

Maisy Launches Secure AI Knowledge Hub Built for Small Businesses

New Microsoft 365-based platform helps employees find trusted answers, retain institutional knowledge and reduce dependence on owners and senior staff.



College Station, Texas Jul 30, 2026 ([Issuewire.com](https://www.issuewire.com)) - Maisy today announced the launch of its secure AI knowledge hub designed specifically for small and mid-sized businesses.

Small businesses often have the information they need, but it is scattered across Word documents,

PDFs, SharePoint sites, Teams conversations, email threads, shared drives and the memories of experienced employees. Maisy organizes that information into a controlled knowledge system employees can search using ordinary questions.

Instead of hunting through folders or interrupting a manager, employees can ask questions such as:

- What is the current customer refund policy?
- Which form should I use for this request?
- How do we onboard a new employee?
- Who approves an expense over a certain amount?
- What should I do when the normal process does not apply?

Maisy responds using approved company information and can provide links to the supporting source documents.

“Most small businesses do not have an information shortage. They have an organization problem,” said Mick Southern, who leads the Maisy initiative. “Important knowledge is buried in files, emails and individual employees. Maisy turns that scattered information into something the whole company can use.”

Enterprise Knowledge Management Without Enterprise Overhead

Maisy gives smaller organizations access to capabilities traditionally associated with large corporate knowledge-management programs.

The platform can help businesses:

- Reduce time spent searching for information
- Cut repeated questions and manager interruptions
- Improve employee onboarding
- Preserve knowledge when experienced employees leave
- Identify outdated or conflicting documents
- Standardize procedures across teams and locations
- Reduce dependence on a few key employees
- Make better use of existing Microsoft 365 investments

Maisy is built around Microsoft technologies such as SharePoint, Teams, Microsoft Entra ID and Copilot Studio. It works with existing company permissions so employees receive only the information they are authorized to access.

The system is designed to use approved internal sources rather than unrestricted internet content. Sensitive areas such as human resources, finance, legal information and executive records can be separated using role-based permissions.

Built Around the Way Small Businesses Actually Work

Maisy does not require a company to reorganize its entire operation before beginning. Projects can start with one department or business problem, such as employee onboarding, HR questions, estimating procedures, customer service or operational documentation.

The implementation process typically includes:

- Identifying high-value knowledge and repeated questions
- Reviewing existing documents and information sources
- Capturing knowledge held by experienced employees
- Removing duplicate and outdated material
- Organizing approved content in Microsoft 365
- Configuring and testing the AI assistant
- Training employees and establishing content ownership

The result is not simply another chatbot. It is a maintained business knowledge system that becomes more useful as the organization adds approved answers, procedures, examples and lessons learned.

Learn more about [Maisy's secure AI knowledge hubs](#) or review [how the implementation process works](#).

About Maisy

Maisy helps small businesses and nonprofits capture, organize, secure and retrieve their institutional knowledge. Built around Microsoft 365, SharePoint, Teams and Copilot Studio, Maisy gives employees fast access to trusted company information while preserving existing security and permissions.



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