



Abacus Systems
An IT.ie Company

COMPANY PROFILE



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Abacus Systems

WELCOME TO ABACUS SYSTEMS



ABOUT US

Founded in 1992, Abacus Systems has built a three-decade reputation as one of Ireland's most trusted IT infrastructure and managed service providers. Our mission has always been simple: to help organisations turn technology into a driver of growth, resilience, and security.

In 2025, Abacus proudly became part of the IT.ie Group, one of Ireland's fastest-growing Managed IT and Cybersecurity providers. Together, we now deliver an even broader range of secure, scalable, and future-ready technology solutions. Powered by a combined team of 50+ professionals across Dublin, Cork, Galway, and Donegal.

Our approach remains true to our roots: client-first, technically excellent, and trusted by businesses that depend on reliable IT to achieve their goals. As part of IT.ie, we bring the strength of a national network, a world-class cybersecurity platform, and ISO-certified service excellence, while continuing to deliver the personal, local support our clients have valued for over 30 years.

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A New Chapter: Joining the IT.ie Group

In June 2025, Abacus Systems began an exciting new chapter in its 30-year journey, joining the IT.ie Group, one of Ireland's fastest-growing Managed IT and Cybersecurity providers.



This strategic partnership brings together two like-minded organisations that share a commitment to exceptional service, innovation, and trust. As part of the IT.ie Group, Abacus now benefits from enhanced national reach, greater resources, and expanded expertise — while continuing to deliver the personal, reliable service our clients have valued for decades.

What This Integration Means

Founded in 1992, Abacus Systems has built a reputation for technical excellence, long-standing client relationships, and trusted partnerships. The alignment with IT.ie strengthens these foundations, allowing both teams to deliver deeper expertise and broader service capabilities across Ireland and beyond.

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

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Our Organisation Structure

Abacus Systems 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.

Abacus Systems

Leadership Team

Abacus Division



Derek O'Callaghan
Managing Director



David McDonald
Sales Director



Eoghan Johnson
Business Development
Director



Stephen Mullin
Technical Director

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

Why Work With Us



Security-First Approach



Customer-Centric Mindset



Future Proof Solutions



We empower businesses with proactive, secure, and scalable IT solutions that drive efficiency, innovation, and growth. Our focus is simple: exceptional service, delivered through technology you can trust.

Whether you're an ambitious SME or an established enterprise, Abacus Systems is the technology partner that helps you thrive, today and tomorrow.

Abacus Systems

Our 4 Pillars of Service

Certified & Experienced Team

Our engineers and consultants are fully accredited and bring decades of collective expertise, ensuring every solution is technically sound, compliant, and delivered with confidence.

Tailored, Customer-Centric Support

We don't believe in one-size-fits-all IT. Whether you need fully managed support or co-managed services alongside an internal team, we adapt to your unique requirements and challenges

Industry-Leading IT Service Tools

We operate using best-in-class IT Service Management (ITSM), Remote Monitoring & Management (RMM), and secure knowledge systems. These tools enable proactive support, transparency, and an exceptional customer experience.

Best-in-Class Technology Stack

Our carefully selected portfolio of scalable, reliable, and repeatable technologies ensures you benefit from the most efficient, cutting-edge solutions available.

Our four pillars ensure you receive proactive support, best-in-class technology, and tailored solutions, delivering **reliability**, **security**, and **value** for your business.

ISO 27001 & 9001 Certified

We are certified to the international standard for information security management. This means:

- **Independently verified** – Our security practices are audited by an accredited body.
- **Comprehensive protection** – Risks to confidentiality, integrity, and availability are managed across people, processes, and technology.
- **Evolving safeguards** – Regular reviews ensure we adapt to new and emerging threats.
- **Customer assurance** – Your data is handled under globally recognized security standards.

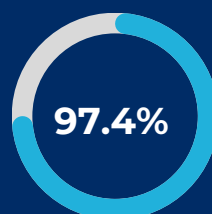
ISO/IEC 27001:2023



Year Founded



Locations managed



Service Satisfaction



Tickets Closed

ISO/IEC 9001:2015



We are also certified to the leading standard for quality management systems. This ensures:

- **Reliable service delivery** – Processes are designed for consistency and efficiency.
- **Customer focus** – Your requirements are at the heart of our service model.
- **Continuous improvement** – We refine our operations to deliver increasing value over time.
- **Independent validation** – Our quality management has been certified by an accredited body.

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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

Abacus Systems

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.

Public & Private



Collaboration



Software



Compute & Storage



Networking



Firewall & SD WAN



BCDR



Cyber Security



SR & Digital Dictation



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.

EISNERAMPER
IRELAND



w&w
gruppe

Irish Red Cross

BEAUCHAMPS

RTE

DFMG SOLICITORS

RDJ



peter mark

Bord na Móna

adare
human resource management

LUCENA CLINIC
Child and Adolescent Mental Health Service

LK SHIELDS
SOLICITORS

St. John's Hospital
Limerick, Ireland

Houses of the Oireachtas
Tithe an Oireachtais



Bright Motor Group

As dSeán's Children's
Care Service

JLL

Irish Wheelchair
Association

Abacus Systems Testimonials

What our Customers Say

“

“Abacus Systems has been an integral element in our continued success for the past decade and longer. We rely heavily on them for their IT expertise and professionalism.”

