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01
Context
Organisations are having to evolve...

Organisations are being influenced by global megatrends that are changing whole industries, presenting both risks and potential business opportunities. The rapid advancement of technology is arguably at the centre of all megatrends, either as the main protagonist or as a facilitator of the change. Existing organisations need to innovate to stay relevant and remain competitive.

The pressures to digitally transform remain high, driven by...

### The convergence of AI and automation
- How will artificial intelligence (AI) and automation disrupt my industry?
- What are the consequences of getting it wrong?
- By 2025, the 10% of enterprises that establish AI engineering best practices will generate at least three times more value from their AI efforts than those that don’t.

### Growing cyber risks
- How should we protect our assets against the risk of cyber attack?
- Are our cybersecurity controls up to scratch?
- By 2025, 60% of organizations will use cybersecurity risk as a primary determinant in conducting third-party transactions and business engagements.

### Next generation computing
- When is the right time to upgrade our legacy technology?
- How do we manage and resource large-scale modernisation initiatives?
- Worldwide IT spending is projected to total $4.5 trillion in 2022, an increase of 3% from 2021.

### Cloud at scale
- How do we move my major enterprise systems to the cloud safely?
- Should we use the public cloud?
- What are competitors doing in the cloud?
- Almost two-thirds (65.9%) of spending on application software will be directed toward cloud technologies in 2025, up from 57.7% in 2022.

### Sustainable technology
- How can we use technology to reduce environmental and ecological risks?
- What are the three emission scopes for carbon footprint measurement?
- By 2026, over 60% of the capital programs of the largest energy companies will focus on low-risk renewables investments.

Source: Gartner®
The challenge for business leaders is growing ...

Although keeping the technology running is more important than ever in the era of “always-on” digital services, fast-evolving disruptive technologies are creating new demands for more innovative solutions and the need to be more agile. Against this backdrop, the number and severity of threats to IT are increasing rapidly, while demands for increased capacity and capability are growing exponentially.

**Business leaders expect a lot from IT**

- Lower operational cost
- Reduce technology cost
- Keep the business running
- Deliver on time with benefits realised
- Protect the organisation
- Build cyber threat awareness
- Establish and manage cyber defences
- Innovate and differentiate
- Deliver a real-time enterprise
- Enhance the brand
- Meet employee experience expectations
- Satisfy regulatory demands
- Drive business insights from data

**The true challenge is even greater**

- Manage multiple vendors and service providers
- Deliver more capability and capacity for less
- Simplify legacy IT
- Deliver end-to-end straight through processing
- Manage a two-speed IT function
- Manage IT risks effectively
- Train staff to identify threats
- Deliver regulatory reports and controls
- Extract value from “big data”
- Develop and maintain necessary IT skills
- Leverage mobile and remote working capabilities
- Adopt cloud and as-a-service delivery models
- Choose to buy or build new capabilities
How are business leaders responding?

Business leaders are transforming their organisations to meet these challenges. They are rebalancing spend from run to change – reducing complexity, increasing the resilience of their IT estate, developing partner ecosystems, in order to drive innovation, and introducing new technologies to increase the value of IT in partnership with the business.

<table>
<thead>
<tr>
<th>Stakeholders</th>
<th>Their agenda</th>
<th>Strategic responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customers</td>
<td>have become “always on” and less tolerant of downtime.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>have increased expectations of the service they receive.</td>
<td></td>
</tr>
<tr>
<td>Competitors</td>
<td>are exploiting digital opportunities and disruptive technologies.</td>
<td>Optimise</td>
</tr>
<tr>
<td></td>
<td>may not be encumbered by complex legacy estates.</td>
<td>Transform</td>
</tr>
<tr>
<td>Shareholders</td>
<td>are frustrated by poor returns on equity.</td>
<td>Optimise, Defend, Transform</td>
</tr>
<tr>
<td></td>
<td>are concerned about brand value and reputational risk.</td>
<td></td>
</tr>
<tr>
<td>Management</td>
<td>is demanding that IT delivers business value.</td>
<td>Optimise, Defend</td>
</tr>
<tr>
<td></td>
<td>is increasingly concerned about unauthorised intrusions.</td>
<td></td>
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<tr>
<td>Employees</td>
<td>are frustrated by enterprise software not meeting their expectations.</td>
<td>Optimise, Defend</td>
</tr>
<tr>
<td></td>
<td>are increasingly targeted as a vector for attacks on an organisation.</td>
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<tr>
<td>Regulators</td>
<td>are driving requirements that are dependent upon technology.</td>
<td>Optimise, Defend</td>
</tr>
<tr>
<td></td>
<td>are now scrutinising the IT estate and how it is operated.</td>
<td></td>
</tr>
<tr>
<td>Criminals</td>
<td>continue to seek ways to embezzle funds from organisations.</td>
<td>Defend</td>
</tr>
<tr>
<td></td>
<td>are seeking to disrupt business operations.</td>
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</tbody>
</table>

Each response typically represents a roadmap for change that must be delivered.

