IT.ie

Company Profile

We are IT

About Us

Established in 2004 by Eamon Gallagher the company was originally called PCtechnix. We initially operated as a break/fix IT Support company and in 2016 we re-branded as **IT.ie.** During this period, we began the process of transforming the business into a fully Managed IT Services organisation.

hello@it.ie

Some of our Clients

Some of our Partners

Our Vision

"To bring subscription-based IT Solutions to every business in Ireland".

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Our Mission

"Helping you to grow your business by reinventing how IT is delivered".

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Core Values

Excellence

We hold ourselves to a high standard & also demand the same of the products and services we recommend to our clients. To achieve this standard, we ensure our staff are regularly trained & certified to meet these expectations.

Technology & Innovation

For our customers to be successful they have to get the very best out of the technology we've put in place for them. Our aim is to power your growth through technology.
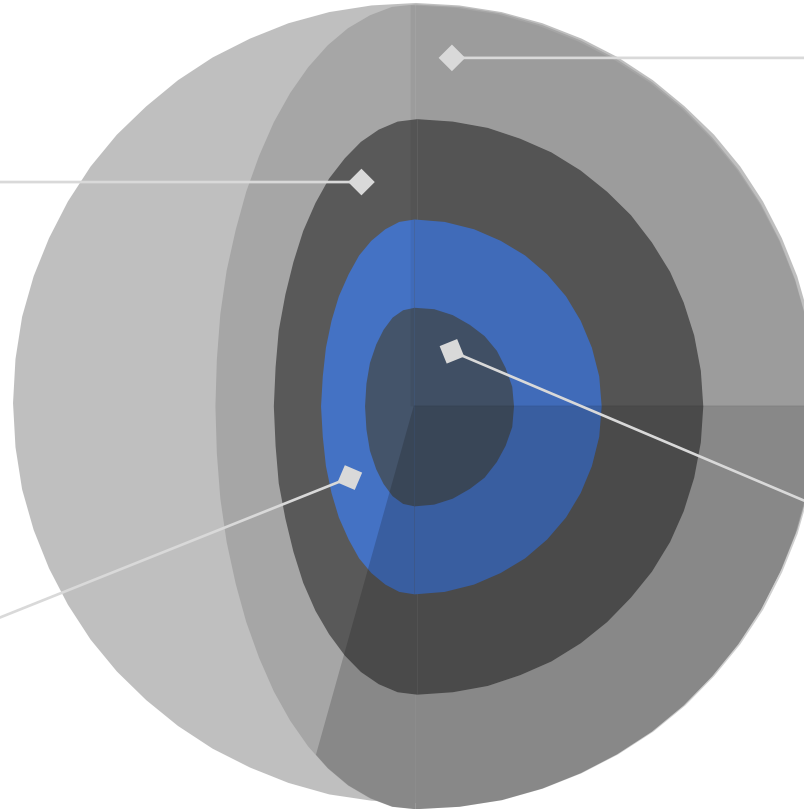
Teamwork

An environment that promotes friendship, unity & strong collaboration is an essential requirement in order to deliver meaningful support to our clients.

Customer First

We are only as successful as our customers. Our main priority is to earn the unambiguous trust of each of our clients.

IT.ie

Company Overview

It all started in 2004 when the company was founded by Eamon Gallagher. Originally, we were called PCtechnix before rebranding to IT.ie in 2016. In 2018 we purchased at 6,500 Sq. Ft. facility to house our team of engineers and state of the art support centre.

