EY Ireland Technology Managed Services

2023

EY

Building a better
working world

Contents

It's your World, Running on Ours, Better

At EY Technology Managed Services, we leverage our industry knowledge to optimise business processes, scaling our Managed Services in a dynamic manner, whilst controlling costs and mitigating the business risk for clients. Our professionals, hailing from diverse backgrounds and walks of life, apply their skills and insights to pose more insightful questions. These improved questions result in superior solutions, benefiting our clients, their customers, and the broader community. Our broad portfolio of Technology Managed Services help you to achieve your business goals and contribute towards a better working world.

Discover more by going to

ey.com/ie/TechnologyManagedServices

Or by scanning the QR Code above

170+	20K+	124+	14
Clients served	EY Professionals dedicated to delivery services	Countries served	EY Service Delivery Centres

Our Global Footprint

Ireland
UK
Poland
Spain
Malta
USA (x3)
China
India (x2)
Phillipines
Costa Rica
Argentina
South Africa

EY
Building a better working world
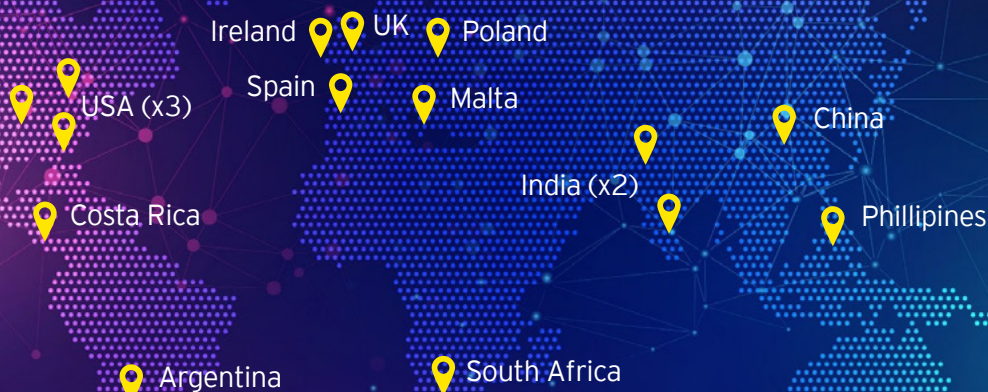
01

Introduction

Executive Summary

EY Technology Managed Services has emerged as a leading solution in the continuously changing business world of today, companies are always on the lookout for methods to optimise efficiency and maintain a competitive edge. With the support of EY Technology Managed Services, organisations can refine their processes and concentrate on their primary strengths, paving the way for growth and prosperity.

Why EY Technology Managed Services?

In today's fast-paced business environment, organisations are increasingly outsourcing risk and IT management to trusted partners to focus on their core operations. This move towards outcome-based purchasing has led companies to collaborate with managed service providers like EY.

Overall, EY's Technology Managed Services boost efficiency for companies, decreasing downtime, ensuring customer retention, driving growth and innovation, leading to increased revenue and a positive reputation.

EY's Technology Managed Services enable our clients to offload the management of complex IT systems and the underlying infrastructure, freeing up their teams to concentrate on key business objectives. In exchange, clients benefit from:

▸ Support for state-of-the-art and legacy technologies

▸ Strengthening of IT security posture

▸ Scaling up and out in a dynamic manner

▸ Controlling costs and business risk

▸ Assuring compliance with regulatory needs.

EY
Building a better
working world

What Sets Us Apart?

