



EY Ireland's
Systems
Engineering
Managed
Services (SEMS)

The EY logo consists of the letters 'EY' in a bold, white, sans-serif font. Above the 'Y' is a yellow chevron shape pointing to the right.

Building a better
working world



Introduction

The EY Systems Engineering team provide a full range of Application Managed Services to support our clients with running and operation of their custom-built software applications and mobile apps, encompassing front end, middle tier, integration, database, and cloud technologies, in an optimised and cost-effective way. Our Service Level Agreement (SLA) managed services are primarily delivered within Ireland by a locally based engineering team of 65 professionals and supported by a global team of over 800 professionals. For more than 25 years our team has delivered managed services to clients across the public and private sectors and currently serve more than 20 clients across the telco, healthcare, and retail industries.

What?

EY's Systems Engineering Managed Services provides a cost-effective Service Level Agreement (SLA) backed customer support service for custom built software platforms including browser applications, mobile apps and system integrations. Our offering is tailored to meet the individual needs of every client and ranges from a standard Application Support model to a fully Managed Service. It encapsulates all tiers of the application stack from front end to database and cloud hosting.



Introduction

Why?

EY's System Engineering Managed Services offer a wide array of benefits to clients, ranging from cost savings and access to specialised expertise to enhanced flexibility and risk mitigation. EY delivers a cost-effective model that provides clients with contractual assurances on the quality of service they will receive for a fixed annual cost. EY provides deep domain knowledge and when coupled with our extensive technology experience, it enables clients to concentrate on their core operations and strategic goals while EY takes care of software development, maintenance, and support of custom-build applications.

How?

Our Managed Services offering is resourced by a team of highly skilled software engineers that provide a proactive and engineering focussed approach to managing and supporting applications. At service transition, a comprehensive Application Take On & Management (ATOM) process is followed. This includes assigning Subject Matter Resources to the service who in addition to the relevant technical skills required, will complete a full knowledge take-on of the application specific requirements. Operationally, all requirements are tracked in our IT Service Management (ITSM) tool with ITIL-aligned processes incorporated and our clients have ITSM portal access with real-time consumption and SLA reporting.



Service Offerings

Application Take On & Management (ATOM)

EY take on and support external (customer, supplier) developed bespoke mobile and web applications using our ITIL based ATOM methodology. The methodology incorporates all activities from initial Service Discovery and Service Transition Planning to post transition Service Review and improvement. It enables our clients to outsource the cost and risk associated with legacy platform support and maintenance to enable them to focus on key strategic projects.

Application Support (AS)

Entry Level Support model which provides clients with a break/fix Service Level Agreement within core business hours for custom built mobile and web applications.

Application Site Reliability Engineering (ASRE)

This provides Application Support but incorporates targets for Service Level Objectives in addition to the traditional Service Level Agreement such as Error Rate, Request Rate, Latency, etc. Throughout the contract term, our Application Managed Services (AMS) 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)

EY's AMS offering provides a comprehensive set of services to our clients encompassing both application and operational support. 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.



Service Offerings

Enterprise Integration Managed Service (EIMS)

EY's EIMS offering incorporates the governance, management, development, monitoring and security of enterprise integration and API Management solutions. We enable organisations to streamline operations, enhance productivity, optimise data flows both within and between organisations while minimising the complexity and overhead of managing integrations for the client.

HourBank

Clients may compliment any of the service offerings above with an HourBank offering. HourBank provides an agile model for the delivery of minor change requests using a prepaid bank of hours. All services are managed and coordinated by an experienced Application Service Delivery Manager.

Application Assessments

EY conduct independent assessments of externally or client built mobile and web applications using our Application Assessment Accelerator. This is a proven process which provides a holistic health check of the selected application including technology stack, architecture, platform performance, security, usability, code quality assessment, and CI/CD process/tooling. Clients are provided with a detailed report which provides actionable insights that can be used to drive the future technology roadmap for the solution.

Integration Assessments

EY has developed a 5 stage Enterprise Integration Delivery Framework to simplify and streamline the review of an organisation's existing enterprise integration capability and systems. Over an 8 week period, EY will collaborate with the customer to develop a target enterprise integration architecture and supporting implementation roadmap to enable the organisation to transition to the "To Be" model.

Technology Stack

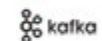
Applications



Mobile Apps



Applications
& Mobile Apps
Back End



API



Database



Cloud





Benefits

Feedback from Clients on why they choose EY's Systems Engineering Managed Service Offering

Proven Capability

With more than 25 years' experience of delivering managed services our team possesses deep domain knowledge and leverages their extensive experience to deliver value add to clients from an operational and cost efficiency perspective.

Technical Breadth and Depth

We provide access to specialised skills across a broad range of technologies and platforms. This enables us to provide full-stack mobile and web application support (from UI to Infrastructure).

Reliability

Fast resolution of tickets in an efficient manner - "we take the problem away".

Systems Knowledge

EY's EIMS offering incorporates the governance, management, development, monitoring and security of enterprise integration and API Management solutions. We enable organisations to streamline operations, enhance productivity, optimise data flows both within and between organisations while minimising the complexity and overhead of managing integrations for the client.



Benefits

Availability

Where required, we provide 24/7 support 365 days per year. This is provided from our offshore Delivery Centres to enable round the clock support.

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.

Flexibility

Our teams can be mobilised quickly to fit with clients' changing needs.

Risk Reduction

EY takes on the risk and operational challenges of supporting and maintaining custom built applications to an agreed service and quality level.



Why EY?

► **Committed Collaborative Partner**

A partnership based on trust, transparency and shared values providing value through flexible commercial options & models.

► **Fit with Client Culture**

Understanding the importance of collaborative decision making, we build relationships based on honesty, respect and trust, conducting business in a sustainable and responsible manner.

► **Focus on Customer Service Quality**

Delivers quality service to business to exceed SLAs while responding to changing customer demands.

► **Transformation Embedded**

Service delivery through continuous improvement, innovation, automation and improved ROI.

Contact Us

To find out more about how EY Ireland can support you on your SAP journey, please contact:



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EY | Building a better working world

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