



IT cost saving  
**20%**



46% of managed IT service users have cut their annual IT costs by 25 percent or more, according to **CompTIA**.

**95%**



95% of all security incidents involve human error according to **IBM**.

**40%**  
In-house IT



Over a 3-year period for a medium-sized company can cost up to approximately 40% less than a traditional in-house IT support unit. **BMC Consulting**

Let's face it, managed IT services is a crowded marketplace. To your benefit, you have plenty of service providers to choose from. The hardest part is choosing the right provider for your business. Many of these providers claim to be the leading provider of IT support services in your area. But what does this actually mean? At Radius, we don't make such claims. We look at our retention rates as an indicator of our Clients' satisfaction. **In 2020, our client retention rate was 99%.**

## Quality & Security-driven IT Support

At the core of our culture is an unquenchable thirst to drive quality. Everything we do is geared to improve our customer service levels and satisfy our clients. We are an ISO: 9001 & ISO: 27001 Quality and Information Security Management Systems Certified company. If you are unfamiliar with these international "Gold Standard" accreditations, it means that everything we do has been mapped out and a system or process is in place to make sure our work-flows are carried out to adhere to best in class quality and data security standards. This gives us the confidence to service our growing client base in terms of quality and security. We need to demonstrate our systems are secure to ensure our clients' business are secure from an IT perspective.



# Strategic Decision

Choosing your IT support partner is a massive decision.

On paper it may look like a P&L or a cost decision but it goes much deeper than that. We ensure our clients utilise leading edge technology to maximise profitability. Today, a typical office utilises lots of complex hardware and software designed to meet the requirements of a modern business. Purchasing, maintaining and upgrading all of these systems is a huge financial and time consuming commitment for a growing any business like yours. Having the “right” technology partner in place gives you the peace of mind to focus on what’s important, like business growth.

Furthermore, downtime is the enemy of growing your business and generating profits. The combination of the right IT partner and Service Level Agreement (SLA) can ensure you are available in your market place 24x7.

# Outsourced IT Department

Having a Managed IT support partner isn’t like having your own IT department in-house.

Again, there is more to it than that. Outsourced IT is about collaboration, your people working with our people. It’s a relationship that goes deeper than just break/fix. It’s a synergy that begins on day one and evolves as we get to know your business and people, their own IT capabilities and needs, and your systems, so we can deliver the best advice, support and technology to your business. Testimony to this is that many of our clients have an appointed IT point of contact, an IT Manager or a small IT team that we work very closely with.



Systems  
Security



Managed  
Backups



Systems  
Monitoring

Managed  
IT Services



## Save in the Long Term

Smart businesses know that consolidating all your IT budget in to one manageable monthly fee means realising savings for their businesses.

That gives you a predictable managed cost. As our relationship with you develops, unexpected capital spending is minimised. Our proactive approach with each client (Roadmap) allows us to advise you well in advance of these events, so you can plan and budget for any investment, saving you in the long term.

## Helpdesk Support

Our Technical Support Team at Radius is made up of different level of proficiencies and capabilities.

This is to give our clients access to the best engineers for the specific project or job at hand. This is a powerful advantage for any company. Most of our support can be carried out remotely. We have field engineers geographically located throughout Ireland to cover on site fixes and installation of hardware. We operate a "Ticket" approach to IT support and will only close that ticket if you are satisfied that the work is complete. Our Helpdesk Support Team are available Monday to Friday, 8am to 6pm. We also operate out of hours and weekend support as an add-on.



**Systems  
Management**



**Helpdesk**



**Disaster  
Recovery**

**Managed  
IT Services**



# IT that SCALES

*The great thing about using a managed IT service is it will scale with your business as it grows.*

You'll be able to expand and contract your IT operation as you see fit, helping you to remain competitive and able to cut costs if required. Since Covid-19, most businesses are now operating a hybrid workforce made up of remote and office workers. We can easily support this flexibility by providing you with the tools to support your people no matter their location – securely.

## 4 Ways to Get in Touch with our Helpdesk:

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Email [helpdesk@radius.ie](mailto:helpdesk@radius.ie) and a ticket will automatically be created for you



