

# Talk Nerdy to Me



Tips To Help Your Organization Run Faster, Easier, & More Profitably

AI Edition

## YOUR PARTNER IN BUSINESS AI

SMARTER TECHNOLOGY. STRONGER SECURITY. BETTER BUSINESS.



### SHADOW AI: THE INVISIBLE RISK IN YOUR BUSINESS

WHAT WE CAN'T SEE  
CAN HURT US.

- ✓ UNAPPROVED TOOLS
- ✓ DATA LEAKS
- ✓ COMPLIANCE RISKS
- ✓ FINANCIAL LOSS
- ✓ REPUTATION DAMAGE

WAIT... IS THAT  
AN AI TOOL WE  
DIDN'T APPROVE?

BUT IT HELPS  
US WORK FASTER!

FASTER TODAY.  
RISKIER TOMORROW.



**RISK DETECTED**  
UNAUTHORIZED ACCESS  
DATA-IN-TRANSIT

CHECK.  
QUESTION.  
APPROVE.

SHADOW AI: OUT OF SIGHT. OUT OF CONTROL. OUT OF POLICY.  
DON'T LET IT BECOME YOUR BIGGEST RISK.

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# Everything SMBs in South Florida Need to Know About AI and Your Business Security

If you run a business on the Treasure Coast or the Palm Beaches, you've probably already adopted some form of AI, whether you meant to or not. Maybe it's a chatbot handling client intake, an AI assistant drafting proposals, or an employee quietly using ChatGPT to speed through email. New research from Pax8's Agentic Workforce Economy report makes one thing clear: the businesses winning with AI right now are also the ones most exposed, and the two are not separate problems.

## Every AI tool that makes you faster also makes you a bigger target

The report puts hard numbers behind something a lot of local business owners feel intuitively: AI is raising the stakes on both sides of the ledger. Cyberattacks powered by AI surged sharply in the past year, and the time it takes an attacker to move from an initial breach to spreading across your network has dropped to under half an hour, sometimes just minutes. Small businesses are bearing a disproportionate share of that risk. Ransomware now accounts for the overwhelming majority of reported small-business breaches, at a rate far higher than what larger enterprises see, largely because smaller firms carry fewer dedicated security resources and less mature detection capability.

For a solo practice, a growing manufacturer, or a nonprofit running lean, that gap matters. You don't have the internal IT bench a larger enterprise does, but you're operating in the same threat environment.

The "shadow AI" problem is already inside your business

One of the most important findings for our clients in legal, financial services, and manufacturing is what the report calls "shadow AI": employees using AI tools without approval, oversight, or any

governance policy in place. Nationally, well over half of small businesses report no AI-specific security policy at all, even though the large majority already have staff using AI tools in some form, sometimes for sensitive financial or client work.



This isn't usually malicious. It's a well-meaning employee at a law firm drafting a client letter with an AI tool, or a bookkeeper at a construction company using AI to summarize invoices, without realizing that data may now sit inside a system your business never vetted for confidentiality, compliance, or data handling standards. For firms bound by attorney-client privilege, HIPAA-adjacent nonprofit data, financial regulations, or contract-sensitive engineering and architecture work, that's a real exposure, not a hypothetical one.

## Trust is the real gap, not the technology.

Here's the finding we think matters most for South Florida SMBs: most business owners don't fully trust AI to run on its own, and that instinct is right. Very few organizations say they fully trust AI systems to handle core business processes without oversight, yet the large majority plan to keep investing in AI anyway. That gap between adoption and governance is exactly where breaches happen.

The good news is that this isn't unfamiliar territory. If you already work with a

managed IT partner for cybersecurity, monitoring, and threat response, you've already accepted the underlying idea: a trusted partner governs automated systems that act on your behalf, with clear escalation rules and oversight. Extending that same governance model to AI tools, rather than treating AI security as a brand-new, unrelated problem, is the fastest and most defensible path forward.

## What this means for your business this quarter

For legal, nonprofit, manufacturing, financial, construction, engineering, and architecture firms across the Treasure Coast and Palm Beaches, three steps stand out:

1. Find out what AI tools your team is already using. Most businesses underestimate this. A short, honest audit is the starting point.
2. Put a written AI use policy in place, even a simple one, covering what data can and can't go into AI tools, and which tools are approved.
3. Treat AI governance as part of your existing cybersecurity plan, not a separate initiative. If you already trust a partner to manage your network security, that same relationship should extend to your AI oversight.

AI adoption and security exposure are not two separate decisions for your business. They're the same decision, and the businesses that recognize that now will be the ones still standing, and still trusted by their clients, when the next incident makes the local news.

