

DATAROAD **IT_**

WE DO IT RIGHT

IT UNLIMITED · MONTHLY IT MAINTENANCE

We take care of IT. You take care of business.

Support, monitoring, security and backups in a fixed monthly fee — with response times in writing.

We do IT right.

DataRoad — IT Services and Consulting · dataroad.pt



PREMIUM MSP · SINCE 2015

The IT department of **more than 230 companies.**

Hotels, clinics, multinationals, law firms and public bodies trust DataRoad with their workstations, network, servers, Microsoft 365, backups and day-to-day cybersecurity. Headquartered in Alfragide, **support across Portugal.**

11

years keeping IT running

232

companies supported in
Portugal

5.0/5

on Google reviews

52 public reviews

Top 5%

SMEs in Portugal

scoring.pt certification

IT ON IMPROVISATION

What does IT cost when it's only fixed when it breaks?

Without a contract, every problem starts from zero: finding someone to help, explaining everything again, waiting, paying by the hour. Meanwhile the team stops and risks pile up in silence.

One hour of downtime can cost more than months of maintenance.

Lost time

Staff idle, waiting for a technician who doesn't yet know your system.

Backups that were never tested

You only find out they don't work on the day you need them.

Overdue updates

Unpatched systems are the most common way in for attacks.

Unpredictable costs

Every intervention is a new invoice, with no budget possible.

One fixed fee. **The whole of IT, delivered.**



Workstations and users

Computers, laptops, printers and daily support for the people who use them.



Servers and cloud

On-premises servers, virtualisation and cloud services, monitored and maintained.



Network, Wi-Fi and firewall

Switches, access points and perimeter security managed by the same team.



Microsoft 365 and email

Accounts, licences, email and collaboration — new users, leavers and changes handled.



Backups

Verified backups and restore tests, depending on the plan.



Cybersecurity

Security updates, device protection and incident response.

We don't wait for problems **to happen.**



Proactive monitoring

The RMM platform watches the equipment and alerts us before the user notices the problem.



Update management

Operating system and software patches applied in a controlled way.



Dedicated account manager

One contact who knows your company and follows your contract.



Helpdesk with no request limit

By phone, email and ticket portal — no hours counted.



Reports with recommendations

Service availability, metrics and what should be improved.



No lock-in

They stay with us because the service works, not because of a contract.

SLA IN WRITING AND MEASURED

Response times **in black and white.**

Critical **High** **Medium** **Low** Every request is classified — no blind queues.

Response ≠ resolution Two distinct deadlines, defined per severity level.	On-site with a deadline Not only remote: travel time is also contracted.	Exclusions in writing What isn't included is as clear as what is.	Replacement stock Spare equipment so a fast response resolves things for real.	Regular reports Activity, indicators and follow-up meetings with management.
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Three plans. Matched to how critical your business is.

IT UNLIMITED

Essential

Reliable support, without complexity. From 10 workstations.

- **4 business hours** response
- Unlimited remote support, business hours
- Network and equipment monitoring
- Periodic backup checks

On-site visits quoted separately.

RECOMMENDED

IT UNLIMITED

Premium

For companies that want IT fully handled.

- **2 business hours** response
- On-site assistance included (up to 4 visits/month)
- Server, network, storage and cloud monitoring
- Backups with quarterly restore tests
- Managed firewall and Microsoft 365
- Monthly executive report

IT UNLIMITED

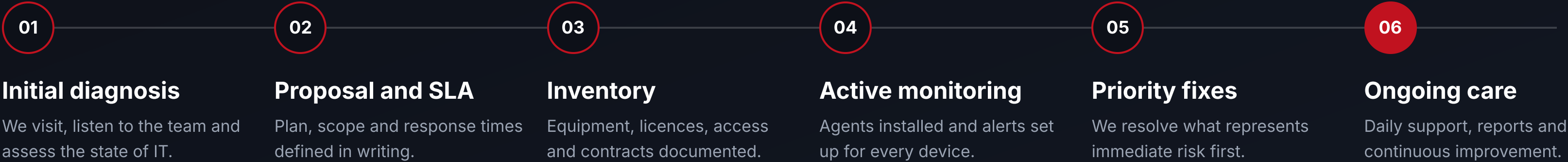
Premium 365

For critical infrastructure: nights, weekends and holidays.

- **1 hour · 24/7** response
- Unlimited remote and on-site support, with contractual SLA
- Full 24/7 monitoring, incl. multi-site and VPN
- Backups tested monthly and continuity plan
- Managed SOC and incident response
- Quarterly strategic review

Prices in the commercial proposal.

A handover **without surprises.**



If you already have another provider, we handle the transition with you.

Who has already handed their IT to DataRoad.

MULTINATIONAL · USA

Reltio

Lisbon office

- Permanent IT Unlimited contract
- Apple, Dell and Cisco Meraki estate
- Network management and technical consultancy

HOSPITALITY

Ouro Rossio Hotel

Restauradores, Lisbon

- IT Unlimited Premium 365
- 30 access points and 55 CCTV cameras
- Continuous monitoring and maintenance

HEALTHCARE

Clínica Mulher

Twin Towers, Sete Rios

- About 50 workstations
- Centralised server, network and backups
- Remote and on-site support

HEALTHCARE

Clínica Lambert

Corroios

- Full IT support
- Business network and wireless
- Chose DataRoad again for the new facility

Source: success stories published at dataroad.pt

It's not us saying it. **It's our clients.**

★★★★★

We've worked with Dataroad for 2 years: 5-star service, always available and trustworthy.

CAROLINA MAGALHÃES

★★★★★

A trustworthy company. It treats clients as partners, which is rare to see these days.

HUGO MARTINS

★★★★★

Their "IT Unlimited" support model offers great peace of mind, knowing expert help is always available.

ELTON TOBIN

★★★★★

Our trusted IT supplier in Portugal for the past four years. They are professional, reliable, and consistently deliver excellent support.

MICHAEL CARINHAS

Public reviews on Google Business Profile · 5.0/5 across 52 reviews

IT on call vs. IT Unlimited.

	One-off assistance	DataRoad IT Unlimited
When there is a problem	Find someone to help and explain everything again	One ticket, one team that already knows the system
Response time	Depends on someone's availability	Contracted in writing, by priority
Prevention	None — you only act after the failure	Continuous monitoring and updates
Backups and security	Assumed, rarely verified	Verified and tested according to the plan
Costs	Unpredictable, invoice by invoice	Fixed monthly fee, no hours counted

TOGETHER WITH YOUR PROPOSAL

Leave IT **to us.**

We'll review the proposal with you and choose the IT Unlimited plan that fits your company.

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