COMPANY PROFILE

Dublin   Cork   Galway

www.it.ie   hello@it.ie

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About Our Company

At IT.ie, our customers are at the heart of everything we do, and our success is a testament to our dedicated team of IT professionals. Founded in 2004 by Eamon Gallagher as PCtechnix, we initially provided break/fix IT services to small businesses in Dublin. Over the years, our commitment to exceptional customer service and secure, proactive IT solutions has driven our growth.

As demand for remote and helpdesk support grew, we launched remotesupport.ie in 2008. By 2014, the rise of cloud technologies significantly increased the need for managed services. This shift led us to transform our business model to offer fully Managed IT Services, enabling better growth forecasting and reinvestment in our business. In 2016, we acquired the IT.ie domain and rebranded, marking a new chapter in our journey. Today, we are recognised for our industry-leading customer service and security, serving over 350 clients and managing approximately 10,000 devices.

Our continuous growth necessitated moving to larger premises, and in 2018, we acquired a 6,500 sq. ft facility to serve as our headquarters and dedicated helpdesk centre. With offices in Dublin, Cork, and Galway, our team of over 40 professionals is expanding further. We are investing €2.5 million to double our headcount, creating 30 new jobs. This expansion is driven by our success, with revenues increasing by an average of 42% year-on-year since 2021, projected to reach €8 million by 2025. We serve clients both in Ireland and internationally, across the UK, France, Germany, Cyprus, Canada, USA, Africa, and Australia.
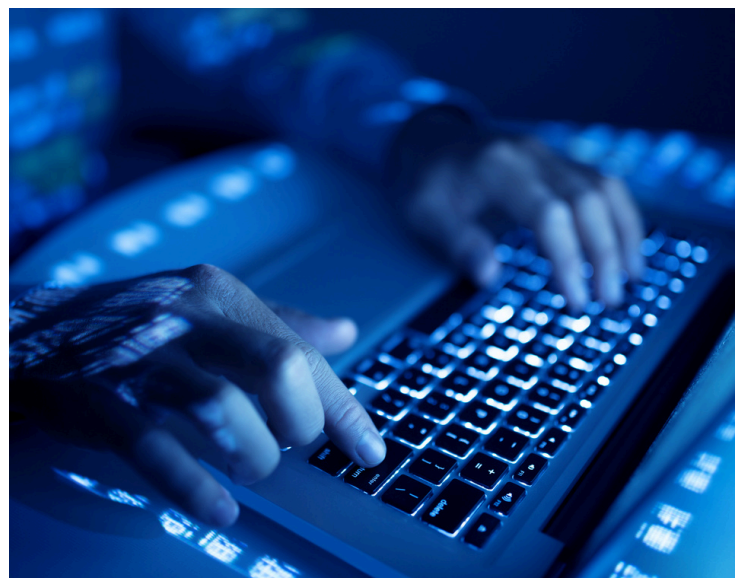
Mission & Vision

Our Mission

Our mission is to provide cutting-edge IT solutions to businesses throughout Ireland, underpinned by our mantra of delivering an exceptional customer experience. We aim to enable our clients to access the technology they need, not just to succeed but to excel in today's competitive landscape. By offering innovative and reliable IT solutions through a subscription model, we commit to being partners in our clients' success, ensuring their journey with us is as remarkable as the results we deliver.

Our Vision

At IT.ie, our vision is to revolutionise the way IT services are delivered, focusing on creating an exceptional customer experience. We aspire to be the catalyst for businesses, empowering them to thrive in a digital world. Our commitment is to transform IT from a mere tool into a strategic asset, driving growth and innovation while ensuring a seamless and outstanding experience for every client.

Core Values
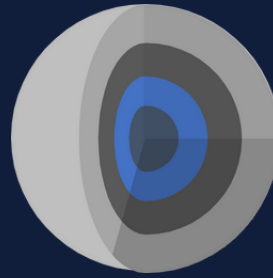
Excellence

At IT.ie, we are committed to excellence in everything that we do. Our team is continuously trained and certified, ensuring that we not only meet but exceed the high standards we set for ourselves and the solutions we recommend to our clients. This commitment to excellence is a cornerstone of our promise to deliver an exceptional customer experience.

Teamwork

Our team at IT.ie is built on the principles of friendship, unity, and strong collaboration. We believe that aa supportive and cohesive team is essential for delivering meaningful and exceptional support to our clients.

