by educating end users with:

- Short, practical security awareness training
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Because when people know what to look for, threats are stopped before they spread.

Security isn't just IT's job. It's everyone's.

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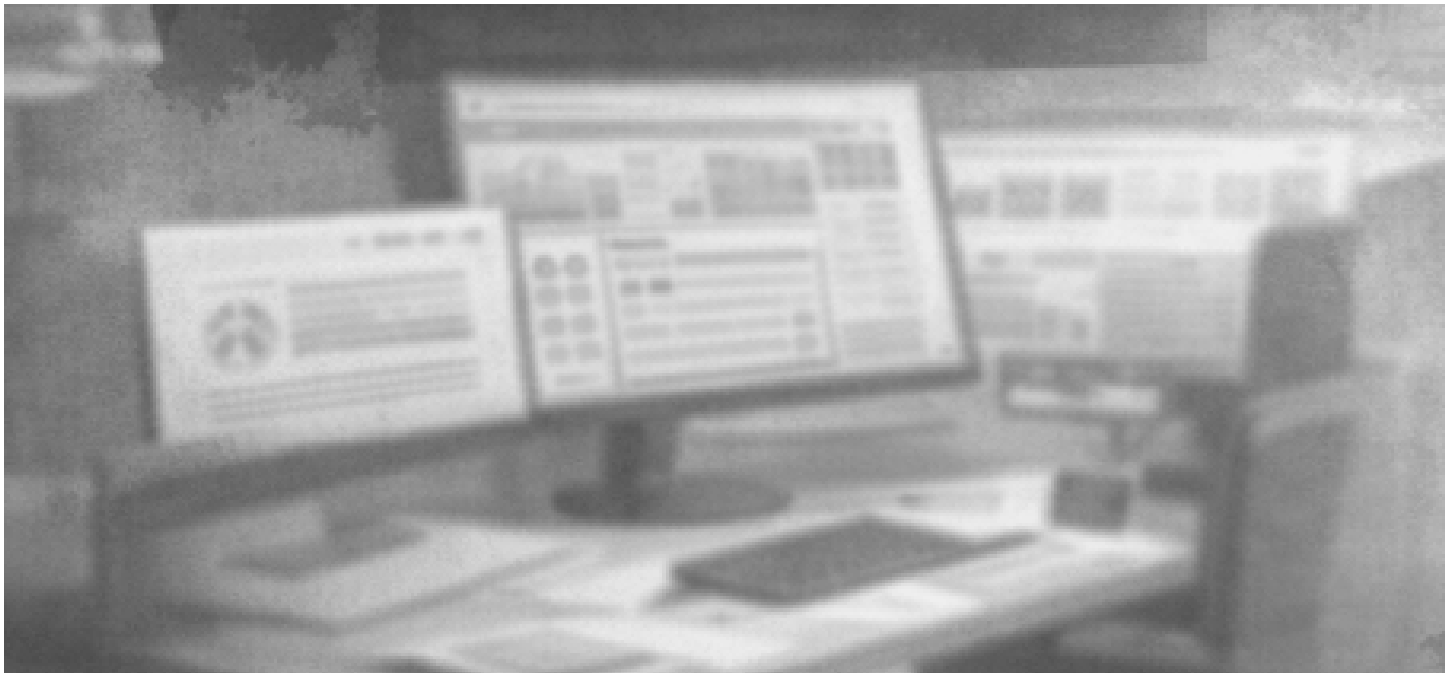


contact@pantheoncomputers.com

A futuristic robot with a metallic, purple and blue finish is shown in profile, pointing its right hand towards a glowing screen in a control room. The room is filled with multiple screens displaying data and charts, creating a high-tech, digital environment. The lighting is dramatic, with strong highlights and deep shadows, emphasizing the robot's form and the ambient glow of the screens.

FROM ADOPTION TO ACCOUNTABILITY : MAKING AI WORK FOR US

EMPOWERING TEAMS TO USE AI WITH CLARITY,
CONFIDENCE, AND CONTROL.



Embracing AI at Work: A Practical Guide

Artificial Intelligence (AI) has quietly slipped into our daily business routines. Many of us are already using it to draft emails, summarize meetings, and speed up research, often with impressive results. This adoption is happening organically, without formal introductions or training.