EY stands apart as a Technology Managed Services provider due to our deep business and industry knowledge, advanced technologies, and global expertise. By leveraging the EY network, we can offer robust SLAs and 24/7 responsive support. This allows companies to reduce risk, minimise downtime, and gain predictable costs. In return for shifting the burden of management and oversight to EY, organisations gain reliable IT systems and the ability to focus their human capital on other business priorities.
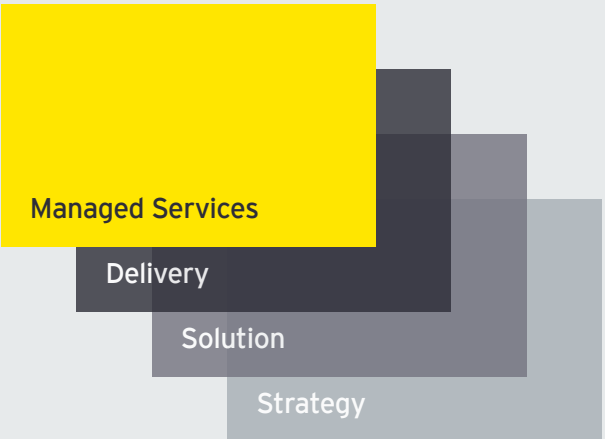
The rapid and demanding pace of technology change necessitates access to specialist knowledge across a diverse range of technologies, ensuring that IT systems and underlying infrastructure performs in a reliable manner and remain secure over time.

Many companies are now looking to shift the risks and challenges of managing IT systems to external Managed Services providers. Organisations can transfer the burden of monitoring, maintenance, and support from technology specialists that understand your business goals.

This provides our clients with peace of mind that their IT systems will operate optimally, allowing them to focus on core business goals.

A key decision organisations face is whether to keep IT management in-house using a break-fix model or outsource it to an Managed Services provider. The break-fix approach seems cheaper initially, but has many hidden costs when emergencies occur. With EY's proactive monitoring and support, issues can be managed to minimise the potential unplanned outages that impact business operations. Therefore, engaging EY as your Managed Services provider makes sense.
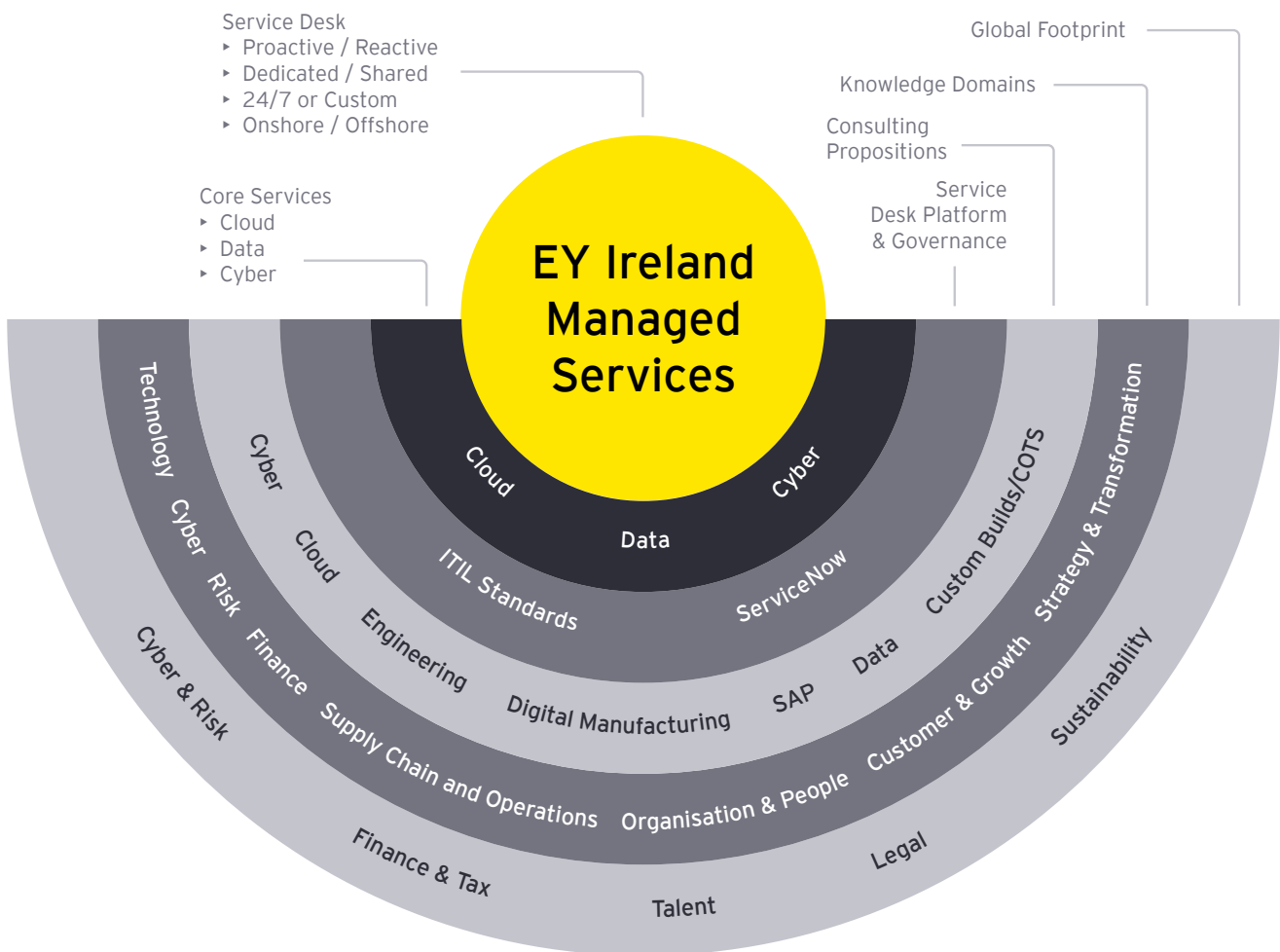
Managed Services