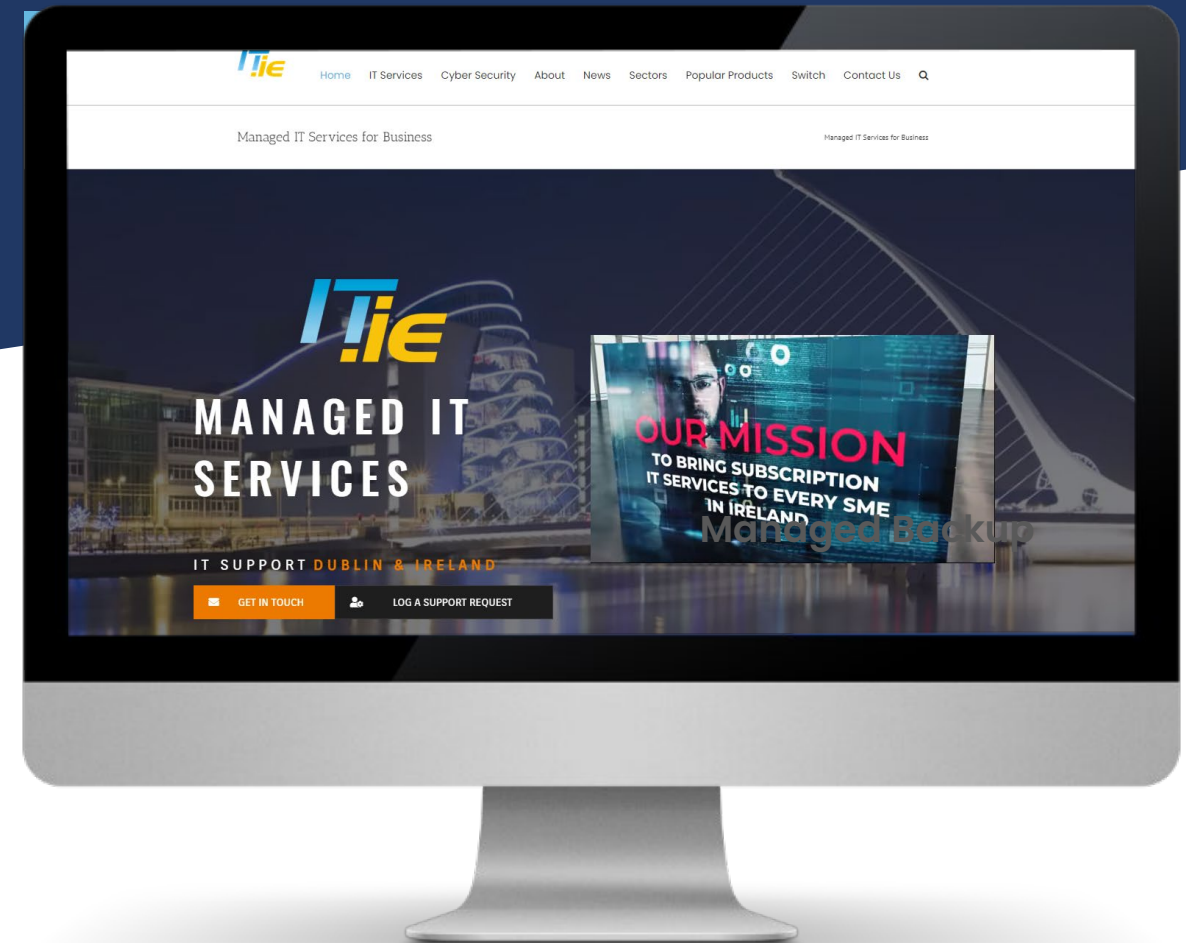## 25+
Team Members

200+
Managed IT Clients

5,000+
Devices Supported

IT.ie

Home   IT Services   Cyber Security   About   News   Sectors   Popular Products   Switch   Contact Us

Managed IT Services for Business   Managed IT Services for Business

IT.ie

MANAGED IT SERVICES

OUR MISSION
TO BRING SUBSCRIPTION
IT SERVICES TO EVERY SME
IN IRELAND

Managed Backup

IT SUPPORT DUBLIN & IRELAND

GET IN TOUCH   LOG A SUPPORT REQUEST

Our History

Managed IT Services

In 2014 we made the strategic decision to change our business model to a subscription model more commonly known as Managed IT Services. This allowed us to better forecast growth with stable revenue streams and to invest back into the business.

New Headquarters

In 2018 as we continued to grow, we quickly outgrew our office and helpdesk facility and so purchased a neighbouring and much larger 6,500 Sq, Ft modern premises. This allowed us to accommodate a dedicated Helpdesk centre, Ultra-modern boardroom, office space for Sales, Marketing and Accounts and further secure our ambitious growth plans.

| 2004 | 2014 | 2016 | 2018 | 2020-2022 |

Where we began

PCtechnix.ie was founded by Eamon Gallagher in 2004. Prior to setting up his own business, Eamon worked for several years as a Data Specialist for a large multinational pharmaceutical company.

