



Experts in AI & Data utilising cloud solutions
to enable business transformation

TEKENABLE SERVICE DEFINITION

G-Cloud 15

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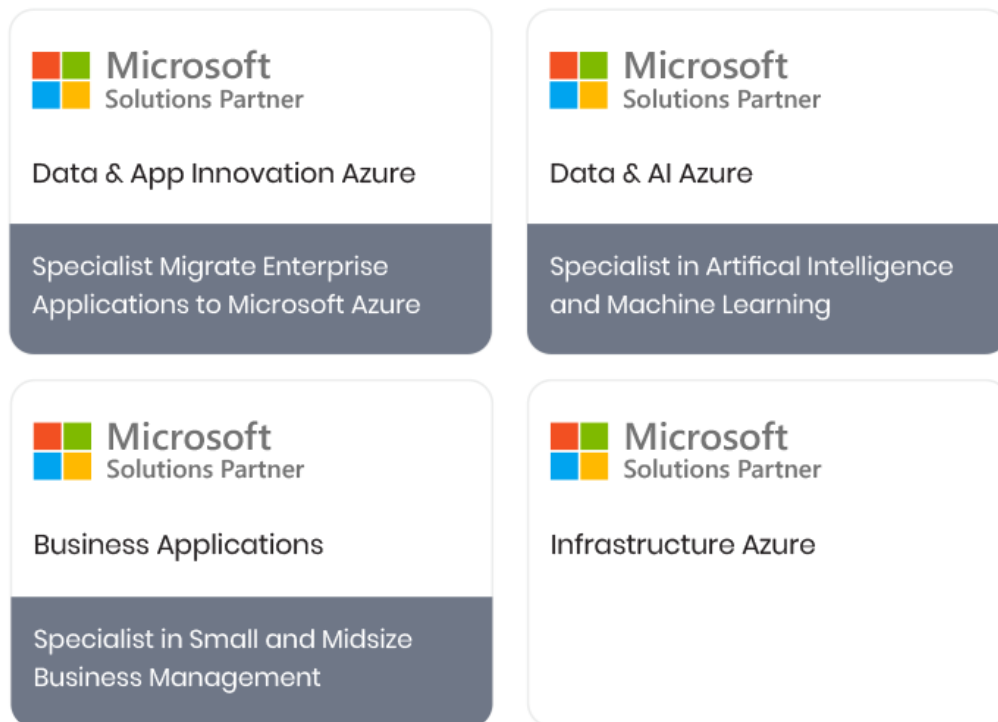
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Introduction to TEKenable

TEKenable is an Irish-owned global digital transformation consultancy recognised for delivering secure, scalable and high-impact technology solutions across cloud, AI, CRM, analytics and enterprise application landscapes. Established in 2002, we have built a 20-year track record of pairing technical depth with strong governance, business insight and a partnership-based delivery model. Today, TEKenable employs more than 200 professionals across Ireland, the UK, Spain, South Africa, Pakistan and the UAE enabling a hybrid delivery model that combines local proximity with international resource capability.



Our mission is to modernise and streamline the technological foundations of organisations so they can operate more efficiently, securely and transparently. Leveraging the Microsoft and Salesforce ecosystems, TEKenable delivers cloud-based platforms, data and AI capabilities, automation, CRM and ERP solutions, and managed services that support measurable operational and service improvements. Our approach focuses on secure configuration, integration and optimisation of established cloud services, with credentials and accreditations detailed in later sections of this document.

