RADIUM
T E C H N O L O G I E S

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**Outsourced Managed IT
& Managed Cyber Security**

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Trusted by :

About Radium Technologies

Founded in 2015, Radium has been operating as a managed service IT provider for over 7 years. Our management team has +20 years working in the IT service industry.

We are a technically driven company. We make sure our clients get the best from their existing IT infrastructure. We don't focus on selling you unnecessary upgrades.

With Radium not only do you get highly skilled technicians ready to help, but we can offer advice and solutions to increase your businesses productivity. Through automation of repetitive tasks and systems integration Radium can save your business money.

Radium Managed Services vs technical employee cost per annum for company with 30 employees.

Employee Cost per years' experience		Radium Managed IT (20+ years experience)
1-3	€32,000	
3-7	€45,000	€16,250
7+	€75,000	

What makes Radium different:
- Customer dashboard with real time information regarding your IT systems
- Transparent billing in your dashboard so no surprises
- Technically driven – not sales driven

Our Services

We Manage IT, Secure IT and Automate IT. Radium takes IT Management to the next level. We're highly focused on IT Security and keeping the bad guys out. We Automate your systems and processes, freeing up resources and time.

We focus on detail and aim to deliver a premium service, much more tailored and suited to our customers' needs.

1 Manage IT – Have your own outsourced IT Managers

Stop worrying about your IT. Radium will take complete ownership of all areas of your IT so you don't have to manage it anymore. We can look after both the technical and financial elements of your IT Infrastructure, so you don't have to.

We identify critical IT infrastructure components in your business and configure 24/7 monitoring and alarms which alert us immediately in the event of a problem. This active management allows us to react accordingly and facilitate business continuity.

We will also source the most cost-effective hardware and licensing deals for your business.
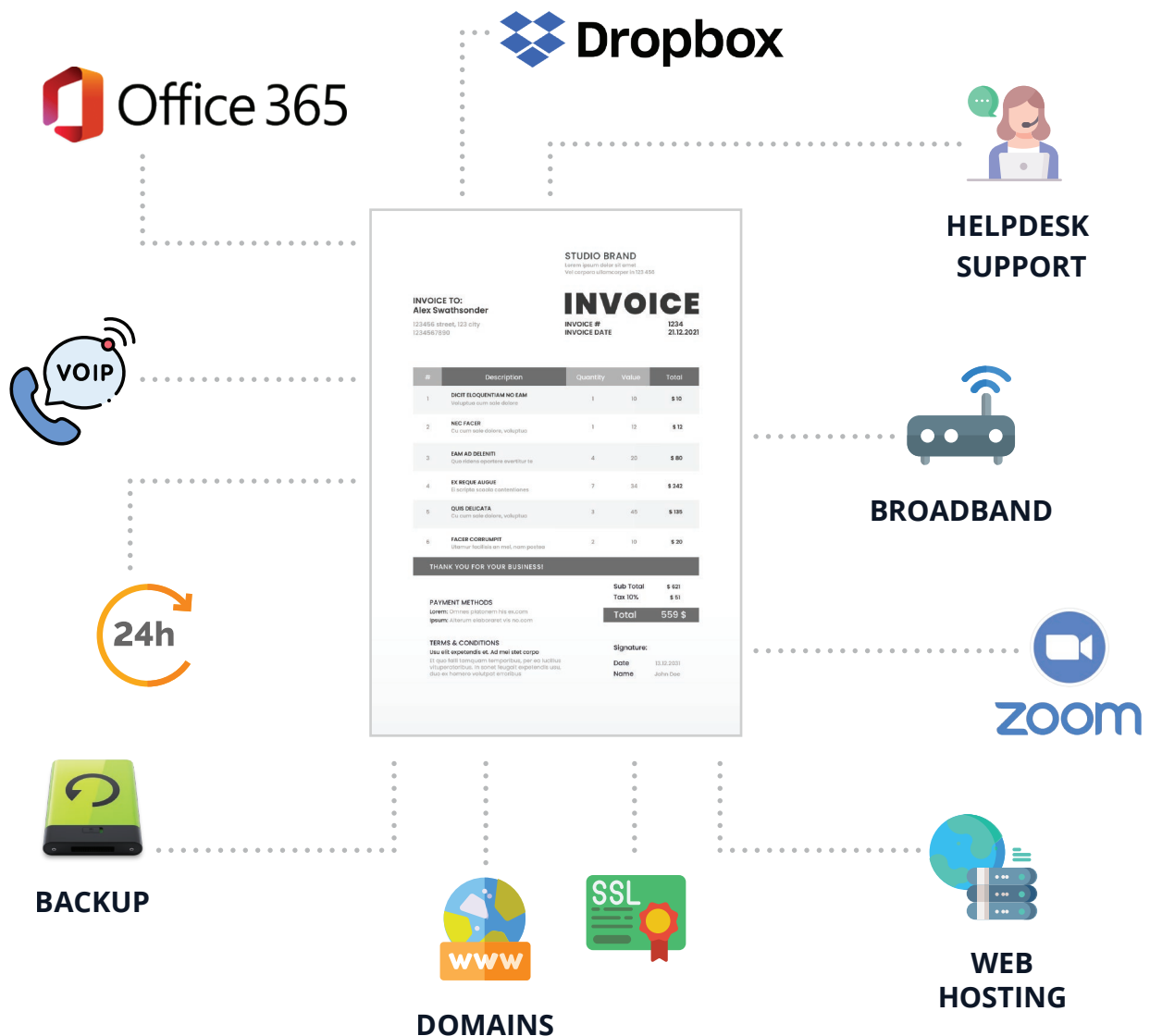
Key Benefits:

