

EY Ireland

Technology
Consulting

2023



Building a better
working world

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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 ...

<p>The convergence of AI and automation</p>	<p>How will artificial intelligence (AI) and automation disrupt my industry?</p> <p>What are the consequences of getting it wrong?</p>	<p>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.</p>
<p>Growing cyber risks</p>	<p>How should we protect our assets against the risk of cyber attack?</p> <p>Are our cybersecurity controls up to scratch?</p>	<p>By 2025, 60% of organisations will use cybersecurity risk as a primary determinant in conducting third-party transactions and business engagements.</p>
<p>Next generation computing</p>	<p>When is the right time to upgrade our legacy technology?</p> <p>How do we manage and resource large-scale modernisation initiatives?</p>	<p>Worldwide IT spending is projected to total \$4.5 trillion in 2022, an increase of 3% from 2021.</p>
<p>Cloud at scale</p>	<p>How do we move my major enterprise systems to the cloud safely?</p> <p>Should we use the public cloud?</p> <p>What are competitors doing in the cloud?</p>	<p>Almost two-thirds (65.9%) of spending on application software will be directed toward cloud technologies in 2025, up from 57.7% in 2022.</p>
<p>Sustainable technology</p>	<p>How can we use technology to reduce environmental and ecological risks?</p> <p>What are the three emission scopes for carbon footprint measurement?</p>	<p>By 2026, over 60% of the capital programs of the largest energy companies will focus on low-risk renewables investments.</p>

Source: Gartner®

The challenge for business leaders is growing ...

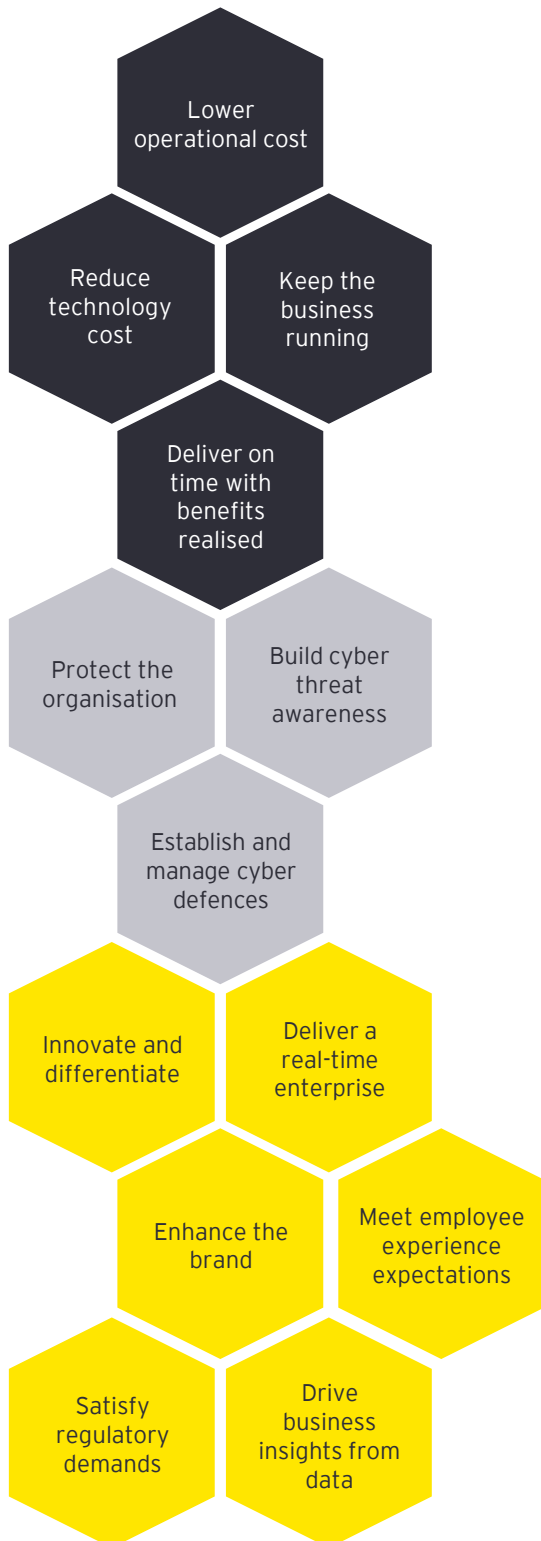
Although keeping the technology running is more important than ever in the era of “always-on” digital services, fast-evolving disruptive technologies are creating new demands for more innovative solutions and the need to be more agile. Against this backdrop, the number and severity of threats to IT are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

