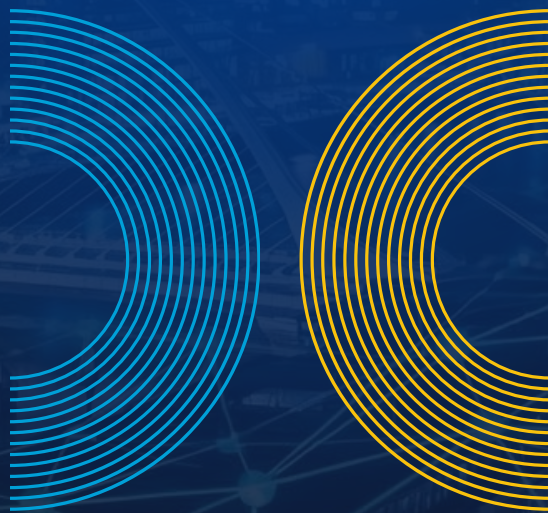




# COMPANY PROFILE

---



# 2026

hello@it.ie

# Table of Contents

01	Welcome to IT.ie
02	Our History
03	A New Chapter: Joining the IT.ie Group
04	Our Organisation Structure
05	Leadership Team
06	Why Work With Us?
07	Our 4 Pillars of Service
08	Our KPI's
09	Accreditations
10	CSR & Sustainability
11	Your Technology Roadmap
12	Some of Our Partners & Clients
14	Testimonials
15	In The Media
16	Our Services
19	Introducing CyberProtect
20	Our Onboarding Process
21	Case Studies
24	CyberPulse Report Highlights

IT.ie Company Profile

# WELCOME TO IT.IE

## ABOUT US

At IT.ie, our customers are at the heart of everything we do, and our success is a testament to the dedication and expertise of our team of IT professionals.

Founded in 2004 by Eamon Gallagher as PCtechnix, the company began by supporting small businesses in Dublin with reliable and responsive IT solutions.

Over the years, our unwavering commitment to exceptional customer service and secure, proactive technology has fuelled our continued growth and reputation as a trusted IT partner.

Today, we support over 500 clients and manage 10,000+ devices across Ireland and internationally. With offices in Dublin, Cork, and Galway, and a new 12,000 sq. ft headquarters, adjacent to Dublin Airport, we continue to expand throughout Ireland and internationally.

In 2025, we announced a €2.5 million investment to double our headcount and support projected revenues of €10 million. Our acquisition of Abacus Systems, a respected MSP founded in 1992, has grown our team to over 50 and strengthened our expertise and service offering.



IT.ie Company Profile

# Our History

In 2024, IT.ie proudly celebrated 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**

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 acquired 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.

In June 2025 we successfully completed the acquisition of fellow MSP Abacus Systems.

# A New Chapter

In June 2025, IT.ie took a bold step forward in its growth journey with the acquisition of Abacus Systems, a long-established managed IT service provider based in South Dublin. This strategic move significantly strengthens our position as a leading force in Ireland's MSP and cybersecurity market.



Founded in 1992, Abacus Systems has built a stellar reputation for its technical expertise, long-standing client relationships, and trusted partnerships - most notably with Dell, during its entry into the Irish market. Their values of exceptional service, innovation, and integrity are perfectly aligned with ours at IT.ie.

Most notably, the deal was entirely self-funded - highlighting IT.ie's financial strength, operational stability, and independence from private equity.

*"This is more than a business decision—it's a cultural alignment," said Eamon Gallagher, IT.ie Founder & Managing Director. "Together with Abacus, we're expanding our capabilities while continuing to prioritise the exceptional service our clients know and trust."*

## What This Integration Means

- A combined team of 50+ professionals supporting clients nationwide
- A client base that has grown to over 500 businesses
- Enhanced access to cutting-edge cybersecurity, cloud, and managed IT solutions

As we move forward, our clients will benefit from a broader service portfolio, deeper sector expertise, and even more agile, future-ready IT solutions - all backed by the same proactive, customer-first approach that defines IT.ie.

# Our Organisation Structure

IT.ie is supported by a nationwide presence, with offices in Dublin North, Dublin South, Cork, Galway, and Letterkenny, Donegal. This reach allows us to deliver responsive, local service backed by the resources of a larger national team.

Our organisation comprises a team of 50+ professionals across finance, sales, marketing, and technical support. Within support, we are structured into dedicated teams to ensure clear accountability and specialist expertise:



## Service Desk Team

Your first point of contact, providing fast, efficient remote support and ticket resolution.

## Field Service Team

Engineers on the ground, available to deliver onsite support when required.

## Projects Team

Specialists in planning and delivering infrastructure upgrades, migrations and other change initiatives.