1. Easy to manage
2. IT Experts without the salary cost
3. Active monitoring 24/7
4. One bill for all your IT needs
5. One point of contact when you need help

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Manage IT – Have your own outsourced IT help desk

Radium's IT helpdesk provides a central point of contact for all day-to-day technical issues. Our SLA is unmatched in the marketplace. We pride ourselves on rapid response times, ensuring your problem is resolved first time, every time.

Key Benefits:

1. Expert technicians
2. Rapid response time
3. Keeps business productivity up

HELPDESK SUPPORT

BROADBAND

VOIP

24h

BACKUP

DOMAINS

WEB HOSTING

3

Secure IT – Protect your customers and your data

Radium provides world class security packages for our customers. This includes patch management on all hardware and devices that are connected to your business network.

We perform 24/7 threat monitoring and management. Our simulated phishing campaigns detect areas of vulnerability.

Every year we will provide your staff with updated training on social engineering techniques and security best practice. We will also run a full external penetration test of your external facing IT systems and provide you with our review and recommendations.

Key Benefits:

1. 24/7 Threat & vulnerability management
2. Simulated phishing campaigns to identify risks
3. Annual staff training
4. Annual external penetration test
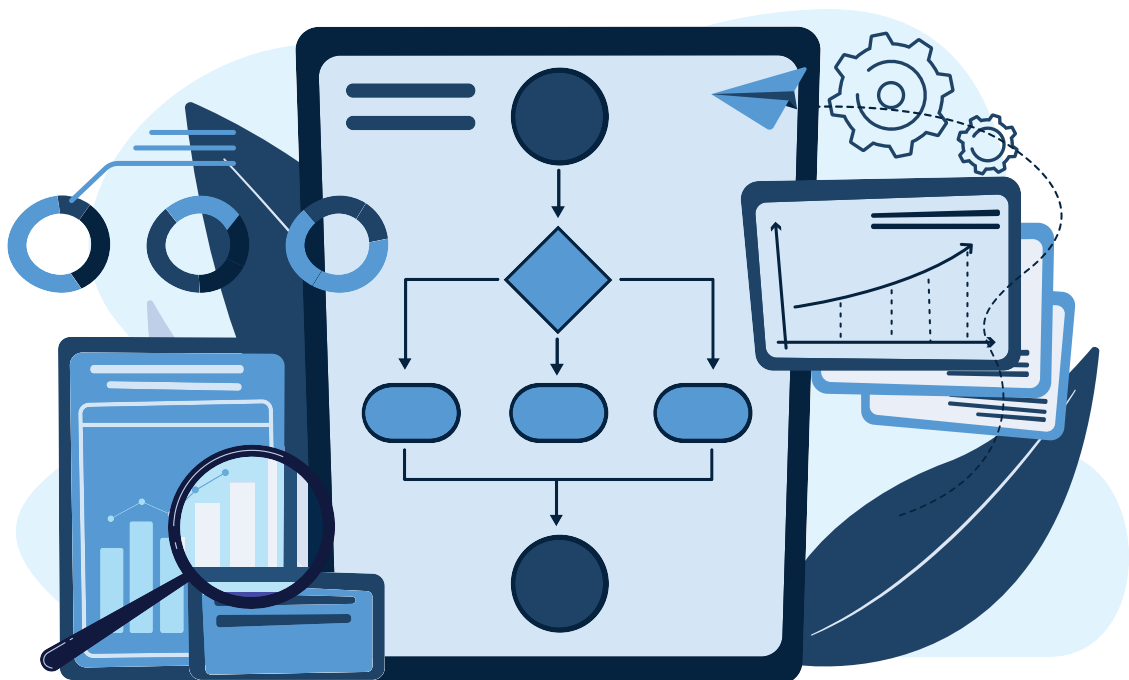5. Annual internal IT security review

