

DATAROAD IT_
WE DO IT RIGHT

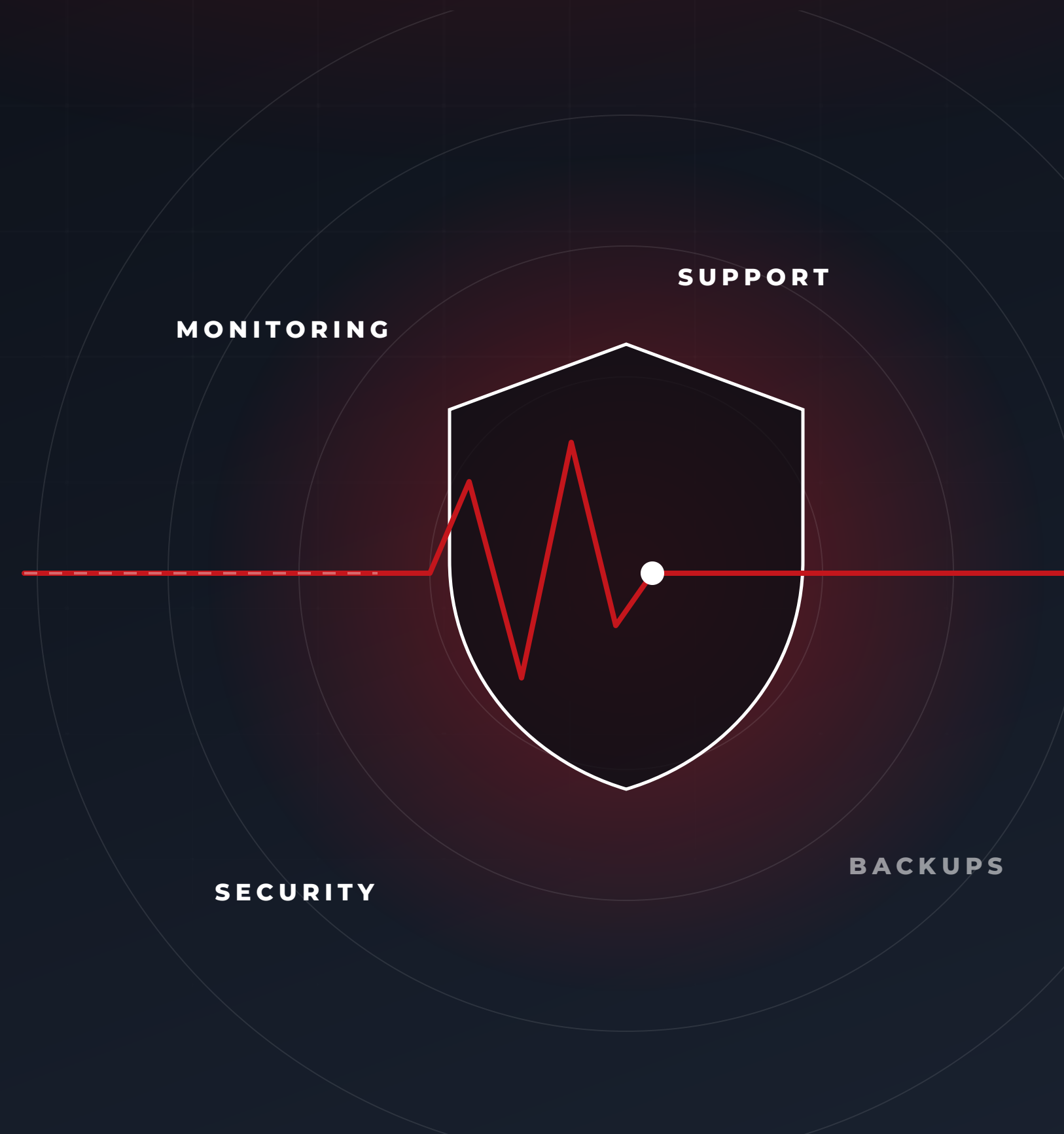
IT UNLIMITED · MONTHLY IT MAINTENANCE

We handle the IT. You run the business.

Support, monitoring, security and backups on 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 the country.**

11

years keeping
IT running

232

companies supported
in Portugal

5.0/**5**

in Google reviews
52 public reviews

Top 5%

SME in Portugal
scoring.pt certification

IT BY IMPROVISATION

What does IT cost when it is only fixed after 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 the risks pile up in silence.