When used wisely, AI can be a powerful productivity booster. Without clear guidance, however, it can also introduce risk, from over-trusting its output to accidentally sharing sensitive information. The difference between the two usually comes down to understanding and habits, not technology.

Understanding the AI You're Likely Using

When we talk about AI in the workplace, we are usually referring to AI assistants powered by Large Language Models (LLMs). Tools like ChatGPT, Claude, Microsoft Copilot, and Google Gemini fall into this category.

These digital assistants are designed to help with writing, summarizing, explaining, and organizing information. This is especially true for emails, documents, meetings, research, and idea generation. They are built to be fast, helpful, and easy to use.

At their core, LLMs work by breaking down text into small pieces and predicting what comes next based on context. They aim to generate responses that sound helpful and relevant, but they do not verify facts or reason like humans do. That design is what makes them useful and also why they require oversight.

Understanding this limitation sets the foundation for using AI effectively.

AI Best Practices: Working Together Effectively

Once AI becomes a regular part of the workday, the focus naturally shifts from understanding the technology to managing how people interact with it. The goal is not to restrict AI use, but to apply it in ways that support productivity without creating new problems.

Where AI Helps the Most

AI delivers the most value when it reduces friction in everyday work, especially tasks that are repetitive or time-consuming.

It is well suited for:

- Drafting emails, documents, and internal communications, with review before sending
- Summarizing long texts or meetings
- Organizing thoughts, creating outlines, and clarifying workflows
- Speeding up research and idea generation

In these cases, AI acts as a starting point that helps people move faster.

Where AI Needs Human Oversight

The same qualities that make AI helpful, such as speed and confidence, can also lead to over-reliance. Most AI-related issues do not come from misuse, but from trusting it too far.

AI should not be relied on as a sole source for:

- Final business, legal, or financial decisions
- Authoritative guidance without validation
- Storing or processing confidential, sensitive, or regulated data

Keeping humans in the loop is what prevents convenience from turning into risk.

Navigating AI's Hallucinations

One of the most common results of over-trusting AI is encountering information that sounds confident but is incorrect. These errors, often called AI hallucinations, typically appear when context is missing or assumptions are made on the user's behalf.

This is a known limitation of how AI works, and it is manageable with a few simple habits:

- Verify important facts using reliable sources
- Be cautious with statistics, citations, and technical claims
- Treat AI output as a draft or starting point, not a finished product

Human review remains essential.

Keeping Data Safe in an AI-Driven Workplace

As AI becomes easier to access, data risk increasingly comes down to everyday user behavior. Most data exposure issues are accidental and stem from uncertainty about which tools are approved or what information is appropriate to share.



To reduce risk:

- Clearly define approved AI tools for business use
- Set clear boundaries on what data should never be entered into any AI tool
- Ensure AI usage aligns with existing security and compliance requirements

Clear guidance is far more effective than trying to block AI outright.

Education: The Key to Responsible AI Use

At this stage, education is what builds awareness and ensures AI is used consistently, safely, and as intended.

When employees understand how AI works, where it helps, and where caution is needed, they are better equipped to use it productively. Regular training, accessible guidelines, and open conversations around AI use help prevent confusion and reduce risk.

In most organizations, the biggest challenge is not AI itself. It is unclear expectations.

A Confident Path Forward

AI is not something to fear or ignore. It is already here and helping people work smarter. Organizations that focus on education, clear expectations, and practical guardrails can benefit from AI without compromising security or trust.

Used thoughtfully, AI becomes a valuable tool that supports better workflows, smarter use of time, and more efficient operations, while keeping people firmly in control.

-Jeremy Tuttle, Project Engineer



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Today's IT is complex and constantly evolving, and even strong in-house teams face time and resource gaps. Outsourcing is a cost-effective way to stay ahead.

With Pantheon's Managed IT and virtual CIO services, you stay in control while we provide the tools, expertise, and strategy to support your long-term success.