Business leaders expect a lot from IT

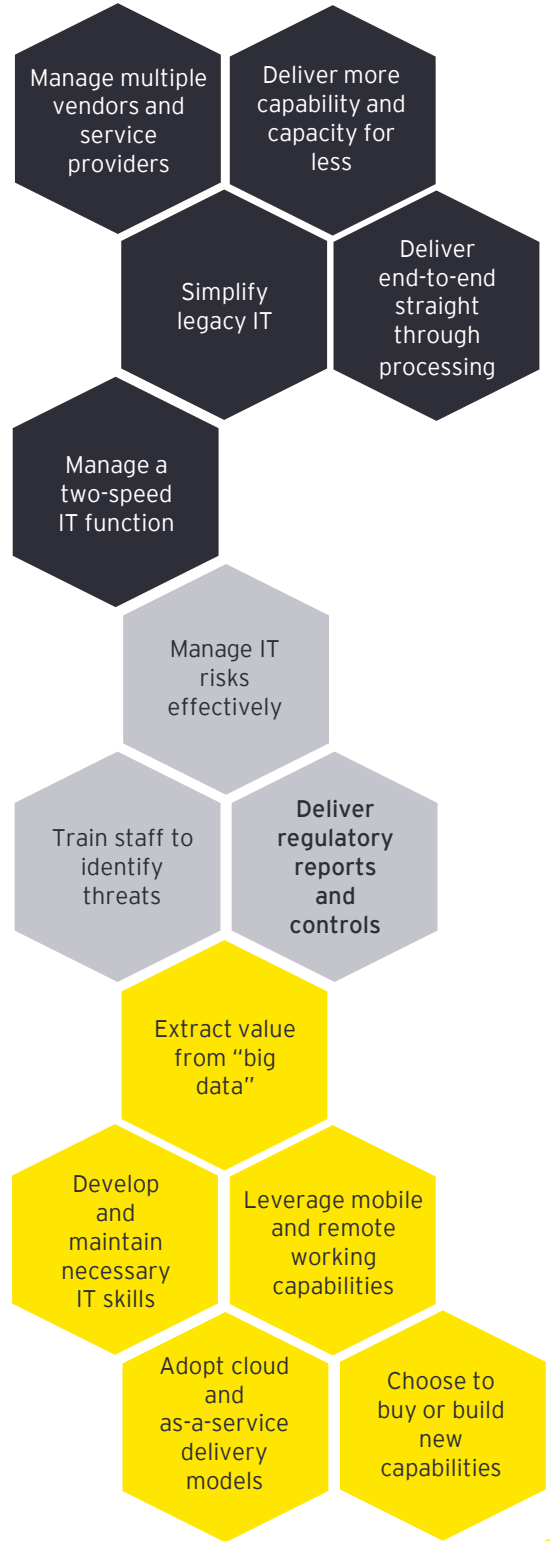
Optimise

Defend

Transform



The true challenge is even greater

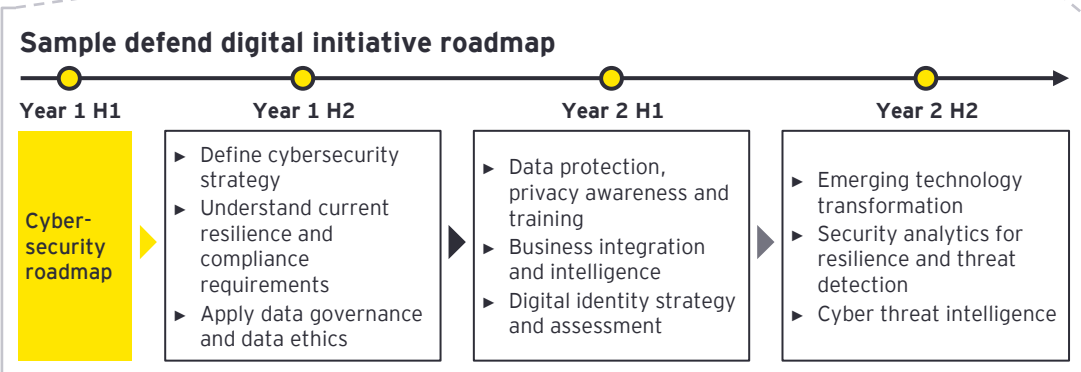


How are business leaders responding?

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.

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

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





02

Technology Consulting overview

EY Ireland Technology Consulting

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

Service offerings



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

Sector experience



Alliance and ecosystem relationships



Our solutions at a glance

Optimise

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.

Defend

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.
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Transform

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.
Sustainability Technology	We deliver technology solutions to help clients accelerate ESG and sustainability performance and streamline regulatory reporting. Our solutions consolidate sustainability data in one place and leverage the power of integrated analytics for better decision-making and value creation.

A hand holding a smartphone in a blurred crowd. The background is a soft-focus scene of people, with a prominent figure in a blue shirt. A yellow rectangular border is visible in the upper and right portions of the image.

03

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.
- ▶ Our Digital Portfolio Management team provides expertise and senior experience in mobilising, governing and running large-scale multi year transformation programmes.

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.
- ▶ **Project Management Services- Irish Postal & Banking Organisation**
We provide highly skilled, experienced, qualified and certified Project Management resources across role types including Programme Managers, Senior Project Managers, Project Managers and PMO to assist our client deliver on their Group Technology Services IT change roadmap.
- ▶ **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.

Contact Us



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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.

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.

Contact Us



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Business & Technical Analysis

Business & Technical 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.
- ▶ We 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 and developing the applications and infrastructure that best fit their organisation.
- ▶ We develop innovative solutions which focus on the customer and leverage Design Thinking to maximize value and user experience.
- ▶ We provide product owner services to support the development of products, services and processes.

Where have we done this before?

