supportIT

tech knowledge that supports business

Managed IT Support

Fully managed support services that guarantee response times, prevent downtime and protect your infrastructure.

Security & Network

Lock-down, control and monitor your network to prevent costly security breaches.

CLOUD Solutions

supportIT are Microsoft Gold Partners for Cloud Productivity Solutions.

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Managed IT Support

Trust is earned, and since 2004 over 180 businesses have trusted us with their IT-support services. This is largely due to the fact that supportIT gives clients the response times they need to keep their business running smoothly, end-point monitoring services that mitigate against costly downtime and security infrastructure to protect company data.

Our team of dedicated, knowledgeable engineers add further value by liaising with third-party application providers on your behalf and consulting with you on best practice technologies to improve your IT infrastructure and grow your business.

What our Clients Say

"supportIT always provide a brilliant Service. The engineers are friendly, efficient and respond quickly."

Housing Department - Dublin Simon

Still in contract?

Give us your renewal date at www.supportit.ie and we will contact you closer to the time.

Helpdesk Services

The IT Support desk is staffed by a team of experienced and certified IT engineers who respond to issues within guaranteed response times. The IT helpdesk is controlled by the Service Delivery Manager, who manages escalation and performance daily to ensure we maintain our 98% customer satisfaction rate and meet the terms of our client SLAs.

Managed Backups Solutions

Protecting a business from data loss or data corruption is part of the supportIT managed service offering. We will review your local and online backup infrastructure to ensure it is adequate for the needs of the business and then ensure solutions are completely transferred at take-over.

Procurement & License Services

supportIT provide a procurement service to meet all our clients' computer hardware, software and system needs. The service is based on the clients specific requirements in terms of budgets, system integration and scalability, and gives our clients access to a comprehensive portfolio of products. we regularly review our technology vendors to ensure value for money and quality standards.

IT Road-map & Consultancy

Consultancy services are the cornerstone of all the services we provide to our clients. Clients can avail of our consultancy services as part of our managed services offering to discuss future IT requirements or changes to the business that may affect their IT environment.

Network and Security Management

Security is one of our key specialist areas, and our approach is to protect your business at every potential point of entry. We will review your security infrastructure to ensure it is adequate for the needs of the business and then ensure solutions are completely transferred over. If the security infrastructure isn't in place, we have a suite of security solutions designed to protect your business.

Liaising with Third-Party Vendors

supportIT liaise with your third-party vendors is part of our managed services offering; for example, Finance Packages, Print Service Vendors, CRM packages & Design Packages. Our services in this area cover facilitating access for essential updates, third-party license management, also liaising on issues where the infrastructure needs to be considered.

On-boarding & Account Management Process

supportIT have a clearly defined on-boarding process to ensure the handover goes smoothly from one provider to the next. Infrastructure information is gathered and stored in our GDPR-compliant knowledge base, machines are tagged and audited, third-party services are informed, and licenses and warranties are recorded. Remote login and monitoring software is activated where applicable, and updates/patch management are scheduled. Finally, group policy is reviewed for security processes. Reviews are carried out to ensure that the service meets the client's requirements. The client also receives monthly call log reports and monitoring reports.

Would you like a very competitive and accurate quote?

Get a competitive and comprehensive quote from an Irish Owned MSP. We look at all areas of the business and make sure the quote covers not just support requirements but also third-party license and warranty requirements.

CLOUD Solutions

Solutions that support your business with growth, productivity and security.

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Your CLOUD Journey

Many businesses have already started their CLOUD journey with hosted services in place, like Microsoft 365 and hosted business applications. The benefits of hosted services have never been so clear as they have been since the world was first introduced to the COVID-19 pandemic in early 2020.

Anytime, anywhere functionality has enabled 258 million Office 365 users to work remotely and securely during the Pandemic, which has contributed to the fact that overall productivity has remained stable. 82% of companies report that productivity remains the same as pre- COVID times, and 9 out of 10 business leaders are implementing remote working policies. As we advance, businesses that want to grow and enable their workforce to continue to work securely from any location are going to reap the most benefits from CLOUD technology.

What our Clients Say

"You have been excellent support to us & we are very happy with our new SharePoint sites."