Technology & Innovation

We understand that the success of our customers hinges on the effective use of technology. Therefore, we are dedicated to ensuring that every technological solution we implement is not just state-of-the-art but also perfectly tailored to enhance our clients' operations.

Customer First

Our mantra of "Exceptional customer experience" is deeply embedded in our approach to client relations. We measure our success by the success of our clients. Earning and maintaining the unequivocal trust of each client is not just our priority; it's our passion.

Our History

In 2024, IT.ie proudly celebrates 20 years of delivering exceptional IT services. Over the past two decades, our commitment to innovation, customer satisfaction, and strategic IT solutions has empowered countless businesses to thrive in the digital age. Join us as we continue to drive growth and excellence into the future.

2004 Where it all began

PCtechnix.ie was founded by Eamon Gallagher in 2004. During the start-up period, Eamon concentrated on building up a loyal client base.

2014 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.

2016 Rebrand

In early 2016 IEDR opens 2 letter domain registration and we successfully aquired the IT.ie domain name. This prompted us to rebrand as IT.ie and launch a fresh recruitment drive to grow our Team.

2018 New HQ

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.
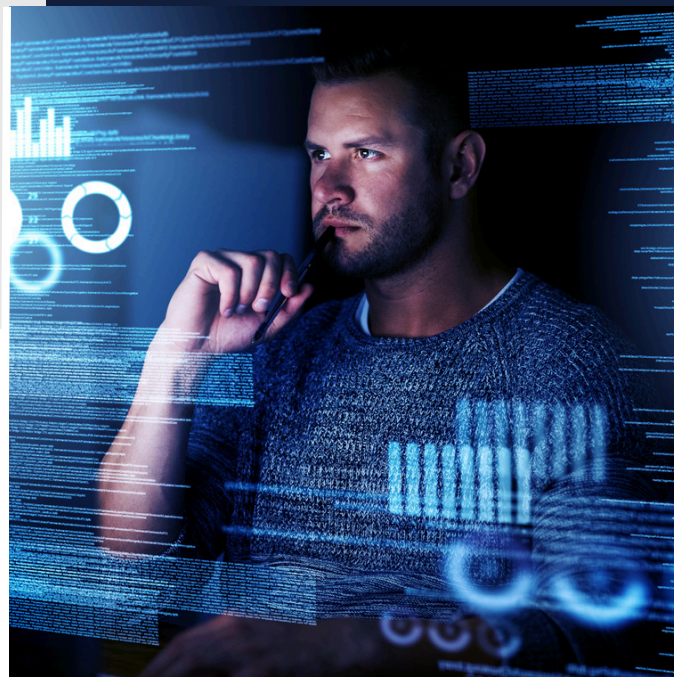
2020-23 Accreditations & Sustainability

During this period we focused on achieving certifications including ISO 27001, Cyber Essentials, Guaranteed Irish & Microsoft Gold Partner status.

We also began transitioning our fleet from diesel to sustainable EV. 85% of our fleet is fully electric.

2024 - 25 Growth

In early 2024 we announced plans to double our headcount and the investment of €2.5m to fund new hires. We also announced that since 2019 our revenues had increased by 300%, reaching €5m in 2024 and a projected €8m for 2025.

Management Team

Eamon Gallagher
Founder & Managing Director

Margaret Nolan
Head of Finance

Wayne Morgan
CTO

John Grennan
Head of Marketing

TEAM LEADERS

Holly Nolan
Service Delivery Team Lead

Will Cooney
Technical Lead

Keith Lynch
Modern Workplace Lead

Stephen Hanley
Microsoft Infrastructure & Network Architect

David Flood
Business Development Manager

Michael Daly
Key Accounts Manager

CSR & Sustainability

CSR

At IT.ie we believe in being good corporate citizens so that we may benefit our clients, our 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. Each year, volunteers from our team participate in various challenges to raise money for charities across Ireland, including:

- 2021 - 2,500 KM Challenge for Barnardos
- 2022 - Hell & Back for the Mater Foundation
- 2023 - 200 Km in a month (individual challenge) for The Mater Foundation
- 2023 - Hell & Back for the #SaveOurSonia Campaign
- 2024 - Erins Isle, Ashbourne United & Donaghmore Ashbourne GAA

Sustainability

As part of our de-carbonisation goal for 2030, we are working hard to reduce our CO2 emissions. To date, we have replaced 85% of our diesel fleet with fully electric vehicles, and in early 2022, we installed solar panels to provide charge to our fleet and reduce our reliance on the national electrical grid.IT.ie is also a signatory of Techies Go Green, a movement of IT and tech-oriented companies who are committed to de-carbonising their business.