George Campbell, Beauchamps Solicitors



Bright Motor Group

“

“I can rely on Abacus Systems to provide me with a first-class support service and expert advice on system development for our multi location.”

Libby Tierney, Bright Motor Group

“

“I learned of Abacus Systems through a recommendation from an industry colleague and I have to say they didn't disappoint. We have been satisfied with their service and professionalism.”

Brian Baldwin, Castle Leslie Estate



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.



Minor 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 Support Offering

Optional Enhancements

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



IT Services

Get comprehensive IT services from our qualified team to assist, manage or deliver your technology projects.



Managed Detection & Response (MDR)

24/7 cybersecurity service. Our global experts monitor your systems, neutralise threats in real-time, investigate root causes, and guide you to close vulnerabilities.



Cyber Security, SIEM, Incident Response

We offer a choice of comprehensive cyber security packages and managed SIEM offering advanced 360° protection against the latest threats and vulnerabilities.



User Awareness Training

We'll help embed a strong culture of cyber awareness with tailored security training and phishing simulation ensuring your staff are the first line of defence.



Penetration Testing & Assessments

We offer a cost-effective, fully managed vulnerability service — including internal scans with remediation and automated, CREST-accredited external testing — to identify and address risks across your IT environment.



Business Continuity

Using leading BCDR tech, we deliver regular automated backups, image-based snapshots, and virtualised recovery to minimise downtime and data loss.



IT Consultancy

Need another opinion before you make any significant changes? Looking for assistance evaluating complex multi-cloud architecture? Our experienced consultants are here to help.



Compliance

Whether you need guidance, gap analysis, or support with cyber insurance, supplier reviews, or ISO 27001 audits, our team will advise and help implement the right controls.

Our Managed IT Support Offering

365

Microsoft 365 Cloud

Transform your business with the Microsoft Cloud, fundamentally the most trusted and comprehensive cloud available on the market. Improve collaboration and operational efficiency whilst reducing cost.



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.



Wireless Design

Our experts analyse your space and assess network requirements to create a tailored solution. Enjoy reliable connectivity, seamless roaming, and optimal coverage.



Software Defined WAN

Boost network performance and reduce costs with SD-WAN. It smartly routes traffic, simplifies management, and enhances application responsiveness.



Connectivity & Internet

Cut costs and enjoy faster connectivity with our range of business-grade internet and connectivity solutions secured with industry leading next generation firewalls



Audio & Video Conferencing

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



Phone Systems

We supply and install business-grade VoIP and unified communication solutions, such as 3CX.

Our Onboarding Process

1

Site Survey & Discovery

Our engineers conduct a detailed survey of your existing IT environment, while our account team meets with you to understand your business goals, challenges, and pain points. This helps us identify risks and opportunities for improvement so our support is aligned with your priorities.

2

Tailored Proposal

Based on the survey and discussions, we provide a detailed proposal that outlines how our managed IT support can address your needs and deliver measurable value.

3

Agreement

Once you are happy with the proposal, we formalise our partnership through a service contract, giving you clarity and confidence in the scope and commitments.

4

Team Assignment

You are assigned a dedicated account manager and technical team who will be your permanent points of contact and trusted advisors.

5

Structured Onboarding

Onboarding is delivered through a project-based approach using our enterprise-level ticketing and tracking system. This ensures nothing is missed and you have full visibility throughout.

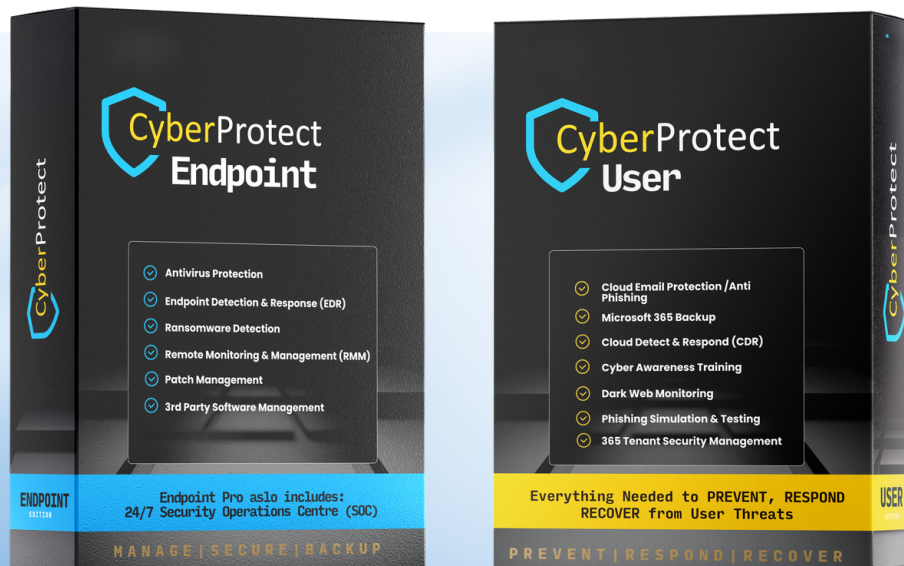
6

Ongoing Check-Ins

Our support continues well beyond onboarding. Through scheduled check-ins at 2 weeks, 10 weeks, 6 months, and a full annual review, we ensure your IT remains aligned, effective and evolving with your goals.

Abacus Systems Featured Solution

Introducing CyberProtect



At Abacus Systems, 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 Essentials/**Pro**

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



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IT!ie

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