Sample defend digital initiative roadmap

<table>
<thead>
<tr>
<th>Year 1 H1</th>
<th>Year 1 H2</th>
<th>Year 2 H1</th>
<th>Year 2 H2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cybersecurity roadmap</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
| ▶ Define cybersecurity strategy
▶ Understand current resilience and compliance requirements
▶ Apply data governance and data ethics | ▶ Data protection, privacy awareness and training
▶ Business integration and intelligence
▶ Digital identity strategy and assessment | ▶ Emerging technology transformation
▶ Security analytics for resilience and threat detection
▶ Cyber threat intelligence |
02 Technology Consulting overview
We are one of the leading technology service and software providers in Ireland.
Our Technology Consulting practice provides strategic advisory, full stack implementation and managed services, across a range of emerging and established technologies.

**Ronan Walsh**
Partner, Head of Technology Consulting, EY Ireland

Enabled the generation of 4mn COVID-19 certifications
Helped lay the foundations for the installation of 2.4mn advanced meters
Enabled secure cloud identity platform for more than 100,000 users
Supported PSD2 compliance at one of Ireland’s largest banks
Implemented the largest S/4HANA-based transformation in Ireland
Guided a major national utility through their first NISD compliance audit

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**Service offerings**

- Digital Assurance & Quality Engineering
- Technology Delivery
- Business & Technical Analysis
- Cybersecurity
- IT Strategy & Architecture
- Data Engineering
- Microsoft & Cloud Services Group
- Digital Manufacturing Technology
- Intelligent Automation

**Optimise** — **Defend** — **Transform**

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**Sector experience**

- Power and Utilities
- Technology, Media, Telecoms
- Advanced Manufacturing
- Government and Public Sector
- Consumer Products and Retail
- Life Sciences
- Financial Services

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**Alliance and ecosystem relationships**

- SAP
- Microsoft
- Dell Technologies
- ServiceNow
- Snowflake
- Blue Prism
- UiPath
- Celonis
- Splunk
- Cisco
- SAS
- PTC
- Adobe
- FIS
- Nokia
- Pros.
- Tanium
- Guidewire
- Blackline
- Blackline
- Blue Yonder
- ASAPP
- VMware
- Aera
- CrowdStrike
- RSA
- Thomson Reuters
- FINEOS
- Automation Anywhere
Our solutions at a glance

**Technology Delivery**
We deliver technology-focused solutions based on industry best practices, processes, resources, tools and accelerators. Our teams deliver small-, medium- and large-scale multiyear programme transformations through Waterfall, Agile or adaptive hybrid approaches, based on customer requirements.

**Systems Engineering**
We build, manage and maintain mission-critical applications. We work with clients to develop business systems, which underpin strategic transformation, increase productivity and deliver high-quality outputs through our development teams, methodologies, and development, security and operations (DevSecOps).

**Business & Technical Analysis**
We develop business requirements and operating model designs to help turn strategy into business value, leveraging our proven approach and accelerators to apply best practice learnings and develop solutions for our clients.

**Digital Assurance & Quality Engineering**
We work with our clients to embed quality across their delivery lifecycle. We provide a wide range of services including test maturity assessment, test strategy creation, test automation strategy and implementation, and functional and technical testing services.

**SAP Services**
We provide our clients with capability across a range of SAP disciplines, including application, infrastructure, data and security. Our team provide strategic advisory, implementation and application managed services for a broad range of SAP ERP on premise and cloud applications.

**Cybersecurity**
We use industry standard frameworks to incorporate a “Security by Design” approach, which infuses cybersecurity and business resilience into every part of an organisation. We work with clients to understand their technology risks, and to develop their risk management framework and mitigation strategy.

**IT Strategy & Architecture**
We help clients improve the performance of their IT operations by aligning the architecture domains of data, security, applications and infrastructure to the business and ICT strategies. In addition, we support the design of technical solutions that are resilient and embrace next-generation operating models.