## Cloud Team

Experts in Microsoft 365, cloud infrastructure, and security, ensuring your systems are modern, scalable, and secure.

This structure ensures you always have the right expertise at the right time, from day-to-day helpdesk queries through to strategic projects and cloud transformation. With clear escalation paths and dedicated account management, our focus is on providing reliable, high-quality service while building a long-term partnership with your organisation.

IT.ie Company Profile

# Leadership Team

## IT.ie Group



**Eamon Gallagher**

Founder and Managing Director of IT.ie



**Margaret Nolan**

Finance Director



**Wayne Morgan**

Technical Director



**John Grennan**

Director of Marketing & Communications

## Abacus Systems Division



**Derek O'Callaghan**

Managing Director



**David McDonald**

Sales Director



**Eoghan Johnson**

Business Development  
Director



**Stephen Mullin**

Technical Director



# Why Work With Us



**Security-First, Always**



**Customer-Centric by Design**



**Modern, Cloud-Enabled IT**



At IT.ie, everything we do is built on secure foundations. We design and manage IT environments with security embedded at every layer, while keeping the needs of our customers firmly at the centre of every decision. By combining proven processes, modern cloud-enabled technologies, and a deep understanding of how businesses operate, we deliver IT solutions that are practical, scalable, and resilient.

The result is technology that supports day-to-day operations, reduces risk, and gives organisations the confidence to grow.



# Our 4 Pillars of Service

## People



### Certified & Experienced Team

Accredited professionals delivering secure, compliant solutions.



### Tailored, Customer-Centric Support

Flexible support models designed around your business.

## Technology



### Industry-Leading IT Service Tools

Proactive monitoring, visibility, and control.



### Best-in-Class Technology Stack

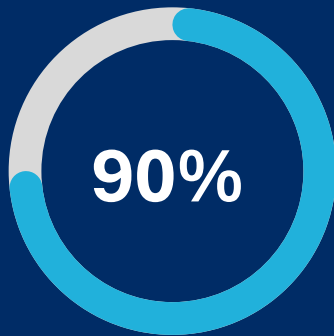
Carefully selected technologies that scale securely.

At IT.ie, our services are built around people, supported by the right technology.

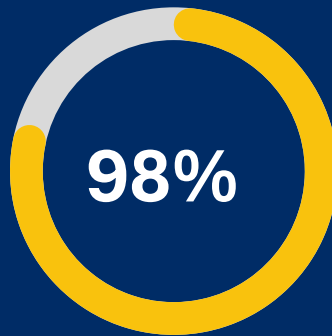
We combine experienced teams, customer-led support, and carefully selected tools to deliver IT that is secure, reliable, and practical.

This balanced approach ensures your technology works today while remaining ready for what comes next.

## Our KPI's



1 Hour  
Resolution Rate



Client Retention



Average Onboarding  
Time

### Strengthening Performance Through SLAs and Continuous Improvement

At IT.ie, our Service Level Agreements are built to deliver reliability, transparency, and measurable value. Every KPI we track is directly aligned with the commitments we make to our clients. Our 1-hour resolution rate, exceptional client retention, and fast onboarding times are not standalone metrics. They are indicators of a service model designed around proactive monitoring, rapid response, and long-term partnership.

We continually review our performance data to identify trends, reduce recurring issues, and enhance the overall customer experience. This approach ensures our clients benefit from consistent service quality, predictable outcomes, and improvements that evolve with their business needs.



# Accreditations

## ISO 27001: 2023

IT.ie is a certified ISO 27001:2023 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.



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.



IT.ie Company Profile

# 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
- 2025 - 100 Mile Challenge for The Irish Hospice Foundation
- 2025 - Battle Cancer Challenge for The Friends of St Lukes

## 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.



IT.ie Company Profile

# Your Technology Roadmap

We begin every partnership by listening and learning. Through discovery meetings and a detailed site survey, we explore how your organisation works, identify pain points, and uncover opportunities for improvement.

We also understand that no business has unlimited budget or time. That's why we help you prioritise — addressing immediate issues first, bringing systems up to an acceptable standard amongst your peers, and meeting compliance expectations.

From there, we work with you to map out a technology roadmap: a practical, evolving plan that focuses your IT spend where it delivers the greatest value. Guided by our experience, we keep you informed of new risks, regulatory requirements, and technology trends, so your IT environment remains secure, efficient, and aligned with your goals.

The result is a roadmap that grows with you, balancing today's realities with tomorrow's opportunities



Discover needs and identify improvement opportunities



Prioritise urgent issues and compliance requirements



Develop a practical, evolving IT roadmap



Stay informed on risks and technology trends

IT.ie Company Profile

# Some of Our Partners

We work with a carefully selected portfolio of best-in-class vendors, ensuring our clients benefit from scalable, reliable, and trusted technology.