Operations Manager - Ross Engineering

Gold
Microsoft Partner
Cloud Productivity

Microsoft

Scalability With CLOUD technology, such as Microsoft Azure, you can scale your storage, resource and application requirements up and down quickly to suit your situation, allowing flexibility and growth as your business needs change.

Efficiency & Productivity Tools like Microsoft Teams and SharePoint have enhanced the remote working experience for staff who can now collaborate with their team members without coming into the office. Online meetings with internal and external collaborators can be hosted in real-time from any location and documents can be picked up exactly where staff left off. The flexibility of remote working also bolsters staff retention, because it allows employees to be more flexible in their work practices.

Functionality CLOUD technology gives you access to applications and functionality that your business may previously have found prohibitive. Hosting new business applications on an in-house server requires extra storage, space and maintenance. Technology, such as Microsoft Azure, can give companies the additional functionality that they need for their business without the headache of maintaining the application themselves.

Affordability Companies can reduce operational costs with CLOUD if they look at each area of business activity and create a blended CLOUD approach. Consider light users/heavy users, application anchors and usage requirements for the most cost-effective approach.

Multiple Device Management CLOUD Technology can be used on any device with a browser. It means quicker adoption and roll-out of CLOUD in an organisation where staff use various devices and operating systems.

CLOUD Security Functionality, including Two-Factor Authentication (2FA), Advanced Threat Protection, Data Loss Prevention, End Point Management, and Conditional Access are all tools that can be enabled on your CLOUD infrastructure to ensure network and data security.
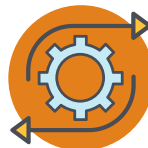
Business Continuity The ability to access your applications/files & folders/email from any location mitigates against the risks of building damage or a situation, such as COVID-19, where your workforce cannot come into the office.

Greener IT As hardware reaches end-of-life, CLOUD options are a greener solution for hardware replacement. Reduction in spend on new hardware and savings on future IT hardware maintenance is good for IT budgets and good for the environment as your energy requirements are reduced.
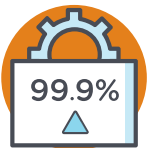
99.9% Uptime and Availability Providing businesses with peace of mind that their systems are always available, which is not guaranteed with traditional server technology maintained in-house. Similarly, VPN technology dependent on local broadband connectivity cannot compare with the availability of this level. From a productivity point of view, this is a crucial reason to consider CLOUD technology.

Security and Network Management

Lock-down, control and monitor your network to prevent costly security breaches

supportIT

Security and Network

The evolving threat landscape and increased compliance regulations are putting organisations under pressure to address IT Security at every level. Breaches, regardless of the severity, can be disruptive, costly and damaging to your business reputation. Using a suite of security products and proven methodologies, supportIT's strategy in relation to security and network management uses a 'lock-down, control, and monitor' approach to build-in redundancy and remove points of failure. Strengthen your network and prevent costly security breaches with supportIT's Security and Network Management Services and Solutions.

What our Clients Say

"Thanks to your team for everything. Every step of the way, your team are confidential, experienced, fast, and a pleasure to deal with."

Operations Manager - Lobo Leasing Ltd

Security Audit's

We carry out audits using the ISO27001 Framework and SANS best practice. As part of the audit, we review all internal policies, processes, and infrastructure related to IT security. We also interview key staff who interact with the IT infrastructure and do a high level or detailed audit of user hardware. A complete recommendations report is part of the service, which includes Qualys vulnerability testing.