During the start-up period of PCtechnix, Eamon concentrated on building up a loyal client base.

Rebranded to IT.ie

In early 2016 IEDR opens 2 letter domain registration. There was a high demand for the IT.ie domain and so it went to auction. "I didn't think I'd get it because I thought the Irish Times might acquire it or the Institute of Technology might claim it," said Eamon at the time but in the end, we won the auction and came away with the IT.ie domain. This prompted us to rebrand as IT.ie and launch a fresh recruitment drive to grow our Team.

Accreditations & Sustainability

In 2020 we were certified as a Guaranteed Irish business and also achieved Cyber Essentials certification.
In 2020 we also started the ISO certification process and IT.ie was awarded with ISO 27001 certification in 2021.
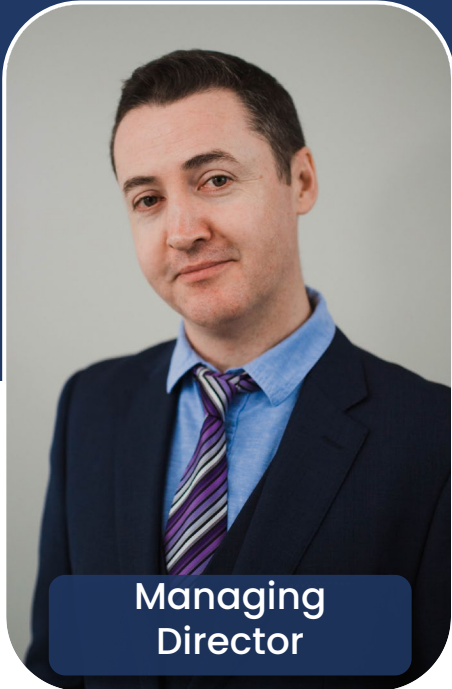
In 2021 we began a programme of sustainability and began converting our fleet into EV's

In early 2022 we installed solar panels at our HQ to offset our electricity use from the grid and power our EV fleet.

Our Management Team

Managing Director

Eamon Gallagher

Finance Manager

Margaret Nolan
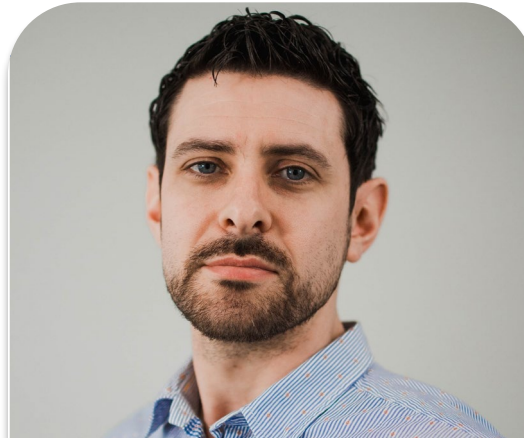
C.T.O

Wayne Morgan

Marketing Manager

John Grennan

David Flood
Bus Dev Manager

William Cooney
Technical Lead

Keith Lynch
Microsoft 365 Lead

Stephen Hanley
Projects Lead

Team Leaders

Core Services

Managed IT Services

Managed Cyber Security

Cloud Services

Microsoft 365

IT.ie

Managed IT Services

Just some of the Managed IT Services we have available.

01 Managed IT Support

02 Managed Remote Support

03 Managed Print Services

04 Managed Online Backup

05 Managed Email Signature

06 Managed Mobile Device Management

IT.ie

Managed Cyber Security

Just some of the Managed Cyber Security Services we have available.

01	Managed IT Security
02	Cyber Awareness Training
03	Managed Firewall
04	Managed Endpoint Protection
05	Managed Disaster Recovery
06	Managed Email Security

Other Services

VoIP Telephony

Save up to 50% on your existing telephony costs.

Business Broadband

We can now supply DSL, Microwave, Fibre and LTE broadband to your Business.

Interactive Displays

Transform Your Boardroom Or Classroom Into A Collaborative Space

IT Leasing

Get ahead of the competition with the very latest equipment, flexibly and affordably.

