

Technology Consulting

Optimising business performance through digital excellence



Our Expertise

We live in times of rapid change and uncertainty. This creates massive opportunities as well as existential threats. Understanding and responding quickly to customer needs remains critical to success. Technology is transforming the way businesses engage with a wide range of stakeholders, make good decisions, and operate efficiently.

As Digital **Business Integrators**, we focus on helping our clients develop business strategies, fit for a digital age. We stay with our clients on the journey, helping to deliver sustainable **business outcomes**, providing technology and non-technology services from across the firm.

Our Key Principles



Business benefits focused

We have deep technology knowledge and experience (across most technology domains and at the infrastructure, data and application layers) but we are laser-focused on delivering business value. We bring operating mode, lean process and change management skills and always seek to determine the 'Why' and the connection to measurable and sustainable business performance change.



Quality of our people

Clients consistently comment on the quality and experience of our people. We bring conscientious, hardworking people across a range of grades, skills and experience levels - but we aim for people who are empathetic and good at communication: we believe it is a very important enabler of success.



Pragmatic & Collaborative

It's not always possible to know what the journey together will look like and we don't carry the contract around in our back pocket! The team and I will work collaboratively with you to overcome the obstacles and get the job done. We align with your own aspirations, culture and ways of working. We will bring constructive challenge – but we aim to be flexible and easy to work with.



Independent

We are trusted, independent professionals who will hold your interests first: we have deep technology skills and we do know and work with many key vendors – but we are not motivated by your choice of vendors. We put your interests first – always!

We are Digital Business Integrators: focused on sustainable business outcomes, enabled by technology. We help clients develop and align on strategies fit for a digital age – exploring not just the technology possibilities but the business capabilities and delivery models required to sustain long-lasting performance improvement.

We help clients execute transformational change, with speed and control, often in uncertain, complex, multi-vendor multi-supplier landscapes. We have a long track record in helping clients get the best from 3rd-party vendors and system integrators – creating a pragmatic and cooperative working environment based on healthy challenge, control and clear direction.

Our professionals have breadth and depth of capability across business led technology enabled change. Even in the most uncertain of environments, we know what good looks like and how to help you get it!



Trevor Dunne

Partner
Technology Consulting

Our Core Services

Our Technology Consulting service provides a range of unparalleled solutions that cater to all requirements and needs of our clients. The services we offer range from establishing strategic goals and opportunities to selecting the correct technology environment, systems and data architecture needed to meet your business plans. At Grant Thornton we will help you establish what investment and resources are needed to implement technology change and what business processes will be required to leverage the digital benefits. From strategy to execution, we are driven by innovation and what's best for our clients, while also maintaining a people focus.

Technology Strategy & Architecture

- Enterprise IT Strategy & roadmap
- IT Governance & Operating model
- Technology Architecture
- IT Service management

ERP Selection and Implementation

- Application Strategy and Selection
- System Implementation
- System Integration: A range of vendors including Microsoft and Oracle

Delivery Excellence

- Effective IT Programme Excellence
- Programme Delivery Support



Technology
Strategy &
Architecture

Enterprise
Applications
& ERP

Delivery
Excellence

Working with Organisations
across multiple sectors in both
the private and public sector