Delivery

Solution

Strategy

EY Technology Managed Services are focused on delivering better outcomes for clients that are realised with:

Connected Solutions

Deep domain knowledge

Value today, future proofed

EY
Building a better
working world

EY Technology Managed Services

Complementing our broader portfolio of Advisory and Delivery Services

1 Offering a comprehensive range of Technology Managed Services tailored to your specific needs.

2 Flexibility with either proactive or reactive service designs ensuring prompt resolution of different requests.

3 Peace of mind with our Service Level Agreements, that provide exceptional management and operational support.

4 Expand your global reach with our island of Ireland delivery team, enhanced by nearshore or offshore capabilities.

5 Unlock long-term value and stability with recurring agreements and benefit from our Service Desk expertise.

Service Desk
‣ Proactive / Reactive
‣ Dedicated / Shared
‣ 24/7 or Custom
‣ Onshore / Offshore

Global Footprint

Knowledge Domains

Consulting Propositions

Service Desk Platform & Governance

Core Services
‣ Cloud
‣ Data
‣ Cyber

EY Ireland Managed Services

Cloud

Cyber

Data

ITIL Standards

ServiceNow

Technology

Cyber

Cloud

Engineering

Digital Manufacturing

SAP

Data

Custom Builds/COTS

Strategy & Transformation

Cyber Risk Finance

Supply Chain and Operations

Organisation & People

Customer & Growth

Sustainability

Cyber & Risk

Finance & Tax

Talent

Legal

EY
Building a better working world

02

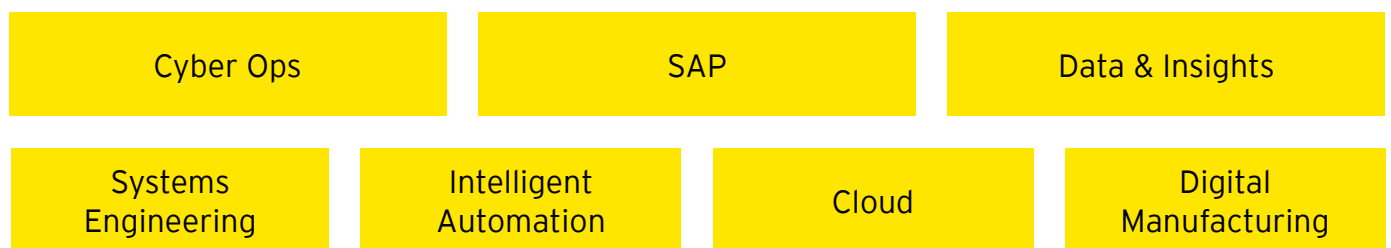## Technology Managed Services at a Glance