**Microsoft & Cloud Services Group**
We leverage the EY Partner Ecosystem with Microsoft to design and implement Microsoft-based solutions. Our strong local capability supports the client’s digital transformation journey with Microsoft, Amazon Web Services (AWS) and other cloud-based products.

**Data Engineering**
We build data platforms, which collate data from disparate sources, enabling data scientists to maximise and deepen their insight. We help our clients understand the latest AI and automation trends, and the impact on their industry, delivering operating models, infrastructure and centres of excellence to deliver and support automation.

**Intelligent Automation**
Our automation practice provides strategic advisory, full stack implementation and managed services, across a range of emerging and established technologies. We deliver intelligent automation of business processes to reduce risk, reduce cost and provide enhanced user experiences.

**Digital Manufacturing Technology**
We work with our clients to develop people-centric solutions, including Operational Technology and Manufacturing Execution Systems, to drive manufacturing excellence through the use of dynamic predictive data analytics, virtual reality and artificial intelligence. We work with all client stakeholders, from the C-suite to the shop floor.
Our services
Technology Delivery

Technology Delivery executes and drives end-to-end transformational IT-centric programmes and projects by delivering solutions, which encompass people, process and technology. We tailor our delivery approach, in order to execute on IT and ICT Strategies, and realise the IT investments that underpin core business objectives for our clients.

Our services

► We specialise in PRINCE2, Agile, Scaled Agile Framework (SAFe) and can adapt our delivery methodologies to each client’s preferred method of delivery.
► We offer industry-agnostic accelerators for the rapid deployment of a portfolio management office function to support small and large-scale transformation programmes.
► Our ServiceNow Specialists can help transform business with digital workflows for IT, Employees and Customers, enabling businesses to modernise operations, optimizing productivity, cost and resilience on a single platform.
► We have a dedicated Systems Integration team that deliver and manage programmes and projects, which are underpinned by systems development requiring complex systems integrations.
► We can quickly establish an agile delivery model using a combination of EY Accelerators, EY Methodologies and Agile industry-leading practices.
► Our Operations and Service Management team enhances, transforms, establishes and executes operations based on leading service management frameworks.

Where have we done this before?

► Advanced metering, Irish utilities company
  We are the delivery partner on the National Advanced Metering Programme. This delivery is recognised as nationally significant and “once in a generation” infrastructure project. We assist in areas, including programme and project management, technology delivery management, and technology operations.
► Major transformation programme, All-island energy operator
  We are supporting the delivery of their digital strategy across core business technologies, digital workplace, cybersecurity, infrastructure and cloud, by transformation of the project and portfolio function, to meet their regulatory and commercial requirements, and 2030 de-carbonisation goals.
► Digital workflow transformation, Global managed hosting provider
  We successfully implemented ServiceNow Customer Service Management to support our clients end customers. Simplification of existing workflows, improved integration and increased automation led to increased incident deflection, reduced resolution times and increased executive visibility of IT performance.
► Industry 4.0, Smart Factory, IoT, Large global pharma company
  We are helping with our client’s digital manufacturing programme, delivering key strategic management information via advanced analytics and user experience (UX), which in turn improves supply chain visibility, operations and optimal yields.

Why EY

We are a global community of certified programme and project management practitioners in both Agile and Waterfall.

We have an advanced suite of tools and accelerators that help us consistently deliver exceptional service to our clients.

We leverage and apply EY Major Programme Transformation (MPT) framework to deliver significant multiyear and multimillion euro programmes on behalf of our clients.

We pride ourselves on being resolutely focused on customer satisfaction, partnering with clients across all sectors and technologies.

We maintain a global repository of system integration leading practices, processes, resources and relevant tools.

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Systems Engineering

Organisations are required to be flexible to meet the challenges facing their business. To support business growth, IT must deliver high-quality engineering and systems integration solutions when required and to a defined technical architecture. EY Systems Engineering teams are poised to support complex application development and integrations, allowing our clients to overcome complex technical challenges.

Our services

► We help clients transform their technology delivery models to enable growth and competitive advantage, optimise costs, and mitigate risk through class-leading application development and integration solutions.
► We help clients transform their technology solutions, providing capability and skills for development, and testing activities through custom application development and testing.
► We work with clients to create a platform design and future design specification through our Integrated Platform Design service.
► We help clients in their DevSecOps journey from starting vendor assessments all the way through to expanding DevSecOps solutions.

Where have we done this before?