Microsoft 365

As a Microsoft Gold partner we have the know-how to help you understand and navigate the entire Microsoft ecosystem of apps and collaboration tools.
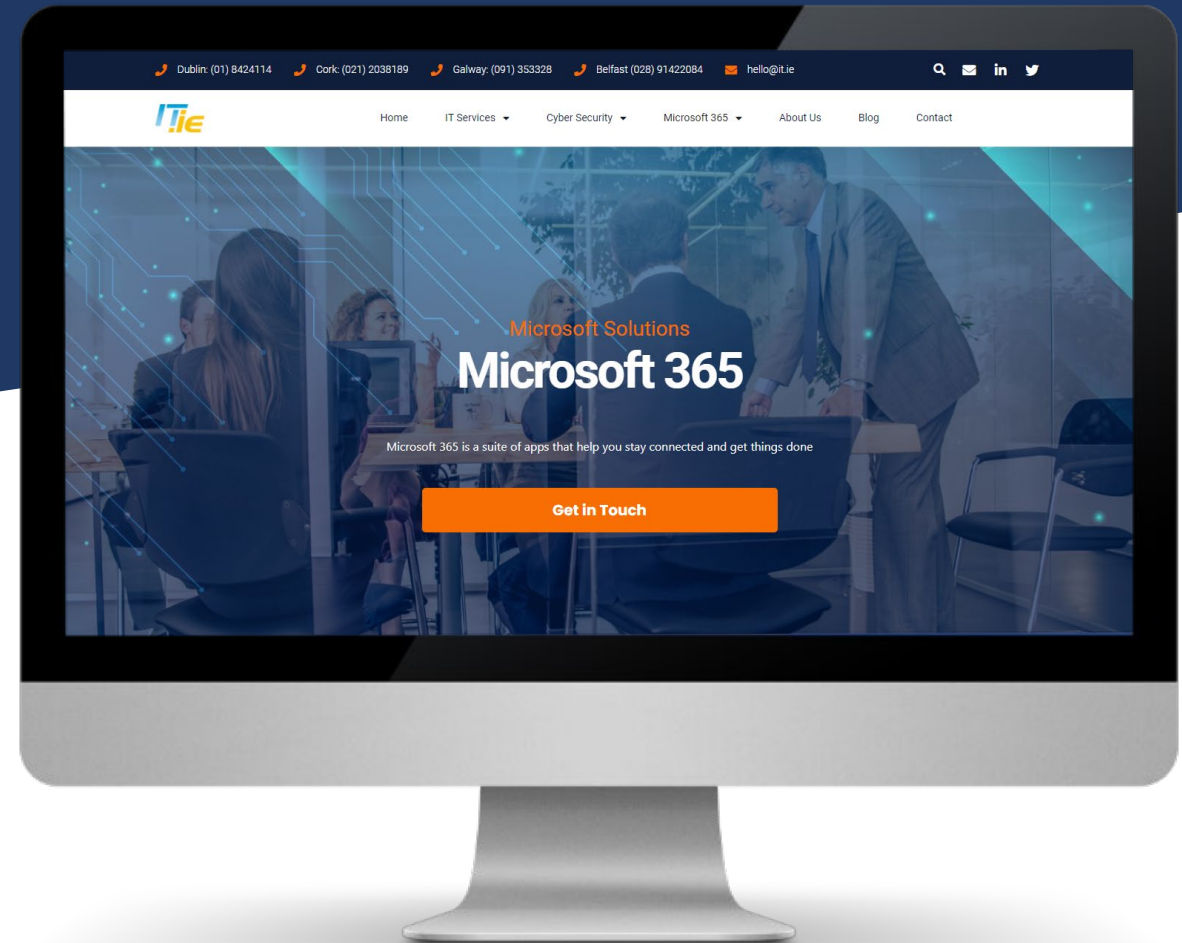
Microsoft 365 Business Premium.

Microsoft Dynamics

Microsoft Azure

Microsoft 365 Backup

5 Year Plan

Helpdesk Growth

We plan to grow our Helpdesk Team to 20 by 2023. We see this as our top priority in terms of maintaining support levels for our clients as well as accommodating our ambitious client onboarding plans.

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Grow Cloud (Azure) Business

To expand our 'add-on' service base towards emerging cloud products.

