



EY Ireland Cloud Managed Services

Dublin - Belfast - Cork - Limerick - Galway

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Managed Services and Solutions

The dynamics of business change is forcing many organisations to accelerate Cloud Adoption & Digital Transformation for both internal and external initiatives. Scenarios such as multi-cloud adoption are becoming more commonplace, resulting in an IT landscape that is increasingly complex, requiring support with expertise in a wide variety of domains. The need to support diverse workloads and maintain service levels is a challenge which many organisations can struggle to meet.

As an Irish based managed services provider, EY has the expertise and knowledge to deliver end to end observability and support, across a range of solutions required to run your business on Cloud and Hybrid Cloud technologies.

We have established a new AIOps driven Cloud Managed Services proposition that provides services based on your needs and has a particular focus on Compliance, Operations, and Cyber Protection. Our dedicated team can help you build customised cloud solutions that support your business objectives and can be consumed under a single managed services agreement.

EY Ireland Cloud Managed Services

AI Ops - Driven by innovation

Compliance

Our Managed Services team can assist you with Cloud Governance and Optimising Costs while ensuring your workloads operate in a performant and sustainable manner

Operations

We provide unified support for all Cloud Platforms and will integrate with your Service Desk solution to provide assistance across Applications, Modern Workplace and DevSecOps

Cyber Protection

Enhance your cloud security posture using our cyber experience and EY accelerators that help to protect your workloads regardless of where they are running

Cloud Governance

Target Operating Models

Resource Management

FinOps and Chargeback

Resource Performance

Sustainability

Observability and Monitoring

Modern Workplace

Business Applications

Service Desk

Accelerators

DevSecOps

Proactive Monitoring

Threat Detection

Service Hardening

Cloud Security Policy

Remediation of current issues

Data Loss Prevention

EY Cloud Managed Services - Transforming Organisations and Driving Growth

IT Systems and the data flowing within these platforms are evolving at an exponential scale that traditional datacentres struggle to accommodate. The legacy approach to managing IT assets relies on reacting to events as they occur and cannot scale with the pace of change. In turn, this affects an organisation's capacity to effectively resolve incidents and support business services before they escalate to wider problems with more significant impacts.

Many organisations still use legacy toolsets and manual processes to operate their IT ecosystems. Reactive methods of managing IT environments require user intervention to declare and respond to incidents, an approach that decreases operational visibility and reduces IT agility.

More than 54% of IT organisations use more than 30 toolsets to manage their IT infrastructure, applications & cloud

Enterprise platform management in today's digital world needs to be modernised, and EY has the answer. Our Managed Services offering leverages an innovative AI Operations toolset that bring a range of benefits to organisations and helps unlock the value of data, enhancing the delivery of core services, optimising security and increasing platform performance and uptime.

What are the benefits?

Enhanced Strategy

Better data-driven based decision making, supporting strategic planning using real-time and historical data.

Improve business operations with proactive issue detection and resolution.

Automate routine time consuming tasks, minimising human error and improving overall operational efficiencies.

Cost Optimisation

Across organisations, AIOps is found to increase both operations' leanness and product differentiation.

Optimise the cost and utilisation of deployed resources.

Reduce cost in unleveraged, high value resources, provide economic value in cost avoidance.

Enable increased resiliency

Prioritisation of work based on business criticality and risk.

Increase velocity while driving stability.

Become service oriented and platform enabled

Orientation of complex product centric services.

Increased transparency into service delivery and drivers.

Focus on efficiency enabled by AIOps.

Reporting that indicates priorities based on established thresholds.

Single pane of glass for visibility.

Key metrics that aligns to value chain and value streams while benchmarking performance.

Shifting to automate initiatives that meet predefined criteria.

Improve operational excellence

Impact avoidance, early warning indicators.

Enhanced data visibility and contingency analysis.

Advanced analytics using AIOps and Machine Learning.

Automation and intelligence.

Self-healing, predictive learning.

Compliance

Utilising the power of AIOps, EY Ireland provides several compliance capabilities to monitor, analyse and optimise your digital ecosystems. Organisations require deep insights into their compliance position driven by the regulations of their respective industries and the geographical regions they operate within.