Core Services

Managed IT Services

We provide tailored support, proactive monitoring, and strategic guidance to ensure your technology aligns with your business goals.Our team offers comprehensive management of your IT infrastructure, helping reduce downtime and improve productivity.

Cyber Security

At IT.ie, we equip your business with cutting-edge security measures to protect against evolving threats. From initial audits to implementing effective security protocols and responding to security incidents, our cyber security services safeguard your critical data.
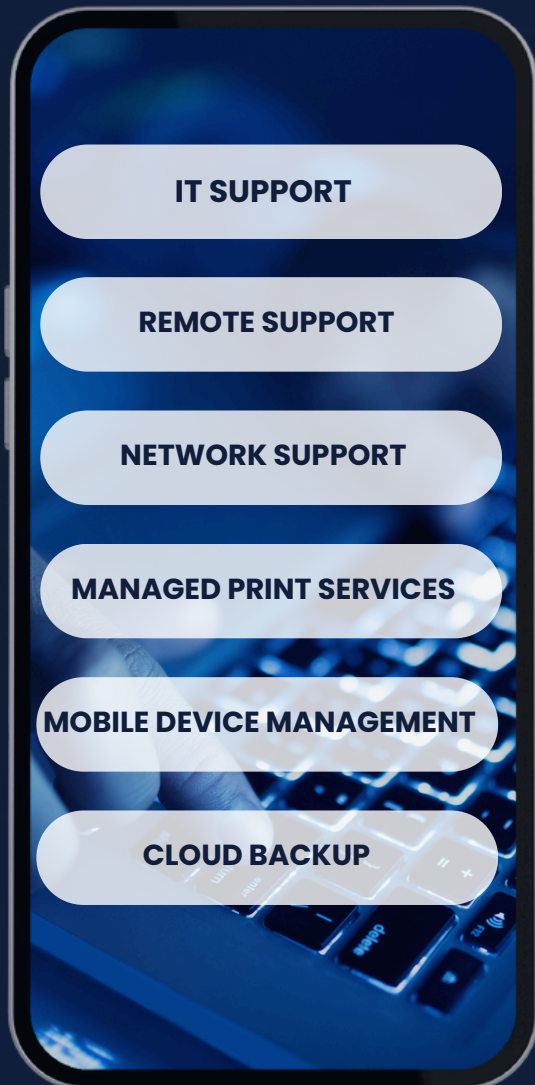
Microsoft 365

Leverage the full potential of Microsoft 365 with IT.ie's expert setup, management, and support services. We help streamline your operations by integrating the powerful suite of Office applications with your daily processes. Our support extends to training your team, ensuring maximised productivity and collaboration across your organisation.

Other Services

Besides our core offerings, IT.ie provides a range of other services tailored to the specific needs of your business. From cloud solutions and backup services to VoIP and hardware procurement, our comprehensive IT solutions are designed to propel your business forward.

