

EY Ireland's Intelligent Automation Managed Services

Dublin - Cork - Belfast



Building a better
working world

Contents

1

Managed Services

2

Discover

3

Build

4

Operate

5

Why EY?

6

Contact Us



Intelligent Automation Managed Services

In today's rapidly evolving Irish business landscape, Intelligent Automation has emerged as a game-changer, enabling Irish organisations to drive operational efficiencies, enhance agility, and achieve transformative outcomes. However, successful implementation and management of Intelligent Automation solutions require a unique blend of expertise, resources, and ongoing support. This is precisely where EY's Managed Services in Intelligent Automation step in. Our bespoke solutions are meticulously crafted to align with your organisational requisites, enabling you to harness the complete prowess of Intelligent Automation while mitigating risks and optimising gains.

Top client challenges and drivers for Intelligent Automation Managed Services

- ▶ Lack of in-house expertise in Intelligent Automation and its management.
- ▶ Inability to scale automation initiatives to meet increasing business demands.
- ▶ Minimising risks associated with Intelligent Automation implementation.
- ▶ Identifying opportunities for process optimisation and efficiency gains through automation.
- ▶ Maximising return on investment (ROI) in Intelligent Automation initiatives.
- ▶ Balancing cost optimisation and maintaining operational efficiency.
- ▶ Keeping up with emerging technologies and industry trends.
- ▶ Focus on core competencies and strategic initiatives rather than day-to-day automation management and maintenance.



End to End Automation

When process automation, intelligent and autonomous systems are integrated, the result is Intelligent Automation, widening the scope of potential tasks and processes that can be automated. This powerful combination brings transformation across the whole spectrum of emerging technologies such as artificial intelligence, block-chain and the internet of things.

End to End Automation as a Managed Service

In EY Ireland's Intelligent Automation Managed Services. Our comprehensive offerings are designed to empower organisations with the transformative potential of Intelligent Automation across three key areas: Discover, Build, and Operate.

► **Discover**

Our expert team will work closely with your organisation to uncover automation opportunities and identify processes that can benefit from increased efficiency, accuracy, and cost savings.

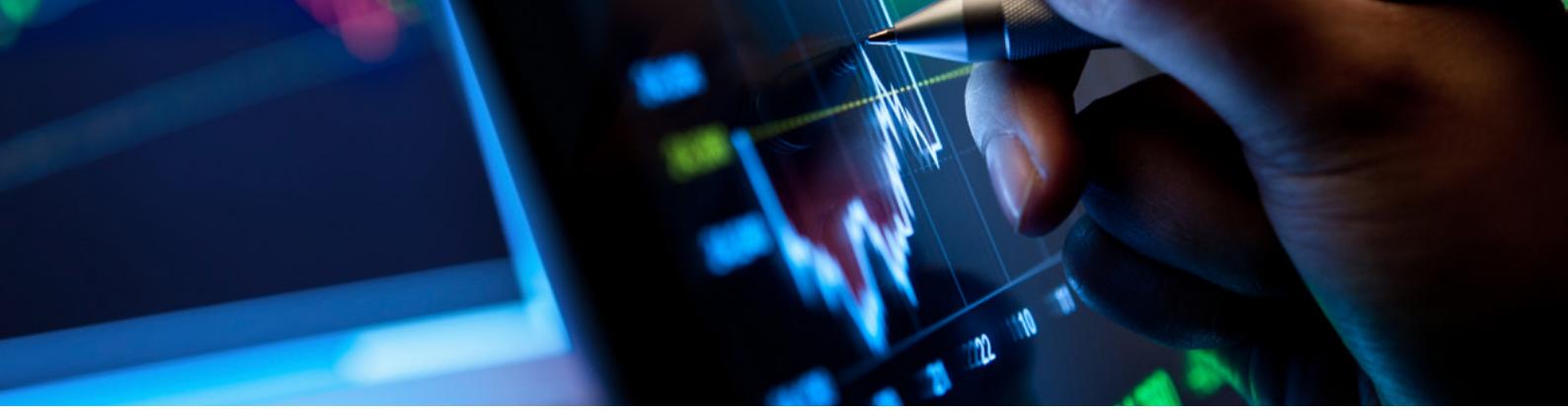
► **Build**

With our deep expertise in automation technologies, including robotic process automation (RPA), artificial intelligence (AI), and machine learning (ML), we will build robust and scalable automation solutions tailored to your specific needs.