- ▶ **BA managed services, Irish utilities company & 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.
- ▶ **Smart metering and Flex Market, Irish utilities company**
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. We provided business process documentation and analysis, process mapping, requirements elicitation, user story management and supported in various testing phases.
- ▶ **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 Internet of Things (IoT), virtual reality and predictive analytics.
- ▶ **Product delivery, Telecoms company**
EY product owners worked with a mobile and desktop application development team to drive the delivery of a minimum viable product (MVP). Embracing Scrum methodologies allowed us to be flexible and prioritise work that delivered 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.

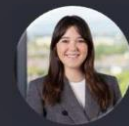
We are experienced in driving acceptance and buy-in with stakeholders throughout the project lifecycle.

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

Contact Us



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Megan Conway
Partner, Business & Technical Analysis Practice Sponsor, EY Ireland



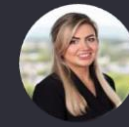
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Digital Assurance & Quality Engineering

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.

Why EY

We work closely with our clients to enhance customer experience by ensuring quality software delivery through quality engineering and software testing.

We have a global community of Professional SMR's developing Digital Assurance and Quality Engineering thought leadership.

We are part of a global community of professionals with industry certifications across Digital Assurance and Quality Engineering.

We utilise market-leading tools and accelerators to reduce time to market and deliver excellent services to our clients.

We bring a wealth of multi-sector Software Test experience across our teams.

We take a holistic approach, including technology, people, process and tools.

Contact Us



Tom Slattery
Sponsoring Partner, EY Ireland



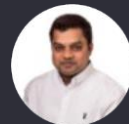
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SAP Services

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.

Contact Us



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Gordon V Atkinson
Partner, EY Ireland



Declan Bond
Partner, EY Ireland

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.

Contact Us



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Partner, Chief Strategy
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Microsoft & Cloud Services Group

We deliver transformative cloud solutions powered by business ingenuity to create long-term value for clients. EY Global Accelerators, Frameworks, and our trusted industry experience helps to solve our clients' toughest challenges and unlocks their data as a catalyst for change.