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- Audit Preparedness
- 24/7 Monitoring
- Project Expertise





THE LEADER'S ADVANTAGE IN AN AI WORLD

**USING AI AS A TOOL TO LEAD WITH CLARITY, CONFIDENCE,
AND GREATER IMPACT.**

As a business leader, you almost never have enough time. If you aren't calculating sales tax, you're handling an HR issue, managing a facilities problem or fielding a client request that only you can answer. The to-do list never ends. It's no wonder leaders get tired, cynical or burned out. And yet, you're still expected to keep the organization inspired.

AI can't replace you. You carry the context and culture of the business every day – and you're the one balancing values, goals and risk. What AI can do is make smart people smarter – helping leaders work faster, make better decisions and avoid burnout.

AI can also be wrong – confidently, completely, and utterly wrong. Leaders must always use their experience and business sense to evaluate its suggestions, especially when any kind of risk is involved.

I have been trying to incorporate AI into my everyday running of my business. After all, if the president of an

IT company isn't utilizing the latest technology, she probably has some explaining to do.

I am going to share some ways that I specifically have used AI personally and hopefully my experiences will help you on your AI journey.

DO MORE WITHOUT CUTTING CORNERS

One thing I do that takes a great deal of time is analyze a company's current IT and security policy to ensure that they are compliant with whatever legal standard applies to them: HIPAA, CJIS SECPOL, PCI DSS 4.0, etc. It takes hours and hours – and it is definitely not in my top ten things I love to do.

So, I decided to build an AI to do it for me. This was a great candidate for AI because it's basically a black-and-white checklist exercise that really clear-cut, just time-consuming.

Here's how I approached it:

1. Uploaded the current compliance requirements
2. Asked AI to convert them into a checklist
3. Had AI review the client's policy against each requirement
4. Refined the output into a client-ready deliverable

To do this effectively, start the chat with the AI over when needed. When the thread starts to get too long, AI can get confused between old and new instructions – so restarting and restating the current goal is very helpful. Make sure to copy over any of the old conversation that you want to preserve.

When you have it all working the way you want it to, let AI document itself. This makes it into a repeatable process that is great ROI on your time. *In this case, four hours of work now saves me over a hundred hours a year analyzing policies and gives me more time to advise my clients on the changes suggested.* That's what leaders need from AI – not novelty, but a way to leverage our time for the good of the business.

MAKE BETTER DECISIONS IN LESS TIME

AI isn't just a time saver; it can dramatically improve decision quality. For example, this magazine needed a name. I could have had my team brainstorm, collected suggestions, had a meeting to debate the different options, had another meeting to decide – and then hope that decision stuck. Tens of hours of time once you add up the hours spent by everyone involved.

Instead, I turned to AI. I grabbed a marketing specific GPT provided by Chat and asked this:

You are a marketing executive at a mid-sized MSP. You are writing the first issue of a magazine intended to provide tech tips, educational articles, marketing of your services and tech resources to the owners and operators of those businesses. You need a name for this magazine with no more than 6 letters. What are your top ten ideas?

The initial suggestions completely missed the mark. So, I added more context with this:

The name of the company is Pantheon Computers, and it is located in southern Minnesota in small cities and towns. Our vibe is professional and friendly. We want our clients to see us as part of their team, helping them get the most out of IT to help their business. Our core values are Being Invested, Doing the Right Things, Being Accountable, and Promoting Transformative Growth. Our ultimate goal is to make a difference in our communities by supporting great businesses that feed the economy of the area and therefore support a smaller community lifestyle. With that information, give me 10 additional ideas.

It gave me much better ideas with that extra information. Then I started giving it feedback. I told it ones I didn't like, I told it I wanted a name that suggested more IT Authority, etc. Once I had a list of ones I was good with, it scored them like this:

Strategic Scorecard

Name	Authority	Growth	IT Credibility	Community Fit	Brand Equity	Overall
PILLAR	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	9.5/10
ASCENT	★★★★★	★★★★★	★★★★	★★★★★	★★★★★	8.8/10
BEACON	★★★★★	★★★★★	★★★★	★★★★★	★★★★★	8.5/10
PRAXIS	★★★★★	★★★★	★★★★	★★	★★★★	7.2/10

It then walked me through different themes and graphics for each one and did a Longevity Pressure Test on them. After about an hour and a half, I was confident in the decision to present a name to the team. I asked AI to create a proposal for my team that laid out why the name Pillar had a clear rationale, culture fit and strong longevity.

