Andromeda Announces Development of Dedicated AI Practice for Manufacturers

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Andromeda, a managed services provider serving manufacturers, is developing a dedicated artificial intelligence practice as an extension of its managed IT services, with plans to help manufacturers adopt, implement, integrate, secure and manage AI within their ongoing technology operations. The initiative builds on the direction CEO Jeff Borello discussed in a CEOCFO Magazine interview published Sept. 14, 2026, and is supported by the hire of a dedicated AI Solutions Engineer.

The practice extends Andromeda's existing relationship with clients rather than creating a separate AI consulting business. Borello said in the interview that business leaders are encountering new AI models and tools faster than they can evaluate them, and that clients already treat Andromeda as their technical team. The company's aim is to carry that responsibility beyond advice into implementation, support, security and ongoing management of the systems manufacturers depend on.

Andromeda is developing the AndroAI Journey to structure that work. The approach takes clients from understanding AI opportunities and assessing readiness through building the right foundations, implementation and integration, and ultimately ongoing Managed AI services. Assessments and guidance remain part of the process, but they are the starting point rather than the entire offering.

A particular focus is helping clients securely connect AI to their existing business systems and data. Andromeda sees that integration work as an opportunity for managed service providers: helping businesses use AI within the applications and information they already rely on, while addressing how those connections will be secured, supported and managed over time.

For manufacturers, the capabilities being developed include workflow automation, accessing business data through AI, internal knowledge assistants and integrating AI into existing business applications. These examples put the emphasis on practical uses within a client's current operations rather than on adopting an AI tool in isolation. The AndroAI Journey is intended to connect those opportunities with the foundations and ongoing support needed to put them to work.

Andromeda has hired a dedicated AI Solutions Engineer to help develop and deliver these capabilities. The role supports the broader expansion of managed services, not simply assessments of where AI might fit. The practice is in development, with ongoing Managed AI services forming part of its longer-term direction.

Readiness varies within manufacturing, not just between industries, Borello said in the interview. He described a small manufacturer whose president and operations director were already exploring AI and marketing automation, well ahead of where he expected to find them. Other leaders are interested but lack the time to investigate. In his experience, the deciding factor is leadership involvement and the capacity to evaluate new technology, not company size.

The initiative builds on Andromeda's root-cause discipline in managed IT, identifying patterns behind recurring problems rather than treating each support ticket in isolation. That discipline sits alongside network infrastructure management, technology planning and cybersecurity. Andromeda provides managed IT and OT support services in Bloomington and managed IT services in Racine, with its service desk in Lockport and onsite support available when needed.

Andromeda remains focused on Midwest manufacturers while serving clients elsewhere in the country. More information about Andromeda is available on the company website.

?Our goal now is to build out a new practice or business unit inside the company where we can help our clients and new clients figure out their AI journey and how to use AI to become more efficient and profitable,? said Jeff Borello, CEO of Andromeda.

Andromeda is a managed services provider dedicated to helping manufacturers operate securely, efficiently, and confidently through reliable IT services, cybersecurity, and strategic guidance.

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