Managed
IT Services

Managed
Cyber Security

IT SUPPORT

CYBER AWARENESS TRAINING

REMOTE SUPPORT

MANAGED FIREWALL

NETWORK SUPPORT

ENDPOINT PROTECTION

MANAGED PRINT SERVICES

EMAIL SECURITY

MOBILE DEVICE MANAGEMENT

AUTOMATED PEN TESTING

CLOUD BACKUP

24/7 SECURITY OPS CENTRE
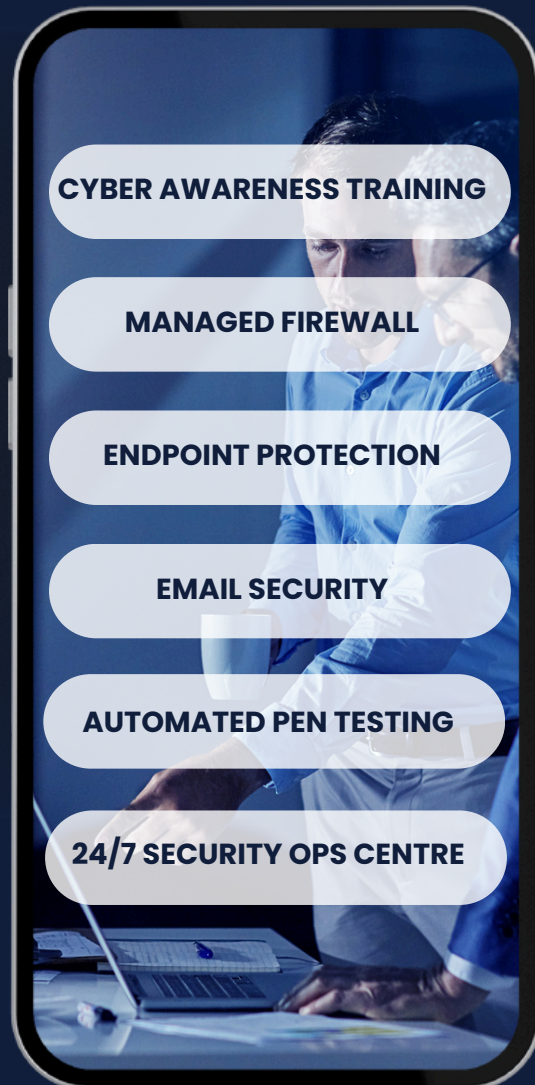
Other Services

INTERACTIVE DISPLAYS

BUSINESS BROADBAND

VOIP TELECOMS

STRUCTURED CABLING

IT PROCUREMENT

BUSINESS CONTINUITY SOLUTIONS

CERTIFIED DATA DESTRUCTION

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.

Some Of Our Partners

Some Of Our Clients

Client Feedback

Stephen Keane
Tritech Engineering

★★★★★

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.

Pat O'Reilly
Shomera

★★★★★

In 2020 we made the switch to IT.ie. as our service provider. From the initial meeting with Eamon to the transition itself, the whole process was really smooth and the level of service since has been tremendous. I highly recommend them.

Paul Merriman
Ask Paul

★★★★★

Excellent knowledge, personable and very quick turn around with any IT problems. No issue too big or too small.

Transparency International

★★★★★

IT.ie have been our IT consultants for two years, and we have always found them to be courteous and knowledgeable. They respond promptly, and will go out of their way to facilitate you; finding the appropriate solutions for your needs and within your budget.

Great support and excellent product knowledge. Pleasure to work with and look forward to a long working relationship

Accreditations

At IT.ie we have a policy of continuous training that is vital to the ongoing professional development of our team but essentially to ensure that we can deliver the very best services and support. Professional development is vital to our company which highlights a high level of proficiency and trust in the IT.ie brand. The following are some of the key accreditations IT.ie have achieved to date.

ISO 27001

IT.ie is a certified ISO 27001:2022 company and was awarded this certification for the provision of Managed IT Services, including Microsoft Office 365 Management, IT Support, Cyber Security & Cloud Solutions.

Guaranteed Irish

We are a proud accredited member of the Guaranteed Irish community. As a member of this community, we promise to provide quality employment, support local communities, and are committed to Irish provenance.

Cyber Essentials

Cyber Essentials certification is designed to reassure clients that IT.ie has systems in place to protect their data from cyber attacks.

Microsoft Gold Partner

Microsoft Certified Professional (MCP) certification validates IT professional and developer technical expertise through rigorous, industry-proven, and industry-recognised exams. MCP exams cover a wide range of Microsoft products, technologies, and solutions.

In the **Media**

Our founder Eamon and experts members of our team frequently appear in various media formats, including print, online, and radio, offering expert insights on Information Technology, Cyber Security, and Business. Our expertise and thought leadership are highly sought after by many mainstream media brands. We have been featured in renowned publications and platforms, providing valuable perspectives on the latest trends and challenges in the IT industry.

Whether it's discussing the latest advancements in cyber security, offering solutions to common IT challenges, or exploring the future of business technology, IT.ie is recognised as a trusted voice in the industry.

Where you may have seen us

McCormack Farms
CASE STUDY

Cultivating Growth & Stability

Objectives

McCormack Family Farms, Ireland's largest grower of baby leaf salads, faced significant IT challenges that threatened their productivity and growth. To address these issues, they partnered with IT.ie as their Managed IT Services provider.

