IT Business Consulting

Driving efficiency and growth

Introduction

Business is changing. Companies are cementing relationships by becoming more engaged with their clients, improving the client experience and providing more tailored services. At the same time, they are continuing the drive to reduce costs and deal with regulatory burdens. To do this they need to be more adaptive and agile whilst simultaneously being standardised, process driven and controlled, a seemingly conflicting set of requirements.

So what can your business do? The answer lies in the effective use of people, process and technology to **create** value, **protect** your business and **transform** your operations. This is not a new concept but what is new are the modern technologies and business-focussed approaches to get the best from your staff, your organisations' structures and your IT estate.

At Grant Thornton our IT Business Consulting team can help you use these assets to transform your business so that you achieve growth, become more efficient and address compliance. Our team aim to provide you with a unique high quality service that is agile, flexible and adaptable to your needs. We can do this because of our expertise, scale and approach.

Expertise

We understand all aspects of business and technology by employing subject matter experts in all areas.

Approach

We have a practical, grounded approach whereby we operate close to our customers and provide senior engagement throughout our assignments.

Scale

We are the fastest growing professional services firm in Ireland. We've got scale, combined with local market understanding. That means we're everywhere you are, as well as where you want to be.

Integrated range of services

Our IT Business Consulting team helps businesses achieve their goals through three key services:

Strategic IT advice and services

Technology is playing an ever growing role in the lives of businesses and their clients. The pace of technology growth is breath-taking and it is easy to be overwhelmed by the sheer choice of solutions. Our aim is to translate your current and future IT business needs into practical and actionable plans. We believe that there is a gap in the market for realistic and tailored strategic IT advice and services and have developed this offering to meet this need.

We can help provide:
- IT strategy;
- as-is and to-be assessments and recommendations;
- IT organisation reviews and recommendations;
- IT sourcing strategy;
- enterprise architecture design;
- business intelligence strategy;
- risk and maturity assessments;
- value for money reviews;
- IT spending benchmarking;
- business case development;
- specification, selection and assessment of IT solutions; and
- Robotic Process Automation (RPA) advice.

IT project and programme management

Many firms are eager to begin the journey to transform aspects of their businesses, whether that be driven by compliance requirements or based on competitive pressures to achieve efficiencies and/or growth. There is a need for more adaptive and agile project management practices. To meet this need we have recruited a team of experienced, proven and professional project and programme managers to deliver your vision.

We can help with:
- hands-on management of IT programmes and projects in traditional, agile and hybrid environments;
- business and systems analysis;
- business requirements development;
- functional and technical specifications development;
- project management of regulatory projects such as the General Data Protection Regulation (GDPR) and the revised Payment Services Directive (PSD2); and
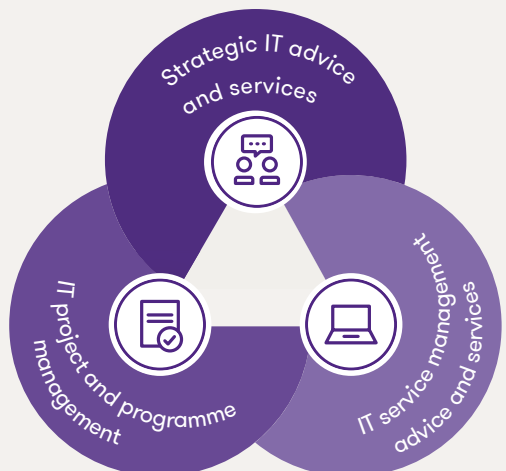- test planning and execution.

IT Service Management (ITSM) advice and services

The effective delivery of an IT service is crucial for firms as today's expectations are for **high quality IT services** and support at a **low cost**. Challenges can include high levels of Customer Experience (CX) expected, poor SLAs and contracts, the battle for IT talent and increasing levels of shadow IT leading to a lack of **service integration**.

We are passionate about IT service management and we have designed a specific offering especially for this area. We have ensured that our consultants are qualified to ITIL standards and we have achieved the new Service Integration and Management (SIAM) certification. Our ITSM service is unique in the Irish market and is designed to help businesses provide an IT service that is reliable, secure, efficient, proactive and supports current and future business needs.

We can provide:
- service assessment, benchmarking and improvement;
- Service Integration and Management (SIAM);
- management and board level IT service reporting;
- vendor assessment and management;
- strategic supplier relationship management;
- service level agreement and support contract review and negotiation;
- service KPI development; and
- service management delivery.

Strategic IT advice and services

IT project and programme management

IT service management advice and services

Business is changing

By **2018, 40%** Enterprise Architecture (EA) teams will be distinguished as leaders by their primary focus on applying disruptive technologies to drive business innovation.

10-15%

Increase in wages for customer management representatives able to manage complex inquiries, social media and deal with conversation quicker than other agents.

2015 to 2020

Worldwide BPO market forecast to grow steadily at 5.1%.

By 2020

20+ Number of IT service providers a typical firm will have will increase to more than 20.

By **2017, 75%** of BPS will combine SaaS and BPaaS elements, blurring the line between insourced and outsourced services.

75% of integration platforms will use machine learning to automate integration between applications API's, reducing the need for integration.

35% of application development organisations now using Scrum will use a software development methodology based on lean/agile instead.

50% of enterprises will have to implement continuous testing using frameworks and open source tools due to DevOps.

A **digital and automated service offering** has the potential to deliver **30%-60%** significant cost **savings** to buyers and/or better margins to providers depending on the type of service and platform used for delivery.

65% reduction in employee requirements in business shared-service centres due to automation and smart machines.

25% of B2B product centric companies will need to adopt multichannel commerce concepts due to digital business demands.

Key management contacts for our local team include:

Ian Cahill
Director, IT Business Consulting
T +353 (0)1 680 5950
E ian.cahill@ie.gt.com

Will Foley
Associate Director, IT Business Consulting
T +353 (0)1 680 5943
E will.foley@ie.gt.com

Dominic McKay
Manager, IT Business Consulting
T +353 (0)1 500 8112
E dominic.mckay@ie.gt.com

Offices in Dublin, Belfast, Cork, Galway, Kildare, Limerick and Longford.

www.grantthornton.ie   #GTgrowth   Grant Thornton Ireland

Grant Thornton
An instinct for growth™

grantthornton.ie