EY Ireland's AIOps and Compliance services are tailored towards an enterprise's requirements, supporting organisations to be better informed around key strategic decisions on what organisations need to do across business functions. Examples include, improved regulatory compliance, insights into real-time data security and optimised KPIs and metrics targeted at increasing overall customer satisfaction

Compliance Services

Cloud Risk Review and Compliance

EY Ireland offers a unique AIOps powered cloud risk review capability. These services enable the detection and prevention of security risks, reducing downtime, improving service availability and compliance. EY leverages AIOps to gain greater insights into an enterprise's digital ecosystem, empowering organisations to target areas for cloud investment, realising business objectives more swiftly and with greater ease.

FinOps

EY's FinOps Managed Service is offered as a core service, covering the day to day operations of managing a FinOps practice with additional services available to support our clients' capabilities.

- ▶ Alerting and Monitoring
- ▶ Cost Optimisation
- ▶ Resource Utilisation
- ▶ Monthly Reporting
- ▶ Proactive Analysis
- ▶ Tagging Compliance
- ▶ Workload KPI Metrics
- ▶ Budgeting and Forecasting
- ▶ Discount Recommendations

Sustainability

EY's Cloud Sustainability Services provides end-to-end services to take care of ESG reporting needs. This offering focuses on initially measuring ESG performance and taking a Green-Ops approach to strategically meeting targets. Green-Ops focuses on the operational aspects through which an organisation can optimise their ESG posture (including carbon footprint).

Operations

Operations is a critical service that concentrates on managing the day-to-day aspects of an organisation's infrastructure. This includes a wide range of tasks and responsibilities that are essential for ensuring the stability, availability and reliability of technology resources that support critical business services and functions. By adopting EY's AIOps offering, AIOps proactively identifies and addresses issues, optimises performance and improves overall efficiencies, minimising downtime and allowing organisations to focus on key strategic initiatives.

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Operations

Platform Support

Providing proactive management and maintenance of cloud and hybrid infrastructure and services.

Modern Workplace

Delivering an up-to-date, secure and stable workplace offering utilising Microsoft 365 services including Identity, Devices, Apps & Data

Service Desk

Providing operational continuity with end-user support across a range of services including multi-tiered levels of support for cloud-hosted applications and services.

BizApps

Supporting business-critical solutions provided through Microsoft Business Applications within the Power Platform and Dynamics365 ecosystem.

DevSecOps

Accelerating secure application release and deployment cycles with operational management of development pipelines and supporting services.

Integrations

Support our clients on their adoption of different cloud providers and cloud platforms (IaaS, PaaS, SaaS). Our Managed Service consultants have the skillsets and know-how to support and optimise your cloud and hybrid cloud estates.

Cyber Protection

In today's interconnected digital landscape, cyber protection is a critical concern for organisations of all sizes and industries. The ever-evolving threat landscape demands constant vigilance and expertise to protect sensitive data, maintain operational integrity, and ensure regulatory compliance.

EY Ireland provides cyber protection services, such as, well architected security reviews across Technology Stacks, Applications, Data, Identity, Infrastructure, Modern Workplace, Networking, Platform, and Productivity solutions.

Our Cyber Protection capabilities provide market leading analysis, architecture, implementation, management, monitoring and reporting capabilities.

EY Ireland supports business functions in ensuring enterprise IT ecosystems are protected against today's risks by achieving higher levels of security and compliance, vulnerability identification and remediation, improved visibility and providing the skills required to empower organisations in the day-to-day support of their environments.

Cyber Protection Services

Proactive Hardening and Remediation

EY's Cloud Risk View provides a single view of controls and compliance across the cloud environment, with additional services provided by our dedicated team to ensure enforcement of findings. This includes identifying & remediating risks to data & resources within an environment, making sure all resources within any estate are configured in-line with industry-leading cybersecurity standards.