Our services

- ▶ Modernisation of enterprise technologies to support business transactions in the digital world through business apps, such as the Dynamics 365 suite, 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.
- ▶ We help our clients understand the latest technology trends such as AI and blockchain and how they will impact on industry. We enable clients to identify the right use cases for their business and to safely implement & integrate solutions using technologies like Microsoft Cognitive Services and Azure Open AI.
- ▶ Our Office 365 & Power Platform Centre 4 Enablement (C4E) offerings help clients with the governance of growing MS Office and Power Platform estates. We advise on implementation strategies and can help you maximise your investment and take advantage of new features including Copilot AI assistants.
- ▶ Facilitation of business agility through the rapid enablement of a DevSecOps development platform and provision of highly skilled cloud native developers to produce modern software and services.
- ▶ Our team has extensive experience in designing and implementing Digital Contact Centres. The Dynamics 365 CRM platform natively integrates with Microsoft 365 and Azure and our cross-functional teams can fully customise the solution to support your business processes and objectives.

Where have we done this before?

- ▶ **Cloud architecture, Government body**
A modern workplace for workforce and community- based cloud native applications was delivered. 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.
- ▶ **Digital Contact Centre Enablement, Irish semi-state**
In response to a cyber attack, we delivered a contact centre and an end-to-end case management solution to notify all impacted individuals of the attack and subsequent data breach. The solution utilised Power Platform, Dynamics 365 and Microsoft Azure and involved the implementation of a 24/7 operational managed service.
- ▶ **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.

Why EY

We have a very close alliance with Microsoft. EY was awarded Global Advisory Services Partner of the Year 2023 (4th year in a row), Global Cloud Native App Development Partner of the Year 2023, 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.

Our integrated teams have enterprise-wide delivery experience with access to a full spectrum of services across tech consulting, people advisory, and business consulting. We deliver best in class, customer focused solutions.

EY can help you to benefit from emerging technologies such as AI & blockchain, while navigating the regulatory complexities associated with them.

Our Ireland based resources are cloud-certified and can be augmented by a wide network of EY technologists from across the globe.

Contact Us



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Director, EY Ireland

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.
- ▶ We have a number of defined proposition which we can bring to deliver immediate impact. This includes our EA Jumpstart programme, EA for Sustainability, EA Microservices and EA NextGen services.

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.

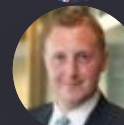
EY teams are Open Group Gold Members, and we bring our proven and industry-leading methodologies, toolkits and reference models to accelerate the delivery of our engagements.

We conduct research and publish extensively on the use of technology across many industry sectors.

Contact Us



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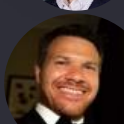
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Data Engineering

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, 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 & develop operating models for enterprise data, such as tailored operating models and centres of excellence, to deliver savings, reduce risk, provide better user experiences.
- ▶ We develop analytics & visualisation solutions that deliver rapid insight, empowering our customer to make 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 & support for data solutions, allowing our customers to focus on generating value from data, while we look after the rest.
- ▶ Our data teams provide the data behind organisations ability to get business value from their AI and Generative AI initiatives.

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 and AI 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.
- ▶ 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 orchestration.
- ▶ We support organisations in the formulation of their machine learning strategy and value roadmap to help generate deeper insights.
- ▶ We provide intelligent automation technologies as a managed service, providing our clients with a plug-and-play organisation that maximises efficiency while minimising complexity.

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.

Why EY

We are one of the leading automation service and software providers globally.

Our automation practice provides strategic advisory, full stack implementation and managed services, across a range of emerging and established technologies.

EY has been named as a leader in the field of automation service providers in the latest IDC MarketScape and also the latest Forrester Wave.

We enhance and adjust solutions to meet the specific needs of our clients.

We leverage EY wavespace™ facilities to generate new and innovative ideas.

We work closely with our clients to create proof of concepts, driving innovation and supporting technology adoption.