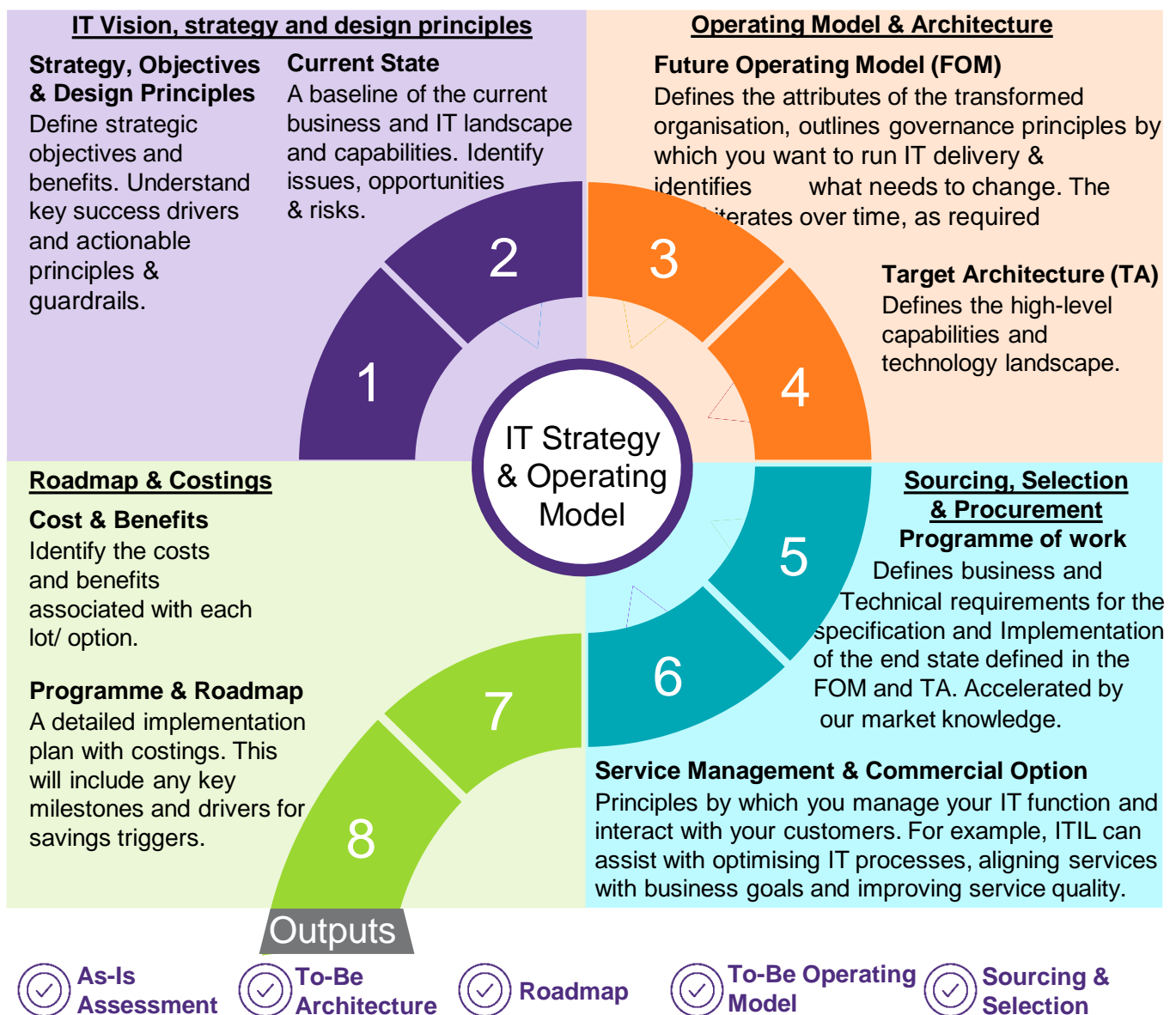
“What sets us apart is how closely we work with our business consulting colleagues to address all aspects of digital change”

Trevor Dunne, Partner, Technology Consulting

Technology Strategy & Architecture

We regularly encounter a disparity between the ambitions of business leads, their expectations of IT, and the reality of what hard-working IT functions are to deliver in the prevailing circumstances. This is frustrating for IT leaders and their teams but also for a business trying to plot an ambitious course in times of great change and opportunity. It leads to frustration on all sides, and the disintermediation of IT followed by a spiral of underperformance and wasted resources.