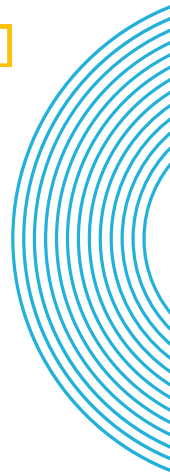




Abacus Systems

# Some of Our Clients

We are proud to support organisations of all sizes, across sectors including healthcare, finance, legal, corporate, SMEs, and charities.



IT.ie Company Profile

# What our Clients Say



"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.

**Stephen Keane | Trittech Engineering**



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

**Paul Merriman | Ask Paul**



"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".

**Transparency International**



IT.ie Company Profile

# 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.

Read more in the media section on our website: [HERE](#)



















Our Managed IT Support Offering

# Foundational Services

The core elements of our support package, providing the essential IT coverage every organisation needs day to day.



## Managed IT Support

Our managed IT support service is designed for SMEs who wish to outsource their IT requirements with remote and onsite coverage.



## Mission Critical Response

Comprehensive emergency response process structured to effectively handle unforeseen incidents and minimise their impact on your business operations.



## Proactive Monitoring & Maintenance

Our remote monitoring and maintenance deliver real-time alerts and early intervention, keeping systems at peak performance and reducing costly downtime.



## Daily IT Administration Tasks

Routine checks such as daily backup verification and system oversight ensure your critical data is protected and your IT environment runs smoothly every day.



## Change Requests

Quick adjustments to boost efficiency — from updating an email address to small system tweaks. We handle minor requests promptly, keeping operations seamless and disruption minimal.



## Auditing & Reporting

Effortlessly monitor tickets, access detailed reports, and gain IT asset visibility for informed budget and lifecycle planning success.



## Technical Account Manager

Your Technical Account Manager offers dedicated support with clear communication, proactive planning, and strategic advice to optimise IT and drive performance.



## Technology Review Meeting

We assess current tech trends to deliver tailored insights across business, cybersecurity, and compliance, helping shape your IT strategy and roadmap.

Our Managed IT Services Offering

# Managed Cybersecurity

Extend your core IT support with additional features and integrations, available when you need them.



## CyberProtect Endpoint

Advanced protection for every device with real-time threat detection that stops attacks before they impact your business. Includes AV, EDR, ransomware detection, DNS filtering, RMM, third-party software management, and automated patching.



## CyberProtect User

Comprehensive user-focused security that protects accounts, email, and identities while strengthening day-to-day cyber awareness. Includes anti-phishing, Microsoft 365 backup, CDR, dark web monitoring, phishing simulations, and tenant security management.



## Managed Online Backup

Secure, automated cloud backups ensuring your critical data is protected, recoverable, and always available.



## Managed Firewall

Enterprise-grade firewall management delivering continuous protection, monitoring, and threat prevention for your network.



## Penetration Testing & Assessments

Monthly, automated penetration testing that uncovers vulnerabilities before attackers find them.



## Business Continuity Phoenix BCDR

Rapid recovery for servers and critical systems, keeping your business operational during outages or cyber incidents.



## Cyber Awareness Training

Engaging, ongoing training and realistic phishing simulations that empowers staff to recognise threats and strengthen your organisation's security posture.



## Managed Email Security

Advanced email filtering that blocks phishing, malware, and spoofing attempts before they reach your inbox.

## Our Managed IT Support Offering

365

**Microsoft 365**

A modern productivity suite with enterprise security, identity protection, and AI tools built for growing businesses.

**Public & Private Cloud**

Whether you're exploring Microsoft Azure or private cloud options, our team helps you unlock scalable infrastructure and cost efficiency to support digital growth.

**Copilot GenAI Enablement**

We guide seamless Microsoft Copilot adoption—from readiness checks to implementation and training—boosting productivity with AI-powered tools.

**SOC As a Service**

Expert 24/7 SOC defence with real-time threat analysis and immediate action against emerging cyber threats.

**Managed VoIP Telecoms  
(Total Talk)**

Flexible, high-quality cloud phone systems designed to improve communication and keep your teams connected anywhere.

**Business Broadband**

Fast, reliable business-grade connectivity that supports cloud services, hybrid working, and smooth day-to-day operations.

**Audio & Video Conferencing**

Our audio and video conferencing solutions provide everything you need to host professional conferences and meetings.

**IT Equipment Leasing**

Flexible leasing options that provide the latest hardware while preserving cash flow and reducing upfront costs.