Firewall-As-A-Service

As SonicWall Silver Partners, supportIT can offer a range of high-performance firewall products to protect your business. In particular, the SonicWall TZ series of firewalls are designed specifically for the needs of SMB's, delivering enterprise-class security without enterprise-grade complexity.
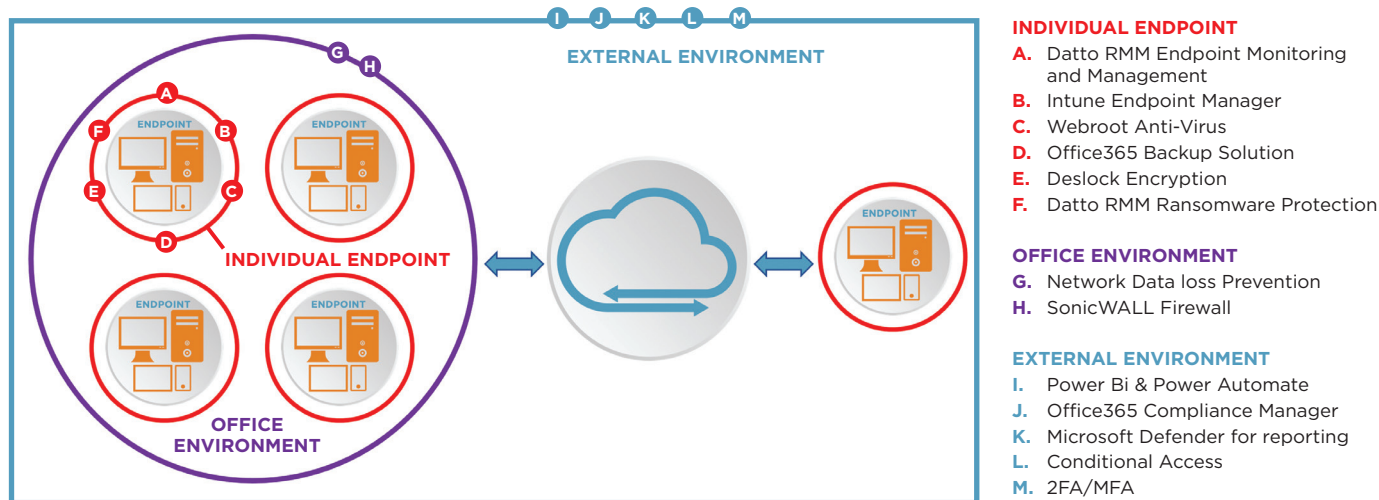
SOC Network Management

SOC acts as a central command centre for your organisation's IT infrastructure, including its networks, devices, appliances, and information stores. Driven by compliance regulations, SOC is becoming a requirement for organisations with particularly sensitive data, like Financial Institutions.

Security Auditing Tools

There are a number of tools available with Microsoft365 that enable auditing within your Microsoft environment. The Microsoft Compliance Manager section within the administration console helps simplify the way you manage compliance. It calculates a risk-based score measuring your progress toward completing recommended actions that help reduce risks around data protection and regulatory standards.

Security Solutions

INDIVIDUAL ENDPOINT

- **A.** Datto RMM Endpoint Monitoring and Management
- **B.** Intune Endpoint Manager
- **C.** Webroot Anti-Virus
- **D.** Office365 Backup Solution
- **E.** Deslock Encryption
- **F.** Datto RMM Ransomware Protection

OFFICE ENVIRONMENT

- **G.** Network Data loss Prevention
- **H.** SonicWALL Firewall

EXTERNAL ENVIRONMENT

- **I.** Power Bi & Power Automate
- **J.** Office365 Compliance Manager
- **K.** Microsoft Defender for reporting
- **L.** Conditional Access
- **M.** 2FA/MFA

About supportIT

Dedication, Knowledge, Trust

supportIT

Proud IT partner for over 200 companies and 3000 users nationwide, supportIT helps businesses achieve their goals by providing IT Services that address real needs in terms of growth, efficiencies and customer service.

Dedication, knowledge and trust are the main reasons why businesses choose supportIT as their IT solutions and support partner; We are motivated by a commitment to customer care and we have a genuine interest in how current technologies can benefit organisations. Our business is to support your IT decision-making, support your infrastructure and support your users, now and into the future.

What our Clients Say

"supportIT provide a great service. They are helpful, professional and quick to respond to our requests."

Operations Manager
- BCP Asset Management

Let's talk...

Find out how we can support your business, email us at enquire@supportIT.ie or Low-Call 1800 887 818 Visit us at www.supportIT.ie

Dublin HQ: Unit 10 Manor St. Business Park, Manor Street, Dublin 7, D07 TR26

Sligo Hub: Unit 13, Block E, Sligo Airport Business Park, Airport Road, Strandhill, Sligo, F91 CK71

ISO 9001 CERTIFICATION EUROPE ™