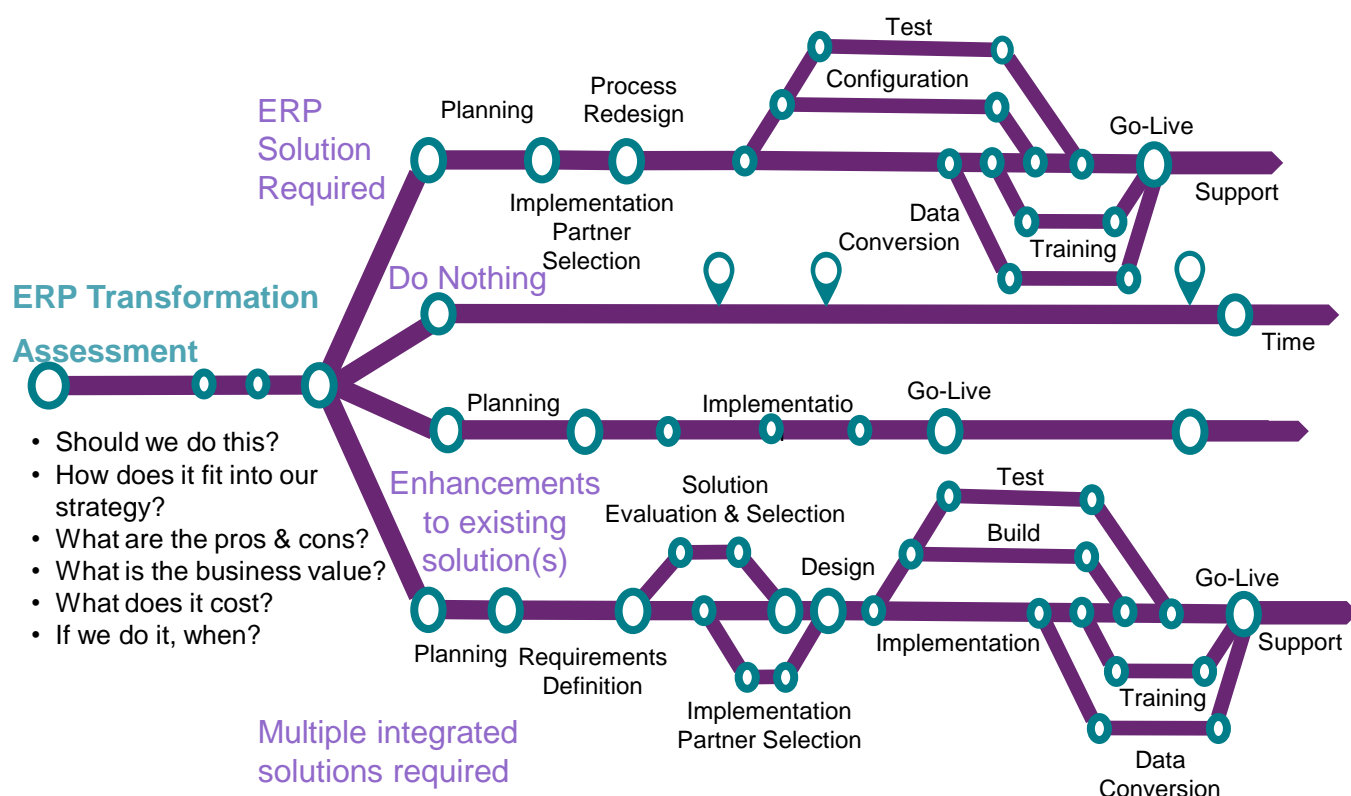
Just as the causes rarely sit solely within IT, the solution requires a change not just to the strategy, but also to the enterprise-wide governance and management of technology capabilities. It requires a more explicit understanding of what is going to drive a business's success and a tighter alignment of that aspiration with business (including IT) capabilities and governance. Designing and delivering operating models and IT landscapes that can tangibly drive and enable business strategy and change, is our core purpose.



ERP Selection & Implementation

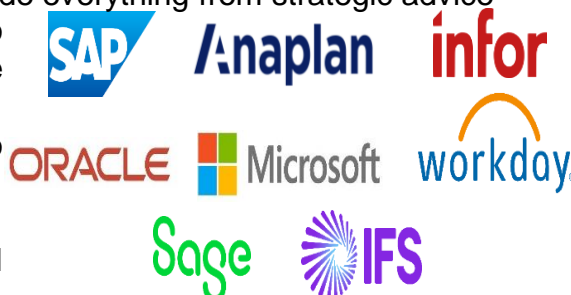
Application Strategy and Selection

Enterprise Applications form the 'digital core' of your business – choosing the right technologies and implementing them correctly is crucial. Our ERP experts combine their intimate understanding of the market with industry insights to accelerate your journey and reduce risk. Grant Thornton Enterprise Application experts will bridge the gap between technical complexities and strategic goals. We will accelerate your transformation journey and empower you to make informed decisions by bringing industry knowledge and relevant insights to help you navigate the ERP landscape confidently.