Our Areas of Expertise

Leaning into our consultative heritage, our mission is to take the complexity out of technology adoption, by focusing on the business outcomes and provision of Managed Services that are fit-for-purpose and enable long-term value for clients. Our highly skilled and experienced team, based here on the island of Ireland and our best-in-class Technology Managed Services, that are stackable and combine to offer solutions that are fit-for-purpose, that control costs and mitigate risks.

EY support clients in Ireland and Europe with its diverse portfolio of Technology Managed Services, leveraging our industry knowledge to optimise business processes, scaling the Managed Services in a dynamic manner, whilst controlling costs and mitigating the business risk.

EY sets the gold standard for business solutions in Ireland and Europe and ensures organisations are poised to transcend the challenges of the digital age. This is not just a pledge to service excellence, it's a testament to EY's dominance in shaping the future of business across the continent.

Our Portfolio of Technology Managed Services

Cyber Ops	SAP	Data & Insights

Systems Engineering	Intelligent Automation	Cloud	Digital Manufacturing

Our Alliance & Ecosystem

EY
Building a better working world

Cyber Ops

EY's Next Gen SOC consists of people, process and technology operating to detect, respond and contain a cyber-attack before business assets are impacted. Our Threat, Detection & Response (TDR) solution enables clients to improve and accelerate deployment and maturation of their threat detection, threat response and threat hunting services, and provide an integrated interface with incident response capabilities. It helps clients detect and contain attacks from the time hackers successfully penetrate an organisation.

SAP

As one of the leading SAP service providers in Ireland, EY provides a full range of SAP Managed Services to support our clients with running their SAP estates in an optimised and cost-effective way.

Data & Insights

By employing EY Data Managed Services, businesses can capitalise on EY's expertise, industry leading practice, proven assets, and accelerators to augment, enhance and accelerate their data and insight strategies and in parallel reduce risk, improve operational efficiency, and drive improved business outcomes.

Systems Engineering
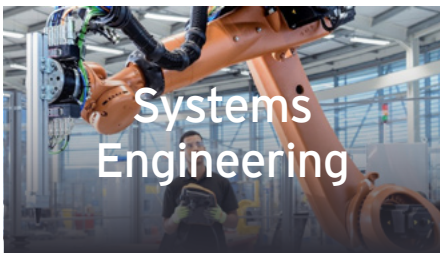
The System Engineering Managed Services from EY Ireland provides support to our clients with the management and operation of custom built mobile and web applications, encompassing front end, middle tier, integration, database and cloud technologies, in an optimised and cost effective way.

Cloud

EY are one of the leading automation service and software providers globally, leveraging our network to identify strategies and opportunities such as tailored operating models and centres of excellence to deliver and support multi-cloud infrastructure and applications across organisations – facilitating savings, reducing risk, and providing better user experiences.

Digital Manufacturing

Digital Manufacturing Managed Services support your critical IT and OT infrastructure and software applications (including MES, DCS, LIMS, QMS, CMMS, etc) in the Manufacturing environment. Sustaining high levels of stability and reliability, with a cost effective, compliant solution, which ensures that your manufacturing site delivers the products on time, as planned.

Intelligent Automation

Through the utilisation of data and process analytics and the latest digital enablers, we merge the physical and digital worlds to improve efficiency and identify business process improvements by collaborating with people, process, and technology at the right levels.

EY
Building a better
working world

03

Our Services

Cyber Ops

EY Ireland's Managed Security Operations Centre (MSOC) is EY's Next Gen SOC operated from the Dublin, Cork, and Belfast offices. This centre is dedicated to safeguarding the digital realm by detecting threats and vulnerabilities, and effectively responding to security incidents. Built on the principles of end-to-end visibility of the attack lifecycle, the SOC operates with a strong foundation of advanced security operations, utilising automation, analytics, and a tireless operating model, aiming to provide efficient detection and disruption of cyberattacks.