Capstone IT helps South Florida businesses in legal, nonprofit, manufacturing, financial services, construction, engineering, and architecture build AI adoption plans that don't outpace their security. Reach out to talk through where your business stands today.

**OUR MANAGED SERVICES GUARANTEE**  
***100% Money Back Guarantee***

# SHADOW AI: THE HIDDEN RISK IN SMBs

UNAUTHORIZED. UNGOVERNED. UNSEEN.  
STILL EVERYWHERE.

AI tools are transforming how small and medium businesses work. **But most are using them in the shadows**—without IT knowing. That's Shadow AI, and it's creating risk you can't see.



## SHADOW AI IS WIDESPREAD



of SMBs would trust an outside advisor to implement AI.

Source: SMB Group, 2025



say AI is required for competitiveness within three years.

Source: SMB Group, 2025



believe AI lets them compete with larger companies.

Source: SMB Group, 2025



## WHY SHADOW AI IS A SERIOUS RISK



88%

of SMB breaches involve ransomware—far higher than the 39% rate in larger enterprises.

Source: Halcyon, 2025



Shadow AI tools can expose sensitive data through uploads and unapproved sharing.



It creates compliance, privacy, and legal liability SMBs may not even know they have.



The more value these tools deliver, the bigger the target.



## THE ADOPTION GAP



75%

of SMBs are investing in AI...

Source: Salesforce, 2025

vs.

50%

of SMBs report active AI usage.

Source: SMB Group, 2025

Most SMBs are adopting AI at the surface—  
**BUT LACK THE FOUNDATION TO REALIZE ITS FULL VALUE.**



## DON'T LET SHADOW AI BECOME YOUR BLIND SPOT.

Visibility, governance, and secure AI adoption are the keys to unlocking AI's potential—while protecting your business.



## TURN AI INTO A COMPETITIVE ADVANTAGE—NOT A RISK.

Work with a trusted IT partner to discover, secure, and govern the AI tools your business is already using.





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CAPSTONE IT

## Client Testimonial

Your Partner in Business Technology.

“

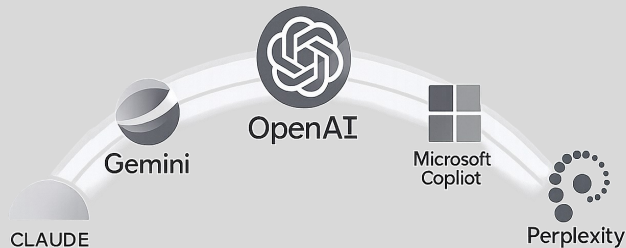
Capstone IT Services is stellar at IT support. The response time is better than other IT service companies. The techs are skilled and will resolve your issues. Thank you, Capstone IT Services, for your dedication to excellence!

- Jodi F.

”

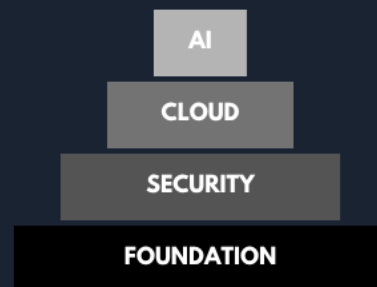
### CAPSTONE IT: YOUR MIP

A Managed Intelligence Provider (MIP) helps SMBs turn AI from an experiment into a competitive advantage. We help identify where AI can save time, reduce costs, automate repetitive work, and improve productivity—then connect your business with the right AI solutions to make it happen. We also help ensure those tools are implemented securely and responsibly, with the proper governance and data protections in place. Think of an MIP as your AI advisor, broker, and technology partner—helping you put AI to work for your business.



## OUR TEAM IS WORKING ON CERTIFICATIONS FOR AI IN BUSINESS!

### THE 2026 BUSINESS TECHNOLOGY PYRAMID



The Strongest Businesses Build Technology from the Ground Up

#### Level 4: AI

Copilot, ChatGPT, Automation, AI Reporting  
Goal: Work Smarter. Move Faster.

#### Level 3: Cloud

Microsoft 365, Teams, SharePoint, Remote Work  
Goal: Work from Anywhere.

#### Level 2: Cybersecurity

MFA, EDR, Training, DNS Filtering, Monitoring  
Goal: Reduce Risk.

#### Level 1: Foundation

IT Support, Backups, Hardware, Network, Planning  
Goal: Keep the Business Running.

CAPSTONE IT | Managed IT | Cybersecurity | Microsoft 365 | AI Consulting