► **Operate**

Once your Intelligent Automation solutions are deployed, we provide ongoing support and management to ensure optimal performance and maximum value realisation. Our dedicated operations team will monitor and maintain the automation ecosystem, pro-actively addressing any issues and continuously improving efficiency.

We also offer comprehensive training programs to up-skill your workforce, empowering them to leverage the full potential of Intelligent Automation.



1. Discover

At EY, we understand the importance of streamlining business processes to achieve operational excellence. That's why we offer a comprehensive suite of services under the DISCOVER service offering, including Process Mining, Discovery, Process Re-engineering, and Business Process Management (BPM).

Service Offerings

► **Process Mining**

Unlock the hidden automation potential within your business processes. Our advanced process mining techniques allow us to visualise, analyse, and optimise your existing processes, uncovering bottlenecks, inefficiencies, and areas for improvement. By leveraging data-driven insights, we help you make informed decisions and drive operational excellence.

► **Method Adaption Workshops**

Gain a deep understanding of your business processes through our Discovery services. We work closely with your teams to map out your end-to-end workflows, identify pain points, and uncover opportunities for automation. Our experts leveraging our wavespace, facilitate workshops and interviews to capture valuable insights, ensuring a comprehensive view of your processes.

► **Process Re-engineering**

Once we have identified areas for improvement, our team of experts will guide you through the process re-engineering journey. We help you redefine and redesign your processes to eliminate redundancies, streamline workflows, and achieve maximum efficiency. Our goal is to empower your organisation with lean and agile processes that drive sustainable growth.

► **Business Process Management Solutions**

With our Business Process Management expertise, we provide you with the tools and frameworks to manage and optimise your processes continuously. Our tailored BPM solutions enable you to monitor performance, automate repetitive tasks, and adapt to changing business needs, ensuring ongoing process excellence and increased productivity.



2. Build

EY's Intelligent Automation team provides the service of building your Intelligent Automation Solutions for you. Our team of experts can work with you to provide solutions that immediately save you revenue with our Robotic Process Automation, Conversational AI, Intelligent Document Processing, Cognitive AI and Platform as a Service offering.

Service Offerings

► **Robotic Process Automation (RPA)**

Through Our RPA Services, we streamline and automate repetitive, rule-based tasks, enhancing the speed, efficiency, and accuracy of your business functions. This transformative technology mimics rule-based tasks, seamlessly integrating with or enhancing your existing business applications.

► **Conversational AI**

Harnessing the capabilities of Conversational AI, our chat-bots and virtual assistants represent AI-driven solutions meticulously crafted to revolutionise your customer service and internal communication workflows.

► **Intelligent Document Processing (IDP)**

Our IDP solutions leverage AI and Machine Learning to automate the data capture, extraction and processing of information from unstructured or semi structured documents. This can be invoices, emails, purchase orders or any other type of document. This results in significant error reduction and process acceleration.

► **Cognitive Automation**

Cognitive Automation is designed to replicate the humans decision making and learning process inside an RPA solution. This means, we would have an additional AI decision maker to get maximum usability out of an RPA solution. This uses a combination of NLP, ML and AI to support decisions made by the process.

► **Platform as a Service (PaaS)**

EY will manage your Deliveries and provide a platform for them to be hosted on. Our solutions are accessible, scalable, and secure. We can manage, develop and run your processes for you. This allows an easy transition from development to deployment of your Automation solutions.



3. Operate

EY's Intelligent Automation team provides the service you need to monitor and support your Intelligent Automation Solutions. We support your Intelligent Automation solution through Real Time Monitoring, Troubleshooting with Risk Mitigation, Infrastructure Design & Maintenance, Support & Hypercare and Licence Management & Orchestration.

Service Offerings

► **Real Time 24/7 Monitoring**

Our Support team can cater to the needs of your organisation. If you need monitoring 24/7 within your Control Room, we can provide that peace of mind to ensure your processes are constantly under our watchful Eye. Any issues can be flagged immediately and a ticket Assigned. We can assign priorities to any tickets, track them as you like, and provide detailed reporting on any and all issues.