The key here is that AI accelerated exploration, tested assumptions and helped me articulate a solid recommendation before involving the team – and using their time. Sometimes faster is better – as long as you’re still being thoughtful.

USE AI AS A SOUNDING BOARD

Sometimes you just need to talk things out. AI can be a great thought partner if you are careful. AI can structure your thinking in a dynamic way, but the responsibility to challenge assumptions and direct the conversation still belongs to the leader.

Here is one prompt I’ve used to do this:

You are my business partner, and we need to discuss how much money to invest in AI resources. As an MSP, automation for ourselves and our clients is key to being relevant in the future. But truly investing in AI resources is expensive. Is there going to be good ROI? How will our clients react? How does it apply to our on-going business plan to grow in vCIO services?

It began by affirming my brilliance – which felt good but wasn’t helpful. I adjusted the prompt to push for a more critical analysis. We discussed programs we could create, plans for internal adoption, possible pitfalls, etc. By the time we were done, I felt like I had a much better grasp on the issue and a good direction to start in.

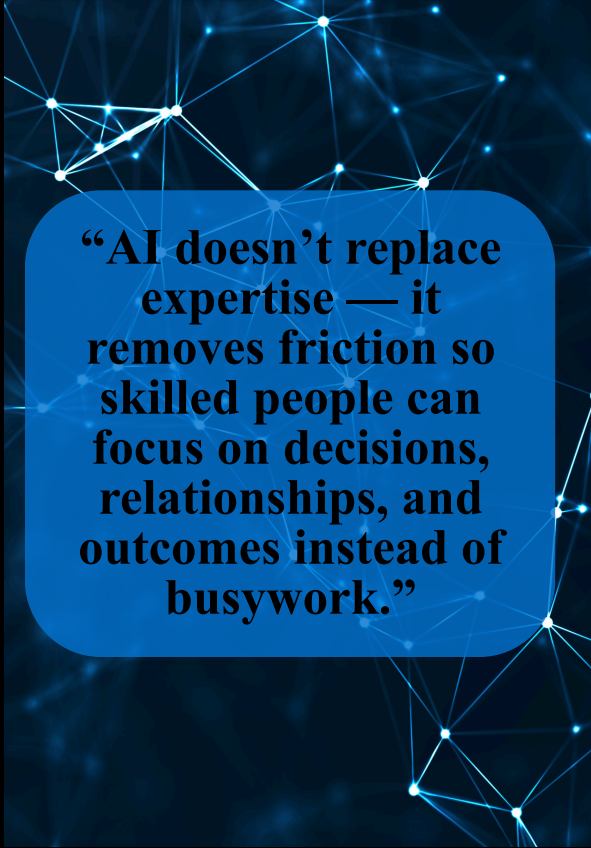
This took me about 3 hours all together – although I could have stopped at any time. I’m not sure it saved me any time in a quantifiable way. But it did get me to sit down and think through something in a constructive, organized way. And it suggested ideas I can now develop in my business – ideas I may not have surfaced without structured time to think.

AI isn’t a shortcut. It demands clearer thinking, better questions and stronger leadership. But when used intentionally, it multiplies what you can accomplish – freeing you to focus on the future instead of the fire drills.

If you’re curious where AI could help in your business – or want to explore secure ways to adopt it – we’d be happy to talk through practical options with you.

-Reyna Monson, Owner





“AI doesn’t replace expertise — it removes friction so skilled people can focus on decisions, relationships, and outcomes instead of busywork.”



Nick Gates - Director of Account Management

AI isn’t just a buzzword — it’s reshaping how businesses operate, compete, and grow. We sat down with Nick, our Director of Account Management, to get his take on where AI is making the biggest impact and what it means for companies navigating this rapidly evolving landscape. Drawing from his experience working closely with clients and leading strategic initiatives, Nick shares his perspective on the opportunities, challenges, and bold possibilities AI brings to the modern workplace.

Q: If a company is just starting with AI, where should they begin?

A: I always recommend starting internally, not with flashy customer-facing projects. Look for everyday pain points where people are already overwhelmed—emails, documentation, reporting, handoffs. Solve one or two real problems, prove the value, and build confidence. Once teams trust the tools, broader adoption becomes much easier.