Our Cyber Ops Managed Services include:

▸ **Threat Detection and Response:** Including services that provide 24/7 real-time monitoring, rapid response and remediation, ransomware readiness, and first-level monitoring and triaging of alerts.

▸ **Threat and Vulnerability Management:** EY offers continuous asset discovery, rogue device detection, vulnerability scanning, cyber exposure assessment, and managed vulnerability lifecycle services.

▸ **Advanced Incident Response:** Comprises readiness assessment, IR plan design and implementation, 24/7 incident response delivery, and playbook design.

▸ **Cyber Threat Intelligence:** Offers advanced threat intelligence tools, daily IOC hunts, threat hunting frameworks like MITRE PRE-ATT&CK and ATT&CK, and continuous alerting for adversarial tactics, techniques, and procedures.

▸ **Dark Web Monitoring:** Provides services such as dark web scans for compromised business information, corporate brand protection, and immediate corrective action recommendations.

▸ **SOC Advisory and Maturity Assessment Services:** Involves guidance on SOC design, architecture, implementation, operations, maturity assessments, and personnel training.

Business Benefits:

▸ **Diverse Cyber Expertise:** Team of over 100 specialist cyber professionals delivering services across all industries and capability domains.

▸ **Strategic Industry Partnerships:** Strategic alliances with leading cyber industry vendors.

▸ **Global Cybersecurity Footprint:** 63 cybersecurity centres globally, supporting 150 countries.

▸ **Industry-Specific Expertise:** Sector-specific knowledge and multidisciplinary experience.

▸ **Frontline Technological Innovation:** Access to the latest innovations.

▸ **Proactive Incident Response:** The centre ensures an integrated interface with advanced incident response capabilities, which aids businesses in swiftly and efficiently disrupting and detecting cyber threats.

▸ **Precision and Integration with EY:** EY's associations with top-tier TDR solution providers ensure high detection accuracy, minimal false positives, and the integration of frameworks like MITRE ATT&CK, equipping businesses with top-notch security capabilities.

EY
Building a better
working world

SAP

EY Ireland is the only Irish-based SAP Managed Service to be audited and certified by SAP as a Partner Centre of Expertise (PCoE). We have been a PCoE since 2012 and currently serve more than 20 local SAP customers.

Our SAP Managed Services include:

- **SAP Application Managed Services (AMS):**

  Functional

  Integration

  Development

  Reporting and Analytics

  Security and User Interface (UX)

- **Basis & Technology Managed Services:**

  Hosting and Technology Management

  Operating System (OS) Platform Management

  Database Platform Management

  Additional Technology Services

- **Other related SAP services include:**

  Acquisitions and Carve-Outs

  SAP Upgrades

  SAP RISE migrations and On-premise to Cloud migrations for SAP applications

  SAP Licence Audits

  SAP Training

  SAP S/4HANA Readiness Assessment for configuration, security, data and custom code

  SAP Software As A Service (SAAS) and Perpetual Software Licence Resale

Business Benefits:

- **Local Expertise and On-Site Availability:** Local highly-experienced team supporting local client needs with the option of on-site support.

- **Comprehensive Regulatory Insight:** Good understanding of local legal and regulatory requirements.

- **Dedicated Business Knowledge:** A ring-fenced team that knows your business.

- **Access to EY's Best Tools:** Full suite of EY accelerator tools and methodologies available.

- **Efficient Issue Resolution:** Fast resolution of tickets in an efficient manner with high-quality communications.

- **Round-the-Clock Support:** 24/7 support, 365 days per year, as needed.

- **Swift Adaptability:** Ability to flex quickly to adapt to our clients' changing needs.

- **Offshore Support Options:** Option to supplement team from our offshore Delivery Centres.

- **Maximising Your SAP ROI:** Optimisation of your SAP investments. We iteratively improve the running of your SAP estate with year-on-year support effort reduction.

