



United Systems, Inc. Enhances Customer Experience by Investing in AI Automation

Leading MTSP Pioneers New Technology to Advance Customers' Organization

QUINCY, IL – August 29, 2025 - United Systems, 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, United Systems 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. United Systems 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

United Systems is dedicated to achieving.

By implementing AI automation internally, existing clients will receive better support, at faster speeds than ever before. After United Systems 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 Mike Melton, President of United Systems. "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, United Systems'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 Melton. "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, Melton 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."

Melton 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 UNITED SYSTEMS, INC.

Founded in 1986, United Systems, Inc. is committed to establishing and maintaining a dynamic partnership with every customer. Extensive technology and service experience allows the United Systems, Inc. team to develop an understanding of each customer's unique requirements, and to respond to those requirements quickly and effectively.

Our mission is that we are in business to serve every customer in the tri-state area with priority service. Our goal is to make their businesses profitable and provide a competitive edge with the use of technology and services.

For more information on United Systems, Inc., call (217) 228-0315 or visit www.4unitedsystems.com.