Q: How can businesses encourage responsible AI experimentation?

A: From what I’ve seen, the key is giving people permission to experiment—but with clear guardrails. If employees don’t know what’s allowed, they’ll either avoid AI entirely or use it quietly and unsafely. The best approach is to provide approved tools, set clear expectations around data and review, and encourage small, low-risk pilots. When leadership models responsible use, people follow.

Q: Where do you think AI creates the most value in business today?

A: Right now, AI creates the most value by giving people their time back. Anywhere work involves drafting, summarizing, researching, or sorting through information, AI can act as a force multiplier. It doesn’t replace expertise—it removes friction so skilled people can focus on decisions, relationships, and outcomes instead of busywork.

Q: Do you think employees are more excited or afraid of AI?

A: Most employees I talk to are both. There’s real excitement about working smarter, but also concern about what AI means for their roles. The difference comes down to communication. When companies are transparent about how AI will be used—and where humans still matter—excitement usually outweighs fear.

Q: How can AI improve customer experience?

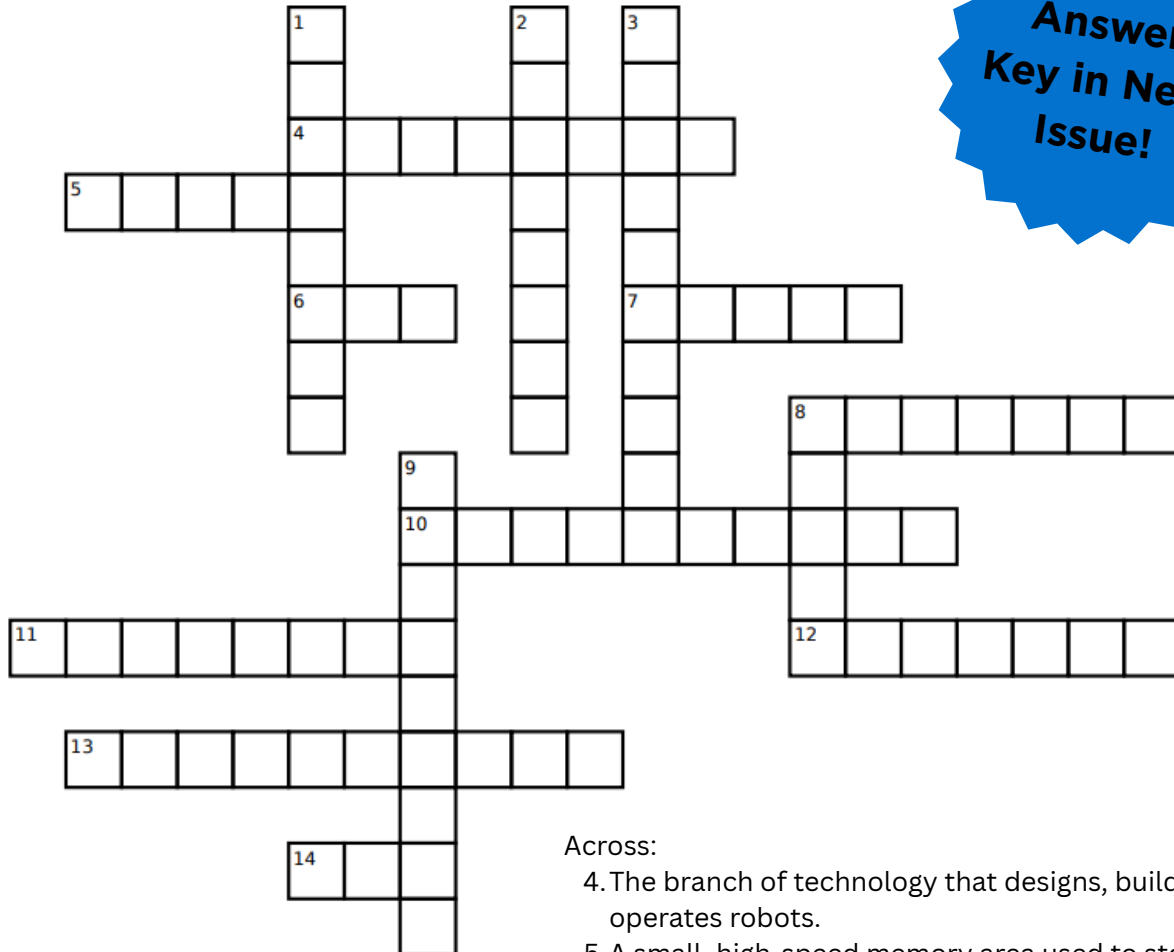
A: AI improves customer experience when it supports people instead of replacing them. Faster responses, better insights, and more consistent communication all matter—but the real win is when AI helps employees show up better prepared and more responsive. Customers still want to deal with humans, just ones who aren’t buried in manual work.