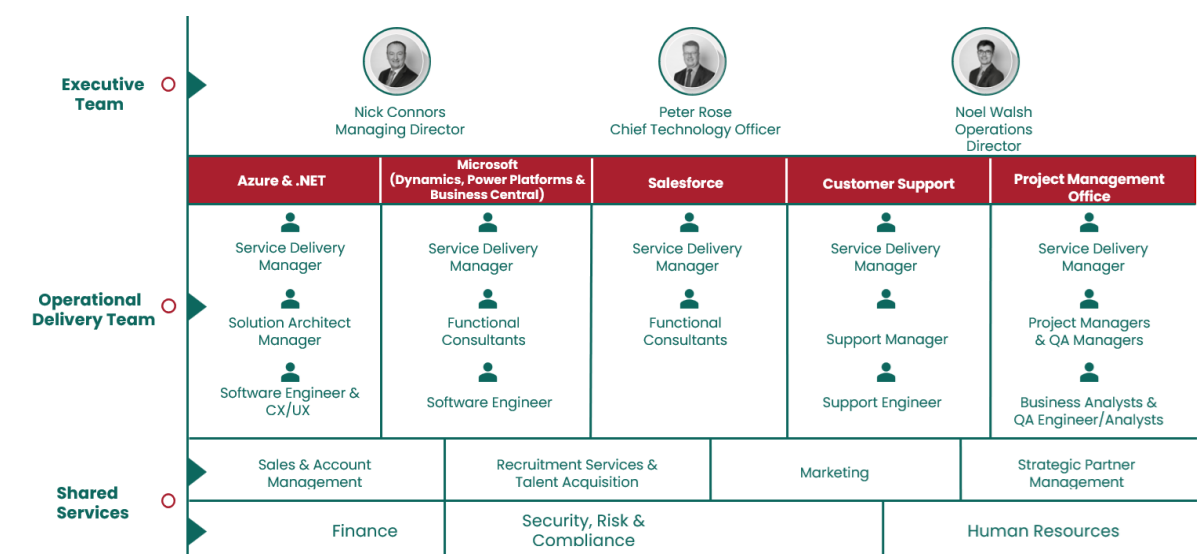


Central to our delivery ethos is a security- and quality-first mindset, underpinned by ISO 9001 (Quality Management), and ISO 27001 (Information Security) certifications. These frameworks ensure that every solution we build adheres to robust governance, disciplined engineering standards, structured delivery methodologies and auditable compliance processes. TEKenable brings a reputation for dependability, thought leadership and human-centred transformation, with a steady record of long-term client partnerships.

Company Identity, Locations and Operating Model

Heritage and Evolution

Founded in 2002, TEKenable has continuously expanded its footprint, offerings and delivery capability while remaining rooted in Irish ownership and leadership. The company evolved from a software engineering specialist into a full-spectrum digital transformation partner, adding competencies in enterprise cloud, CRM, data engineering, cybersecurity, AI, business applications, integration and managed services.



Today, TEKenable delivers multi-cloud, multi-platform enterprise programmes while maintaining agility and personalised client engagement, a hallmark of its early years. This combination of scale and agility allows TEKenable to operate effectively across both public-sector organisations and private-sector enterprises.

Locations and Global Delivery Footprint

TEKenable provides services through a distributed network of regional offices and delivery hubs:

- Headquarters: Dublin, Ireland
- Additional Presence: United Kingdom, Spain, South Africa, Pakistan and the UAE

This delivery model enables:

- Local engagement teams for on-site and in-region consultation
- Distributed engineering teams to accelerate development and reduce lead times
- Follow-the-sun resourcing for project continuity, faster turnaround and reduced downtime
- Broad domain exposure, drawing upon cross-sector experience from multiple geographies

Together, these elements create a hybrid delivery model that is cost-effective while ensuring quality, accountability and cultural alignment with client teams.

Mission, Vision and Values

Mission

TEKenable's mission is to empower organisations to unlock the full potential of digital technologies, transforming their operations, data, processes and services through scalable, secure and modern technology ecosystems. We seek to maximise value by combining engineering excellence with a deep understanding of business context, ensuring that technology change results in tangible organisational improvement.

Vision

Our vision is to be the most trusted digital transformation partner for organisations that require secure, intelligent and future-ready solutions. We aim to lead in AI-enabled transformation, cloud-native engineering and next-generation digital experience design while upholding the highest standards of governance and ethical technology use.

Core Values

TEKenable's values guide every engagement and define how we collaborate with clients, colleagues and communities:

Value	Description
Resilience	Ability to design, deliver and support systems that remain dependable under pressure, evolving business demands and unpredictable events.
Heartfelt Service	A commitment to empathy, transparency and strong client partnerships, ensuring service delivery with integrity.
Always Striving	A culture of continuous improvement, ongoing learning and pursuit of excellence.
Insatiable Curiosity	Exploring new technologies, refining problem-solving approaches and pushing intellectual boundaries to innovate responsibly.

These values ensure that every project is approached with a balance of discipline, creativity and human empathy.