► Organisational transformation, VoIP UCaaS provider
  Our team spearheaded the organisational transformation to enable a transition from a start-up way of working to an enterprise, carrier-grade leading organisation. A key area of our approach is an adoption of a product-focused delivery pipeline, underpinned by leveraging DevSecOps design and delivery. In addition, the implementation of strategic architecture to provide a technology roadmap, enabled the organisation to align with the enterprise vision.

► Application modernisation, Large retail bank
  Our client is embarking on a digital workplace programme (DWP) to improve and modernise users’ workplace technology experience, while also addressing some known challenges with the bank's end user computing (EUC) infrastructure estate. The DWP involves the delivery of a new desktop platform and has been established to replace the current platform.

► Platform customisation, Investment bank
  We have helped customise a new digital platform, providing users the ability to create a profile by entering basic personal information, and the tool will match you to either the conservative investor, balanced investor, or experienced investor profile.

► Platform customisation, Health sector
  We architected, designed, developed and supported a national register platform for the health sector. The platform provides a 360 degree view of the client. It integrates with multiple external health care providers, including laboratories, clinics and government agencies.

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Why EY

We have strong relationships with existing clients and can be trusted to deliver outstanding technical results.

We have deep technical skills in a range of technologies, both established and emerging.

We have a broad and diverse pool of resources that have a wide array of background and experience.

We have an extensive network of contacts from EY member firms across the globe, who can support in any challenge a client may have.

We are supported by other EY competencies and can deliver end-to-end (E2E) solutions for our clients.

We have centres of excellence in Ireland and abroad, producing proof of concepts and running ideation workshops to develop and validate client requirements.
Business & Technical Analysis

Business Analysis builds a critical bridge between business needs and technical solutions by utilising design-led thinking to identify the need for change in the way organisations work. This capability is integral to the successful delivery of purpose-led and sustainable change.

Our services

► We develop business requirements and operating model designs to help turn strategy into business value, leveraging our proven approach and accelerators to apply best practice learnings to develop solutions for our clients.
► We help future-proof IT strategy by providing analysts with sector understanding and insight into emerging standards and trends.
► EY teams provide technical systems analysis of software, hardware and wider tech systems to assess their alignment to the client’s business needs, and support our clients in selecting the applications and infrastructure that best fit their organisation.
► We develop innovative solutions which focus on the customer and provide rapid prototyping to facilitate the realisation of creative ideas which support the development of products, services and processes.

Where have we done this before?

► BA managed services, Government department
  EY has been engaged by the client to provide skilled business analysts (BAs) to support with the development and maintenance of software systems across multiple projects. This is a managed services contract, led by an overall EY delivery manager to ensure the BAs are delivering a high-quality and consistent service. EY has been able to add value by creating and implementing standard templates and processes for business analysis within the department.

► Advanced metering, Irish utilities company
  Advanced metering in Ireland is key to the achievement of the Climate Action Plan and Ireland’s commitments as part of the 26th UN Climate Change Conference of the Parties (COP26). EY business and technical analysts have played key roles in the solution design and governance, as well as third-party engagement in this landmark programme.

► Digital manufacturing programme, Pharmaceutical company
  We are using the SAFe to deliver digital solutions at scale. EY business analysts have been instrumental in designing and implementing solutions, which include IoT, virtual reality and predictive analytics. They are also enabling improved manufacturing timelines and accuracy for the all important COVID-19 vaccines.

► Product delivery, Telecoms company
  EY product owners are working within a mobile and desktop application development team to drive the delivery of a minimum viable product (MVP). Embracing Scrum methodologies has allowed us to be flexible and prioritise work that delivers maximum value to the client in a short time frame.

Why EY

We provide EY business analysts, technical analysts and product owners with training in global best practices from industry-leading organisations, such as International Institute of Business Analysis (IIBA) and British Computer Society (BCS).

We maintain a repository for best practice processes, risks and controls, KPIs, maturity models, and IT system support.

We utilise EY wavespace™ to facilitate client workshops using state-of-the-art technology to promote the creation of innovative solutions.

We are experienced in driving acceptance and buy-in with stakeholders throughout the project lifecycle.

We leverage our global EY network to create valuable end-to-end solutions for our clients.

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Digital Assurance & Quality Engineering

Our market research has identified that companies are focused on enhancing customer experience by ensuring quality software delivery enabled by proven software testing strategies. Digital assurance and quality engineering has proven to be a function in constant evolution – it is embedded across the entire development lifecycle, and is shifting from a business support function to an active lever to change business models.