System Implementation

Systems implementations are often the most impactful, and the most disruptive, projects that organisations carry out. There is a huge amount to think about in order to plan for projects of this nature. Grant Thornton's experts have many years of system implementation experience focusing on true 'Business Integration', greatly enhancing our clients' ability to deliver real business outcomes, at pace. Grant Thornton can provide everything from strategic advice to board members, programme/project managers to experienced resources embedded into the implementation team as process analysts, testers, trainers, data analyst, and/or project managers to enable a successful implementation.



Grant Thornton have an ethos of independence and have expertise in all major software providers but we are not tied to them.

ERP Selection & Implementation

System Integration: A range of vendors.

Microsoft

From Sales to Finance to Customer Experience, Microsoft Dynamics 365 delivers a comprehensive, flexible, and customer-centric platform that enables businesses to streamline processes, enhance customer relationships, make data-driven decisions, and stay ahead in an ever-evolving business landscape.

Microsoft Dynamics 365 combines ERP and CRM, along with other business applications in a Unified Platform. With unified business processes and data, businesses can create more cost-effective, flexible solutions that help them to be more competitive and customer-centric.

By automating manual processes and providing real-time insights, Microsoft Dynamics 365 enhances productivity and empowers employees to make informed decisions quickly, when integrated with Dynamics CRM businesses can better understand their customers, personalise interactions, and deliver exceptional customer experiences, leading to increased customer satisfaction and loyalty.

Our team of experts implement automation, predictive analytics and other intelligent business applications to accelerate internal performance, optimise resourcing, and control costs while elevating your customer experience.

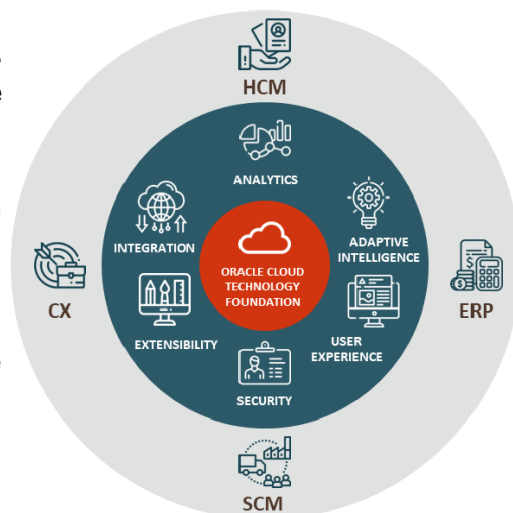
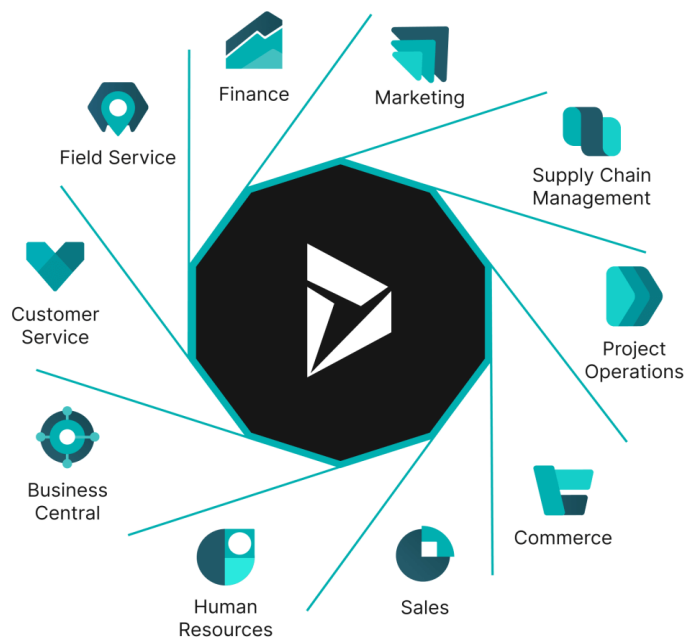
- Increased efficiency & process automation
- Reduces costs & increased profitability
- Enhanced customer service & satisfaction
- Digital transformation
- Improved customer retention

Oracle

Oracle's complete cloud suite of SaaS applications brings consistent processes and a single source of truth across the most important business functions.