► **Troubleshooting and Risk Mitigation**

Our adept team specialises in rapid troubleshooting to address any challenges that might be hindering your solutions. Should these issues prove to be beyond the scope of our Support Staff's capabilities, they will be seamlessly escalated to our skilled development team.

► **Infrastructure Design and Maintenance**

At EY, our Intelligent Automation team is dedicated to ensuring the continuous enhancement of your automation software. We take on the responsibility of maintaining your solution's relevance by promptly implementing necessary upgrades and

patches. Our upgrade procedures are designed to be seamless, minimising any disruption by conducting the process during non-business hours whenever required.

► **Support and Hypercare**

Our team of skilled software managers is dedicated to overseeing your solutions every step of the way, from Development to Production and even during the Hypercare phase. This comprehensive process commences once you approve our agreed-upon testing plan. This ensures that each element is meticulously monitored by our QA team in close partnership with your business unit, guaranteeing a seamless experience.

► **Licence Management and Orchestration**

At EY, we are committed to optimising the value of your licenses. Our approach ensures not only the efficient utilisation of your licenses but also the prudent management of your financial resources. When it comes to our RPA processes, we prioritise the cost-effective utilisation of your licenses while overseeing your control room operations. Through strategic partnerships, we go the extra mile to secure the most favourable prices for you.

300+

Local intelligent automation experts on the island of Ireland.

2000+

Professionals specialising in intelligent automation based in our dedicated delivery centres across 11 cities globally.

3000+

Bots deployed internally within EY, showcasing our commitment to harnessing cutting-edge technology for substantial business impact.

3400+

Digital badges and 1,809 external certifications, highlighting our commitment to staying up-to-date and skilled in the ever-evolving field.

20+

Automation vendor partnerships and strategic alliances extending our commitment to excellence. Gold partner of Blue Prism and UiPath.



Why EY?

- ▶ As a Platinum partner of Blue Prism and UiPath, we bring unparalleled expertise and credibility to our Intelligent Automation services. With over a decade of experience serving more than 500 customers globally and 10 plus local Irish customers, we have a proven track record of delivering successful automation solutions.
- ▶ At EY Ireland, we understand that every organisation is unique, and our agile approach ensures that our Intelligent Automation solutions are tailored to your specific requirements. By harnessing the power of automation, we empower you to streamline operations, enhance productivity, and unlock new opportunities for growth.
- ▶ Contact us today to discover how our Intelligent Automation Managed Services can revolutionise your organisation's operations and drive sustainable success in the digital era.



Contact Us

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



Tim Cush

EY Ireland Partner and Head of Intelligent Automation

tcush@uk.ey.com

+44 734 202 1571



Tim Morthorst

EY Ireland Technology Consulting Director - Digital & Emerging Technologies

tim.morthorst@ie.ey.com

+353 87 337 8751



Guru PK

EY Ireland Technology Consulting Senior Manager - Digital & Emerging Technologies

guru.pk@ie.ey.com

+353 87 380 5393



Kieran Hanna

EY Ireland Technology Consulting Manager - Digital & Emerging Technologies

kieran.hanna@ie.ey.com

+353 87 145 4577

EY | Building a better working world

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

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

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

EY refers to the global organisation, and may refer to one or more, of the member firms of Ernst & Young Global Limited, each of which is a separate legal entity. Ernst & Young Global Limited, a UK company limited by guarantee, does not provide services to clients. Information about how EY collects and uses personal data and a description of the rights individuals have under data protection legislation are available via ey.com/privacy. EY member firms do not practice law where prohibited by local laws. For more information about our organisation, please visit ey.com.

© 2023 Ernst & Young. Published in Ireland. All Rights Reserved.

P024309.indd 08/23. Produced by Creative (Ireland)
ED none

The Irish firm Ernst & Young is a member practice of Ernst & Young Global Limited. It is authorised by the Institute of Chartered Accountants in Ireland to carry on investment business in the Republic of Ireland.

Ernst & Young, Harcourt Centre, Harcourt Street, Dublin 2, Ireland.

Information in this publication is intended to provide only a general outline of the subjects covered. It should neither be regarded as comprehensive nor sufficient for making decisions, nor should it be used in place of professional advice. Ernst & Young accepts no responsibility for any loss arising from any action taken or not taken by anyone using this material.

ey.com