Our services

► We provide the full scope of testing services, including functional and system testing, integration testing, regression testing, and user acceptance testing.
► We help our clients embed quality into Agile and DevOps models, resulting in faster time to market and ensuring flexibility, adaptability and improved efficiencies, driven by automation and continuous testing.
► We provide technical testing services, such as test automation, performance testing, application programming interface (API) and microservices testing, mobile device testing, performance, data, and extract, transform and load (ETL) testing, which enables our clients to embed quality across the whole software development life cycle (SDLC).
► We help organisations transform their approach to digital assurance and testing resulting in quality releases at a faster pace to market, reducing production issues and supporting business growth.

Where have we done this before?

► Test management, Irish health sector
  We provided planning, coordination, and control of test team and test activities, covering the functional, automation and performance areas.
► Testing services, Irish utilities company
  We developed a test strategy for SuccessFactors that could be integrated into the overall company-wide strategy. We developed the test execution approach, scope of testing, required roles, defect management process and ways of working among the teams.
► Automation centre of excellence, Clinical research company
  We created an automation centre of excellence for the client. We delivered detailed workshops on how to establish the new function and developed, tested and deployed the overall framework and the initial automation test suite.
► Functional and automation testing services, Government body
  We set out the testing strategy and approach, covering test execution and nonfunctional testing. We provided advice on test coverage, data preparation and reporting. We added test automation from planning to postproduction, and advised on user acceptance testing (UAT) execution services.
SAP Services

Our SAP team can deliver a unique combination of SAP, business transformation, and industry skills and knowledge for our clients. Our co-innovated SAP accelerators and tools can also jumpstart our clients’ SAP-based transformation journeys. Our range of services span the entire lifecycle of a transformation from inception through to implementation and ongoing management of a client’s entire SAP landscape.

Our services

► We provide strategic advice to clients looking to optimise or transform their existing SAP estate or help clients who have decided to implement new SAP applications or infrastructure.
► The full range of SAP-related implementation services, across the entire SAP product suite, are available to our clients, from initial planning and scoping of a transformation to the post-go-live support.
► Our Application Management Services team can also provide clients with full-service desk and ITIL-based services to help manage a full SAP-based solution landscape.
► Our team contains a group of highly skilled cloud infrastructure and SAP Basis professionals that can help clients plan the transition of their enterprise applications to the cloud.
► Our enterprise intelligence team specialise in supporting clients in the development and implementation of the latest analytics and data warehousing offerings from SAP.
► We work closely with our near and offshore SAP delivery teams to provide additional skills and bandwidth to major programmes.

Where have we done this before?

► Greenfield S/4HANA implementation, Global engineering firm
   This programme is a company-wide business and technology transformation, enabled by SAP technology. Our client partnered solely with EY Ireland to support this eight-year global programme, targeting operations across 50 different countries.
► Brownfield S/4HANA migration, Irish utilities company
   EY acted as the main programme partner supporting our clients’ Brownfield migration of their SAP ECC to an S/4HANA platform.
► Greenfield S/4HANA transformation, Irish food manufacturer
   This extensive programme of work involved the implementation of a core S/4HANA solution across the entire business from central finance through sales, supply chain and manufacturing, with integration to customer and supplier ecosystems.
► Greenfield S/4HANA private cloud programme, International healthcare packaging manufacturer
   EY teams are implementing a multiyear programme of a true hybrid SAP landscape with an S/4HANA private cloud solution integrating with on-premise MII systems and public cloud reporting, and integration solutions.

Why EY

We are the largest SAP systems integrator by revenue and headcount on the island of Ireland.

We have the most-experienced team of SAP professionals in Ireland, with a history of being the first to deliver on S/4HANA projects. Our teams delivered the first S/4HANA implementation and both the first private and public cloud S/4HANA solutions for Irish customers.

We have supported the largest Brownfield and Greenfield S/4HANA transformation programmes in Ireland.

We can provide the full range of services required to carry out a major global transformation that includes tax and global trade implications.

We are backed by a global SAP delivery capability that has over 25,000 SAP-skilled individuals.

We have invested in the development of leading-edge SAP assets, tools and methods available for free to our clients.

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Cybersecurity

Our cybersecurity team works with the client to create, improve and operate cybersecurity capabilities and thereby improve the client’s risk posture. We offer specialist services across cybersecurity strategy and transformation, data privacy, digital identity, cloud security architecture, operational technology (OT) security, next generation threat detection and response, and penetration testing.