4

Automate IT – We can save you money

Every business has repetitive tasks that waste time and money. Whether it's putting the same information into multiple systems or manually generating reports and workflows from data sources. This kind of manual work leads to errors, staff breaking company procedure and wasted resources.

Radium can help you simplify your business processes. Automate repetitive tasks and make your employees life simpler so they can focus on what matters.

Key Benefits:

1. Make processes simpler
2. Automate your workflows
3. Ensures staff follow procedure
4. Reduced errors
5. Saves time and money

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What our customers say

Customer happiness is essential to our business. Our survey satisfaction numbers say it all:

- Our customers rate our IT support: 96%
- Our customers rate our IT managed service: 99%
- Would our customers recommend: 100%

We are very happy to provide references from current clients to make you feel at ease in choosing Radium for your business.

Some of the industries we provide IT services to include:
- Property Developers
- Shopping Centres
- Asset Management
- Accountancy & Financial Services
- Medical
- Non-profit & NGO

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| Questions | Responses 136 |

Customer Satisfaction Survey

136	00:19	Active
Responses	Average time to complete	Status

View results　　　　　　　　　　　　　　　　　　　　　　📊 Open in Excel　···

1. How would you rate our technical support?

More Details　　💡 Insights

136	★★★★★
Responses	4.98 Average Rating

2. How would you consider your IT is managed?

More Details　　💡 Insights

- 🔵 Very well　　　　133
- 🟠 Okay　　　　　　3
- 🟢 Needs improvement　0

3. Would you recommend Radium Technologies to your contacts?
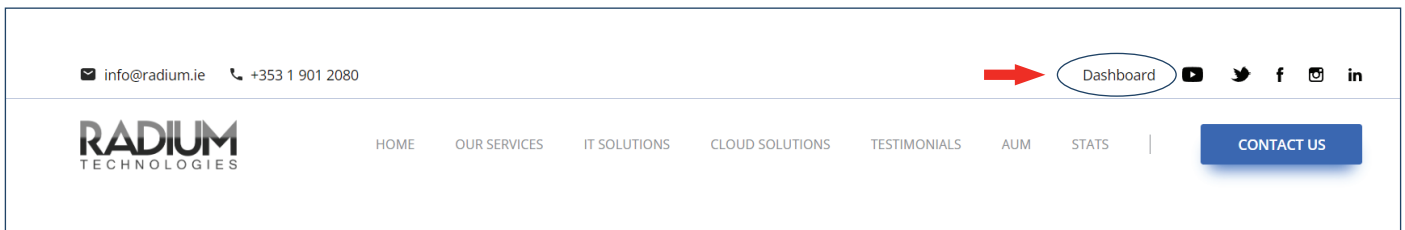
More Details　　💡 Insights