Featured Solution

# Introducing CyberProtect



At IT.ie, we understand the evolving complexities of cyber threats and have developed CyberProtect to address these challenges head-on. CyberProtect offers a comprehensive security suite designed to safeguard businesses by enhancing Microsoft 365's capabilities with additional layers of protection. Our solutions, including advanced endpoint security and user-focused defences, ensure continuous monitoring and proactive threat neutralisation. By integrating seamlessly with existing IT infrastructures, CyberProtect empowers businesses to maintain resilience against cyber threats, ensuring data privacy and compliance with international standards like GDPR, NIS2, and ISO 27001. Choose CyberProtect by Abacus Systems for a more secure digital future.

## CyberProtect EndPoint

### Essentials/**Pro**

- Anti-virus Protection
- EDR (Endpoint Detection & Response)
- Ransomware Detection
- Patch Management
- Third-party Software Management
- RMM (Remote Monitoring & Management)
- **24/7 SOC (Security Operations Centre)**

## CyberProtect User

- Cloud Email Protection
- Microsoft 365 Backup
- CDR (Cloud Detect & Respond)
- Microsoft 365 Tenant Security Management.
- Cyber Awareness Training
- Dark Web Monitoring
- Phishing Simulations

# Our Onboarding Process



## Post Onboarding

From day one, your Account Manager and our technical team are available whenever you need us. You'll have regular check-ins, ongoing support, and clear communication throughout your journey. From month two, you will also begin receiving comprehensive monthly reports from our Service Delivery Team outlining support requests and recurring issues.

### Quarterly Business Review (QBR)

A structured review of performance, priorities, and improvements with dedicated time for constructive client

### 2 Weeks post onboarding

Your Account Manager checks in to review progress, confirm everything is on track, and gather early feedback.

### 6 Month Review

A mid-year check-in to assess service quality, address any concerns, and ensure your IT strategy remains aligned.

### Annual Review

A full year-end assessment covering performance, goals, and future plans, with detailed feedback and improvement actions.

IT.ie Case Study

**McCormack Farms**

# CASE STUDY

**Cultivating Growth & Stability**



”

“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

## 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.



## 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.



IT.ie Case Study

Shomera

# CASE STUDY

## Digital Transformation



”

“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

## 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.

IT.ie Original Research

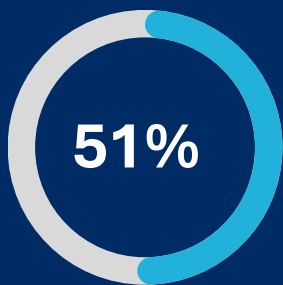
# CyberPulse 2025

## A national survey into employee cyber risk

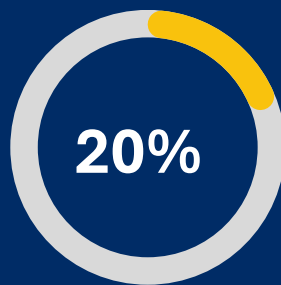
Commissioned by IT.ie in partnership with SonicWall, and conducted by independent research company Censuswide, this national survey lifts the lid on employee behaviour, company culture, remote working risks, and the challenges of compliance as the EU's NIS2 Directive arrives.



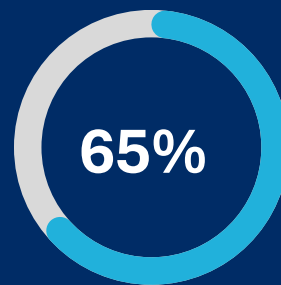
### KEY FINDINGS



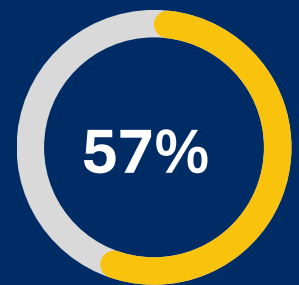
51% of Irish office workers feel more vulnerable to cyberattacks than they did a year ago



20% have not received cybersecurity training in over a year, if ever.



65% admit to using work devices for personal tasks such as shopping, social media, and streaming



57% admit they have caused some degree of data breach at their company



36% have neglected to report a breach in the last year – mainly due to embarrassment or fear



73% say their employer holds staff personally responsible for incidents.

Drawing on insights from 1,000 Irish office workers, CyberPulse Ireland 2025 is essential reading for business leaders, IT professionals, and anyone serious about building true cyber resilience. Get your free copy on the IT.ie website in our resources section.



**hello@it.ie**

**THANK YOU!**

**Phone :**

1800 353 353

**Website :**

[www.it.ie](http://www.it.ie)

**Address :**

Unit 35, Finglas Business Centre,  
Jamestown Road, D11 EP86

**Email address :**

[hello@it.ie](mailto:hello@it.ie)