Our services

► Our cybersecurity strategy and transformation team helps clients design, execute and embed their core cybersecurity risk management processes in an effective way, thereby improving risk culture and enabling the business to thrive in the face of disruptive cyber threats.

► Our data privacy and protection (DPP) team provides services and solutions to help clients make informed decisions about their information over the full data lifecycle from a security, legal and ethics perspective.

► Our digital identity and access management (IAM) team collaborates with clients to create innovative solutions, designing a trusted IAM ecosystem from strategy to execution across on-premise and cloud estates. We deliver scalable, flexible full lifecycle identity solutions from assessments to managed identity services.

► Our cybersecurity architecture, engineering and emerging technologies team helps clients protect their enterprises from adversaries seeking to exploit weaknesses in the design and operation of technical security controls. Our services focus particularly on enabling a safe journey from traditional IT to cloud technologies.

► Our next-generation managed security operations and response team help clients design, build and run the next generation of security operations centres and offensive cyber capabilities.

Where have we done this before?

► Security operations team, Public body
We provide a comprehensive managed service security operations team, including access and vulnerability management, incident response, penetration testing, third-party cyber risk management, and security monitoring.

► Network security strategy, Global packaging company
We delivered a global enterprise network security strategy as part of an international partnership. Our team carried out a full end-to-end review of the network state for IT, OT and cloud, and created a strategy for security improvement.

► Cybersecurity OT programme, Multiple sectors
Our team has led multiple end-to-end OT security strategies for cross-sector clients, covering all functions and subfunctions, defining a future state vision and engineered solutions.

► Foundational IAM solution, Multiple sectors
We developed and established a foundational solution to enhance additional IAM capabilities, such as adaptive authentication and authorisation methods along with essential audit enablement.

► Data protection and privacy: Public and private sectors
Our team has provided data protection and data governance consulting services to diverse clients, including acting as interim DPO and overseeing privacy in transformation projects.

Why EY

We are a 100-strong, leading cybersecurity practice serving clients across all Ireland and the globe.

We have 63 cybersecurity centres globally, supporting 150 countries.

We develop trust with the client, in order to co-innovate and co-create new products and services.

We provide sector-specific knowledge and specialist multidisciplinary experience, as well as access to the latest innovations.

We offer a “Security and Privacy by Design” approach that infuses cybersecurity, privacy and resilience into every part of the organisation.

We support trust in systems and data so that organisations can take more measured risks and make transformational change.

We have strategic alliances with a range of industry leaders, such as Microsoft, IBM, SAP, Splunk and CrowdStrike.

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IT Strategy & Architecture

Our clients are faced with external pressures on an unprecedented scale. The ability to translate strategy into reality is key to their enhanced business performance. Now more than ever, organisations need a clear technology strategy based around an architecture that supports new digital solutions and the evolution of legacy platforms in a time of increasing regulation and competition.

Our services
► We create pragmatic, actionable IT strategies, target architectures and technology roadmaps that blend industry insight with a deep knowledge of sector-relevant platforms to create real business value.
► We support the architecture governance process by reviewing and monitoring significant technology projects to ensure strategic alignment with target architecture. We identify issues and risks and escalating as appropriate.
► We can help you to shift your focus from “keeping the lights on” to delivering real business innovation. Our teams are familiar with modern IT operating models and can help you to develop the skills, knowledge and processes to make this sustainable.
► We can also help business and technology functions to co-create IT strategies with customers and delivery partners to optimise innovation ecosystems.
► Our teams support the establishment, as well as the enhancement of enterprise architecture capabilities, including the assessment and implementation of enterprise architecture tools and methodologies.

Where have we done this before?
► IT strategy, Irish utilities company
  We helped completely refresh the IT Strategy such that it aligned with the wider business vision and demonstrated how IT directly contributes to meeting the water regulator’s KPIs.
► Post-trade IT strategy, Investment bank
  We helped a client to refresh their IT strategy in line with changes in technology and their business environment, resulting in a set of actionable initiatives that helped them to improve existing business units and enter new markets.
► Government target architecture, Government body
  As client-side advisors, we developed an end-to-end target architecture for demonstrating how next generation technology will be used across the organisation to improve the client’s services and customer experiences.
► Enterprise architecture, Commercial airline
  Our team identified and sequenced actionable initiatives into roadmap to ensure the business transformation can be delivered within the agreed timelines and achieve the desired outcomes.