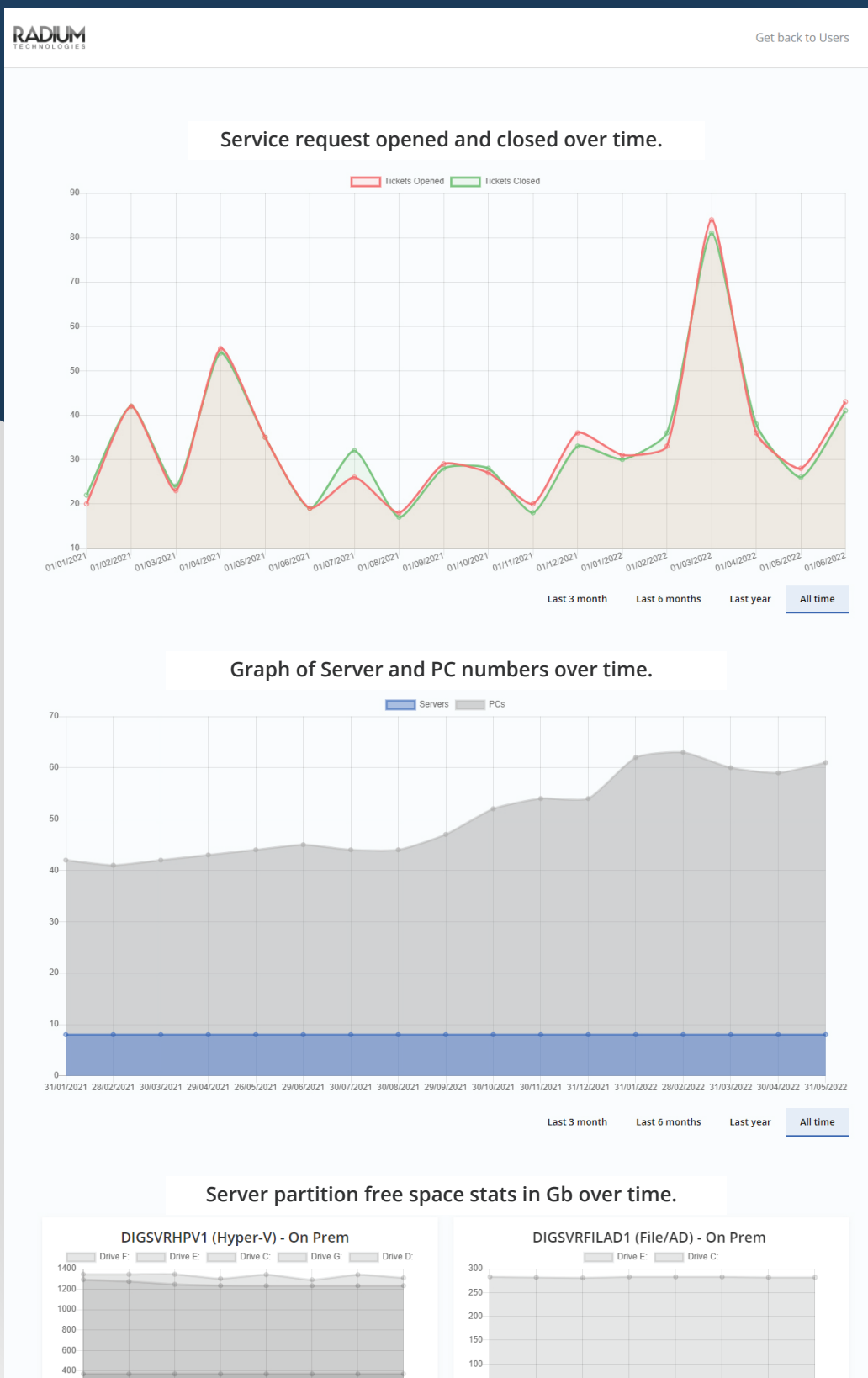- 🔵 Yes　　136
- 🟠 No　　　0

Transparent Reporting

As a Radium customer, you'll have access to your IT Dashboard where you will be able to clearly see your IT spend and other useful information about your IT environment.

At the moment, when customers log in, it shows growth/decline of PCs/Servers over time along with growth/decline in available disk space for Servers.

Over the coming months, we will be building this out to give all manner of real time statistics about a customer's IT environment (Open/Closed service request numbers trends over time, Warranties/Renewal Dates, Alerts Open/Closed, Financial Summary, SLA Scope Exclusion fees accrued (If any) and much more)..

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Get back to Users

Service request opened and closed over time.

Last 3 month | Last 6 months | Last year | All time

Graph of Server and PC numbers over time.

Last 3 month | Last 6 months | Last year | All time

Server partition free space stats in Gb over time.

DIGSVRHPV1 (Hyper-V) - On Prem

Drive F: | Drive E: | Drive C: | Drive G: | Drive D:

DIGSVRFILAD1 (File/AD) - On Prem

Drive E: | Drive C:

Talk To Us

If you have concerns or questions about your IT systems, talk to us today.

We are happy to go through your current IT infrastructure and tell you how we can help protect your business. It doesn't matter how big our small your business is we can help everyone.

Contact us now on:

- Email: info@radium.ie
- Website: www.radium.ie
- Phone: +353 1 901 2080

Message from our Managing Director, Stephen Galvin

I have occupied senior IT positions for several years and have over 20 years' experience in the IT industry.

Over that time, I've amassed a wealth of technical skills in a broad range of areas and would welcome an opportunity to bring those skills to your business.

If you ever need help with your IT systems, please feel free to reach out to me. You can email me directly at: sgalvin@radium.ie

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