Some of the benefits of the Oracle ecosystem are:

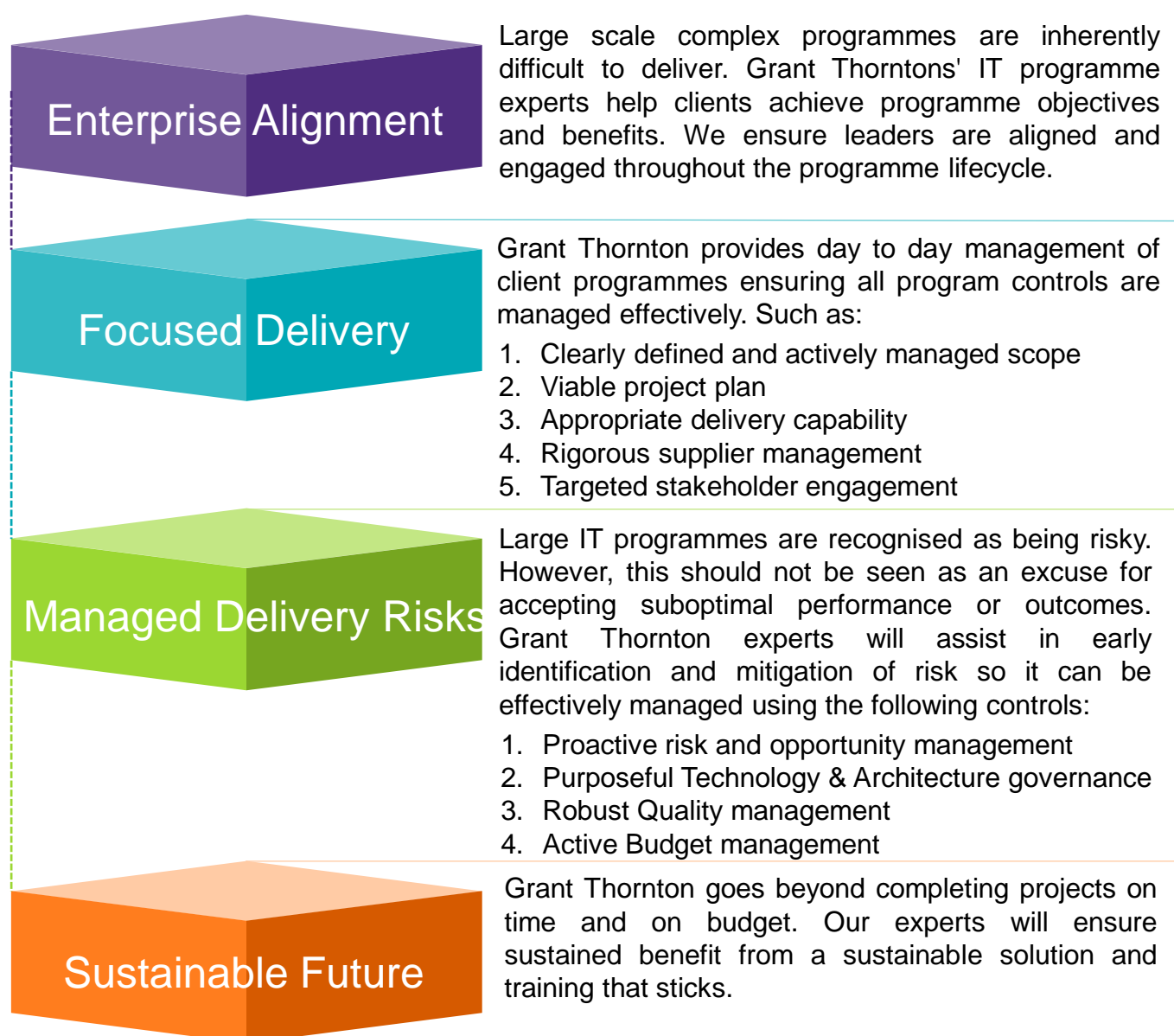
- Single system across Finance, Procurement, Supply Chain and HR.
- Single end-user experience, all functions in one place
- Access to real-time accurate data across all functions
- Embedded predictive analytics with AI and Machine Learning
- Simplifying compliance and security across the organisation
- Strong segregation of duties and visibility across all functions.
- Simplified IT architecture.