Why EY
We have deep experience and a strong delivery track record across industry sectors.
We are truly independent and provide unbiased, objective advice.
We take a holistic approach, including technology, people, processes, finance and tax.
We have extensive experience in risk, regulation and compliance, and work closely with many regulators.

EY teams are Open Group Gold Members, and we bring our proven and industry-leading methodologies, toolkits and reference models to accelerate the delivery of our engagements.
We conduct research and publish extensively on the use of technology across many industry sectors.

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Microsoft & Cloud Services Group

We deliver transformative cloud solutions powered by business ingenuity that helps create long-term value for clients. Our innovations are born out of EY trusted industry experience to help solve our clients' toughest challenges and unlock their data as a catalyst for change.

Our services

► We modernise enterprise technologies to support business transactions in the digital world through business apps, such as Dynamics Customer Engagement (CE), Dynamics 365 Finance, Dynamics 365 Supply Chain Management, Power Platform and Power BI.

► Our services include cloud strategy, innovation, security, cloud native development, cloud technical design authority and cloud strategic advisor. Our cloud platform services provide landing zone accelerators to assist with consistent, scalable and secure cloud platform adoption.

► Our Office 365 Modern Workplace services unify disparate systems and applications to streamline the distribution of information and ease overall communication.

► We facilitate business agility through the rapid enablement of a DevSecOps development platform and provide highly skilled cloud native developers to produce modern software and services.

► We help our clients understand the latest blockchain trends and their impact on their industry, enabling them to identify the right use case to fit their business and provide industry-leading product and design capabilities.

Where have we done this before?

► Cloud architecture, Government body
  We delivered a modern workplace for workforce and community-based cloud native applications. We brought cross-capability knowledge, collaboration and strategic insights. We developed a strategic implementation and adoption across the Microsoft cloud stack.

► Cloud platform services, Global transport organisation
  Our client wanted to secure and protect their OT network. We deployed our Enterprise Landing Zone architecture, enabling the rapid design, adoption and deployment of a cloud-based OT-DMZ.

► CRM strategy and implementation, Irish semi-state
  This client had highly manual processes to forecast and monitor distributor incentive programs. We created a strategy, established governance, and facilitated vendor selection, implementation and roadmap.

► Client facing public portal, Major mobile telecom provider
  We delivered a public-facing customer portal for this client by moving their key customer applications onto the MS Azure platform. The solution offers increased self-service, control and transparency, while empowering the client’s customer care team.

► Carbon credit trading platform integration, Major budget airline
  Working with this client, we developed a solution based on top of our blockchain.ey.com platform to prove and exchange verifiable carbon offset credits, allowing users to choose which projects they would like their carbon offset to go to.

Why EY

We have a very close alliance with Microsoft. EY was awarded Advisory and Azure analytics Partner of the Year 2021, Dynamics 365 and Power Automate Partner of the Year 2022, and Microsoft Ireland Partner Pledge of the Year 2022.

To support our clients we can draw on the experience of a network of cloud certified technologists from across the globe.

We have a proven track record of moving from on-premise to public and private cloud infrastructures.

We can help you to benefit from emerging technologies such as blockchain, while navigating the regulatory and tax complexities associated with them.

We have extensive experience across industry in Ireland and our team has the skills required to provide you with a leading-class solution.

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Data Engineering

Data is reshaping all industries and requires leaders to embrace new capabilities to turn information into a competitive advantage. Well-implemented data systems improve business efficiency, reduce costs, reduce risk via data protection and other regulations, and generate new value by enabling vital analysis, insights and action.

Our services

► We partner with our clients to build their data engineering capabilities, and to establish quality data platforms and systems that mature our clients’ delivery level, enable better decision-making, and facilitate the creation of value from their data.
► We define strategies and develop operating models for enterprise data, such as tailored operating models and centres of excellence, to deliver savings, reduce risk and provide better user experiences.
► We develop analytics and visualisation solutions that deliver rapid insight, empowering our customer to make faster and more confident decisions.
► We know the challenges that every organisation faces to deliver effective data solutions and have the skills, experience and proven approaches to succeed.
► We provide fully managed service and support for data solutions, allowing our customers to focus on generating value from data, while we look after the rest.

Where have we done this before?