Certifications, Recognitions and Compliance Framework



Microsoft Accreditations

TEKenable maintains premier status in the Microsoft ecosystem, including:

- ✔ Microsoft Solutions Partner
- ✔ Solution Designations:
 - Azure Digital & App Innovation
 - Azure Data & AI
 - Business Applications
 - Azure Infrastructure
- ✔ Advanced Specialisations:
 - Migration of Enterprise Applications to Microsoft Azure
 - AI & Machine Learning
 - Business Central

These credentials reflect mastery across cloud migration, business application implementation, AI engineering and platform innovation.

ISO and Governance Standards

TEKenable upholds international standards through the following certifications:

Certification	Relevance	
ISO 9001 – Quality Management	Ensures repeatable, controlled, auditable delivery processes.	
ISO 27001 – Information Security	Demonstrates mature security posture, risk management and data protection discipline.	

These accreditations ensure that every engagement meets or exceeds required governance, compliance and security expectations.

Staff Experience and Professional Certifications

TEKenable's delivery excellence is underpinned by a highly certified workforce across architecture, cloud engineering, cybersecurity, project management, quality assurance and business analysis. Our teams hold advanced, industry-recognised credentials that ensure every engagement is supported by deep technical knowledge, structured governance and proven implementation capability. Certifications held by TEKenable professionals include:

Microsoft Certifications

- Microsoft Certified: Dynamics 365 + Power Platform Solution Architect Expert (MB-600)
- Microsoft Certified: Power Platform Solution Architect Expert (PL-600)
- Microsoft Certified: Dynamics 365 Sales Functional Consultant Associate (MB-210)
- Microsoft Certified: Dynamics 365 Marketing Functional Consultant Associate (MB-220)
- Microsoft Certified: Dynamics 365 Customer Service Functional Consultant Associate (MB-230)
- Microsoft Certified: Dynamics 365 Fundamentals (CRM) (MB-910)
- Microsoft Certified: Dynamics 365 Business Central Functional Consultant Associate (MB-800)
- Microsoft Certified: Power Platform App Maker Associate (PL-100)
- Microsoft Certified: Power Platform Functional Consultant Associate (PL-200)
- Microsoft Certified: Power Platform Developer Associate (PL-400)
- Microsoft Certified: Power Platform Fundamentals (PL-900)
- Microsoft Certified: Power Apps + Dynamics 365 Developer Associate (MB-400)
- Microsoft Certified: Azure Solutions Architect Expert (AZ-305)
- Microsoft Certified: Azure Fundamentals (AZ-900)
- Microsoft Certified: Azure Administrator Associate (AZ-104)
- Microsoft Certified: Azure Developer Associate (AZ-204)
- Microsoft Certified: Azure Data Engineer Associate (DP-203)
- Microsoft Certified: Azure Database Administrator Associate (DP-300)
- Microsoft Certified: Azure Security Engineer Associate (AZ-500)
- Microsoft Certified: Cybersecurity Architect Expert (SC-100)

Quality, Delivery & Management Certifications

- ISTQB Certified Tester
- Certified Scrum Master (PSM-1)

- Certified Professional Diploma in Project Management
- PRINCE2 Practitioner
- PMI-certified Project Manager
- Business Analysis Certification

Cybersecurity & Governance Certifications

- Certified Information Systems Security Professional (CISSP)
- Certified Secure Software Lifecycle Professional (CSSLP)
- Certified Cloud Security Professional (CCSP)
- Certified Information Security Manager (CISM)

These certifications demonstrate TEKenable's ability to provide expert-level delivery across cloud architecture, CRM and business applications, AI, data engineering, cybersecurity, secure software development and disciplined programme governance. Our certified specialists ensure solutions are built to the highest standards of quality, security and best practice.

Awards and Industry Recognition

TEKenable's achievements include:

- Microsoft Partner of the Year Awards 2024:
 - Business Central
 - Building with AI
- Recognition for innovation, engineering excellence, and digital transformation impact
- Repeated inclusion in industry rankings highlighting growth, capability and organisational culture

Core Solutions and Service Lines

This section provides a deeply detailed description of TEKenable's core specialisations, reflecting both breadth and depth of capability.

TEKenable simplifies digital change for your business. Our expertise in Low Code Platforms, Data, AI, and digital transformation services and solutions ensures a quick and effective transformation tailored to your needs.