Delivery Excellence

Our 4-pillar 'Effective IT Programme Excellence' Framework

Successful programme looks very alike. – as do the many failures. At Grant Thornton we deliver our 4-pillar framework for 'Effective IT Programme Delivery' which addresses 15 key dimensions required for delivering successful outcomes. It incorporates the needs of complex programmes of both agile and waterfall delivery, in a multi-party/multi-vendor environment. It is highly robust and comprehensive, covering all the dimensions required for a successful programme. The 4 key pillars and the 15 underlying dimensions are shown below.



Project Health Check & Recovery

Even the most meticulously planned projects can encounter setbacks. When required, Grant Thorntons experts have a proven methodology to assess challenges, identify root causes, and devise actionable recovery strategies. With experience as our guide, we reinvigorate stalled initiatives, rejuvenate team morale, and restore a path to success. Our approach combines analytical rigour with adaptive leadership, redirecting projects towards their intended outcomes.

Delivery Excellence

Programme Delivery Support

Sometimes you have a programme of your own and a lot of the expertise to drive it forward – but have some specific gaps to ensure delivery. As well as providing shared risk solutions or fixed price services, we also provide excellent people, with varying levels of experience and expertise, on a time and materials basis, to augment your programme delivery. On top of that we provide an agile and attentive account management service, and our team come with access to wider support and GT methodologies.

IT Programme/Project Managers

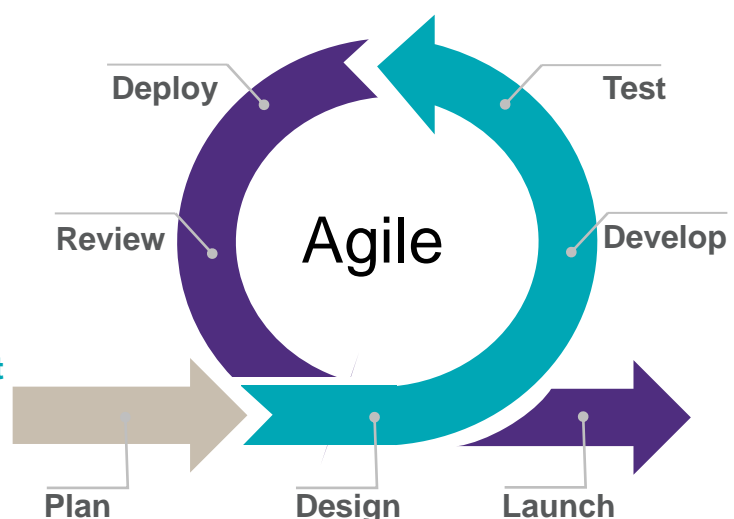
Agile programme and project management are instrumental for any organisation aiming to deliver value more quickly and adaptively. By adopting Grant Thorntons Agile or waterfall practices, organisations can execute complex projects more efficiently, manage change effectively, and align deliverables with business goals, enhancing customer satisfaction and maintaining a competitive edge in an ever-evolving marketplace.

Agile Principles

Embark on a journey of organizational agility with our comprehensive Agile approach. Rooted in collaboration, adaptability, and efficiency, our Agile framework extends beyond projects to redefine how your entire organization operates. Our seasoned team of technical and business analysts collaborates seamlessly with various departments, facilitating the continuous evolution of processes and strategies. By prioritizing adaptability and incremental value delivery, we empower your organization to respond nimbly to dynamic market conditions and ever-changing customer needs, ensuring sustained success in today's agile-driven business landscape.

Benefits of GT's Agile Approach

-  Improved Customer Satisfaction
-  Faster Time-to-market
-  Increased IT & Business Collaboration
-  Enhanced Employee Engagement
-  Improved Efficiency



Key contacts for our dedicated team:

At Grant Thornton, we can meet you to tailor a complete end-to-end solution that suits the diverse needs of your business. Please do not hesitate to call a member of our team to discuss your options further.



All Ireland
Trevor Dunne
Partner - Technology Consulting
RoI +353 87 456 0256
NI +447976826612
E Trevor.Dunne@ie.gt.com



Northern Ireland
Dave Vincent
Director - Technology Consulting NI
NI +44 28 9587 2304
E Dave.Vincent@ie.gt.com

Dublin, Belfast, Cork, Galway, Kildare, Limerick, Longford, Isle of Man, Gibraltar and Bermuda.



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