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



Lost time

Staff stuck waiting for a technician who does not 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 entry point for attacks.



Unpredictable costs

Every intervention is a new invoice, with no way to budget.

One fixed fee. **Your whole 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 — joiners, leavers and changes handled.



Backups

Verified backups and restore tests, depending on the plan.



Cybersecurity

Security updates, device protection and incident response.

We do not wait for problems to happen.

✓

Proactive monitoring

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

✓

Helpdesk with no request limit

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

✓

Update management

Operating system and software patches applied in a controlled way.

✓

Reports with recommendations

Service availability, metrics and what is worth improving.

✓

Dedicated account manager

One point of contact who knows your company and follows the contract.

✓

No lock-in

Annual contract, with 60 days notice and no minimum commitment periods.

WRITTEN, MEASURED SLA

Response times **in black and white.**

Critical

High

Medium

Low

Every request is classified — no blind queues.

Response ≠ resolution

Two distinct deadlines, defined by severity level.

On-site with a deadline

Not just remote: on-site visits also have a contracted time.

Written exclusions

What is not included is as clear as what is.

Replacement stock

Spare equipment so that a fast response actually solves the problem.

Regular reports

Activity, indicators and review meetings with management.

Three plans. Matched to how critical your business is.

IT UNLIMITED

Essential

Reliable support, without complexity. From 10 workstations.

RESPONSE TIME

4 business hours

- ✓ Unlimited remote support, during business hours
- ✓ Network and device monitoring
- ✓ Periodic backup checks

On-site visits quoted separately.

IT UNLIMITED

Premium

For companies that want their IT fully delivered.

RESPONSE TIME

2 business hours

- ✓ **Unlimited on-site support**
- ✓ Monitoring of servers, network, storage and cloud
- ✓ Backups with quarterly restore tests
- ✓ Managed firewall and Microsoft 365
- ✓ Monthly executive report

IT UNLIMITED

Premium 365

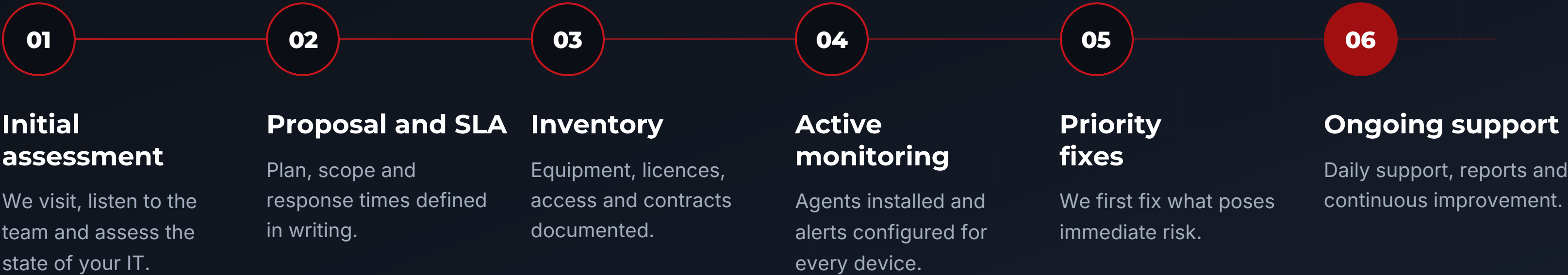
For critical infrastructure: nights, weekends and holidays.

RESPONSE TIME

1 hour • 24/7

- ✓ 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

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 by SAP

Lisbon office

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

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 site

Don't take our word for it. Hear it from our clients.

★★★★★



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

CAROLINA MAGALHAES

★★★★★



A trustworthy company. They treat 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

Pay-per-call IT **vs.** IT Unlimited.

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

ALONGSIDE YOUR PROPOSAL

Leave the IT **to us.**

Let us review the proposal with you and choose the right IT Unlimited plan for your company.

EMAIL

sales@dataroad.pt

PHONE

+351 211 459 950*

*Call to a Portuguese landline

WEBSITE

dataroad.pt

Avenida dos Moinhos 12 B, 2610-119 Alfragide · Support across the country