Q: What’s one bold prediction you have about AI in business?

A: I think we’ll stop talking about “AI” as a separate thing sooner than people expect. It’ll just be part of how work gets done, embedded into everyday tools. The real differentiator won’t be who has AI—it’ll be who actually changes their workflows and culture to take advantage of it.

Cracking the Code: Tech & AI Edition

**Answer
Key in Next
Issue!**



Down:

1. A system that monitors and controls incoming and outgoing network traffic.
2. An organized collection of structured information stored electronically.
3. The process of converting information into a secure, unreadable format.
8. A network of remote servers that store and process data online.
9. The maximum data transfer rate of a network or internet connection.

Across:

4. The branch of technology that designs, builds, and operates robots.
5. A small, high-speed memory area used to store frequently accessed data.
6. A set of rules that allows different software programs to communicate.
7. The smallest unit of a digital image or display.
8. A computer program designed to simulate conversation with users.
10. Capable of operating independently without human intervention.
11. A common computer input device used for typing.
12. A structured collection of data used for training AI models.
13. Software that creates and manages virtual machines.
14. A type of large language model that generates human-like text.

Our Core Values

Pantheon Computers believes that everything we do is rooted in relationships. It is the nature and character of that relationship that forms our core values. In our relationships with each other and our clients we are committed to:

1. Being an Invested Partner
2. Doing the Right Thing
3. Being Accountable
4. Striving for Transformative Growth



Invested Partner

Pantheon takes the time to learn about your business and what success means to you. We want to understand your goals and concerns so that we can provide you with the information and support you need to make decisions that move your business forward. Every person at every level of Pantheon is involved so we can provide multi-dimensional support. We have your best interests in mind, because we believe that your success is our success. We strive to function as your business' virtual CIO and not as a vendor.

Do the Right Thing


We aim to provide excellent value for your dollar. The IT line item in your budget is significant and it is vital for that money to be an investment in your success and not just an expense. We commit to not over-selling or under-solving your problems. We take pride in knowing that we are fair and honest in our recommendations for your business and earn the trust of our clients. We genuinely care about client satisfaction. Your concerns, needs and worries are a priority for us, and we diligently seek ways to assist in addressing and alleviating those things for you. We also understand that you do not necessarily have the tools or knowledge available to make sure we are doing our jobs properly. So, we commit to doing the right thing for your business – even if that results in a loss for us.


Accountable

The truth is a lot of clients don't really understand a lot of what we do. Holding your MSP accountable can be hard. We make it easier with reporting, having frank conversations on visible accountability, and regular check-ins with your advisor to track the progress on your goals. When we make mistakes, we will own them. This is important because once we are all comfortable with accountability on the day-to-day stuff, we can move on to the fun stuff like innovation, automation and AI.

Transformative Growth

We want to help you dream and then help you get to your dream. Our senior advisors run our business, so they understand the struggles and the joys of it. They also want to talk about your strategic goals, budgeting, forecasting/road mapping, risk management, compliance, cyber security insurance plans, and new technologies. We are always looking to learn more; and then work on thinking critically and creatively on ways new technologies can benefit you. We are not a company that creates new software or writes code, but we are innovative in the ways we take enterprise level technologies and/or best practices and find ways to shape them to benefit you.

 www.pantheoncomputers.com

 507-718-4288

 contact@pantheoncomputers.com



Tiffany Healthcare

Pantheon Makes IT Effortless for Us

We LOVE being able to call Pantheon whenever we have an IT issue. It's so simple to tell our team, 'Just call Pantheon!' No one in our office has to pretend to be IT or be interrupted because they're more tech-savvy—Pantheon handles it all. I also appreciate the local feel of their service. If we need a tech, they're just five minutes away. Whether they come to our location or we drop something off, there's no need to waste time troubleshooting over the phone. Pantheon just takes care of it. Most importantly, we don't have to worry about our systems. Knowing that Pantheon manages everything gives us peace of mind. Even when we hear about major tech issues in the news, we don't stress—Pantheon has it covered. They've truly simplified IT for us.