 Microsoft Dynamics Create a rapidly deployed, low risk solution for your business using Dynamics 365. Learn More	 Microsoft Power Platform We offer seamless application building and data insights for dynamic business solutions. Learn More	 Cloud Solutions – Azure Allocate, cut, and monitor cloud costs in order to have a well-managed cloud environment. Learn More
 Artificial Intelligence We help you deliver enhanced throughput, reduce time to market, and personalise your product offerings. Learn More	 Cyber Security We have commitment to secure software development goes beyond industry standards. Learn More	 Data and Analytics Transform data into insights with AI and advanced Data Fabrics. Drive smarter decisions, faster. Learn More

Microsoft Dynamics 365 – CRM, ERP and Case Management

Dynamics 365 is a cornerstone of many TEKenable transformation engagements because it enables organisations to redesign how they manage customer relationships, deliver services, oversee operations and streamline internal processes.

Comprehensive Lifecycle Delivery

TEKenable delivers Dynamics 365 programmes from inception to steady-state operations:

- Requirements mapping and business process analysis
- Solution architecture and module configuration
- Customisation using Power Platform extensions
- Integration via APIs, middleware and Azure services
- Secure, compliant data migration
- UAT coordination and change management
- Production rollout and hypercare
- Managed services and ongoing enhancements

This full lifecycle approach ensures that the solution is not only implemented correctly but is also adopted successfully and continuously improved.

Sector-Specific Implementations

TEKenable has deep experience tailoring Dynamics 365 for regulated and operationally-intensive industries such as:

- Public sector case management
- Financial services customer management
- Insurance policy and claims workflows
- Healthcare patient and clinician engagement
- Manufacturing and supply chain coordination

Value Delivered

Dynamics 365 solutions delivered by TEKenable result in:

- Faster service delivery
- Improved operational transparency
- Reduced manual effort
- Better compliance and auditability
- Enhanced customer and citizen satisfaction

Power Platform –

Low-Code Acceleration and Workflow Automation

The Microsoft Power Platform enables organisations to rapidly digitise and automate processes using cloud-based, low-code services. TEKenable supports clients through the planning, configuration, governance and optimisation of Power Platform environments, enabling faster deployment, controlled adoption and improved operational efficiency without the need for bespoke software development.

Domain Expertise Across Platform Components

We build solutions using:

- **Power Apps:** Model-driven and canvas apps for frontline and back-office needs
- **Power Automate:** Robotic and workflow automation, approvals, data-sync flows
- **Power BI:** Operational and strategic dashboards, governance reporting
- **Power Pages:** Secure portals for citizen, customer or partner engagement

Governance and Enterprise Controls

A key differentiator of TEKenable is our governance frameworks, which ensure that low-code adoption remains secure, controlled and scalable. These include:

- Application lifecycle governance
- Environment strategy and access controls
- Centre of Excellence enablement
- Data policies and auditing structures

Outcome Orientation

Power Platform solutions typically deliver:

- Faster digitisation of manual processes
- Lower cost of application development
- Increased ownership by business teams
- Better integration with core cloud and CRM systems

Azure Cloud Services – Modernisation, Resilience and Scalability

Azure is the foundational platform that enables organisations to modernise legacy systems, improve resilience, strengthen security and adopt new digital capabilities. TEKenable's Azure practice combines engineering discipline, architectural excellence and advanced Microsoft specialisations to create cloud environments that are secure, scalable and future-ready.

Strategic Cloud Adoption Framework

TEKenable supports organisations from initial cloud visioning through to large-scale migrations and modernisation efforts. Our cloud adoption engagements include:

- **Cloud strategy development:** aligning cloud adoption with organisational goals, regulatory expectations and cost models
- **Cloud readiness assessments:** evaluating current infrastructure, applications, data and security posture

- **Target architecture blueprinting:** designing Azure environments (landing zones, identity models, network architecture, governance frameworks)
- **Migration methodology definition:** rehost, replatform, refactor or rebuild as appropriate to the business case

Azure Migration and Infrastructure Modernisation

With advanced specialisation in Migration of Enterprise Applications to Microsoft Azure, TEKenable executes structured, low-risk migration programmes:

- Infrastructure migration using automation and DevOps tooling
- Legacy application rehosting with minimal disruption
- Containerisation and Kubernetes (AKS) orchestration
- Transition from monolithic systems to microservices
- Replatforming to Azure PaaS services to reduce operational overhead
- Serverless workloads for event-driven processing

Our cloud engineers ensure that every migrated workload is optimised for cost, security, reliability and ongoing maintainability.

