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• AI

MIP RESOURCE CENTER TUTORIAL

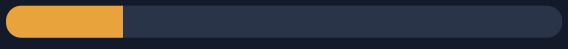
Agents finish more work. Build the review lane before you sell them.

A step-by-step guide to setting up review before a client's agent goes live.

STEP 1	Read what Bain measured
STEP 2	See where the bottleneck moves
STEP 3	Build the three-tier review lane
STEP 4	Score your lane and run a 30-day pilot

MORE TASKS COMPLETED

About 21%



(Bain survey)

MORE REVIEW TIME

About 91%



(Bain survey)

Step 1. Read what Bain measured

CONTEXT

Bain surveyed 293 senior technology leaders in April 2026.

FINDING	FIGURE	STATUS
Tasks completed with AI	About 21% more	Bain survey
Review time	About 91% more	Bain survey
Expect a risk-tiered model	41%	Bain survey
Envision fully autonomous development	6%	Bain survey

WHAT IT MEANS

Output rose by about a fifth. Time spent checking it nearly doubled.

WHY AN MSP SHOULD CARE

Clients expect agents to save hours. Bain's data says the hours move to review.

DO NEXT

Before you sell an agent, decide who checks its work and how.

Source: Bain & Company, Technology Report 2026, pp.68 and 70 (293 senior technology leaders, April 2026)

Step 2. See where the bottleneck moves

CONTEXT

These are software development findings, not MSP data. The pattern still carries over to any agent doing client work.

“the bottleneck shifts to everything around the code”

(Bain, p.68)

“reverts to the throughput of its slowest human checkpoint”

(Bain, p.69)

1. If an agent works faster than a technician can read, the technician sets the pace.
2. If nobody reads it, unchecked work reaches the client.
3. Without a review design, the MSP pays in unbilled technician time or in errors the client finds first.
4. Bain's respondents ranked governance, safety and risk controls as the top enablers for scaling agentic AI.

DO NEXT

Treat review as part of the service you sell, not an afterthought.

Source: Bain & Company, Technology Report 2026, pp.68 to 70

Step 3. Build the three-tier review lane

CONTEXT

Only 6% of companies envision fully autonomous development, and 41% expect a risk-tiered model (Bain, p.70).

> **“Automate routine verification so that humans can focus on decisions that require judgment”**
>
> (Bain, p.70)

1
TIER 1

Automated checks

Every output

HOW Check required fields, format, allowed systems, policy terms and limits. Failed work goes back to the agent or a queue, never to the client.

2
TIER 2

Sampled human review

Low-risk work

HOW A technician reviews a fixed sample each day and records every change. If the correction rate climbs, grow the sample.

3
TIER 3

Named approval

Anything hard to undo

HOW The agent proposes, a named person approves, and the approval is logged.

DO NEXT

Write each client's rules down so the agent and the checks can use them.

The tiers are Consultiply's reading, not a Bain framework.

Source: Bain & Company, Technology Report 2026, p.70

Step 4. Score your lane, then run a 30-day pilot

One point for each yes.

Q1	Is the agent's workflow written as a spec?	Yes	Partly	No
Q2	Do automated checks run on every output?	Yes	Partly	No
Q3	Is low-risk work sampled every day?	Yes	Partly	No
Q4	Is every correction logged?	Yes	Partly	No
Q5	Does a named person approve anything hard to undo?	Yes	Partly	No
Q6	Are review minutes measured next to work completed?	Yes	Partly	No

0–2	3–4	5–6
Not ready	Close the gaps	Ready to pilot

MOVE 1	Pick one workflow with a clear right answer.
MOVE 2	Write the spec and build the tier 1 checks before go-live.
MOVE 3	Assign tiers 2 and 3 to named technicians.
MOVE 4	Measure review minutes for 30 days.
MOVE 5	Widen the agent's scope where corrections are rare. Tighten it where they are not.

Automate the routine checks. Keep people on the judgment calls.

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What to remember

01 AI speeds up the work. Checking it becomes the job.

02 Set the review lane before go-live, not after the first mistake.

03 Log every correction and approval. That log is what makes the work defensible at the next client review.

Read the full guide
consultiply.ai/mip-resource-center/bain-agent-review-bottleneck-msp

This guide is Consultiply's independent reading of Bain & Company's Technology Report 2026. Every figure is Bain's own.

Source: Bain & Company, Technology Report 2026, pp.68 and 70 (293 senior technology leaders, April 2026)