EY
Building a better
working world

Data & Insights

Today's business environment values data as a significant asset when it's fully leveraged. Effectively managing and optimising your data and analytics operations has become a fundamental element for achieving success. The demand for companies to fulfil this requirement is steadily increasing. By employing EY Data & Insight Technology Managed Services, businesses can capitalise on EY's expertise, industry leading practice, proven assets and accelerators to augment, enhance and then accelerate their data and insight strategies and in parallel reduce risk, improve operational efficiency and drive improved business outcomes.

Our Data & Insight Managed Services include:

▸ **Administrate:** Managing database environments and resources within clients' setups.

▸ **Integration & Provisioning:** Coordinate and manage data movement and enable effective data integration.

▸ **Platform & Engineering:** Maximise the value of data assets through processes like data tagging, enrichment, etc.

▸ **Insight & Reporting:** Gathering, analysing, and interpreting data to provide insights through reporting and dashboards.

▸ **Innovation:** Leveraging data and technologies like AI/ML to foster innovation.

▸ **Governance:** Implementation of data governance processes and workflows to ensure quality and integrity.

Business Benefits:

▸ **Agility & Scalability:** External support can be ramped up and down in a fast and agile manner to meet the operational and project needs.

▸ **Improved Service:** We provide strong governance, leading practice standards and frameworks supported by regular operational and service level reporting.

▸ **Flexibility:** Teams can provide support to legacy businesses, data environments etc while clients undertake large scale change through restructuring, M&A, etc

▸ **Maintain Business Focus:** If data and insights aren't core business disciplines, clients outsource to EY to manage these capabilities on their behalf.

▸ **Capability Acceleration:** We 'jump start' the new Data and/or Insight capabilities before transitioning to internal teams when embedded and stable.

▸ **De-risking:** EY takes on the risk and operational challenges of maintaining the data and insight to an agreed service and quality level.

▸ **Support Transformation:** Large long-term projects often require in-house resources to be back-filled for an extended period.

EY

Building a better working world

Systems Engineering

EY provide a full range of Systems Engineering Managed Services to support our clients with running and operating their custom-built web and mobile applications, encompassing front end, middle tier, integration, database, and cloud technologies, in an optimised and cost-effective way. Our Service Level Agreement (SLA) backed services are primarily provided out of Ireland with the support of a local team that can also be backed up by global teams as needed. Our team has supported customers in both the public and private sector for more than 25 years.

Our Systems Engineering Managed Services include:

▸ **Application Support (AS):** Support model which provides customers with a break/fix Service Level Agreement within core business hours for custom-built mobile and web applications.

▸ **Application Site Reliability Engineering (ASRE):** Our ASRE team will proactively identify opportunities for improvement in terms of system reliability, performance, and availability to minimise incidents and issues while maximising customer experience.

▸ **Application Managed Service (AMS):** The services include application hosting, security management, user management, monitoring, optimisation, patching, release, etc. Customers have the option of availing of this service on a 24/7 basis if required.

▸ **HourBank:** HourBank provides an agile model for the delivery of minor change requests using a prepaid bank of hours.

▸ **Application Take On & Management (ATOM):** EY takes on and supports externally (customer, supplier) developed bespoke mobile and web applications using our ITIL based ATOM methodology.

▸ **Application Assessments:** EY conducts independent assessments of externally or client-built mobile and web applications using our Application Assessment Accelerator.

Business Benefits:

▸ **Systems Knowledge:** We provide a dedicated local team supporting local client needs with detailed knowledge of the individual custom-built solutions.

▸ **Proven Capability:** Our team has been providing support for over 25 years to clients in the public and private sector.

▸ **Technical Breadth and Depth:** We provide access to specialised skills across a broad range of technologies and platforms including .NET, Java, React, React Native etc. This enables us to provide full-stack application support (from UI to Infrastructure).

▸ **Reliability:** Efficient resolution of tickets provided by resources with in-depth knowledge of our client's applications.