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Helpdesk Growth

Grow Cloud (Azure) Business

500+ Managed Clients
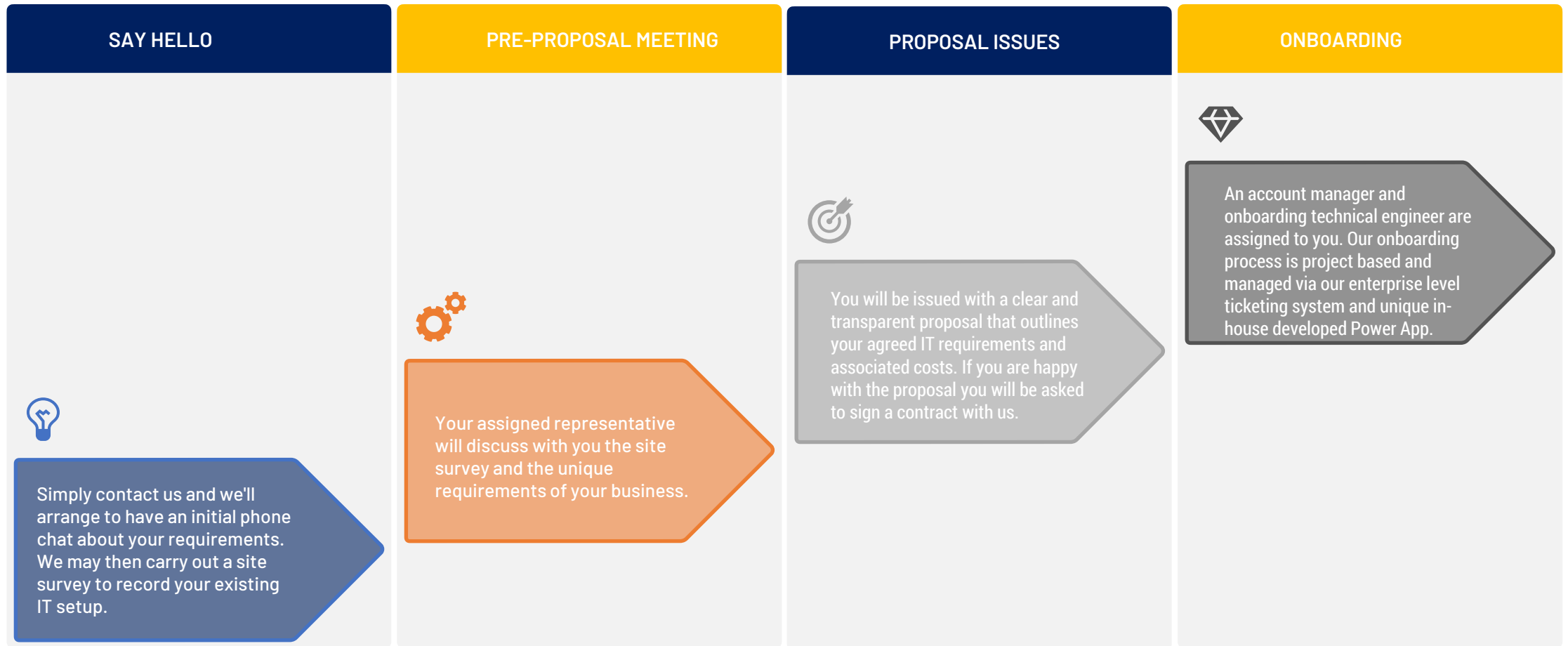
International Growth

500+ Managed Clients

As of Jan 2022 the number of existing Managed Clients is just over 200.

International Growth

We will continue to explore new growth opportunities in the Irish market, but we also have ambitions to grow internationally.

IT.ie
Onboarding Process

SAY HELLO

Simply contact us and we'll arrange to have an initial phone chat about your requirements. We may then carry out a site survey to record your existing IT setup.

PRE-PROPOSAL MEETING

Your assigned representative will discuss with you the site survey and the unique requirements of your business.

PROPOSAL ISSUES

You will be issued with a clear and transparent proposal that outlines your agreed IT requirements and associated costs. If you are happy with the proposal you will be asked to sign a contract with us.

ONBOARDING

An account manager and onboarding technical engineer are assigned to you. Our onboarding process is project based and managed via our enterprise level ticketing system and unique in-house developed Power App.

Client Testimonials

> Eamon and the team in IT.ie have managed our IT support and hardware needs since 2004. During that time they have advised us on network infrastructure, security, policy implementation and hardware options. They support our business operations 24/7/365 and we value and recognise their essential partnership. We look forward to continuing our working partnership with them into the future..