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Digital Manufacturing Technology

The manufacturing 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 industries. We support clients to navigate their digital strategy across their Manufacturing, Supply Chain and Quality domains, driven by the purpose to create Connected Factories across their manufacturing landscape.

Our services

- ▶ We identify manufacturing process improvements utilising data and process analytics including statistical trending, multivariate analysis, machine learning and AI.
- ▶ We utilise the EY framework to perform a Digital Maturity Assessment at manufacturing companies to understand the as-is maturity, as well as to-be opportunities.
- ▶ We provide OT obsolescence and remediation services for shopfloor systems at manufacturing sites.
- ▶ We offer managed services for Shopfloor manufacturing applications and Life Sciences sites, providing support for activities such as system administration, automation system validation and change management.
- ▶ 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 Operations Management.
- ▶ 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.

Why EY

We apply a vendor-agnostic approach, delivering the right solutions for each client.

We have extensive experience across the life science industry and our team has the skills required to provide you with a top-notch solution.

We enhance and adjust solutions to meet the specific needs of our clients.

We work closely with our clients to create proof of concepts, driving innovation and supporting solution adoption.

We leverage the EY wavespace™ facilities to generate new and innovative ideas.

We take an all-inclusive approach, incorporating people, processes and technology.

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Sustainability Technology

Investors, regulators, and stakeholders across society are increasingly demanding greater transparency from organisations on ESG and Sustainability performance. To meet stakeholder and regulatory demands, organisations must look to leverage sustainability technology to improve decision-making, reduce cost and increase operational and performance effectiveness to deliver long-term value.

Our Services

- ▶ We help customers accelerate transition to net zero, deliver on sustainability ambitions and targets, and execute change projects across the value chain.
- ▶ We deliver solutions that consolidate your sustainability data and reporting in one place, removing data silos and automating reporting to leading sustainability frameworks (GRI, CDP, SASB & ISSB) and regulatory reporting (CSRD ESRS, SECR)
- ▶ We provide strategic and vendor-agnostic advice on off-the-shelf or custom-built sustainability technology solutions supporting organisations in the successful selection, configuration, and implementation.
- ▶ We deliver analytics that provide deep insights, accelerating the analysis and visualisation of applicable metrics and tracking progress against Science Based Targets initiative (SBTi) an UN Sustainable Development Goals (SDG)
- ▶ We partner with our clients to future proof their ESG data model design and develop data governance frameworks to ensure investor grade data is available for all internal and external sustainability reporting.
- ▶ We deliver solutions that integrate ESG and Sustainability data from internal and external sources to automate data collection process and provide the ability to benchmark performance with peers.
- ▶ Our team of experts can help you consolidate legacy EHS IT systems and migrate them to a single platform that will support mandatory ESG reporting, and performance improvement use cases.

Where have we done this before?

- ▶ **Carbon Management Reporting, Oil & Gas**
EY developed an integrated carbon management solution that leverages a carbon data hub and carbon intensity meta-model and uses AI to suggest improvement opportunities.
- ▶ **ESG Common Data Model, Global Investment Company**
EY was engaged to co-develop an ESG Common Data Model, which included a taxonomy of over 1,000 data attributes required for regulatory disclosures and the mappings to the different internal and external data sources.
- ▶ **Integrated Sustainability Reporting, Life Science company**
EY provided a comprehensive approach to ESG and Sustainability regulations, leveraging our advanced tools and technologies to deliver a scalable data management solution that connects corporate reporting to sustainability and strategy with support for CSRD and the EU Taxonomy regulatory reporting.

Why EY

EY has been recognised by research and advisory firm, Verdantix, as a leader for ESG services and sustainability consulting services

We have extensive experience in delivering Sustainability digital transformation projects across multiple sectors.

We combine our deep technology expertise with EY subject matter experts, to deliver innovative solutions that match your business ambitions and drive long term value.

We have strategic alliances with industry leaders, such as Microsoft, SAP, IBM & Wolters Kluwer.

We can help you to benefit from emerging technologies such as Blockchain, IoT, AI and Machine Learning

We can quickly establish an agile delivery model using a combination of EY Accelerators, EY Methodologies and Agile industry-leading practices

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ED None

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