▸ **Agility & Scalability:** External support can be ramped up and down in a fast and agile manner to meet the operational and project needs or to align with application demand.

▸ **Transparency:** We provide strong governance, leading practice standards, and frameworks supported by regular operational and service level reporting.

▸ **De-risking:** EY take on the risk and operational challenges of supporting and maintaining custom-built applications to an agreed service and quality level.

▸ **Cover:** We provide an option to supplement the team from our offshore Delivery Centres to enable 24/7 support 365 days per year.

EY
Building a better
working world

Cloud

In a world where cloud adoption varies across teams and multi-cloud strategies are the norm, the need for Managed Services can be as dynamic as your business. Our tiered Cloud Managed Services are adaptable to fit your unique needs, from design to deployment, and are subtly underpinned by AIOps for enhanced efficiency. With teams located throughout the UK & Ireland, supported when needed by a global EY footprint we're positioned to adapt with you and offer scalable support for applications and cloud services that are secure, scalable and sustainable for your business.

Our Cloud Managed Services include:

Operations

- **Platform Support:** Offering complete support and management for workloads on public and private clouds, ensuring proactive service availability through SRE Practices and AIOps.

- **Business Application Support:** Providing support for critical business applications developed within the Dynamics 365 and Power Platform ecosystem.

- **Modern Workplace Enablement:** Supporting employee productivity with an advanced, secure, and stable workplace solution built on Microsoft 365 services, including Identity, Devices, Apps, and Data.

- **DevSecOps:** Accelerating application release and deployment with our end-to-end operational management, including development pipeline support and additional services.

Governance

- **Cloud Risk & Compliance:** A proactive or reactive independent assessment to ensure your estate is operating effectively in line with both client policies and EY Frameworks.

- **FinOps:** A core service, covering the day-to-day operations of managing a cloud financial management practice.

- **Sustainability:** Providing an end-to-end service to take care of ESG reporting needs, and taking a Green-Ops approach to strategically meet targets.

Business Benefits:

- **AIOps Enabled Support:** Leverage our AI-enabled platform to effortlessly manage complex client landscapes, streamlining time-consuming tasks for optimised support.

- **Local and Global:** Our unique blend of local expertise and global reach ensures uninterrupted 24/7 support, all while offering you the convenience of a local and responsive team.

- **Transition Quality:** We have a defined approach to ensure quality during the transition, with a five-stage approach, with exit criteria defined at each stage to drive quality across the process.

- **Maximise Business Value:** With EY trusted to manage your non-core activities and undifferentiating tasks you can concentrate on your business,

- **Consistency from Project to Support:** Our local team works closely with our wider delivery teams, giving them access to an extensive team of full-time technical staff. Allowing us to quickly engage the individuals involved in delivering each project should they need further insight.

EY
Building a better
working world

Digital Manufacturing

EY has significant experience of supporting customers across all business-critical applications and infrastructure. Manufacturing facilities with highly automated processes are becoming more complex and many businesses require external support to ensure that IT and OT systems operate optimally with high levels of reliability and availability, to avoid manufacturing downtime. We help your manufacturing processes and business operations to attain new heights of efficiency and competitiveness leveraging our expertise in cybersecurity, infrastructure management, and staff training. We aim to optimise your plant performance, elevate the business agility, and raise quality and compliance.

Our Digital Manufacturing Managed Services include:

▸ **System Admin**

  IAM, User Access

  System Changes

  Cyber Security

  Life cycle management

▸ **Automation Frontline Support**

  Incident Management

  Intervention Management

  On Call and out of hours support

▸ **Lab IT Support**

  Hardware and software troubleshooting

  Software and application support

  User support and training

  Network and connectivity management

  Troubleshooting and Issue Resolution

Business Benefits:

▸ **Technology Managed Services:** We help our clients in managing their current automation challenges in manufacturing.

▸ **Integration:** Production shopfloor has been left to deal with paper, spreadsheets, and other standalone systems. Poor communication between disconnected information systems like ERP, MES, learning and quality management systems.