**Tom Staunton
Director, Global Rail Services**

**Stephen Keane
Director, Tritech Engineering**

> We use the IT.ie Managed Service Support and find it excellent. They in effect are our IT department and provide excellent service for both our office and field based employees.

Case Study Shomera

During the lockdown Shomera experienced a considerable increase in demand for their services. The shift to remote working translated to the requirement of private workspaces at the homes or remote workers. Since this was at the core of the Shomera solution it was obvious that their business was about to scale quite significantly. Shomera quickly acknowledged that their own IT systems were not sufficient to cope with this increase in demand nor was it remote-working friendly. They then engaged with IT.ie for a solution. They relied heavily on an in-house email and file server as well as a traditional on-premise phone system. IT.ie began with the introduction of a managed firewall & endpoint security solution. We then moved their entire email and shared file system to Office 365 & SharePoint. Lastly, we migrated their phone system f rom an old PBX system to a new VoIP system fully integrated with Microsoft Teams.

Overview

Shomera are the largest provider of House Extensions and Garden Rooms in Ireland and the UK. Their innovative team of designers and builders work closely with their clients to create unique living and working spaces that have graced the covers of magazines and featured in numerous television shows.

Challenges

Shomera experienced significant demand for their services as the shift to remote working translated to the requirement for private workspaces at the homes of remote workers. They acknowledged that their existing IT systems were not sufficient to support the scaling of their business.

The IT Systems

The entire business IT system was running on a single aging server. Performance was poor and remote working was almost non-existent.

The Phone Systems

The phone system was running on an unsupported PBX system with no method to add new phones or to use remotely

The Server

The server required multiple restarts a week due to a number of inherited reasons.

Solutions

IT.ie completed a complete restructuring of Shomera's entire IT system and unified communications to cloud based solutions to support the continued scaling of their business.

The IT Systems

Introduced managed firewall and endpoint security before restructured existing IT system to support business growth.

The Phone Systems

Migrated old solution from PBX to VoIP with full Microsoft Teams integration

The Server

Migration to the cloud with the introduction of Microsoft SharePoint and Office 365.

Results

The entire Shomera IT systems has been restructured and optimised with the very best industry standard cloud solutions and IT security. The Shomera workforce now works and collaborates in an entirely different way and enjoys all of the benefits of the Microsoft Office 365 ecosystem of productivity and collaboration tools. "From the initial meeting with the IT.ie team to the project itself, the whole process was really smooth and the level of service since has been tremendous", said Pat O'Reilly - General Manager at Shomera.

Corporate Social Responsibility

At IT.ie we believe in being good corporate citizens so that we may benefit our clients, or employees and our community. As a Guaranteed Irish member, we also work hard to live up to its ethos to provide quality jobs, support local communities and are committed to Irish provenance.

Some of our ongoing initiatives include the sponsorship of local sports clubs that are an integral part of the local community and its culture. We recently undertook a fundraising effort whereby volunteers from IT.ie completed a 2,400Km challenge to raise money for the development of the Finglas West Family Resource Centre (Barnardos).

As part of our de-carbonisation goal for 2025 we are working hard to reduce our CO2 emissions. To date we have replaced 60% of our diesel fleet with fully electric vehicles and at the start of 2022 we installed solar panels to charge our fleet and supplement power for our service support centre.

We signed the Microsoft Partner Pledge!

What Makes us Different?

We don't believe in locking our clients into long-term contracts. Our unique 'IT-As-a-Service' Support Package is delivered via the subscription model. When you pay for your monthly or bi-monthly electricity bill, you expect to have power. This is how we view IT Services, as just another vital business utility that you expect to work, for you and for your business.

Customer First

A Customer experiencing downtime will take priority over everything else we are doing. We do not sell or provide services that we do not use ourselves. All Customers are onboarded as part of a meticulous documented process supported by our customer focused and in-house developed onboarding power app.

We are IT

Contact Us

If you would like further information on any of our services or simply have a question, then please get in touch and we'll get right back to you.

Address

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sales@it.ie

Phone

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Cork: (021) 2038189

Galway: (091) 353328

Belfast: (028) 91422084

THANK YOU