► Fully managed service, Irish mobile telecoms provider
  We designed and implemented the enterprise data platform, and maintain it as a fully managed service in the cloud for one of Ireland’s largest mobile telecoms providers, including large-scale data ingestion and the provision of sophisticated reporting and analysis.
► Azure snowflake data platform, International financial services
  We completely re-engineered our client’s complex and fragile data integration system, utilising state-of-the-art managed processes and modern cloud software to deliver a solution that was stable and scalable for years to come.
► Data strategy and data platform implementation, Irish insurer
  We worked with a leading insurance provider to develop a tailored data strategy that would address their biggest data concerns and elevate their use of data to a new level. We then partnered with them to implement the key organisational (organisation structure, cultural development plan, governance and lifecycle) and technical (infrastructure, data warehouse and enterprise reporting platform) elements of the strategy.
► Azure data platform, Irish health sector
  We helped respond to the COVID-19 crisis by delivering an Azure data platform to track and predict the disease’s prevalence and impact. This platform was live and delivering insights in a few weeks, enabling the client to make informed decisions.

Why EY

We apply a technology and vendor-agnostic approach to tailor the right solutions for each client.

We work closely with our clients to develop custom data strategies that address business needs with both organisational and technical aspects.

We are active in the industry, creating thought leadership articles across the enterprise data and data management space.

We partner with our clients to develop leading-edge proofs of concept using the most modern and exciting technologies.

Our managed service and support offerings allow our clients to concentrate on running their business, not their IT.

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Intelligent Automation

Intelligent automation brings a wide range of benefits through leveraging technologies across the enterprise. As your organisation transforms, it can unlock real value through the combination of emerging technologies to provide business impact through convergence.

Our services
► We identify strategies and opportunities related to automation such as tailored operating models and centres of excellence to deliver and support intelligent automation across organisations – delivering savings, reducing risk and providing better user experiences.
► We deliver intelligent automation of business processes to offer savings, reduce risk and provide better user experiences, as well as providing ongoing support of production automation processes.
► Our orchestration specialists can assist in helping to identify the pain points in processes and identify the right BPM technology to provide a more efficient business process.
► We support organisations in the formulation of their machine learning strategy and value roadmap to help generate deeper insights, faster, and in ways that augment human cognition and build trust.
► EY teams have certifications across all leading automation platforms with a strong capability both onshore and offshore

Where have we done this before?
► Automation factory, Irish utilities company
We are developing and maintaining robots across multiple client departments. More than 500,000 transactions have been automated to date freeing up more than 25,000 full-time equivalent (FTE) hours.
► Automation centre of excellence, Global life science
We worked with the client to set up and establish an automation centre of excellence that would provide a standardised approach to governance, tooling, process design, development and implementation.
► Cognitive chatbot and automations, Government body
We have worked with the client to deliver a number of cognitive chatbots to assist with a post-COVID-19 “return to work” initiative as well as delivery a series of automations.
► Bus predictive planning & optimisation using AI, Public transport body
We built a predictive analytics platform to support decisions for planning and optimisation of bus routes within a major city. The platform provided planners a portal to run predictive analysis on planning scenarios and zone in the best scenario that provides the consumer satisfaction and optimisation goals of the client.
Digital Manufacturing Technology

The supply chain landscape is in a constant state of change and organisations must increasingly rely on operational excellence through digital transformation to grow. Digital manufacturing is at the core of any supply chain transformation project in life sciences, food and beverage, speciality chem or consumer packaged goods industry.

Our services
► We identify manufacturing process improvements utilising data and process analytics including statistical trending, multivariate analysis, machine learning and AI.
► Using a single-pane-of-glass (one-stop shop), we provide our clients with full product visibility throughout the supply chain.
► We design, build, test and deploy a range of market leading Operational Technologies (OT) and Manufacturing Execution Systems (MES).
► We support clients with the integration of operational and manufacturing technologies with their back end business systems, such as SAP and Microsoft, and help automate their business processes.
► We merge the physical and digital worlds using the latest digital enablers including augmented reality (AR), virtual reality (VR), cloud, industrial internet of things (IIOT) and predictive analytics to reduce waste and improve efficiency.
► We help our clients achieve manufacturing excellence by ensuring the correct combination of people, process and technology.

Where have we done this before?
► Major bio pharmaceutical company
   Using IoT, we are developing a “Start your own smart factory" and have implemented the key supply chain digital solutions unlocking significant value for the client.
► Vaccine distribution
   We are developing advanced digital capabilities to accelerate the supply and distribution of vaccine to patients.
► Pharma manufacturing company
   We completed multivariate analysis, which helped in analysing the cause of variations in the batches.
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ED None

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