Challenges

- **Recurring Downtime:** An outdated server caused frequent downtime, leading to lost productivity and potential revenue loss.

- **Cyber Security**: Increased reliance on technology heightened security risks, necessitating robust cybersecurity measures to protect sensitive data.

- **Scalability:** The IT infrastructure needed to support the farm's expanding operations.

- **Alignment with Growth Plans**: Required a strategic IT partner to design a solution aligning with their long-term growth objectives.

"McCormack Family Farms, Ireland's largest grower of baby leaf salads, faced significant IT challenges that threatened their productivity and growth. To address these issues, they partnered with IT.ie as their Managed IT Services provider".

Andrew Farrelly

McCormack Family Farms

Solutions

- **IT Infrastructure Overhaul:** Replaced physical servers, upgraded to business-class endpoint protection, and implemented a proactive managed support platform.

- **Cybersecurity Enhancements:** Introduced advanced email filtering, Office 365 security hardening, and robust backup solutions.

- **Collaboration Tools**: Integrated Clevertouch Interactive Screens with Microsoft Teams and migrated to a VoIP system.

- **Scalable IT Solutions:** Provided domain registration, DNS management, website hosting, and managed print

Results

- **Elimination of Downtime**: IT.ie's proactive approach minimised downtime, enhancing productivity.

- **Enhanced Security:** Robust security measures provided peace of mind and confidence in their IT systems.

- **Improved Collaboration**: New IT infrastructure streamlined processes and improved team collaboration.

- **Scalable Support**: Continued IT.ie support aligns with McCormack Farms' growth plans, ensuring reliable and secure IT systems.

Shomera
CASE STUDY

Digital Transformation

Objectives

Shomera, the leading provider of House Extensions and Garden Rooms in Ireland and the UK, saw a surge in demand during the lockdown as remote working increased. To meet this demand, Shomera realised their IT systems needed an upgrade. They partnered with IT.ie to modernise their infrastructure and support their business growth.

Challenges

- **IT System:** Shomera's entire IT system was reliant on a single, aging server, leading to poor performance and limited remote working capabilities.

- **Phone System:** The phone system was outdated, running on an unsupported PBX system that couldn't accommodate new phones or remote use.

- **Server Reliability:** The server required frequent restarts, disrupting operations and hampering productivity.

"in 2020 we made the switch to IT.ie. as our service provider. From the initial meeting with Eamon to the transition itself, the whole process was really smooth and the level of service since has been tremendous. I highly recommend them".

Pat O'Reilly

General Manager

Solutions

- **IT System Restructuring**: IT.ie introduced managed firewall and endpoint security, then restructured the IT system to support business growth.

- **VoIP Solution**: Migrated from an old PBX system to a VoIP system fully integrated with Microsoft Teams.

- **Cloud Migration:** Transitioned email and file systems to Microsoft Office 365 and SharePoint, facilitating better collaboration and remote work.

Results

The restructuring of Shomera's IT systems has optimised their operations with top-tier cloud solutions and robust IT security. Shomera's workforce now benefits from enhanced productivity and collaboration tools within the Microsoft Office 365 ecosystem.was made to help Shomera's business continue to grow smoothly. By moving to the cloud, Shomera can access its IT resources and communication tools remotely and from anywhere, making it easier for them to manage their operations efficiently.

Our Onboarding Process

1 Site Survey & Meeting
Site to survey your existing IT infra-structure by our engineers followed by meeting our sales representative.

2 Proposal Issued
We will provide you with a detailed proposal based on the site survey and meeting.

3 Signing of Contract
If you accept the proposal you will be asked to sign a contract with IT.ie

4 Team Assigned
We will now assign your permanent Account Manager and technical team for your onboarding. account manager are now assigned to the

5 Onboarding
We will now begin the on-boarding process using project based approach via enterprise

5-Point Touch System

2 weeks post onboarding
Technical Engineer and Sales Account Manager will check-in and review everything and request your feedback

10 weeks post onboarding
Technical Engineer and Sales Account Manager will check-in and review everything and request your feedback

Solution
Technical Engineer and Sales Account Manager will check-in and review everything and request your feedback

Onboarding
Full IT onboarding using project-based approach via an enterprise ticketing system

Solution
A date is scheduled for an annual review.

hello@it.ie

FIND US

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