Joanne Education

Reliable, Responsive, and Personable IT Support with Pantheon

One of the greatest benefits of working with Pantheon is the confidence of knowing we don't have to solve all our technology issues ourselves. With technology constantly changing, it's wonderful to have a trusted partner we can rely on for help and direction.

Pantheon is equipped to handle the size and complexity of our organization's needs. Before Pantheon, our previous provider struggled to keep up, which frustrated both parish and school staff and hindered our productivity. Now, we are more confident with the necessary support we need regarding IT issues.

Customer service is where Pantheon truly stands out. In a world dominated by automated systems and long hold times, it's refreshing to work with a company where you know the people you're calling. Even when we submit a ticket or email, Pantheon usually responds right away. When I'm able to speak with a real person, I'm confident my issue will be resolved quickly and efficiently.

Pantheon delivers IT support with a personal touch, and we are very happy with their service.



Debbie Services

Dependable, Comprehensive IT Support with Pantheon

What I appreciate most about Pantheon is their Managed Monthly Agreement. It's reassuring to know that all services are covered, no matter the issue. With our previous IT provider, we had to prepay for services, and if we didn't, there was no guarantee when our needs would be addressed. Pantheon's approach provides reliability and peace of mind.

Another standout is their responsiveness. Whenever we call, an actual person answers the phone—not an answering machine. Their employees are personable, and the services they offer are outstanding.

If someone asked me for a recommendation, I'd tell them Pantheon Computers is the way to go. They provide top-notch IT support with the best technicians who are always helpful, knowledgeable, and ready to assist.





About Us

Pantheon is proudly owned and operated by Jill Stagman and Reyna Monson. As a locally and woman-owned business, we are deeply committed to the communities we serve. Our leadership reflects our belief in building strong, inclusive organizations that prioritize relationships, integrity, and long-term impact.

At Pantheon, our goal is to make a meaningful difference. We do this by supporting and securing businesses throughout the region, helping them operate confidently in an increasingly complex technological landscape. By providing reliable solutions, trusted guidance, and responsive service, we empower organizations to focus on what they do best — growing their businesses and serving their customers.

We believe that when local businesses are strong and secure, communities thrive. By protecting critical operations, safeguarding data, and strengthening IT infrastructure, we contribute to economic stability and opportunity across the region. Our work goes beyond technology; it is about enabling people, supporting livelihoods, and fostering environments where individuals, families, and organizations can live, work, and succeed.



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-  507 - 718 - 4288
 -  contact@pantheoncomputers.com
 -  www.pantheoncomputers.com
 -  400 15th Ave SE, Waseca, MN 56093
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At Pantheon, we are not just a service provider — we are a partner invested in the long-term success of our clients and the vitality of our communities.

STOP LETTING IT RUN YOUR BUSINESS. START MAKING IT DRIVE IT. VIRTUAL CIO (VCIO) PROGRAM



If your technology feels reactive, unpredictable, or more expensive than it should be — you don't need more tools. *You need leadership.*

Our Virtual CIO (vCIO) program delivers executive-level technology strategy, financial control, and risk oversight — without the cost of a full-time CIO.

What Changes When You Have a vCIO?

Clarity

A 3-year technology vision and a practical 9-12 month execution plan aligned to your business goals.

Control

Vendor accountability, renewal oversight, and cost optimization recommendations.

Reduced Risk

A ranked Top-10 Risk Register, security governance, and compliance readiness.

Accountability

Monthly Executive Scorecards with measurable results — not vague IT updates.

Momentum

An automation and AI roadmap focused on ROI, not chaos.

In Just 90 Days, You'll Have:

- Clear governance and defined ownership (no more confusion)
- Executive visibility into risks, spend, and priorities
- A documented security baseline
- Vendor and software transparency
- An approved execution roadmap
- A predictable cadence of progress

Built For Growing Organizations

That need CIO-level leadership — but aren't ready to hire one full-time.