Call 0818 592 500 and select helpdesk option to speak to our team



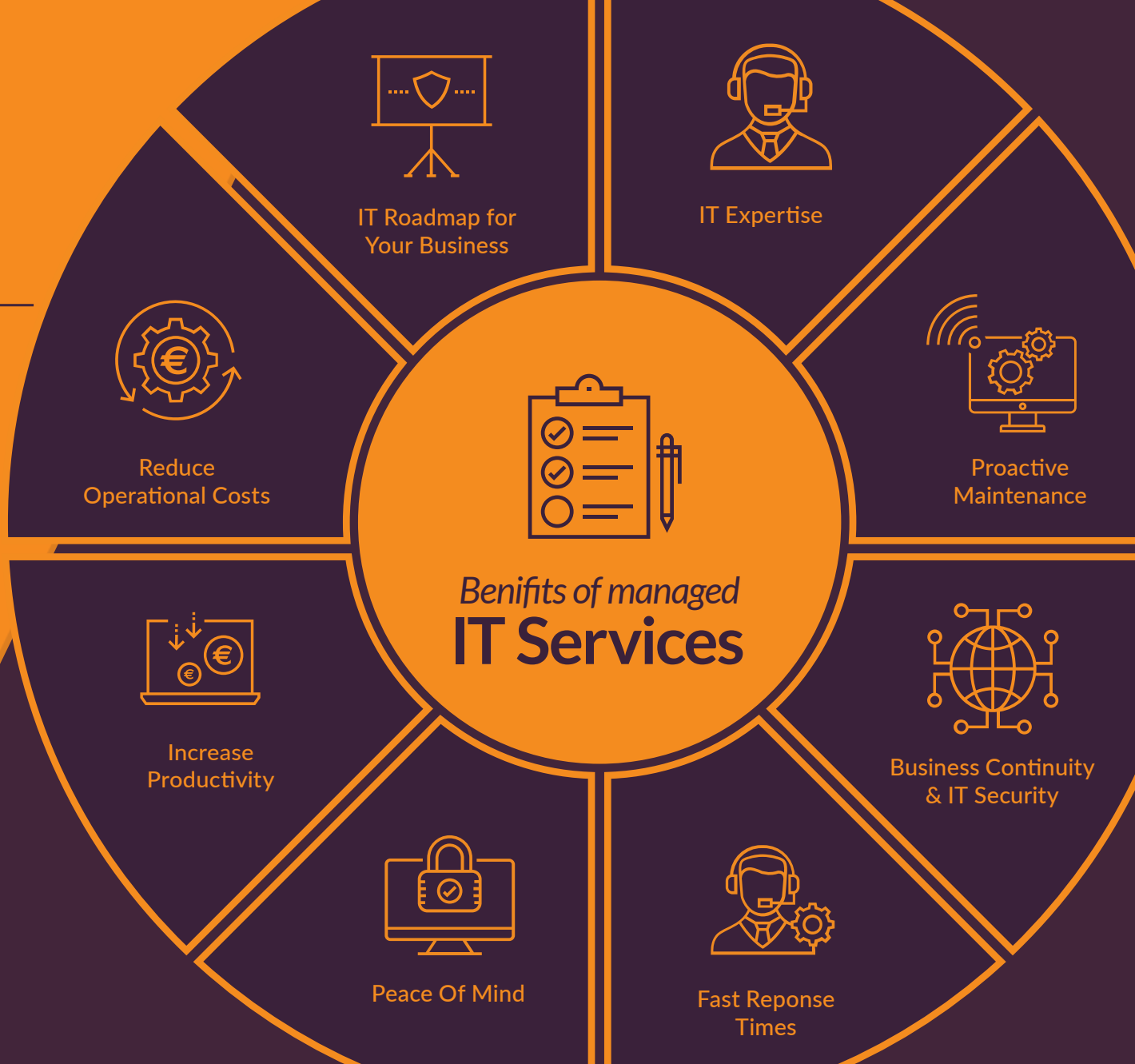
Log in to our customer support portal to create and monitor your tickets



Fill-out the Helpdesk contact form on our website <https://radius.ie/helpdesk-contact/>

# Benifits of managed IT Services

Having the “right” technology partner in place gives you peace of mind to focus on what’s important, like business growth.



# Client testimonial

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*Thank you to the team at Radius Technologies for helping to keep us open for business during Covid-19.”*

**Brendan Pittman, Owner at Pittman Traffic & Safety**

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*It was such a difficult time for us trying to run a business with the broadband issues and particularly as we had cloud phones also. We appreciate all the time and effort Radius put in to get us back up and running since we experienced a poor service from our established broadband provider who failed to identify a fault until Radius got involved. We were very lucky to have Radius looking after us.*

**Susan Mullins, Partner, Mullins & Treacy, Solicitors**

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*Speaking about the Radius Helpdesk - That’s where the confidence comes from. Being able to speak in simple language that you can understand, to someone you know, is invaluable. I couldn’t fault them. They are pro-active and quick to understand any issues, as well as always bringing forward cost effective solutions.*

**Eoin Hennessy, Managing Director at Orchard Warehousing and Cold Storage**



# About Us

*Established in 1996, Radius Technologies is trusted by hundreds of progressive Irish SMEs to deliver world-class Cloud, IT and Telecoms solutions and services.*

We offer both onsite and remote support from our offices in Dublin, Cork, and Waterford (HQ). Our service support systems are accredited to ISO: 9001 and ISO:27001 (information security) certification. We are proud to be a Microsoft Gold Partner, Cisco Premier Partner, HP Preferred Partner, and a Panasonic Business Solutions supplier.

Our IT engineers are certified by Microsoft and hold a wide variety of other leading industry certifications and accreditations, such as Citrix, CISCO, Sonicwall and Cloud technologies. The team is continuously up-skilling to meet our customers' changing requirements. Our engineers and support technicians are available 24 hours a day, 365 days a year, allowing us to provide the highest level of support and customer care.

*Contact us today:*



📍 Nationwide Coverage

☎ 0818 592 500

✉ [sales@radius.ie](mailto:sales@radius.ie)

🌐 [www.radius.ie](http://www.radius.ie)