▸ **Data management:** 27% of manufacturers reported that data obtained remains in silos. 20% of executives in manufacturing operations management cite disparate systems and data sources among key challenges.

▸ **Change management:** Implementing a change can involve significant changes to an organisation's processes and procedures.

▸ **Scalability:** Difficult for manufacturing companies with distributed multi-site operations to enforce standards for data collection and best practices.

▸ **Cost:** Control unstable and unreliable costs for managing your automation needs.

▸ **Training:** Employees need to be trained on how to use the new automated manufacturing system effectively which can be time-consuming and expensive.

▸ **Quality:** Quality testing and batch release accounts for upwards of 70% of manufacturing lead time mainly due to manual processes, disconnected instruments and non-standard paper-based documentation and control procedures.

▸ **Security & Compliance:** Manufacturing systems are often connected to a variety of other systems and can be vulnerable to cyber-attacks and required to be GxP compliant.

EY
Building a better
working world

Intelligent Automation

In Ireland's dynamic business arena, Intelligent Automation is pivotal, allowing Irish firms to enhance efficiency and agility for transformative results. Yet, its successful deployment needs a mix of expertise and support. EY's Technology Managed Services for Intelligent Automation meet this need. Our tailored solutions align with your organisation's specific needs, helping you tap into Intelligent Automation's full potential while reducing risks and boosting benefits.

Our Intelligent Automation Managed Services include:

▸ **Discover:**

  Process mining

  Method adaption workshops

  Process reengineering

  Business process management.

▸ **Build:**

  Robotic Process Automation (RPA)

  Conversational AI

  Intelligent document processing

  Cognitive automation

  Platform-as-a-service (PaaS).

▸ **Operate:**

  Real-time 24/7 monitoring

  Troubleshooting

  Infrastructure design & risk mitigation

  Support and hypercare

  License management orchestration.

Business Benefits:

▸ **Expertise on Demand:** Access to specialised Intelligent Automation expertise and management, alleviating the need for in-house knowledge.

▸ **Scalable Automation Solutions:** Scale the automation initiatives to meet increasing business demands.

▸ **Risk Reduction:** Minimise risks associated with Intelligent Automation implementation.

▸ **Efficiency Discovery:** Identify opportunities for process optimisation and efficiency gains through automation.

▸ **Optimised ROI:** Maximise return on investment (ROI) in Intelligent Automation initiatives.

▸ **Cost-Efficiency Balance:** Balance cost optimisation and maintaining operational efficiency.

▸ **Staying Ahead:** Keep up with emerging technologies and industry trends.

▸ **Strategic Focus:** Concentrate on core competencies and strategic initiatives rather than day-to-day automation management and maintenance.

EY
Building a better
working world

Key Contacts

Enda Doyle
Partner, Technology Consulting
Dublin, Ireland
enda.doyle@ie.ey.com
+353 1 221 1503

Dwayne Harvey
Director, Technology Consulting
Dublin, Ireland
dwayne.harvey@ie.ey.com
+353 1 221 1795

Orla McLean
Director, Technology Consulting
Cork, Ireland
orla.mclean@ie.ey.com
+353 21 493 7624

Jonathan Clancy
Director, Technology Consulting
Dublin, Ireland
jonathan.clancy@ie.ey.com
+353 1 478 6723

Angelika Nowicka Venkata
Director, Technology Consulting
Dublin, Ireland
angelika.nowicka.venkata@ie.ey.com
+353 1 479 3243

Aisling Curley
Director, Technology Consulting
Dublin, Ireland
aisling.curley@ie.ey.com
+353 1 479 3345

EY
Building a better
working world

EY | Building a better working world

EY exists to build a better working world, helping to create long-term value for clients, people and society and build trust in the capital markets.

Enabled by data and technology, diverse EY teams in over 150 countries provide trust through assurance and help clients grow, transform and operate.

Working across assurance, consulting, law, strategy, tax and transactions, EY teams ask better questions to find new answers for the complex issues facing our world today.

ey.com