Technology should increase profitability — not create uncertainty.

Schedule a strategy conversation and see what a vCIO could unlock for your organization.




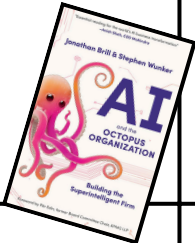
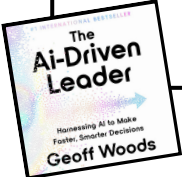
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contact@pantheoncomputers.com

YOUR GO TO AI

RESOURCE LIST

Books	
 <p>The Coming Disruption: How AI First Will Force Organizations to Change Everything or Face Destruction</p>	<p>From small businesses to Fortune 500s, from universities to governments, every organization is being reshaped by AI. The winners and losers of this new era will be defined by one thing: who wins the race to become AI First. In this groundbreaking book, Fred Voccola reveals exactly what your organization must do to thrive in the age of AI — because if you’re not AI First, you’ll be dead last.</p>
<p>AI and the Octopus Organization: Building the Superintelligent Firm</p> 	<p>In AI and the Octopus Organization: Building the Superintelligent Firm, leading futurist Jonathan Brill and innovation expert Stephen Wunker unveil a groundbreaking vision for how organizations must evolve to survive and thrive in the age of artificial intelligence. Drawing inspiration from the octopus, an ancient creature noted for both rapid adaptation and distributed intelligence, the authors show that only businesses that rewire their structure, leadership, and decision-making can unlock AI’s full potential.</p>
<p>The AI-Driven Leader: Harnessing AI to Make Faster, Smarter Decisions</p> 	<p>The difference between growing your business and going out of business is your ability to think strategically. The problem is, most leaders are stuck in the operational weeds, struggling to find the time to make better strategic decisions. This challenge is only heightened by the rise of AI.</p>

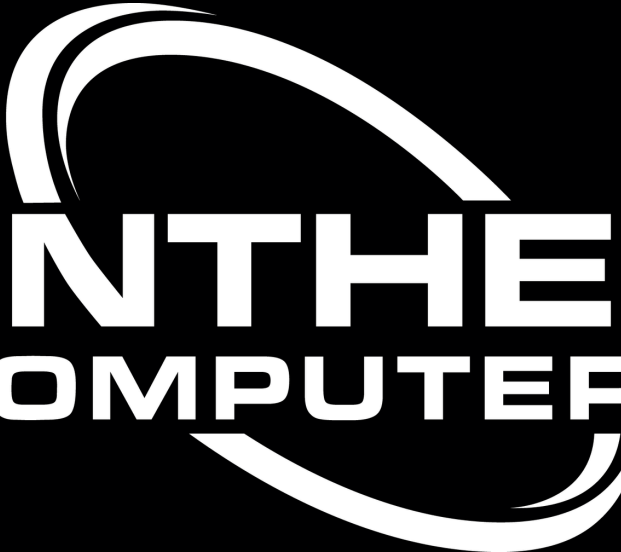
YOUR GO TO AI

RESOURCE LIST


Podcasts		
AI in Business	Business / Enterprise	Hosted by Daniel Faggella (Emerj AI Research). Interviews Fortune 500 execs and enterprise AI leaders on real deployments. Focused on ROI, strategy, and practical adoption.
Last Week in AI	News / Weekly	Biweekly roundup hosted by Andrey Kurenkov and Jeremie Harris. Comprehensive summary of AI news, research breakthroughs, product releases, policy moves, and ethical debates.
How I AI	Business / Practical	Hosted by Claire Vo. Each episode features a guest sharing one practical, high-impact way they've woven AI into their work, with live screen-shares and step-by-step workflows.





Subscribe to
PILLAR

The logo for Pantheon Computers features a stylized, white, curved graphic element that resembles a swoosh or a partial circle, positioned behind the text. The text "PANTHEON" is in a large, bold, sans-serif font, and "COMPUTERS" is in a smaller, bold, sans-serif font directly below it.

PANTHEON
COMPUTERS

 507 - 718 - 4288

 contact@pantheoncomputers.com

 www.pantheoncomputers.com