



Michael Smith
President

Contrast Provides Small to Mid-Sized Businesses and Non-Profits With Artificial Intelligence

Acceptable Use Policies

Leading MTSP Introduces AI Acceptable Use Framework to Protect Organizations While Unlocking Productivity Gains

NE and Central PA – January 29, 2026 – Contrast, a leading managed technology services provider (MTSP), announced today the rollout of Artificial Intelligence (AI) Acceptable Use Policies and Framework designed to help small and mid-sized businesses (SMBs) as well as non-profit organizations safely adopt AI without exposing themselves to unnecessary risk.

AI tools are now widely used by employees to draft emails, summarize meetings, analyze data, and automate routine tasks. While these tools offer significant productivity benefits, many organizations are unaware that employees are often using AI without clear guidelines, which can unintentionally put sensitive company or client information at risk.

“AI is already in the workplace – whether companies and non-profits have formally approved it or not,” said Michael Smith, President at Contrast. “The question isn’t whether organizations should use AI. The question is whether they’re using it responsibly. Without clear boundaries, even well-intentioned employees can accidentally expose data, violate compliance requirements, or create legal issues.”

Contrast’s AI Acceptable Use Policies and Framework provides businesses with clear, practical rules around how AI can and should be

used inside an organization. Rather than restricting innovation, the goal is to enable AI adoption while protecting client trust, company data, and operational integrity.

The framework helps organizations define which AI tools are approved for work use, what types of information should never be entered into AI solutions, and when human review is required before AI-generated content is used in customer-facing or high-impact decisions. It also establishes a simple process for reporting issues if AI is used improperly – ensuring problems are addressed quickly and transparently.

“For most organizations, the biggest risk isn’t AI itself – it’s the lack of guardrails,” Smith added. “We’ve seen situations where employees paste confidential data into public AI tools simply because no one told them not to. Our job is to make sure everyone can take advantage of AI’s upside without learning hard lessons the expensive way.”

Importantly, Contrast emphasizes that AI acceptable use is not about surveillance or micromanagement. The framework is designed to be easy for employees to understand and follow, helping them feel confident using AI as a productivity tool rather than avoiding it altogether.

Contrast’s initiative also reflects a broader shift in how leading technology providers support customers. As AI adoption accelerates, organizations are increasingly looking to their

technology partners not just for tools, but for guidance, governance, and risk management.

“No one should have to figure this out on their own,” said Smith. “AI is moving too fast for guesswork. By putting clear, responsible policies in place now, organizations can move faster, protect themselves, and stay competitive as AI becomes a permanent part of how work gets done.”

ABOUT CONTRAST

Contrast is a regional provider of Communication and IT solutions and services. We provide custom on-premise and cloud-based solutions, managed services and live, 24/7 customer support for voice and unified communications systems, contact centers, HD video conferencing, infrastructure, networking, and storage and back-up. High performance businesses, governments and non-profit organizations choose Contrast to CONNECT, CLOUD-enable and CARE for their end-to-end communication and IT requirements. For more information please visit <https://www.contrastcommunications.com/> or call (570) 966-1515.