Data Loss Prevention and Protection

Use a full suite of methods to protect your data; including sensitivity labels that follow your data in your tenant, controls on how content can be used, automatic detection of sensitive data through trainable classifiers. This protects against both deliberate theft and accidental data loss, meaning organisations are well-protected from the most common sources of data breaches.

OpSec

Key practices can protect businesses of any size from cybercrime, industrial espionage and other malicious activity. Our service has security baked-in to all activities, which minimises risk of disruption to BAU activities for organisations. This includes identification of critical information, threat and vulnerability analysis, risk assessments and applying countermeasures.

Our Strategic Relationships and Alliances

EY work with an ecosystem of partners, utilising global strategic alliances, to provide the right technology, capabilities and insights to create long-term value and transform at scale and speed for our clients.

EY Ireland Operations and Global Delivery Footprint

Ireland

150+ Cloud Professionals located across Ireland in Dublin, Galway, Cork Belfast and Limerick.



10+ Years of Experience providing support across public and private sector clients in Ireland.

Learning and Development

240+ Globally recognised vendor and platform Certifications, Badges, and EY Badges, across On-Premises, Cloud and Cyber Protection technology solutions.



Assets and Accelerators

EY's offering is enhanced by our assets and accelerators library of key enablers, to deliver the highest standards and increase cost effectiveness. Sample assets include:

AIOps observability platform

Gain complete insight into the workings of your IT estate

Cloud Tenant Risk Assessment

Identify issues needing urgent remediation

Enterprise Landing Zone

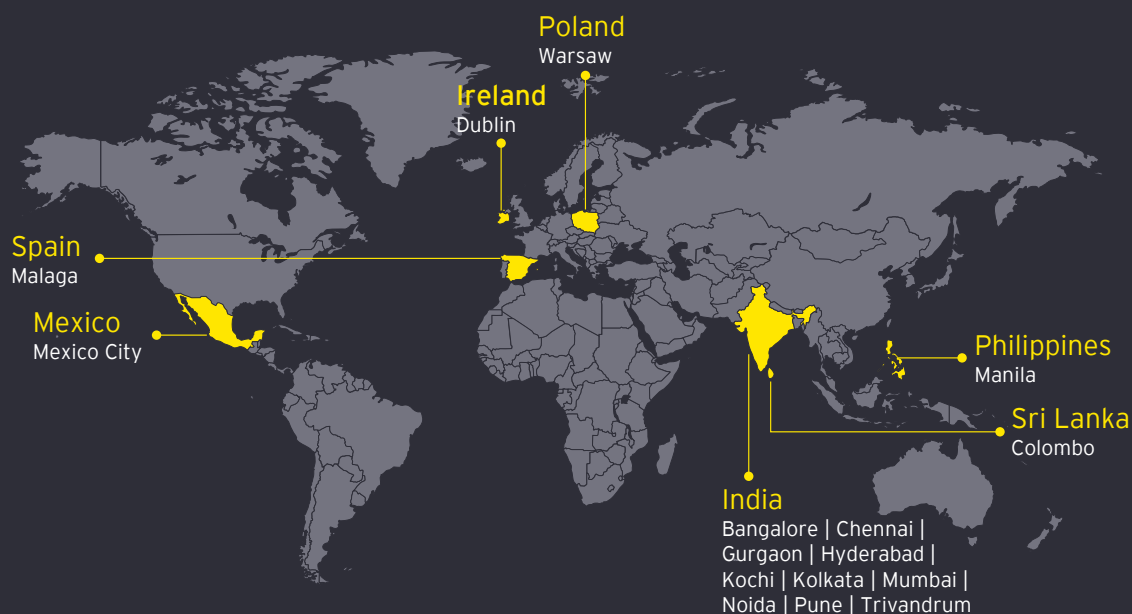
Rapidly migrate workloads to the cloud or set up greenfield environments

Cloud Strategy and Operating Models

Develop the blue prints to accelerate cloud adoption

EY Global Operations and Delivery Footprint

With a global delivery presence across the world, EY is exceptionally placed to support clients' scale at pace and provide a follow the sun model delivery approach. We can augment our local delivery teams with global talent to provide a service that can seamlessly support your business 24/7.



Contact Us

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