Operational Excellence in Azure

Beyond migration, TEKenable designs cloud operations that are proactive, automated and aligned with business-critical requirements:

- Infrastructure as Code (IaC) using Bicep or Terraform
- Automated patching and backup strategies
- Continuous security posture assessment
- Central monitoring and alerting via Azure Monitor and Sentinel
- Disaster Recovery and Business Continuity architecture
- Cost governance frameworks with FinOps practices

Business Impact

Azure adoption delivered by TEKenable leads to:

- Significant reduction in IT infrastructure overhead
- Higher availability and improved performance
- Stronger security posture aligned to ISO and regulatory standards
- Flexible scalability to support peaks and new digital experiences
- Enabling of advanced capabilities (AI, analytics, automation, integration)

Application Integration & Azure Platform Engineering

Many organisations require capabilities that extend beyond standard out-of-the-box platform features. TEKenable supports this by configuring, integrating and optimising

Microsoft Azure and related cloud services to meet specific organisational needs, without delivering bespoke software development. Our focus is on enabling scalable, secure and maintainable solutions using established platform services and integration patterns.

Platform & Integration Practices

TEKenable applies proven cloud and integration practices to ensure reliable and governed implementations, including:

- Azure-native integration patterns and service orchestration
- Event-driven messaging using managed Azure services
- API configuration and management using established gateways
- Container and workload configuration using managed orchestration services
- Infrastructure and environment configuration using DevOps and CI/CD pipelines
- Automated validation, testing and release controls
- Deployment strategies that minimise operational risk and downtime

Integration Excellence

We enable secure and reliable integration between legacy, cloud and SaaS platforms through:

- Configuration and management of REST-based APIs
- Event hubs, service buses and messaging services
- Middleware and integration platforms
- Data synchronisation and managed data pipelines
- Secure connectors to third-party and SaaS services

Business Outcomes

TEKenable's integration and platform enablement services support:

- Improved alignment between systems and business processes
- Reduced manual intervention through automation
- Improved data consistency and governance
- Scalable and resilient cloud environments
- Lower operational risk and reduced lifecycle costs

Artificial Intelligence, Machine Learning & Data Engineering

AI and data capabilities sit at the heart of TEKenable's transformation agenda. As organisations seek to make decisions faster, automate operations intelligently and personalise services, the ability to manage and exploit data becomes essential. TEKenable's AI and data practice brings together data engineers, data scientists, solution architects and cloud specialists to build end-to-end, production-ready AI environments.

Modern Data Platforms

We design and implement data architectures that support operational, analytical and AI needs:

- Enterprise data lakes and lakehouses
- Structured data warehousing and modelling
- Batch and real-time ingestion pipelines
- Metadata management and data governance
- Master data management
- Secure data exchange and API-enablement
- Lineage tracking and audit capabilities

These foundations ensure that clients' data estates are clean, governed and suitable for enterprise-scale analytics.

Advanced Analytics and Machine Learning

TEKenable builds machine learning models and analytical frameworks that address real business challenges:

- Customer segmentation and behaviour analysis
- Predictive modelling for risk, fraud, and demand forecasting
- Recommendation and personalisation engines
- Operational optimisation (routing, resource allocation)
- Anomaly detection for health, security or financial risks
- Computer vision and pattern recognition where applicable

Each model is developed, validated, deployed and supported using MLOps pipelines to ensure scalability and maintainability.

Responsible, Ethical and Explainable AI

TEKenable advocates for and implements ethical AI principles:

- Bias detection and mitigation

- Model explainability and transparency
- Human-in-the-loop decision frameworks
- Audit trails and governance controls
- Regulatory alignment for public sector and regulated industries

This ensures that AI improvements are trustworthy, compliant and future-proof.

Intelligent Automation and Applied AI

We enable AI-powered tools and accelerators that transform everyday operations:

Accelerator	Capability
TEKDocs	AI-powered document automation using NLP, extraction, classification and summarisation.
TEKVoice	Conversational AI and voice-driven automation for operational and customer scenarios.
AviTalk	Aviation-specific voice automation enhancing safety, compliance and efficiency.
TEKCheck	Structured health check and assessment accelerator for technology landscapes.
Copilot Integrations	Enterprise-grade productivity enhancement using generative AI and Microsoft Copilot.

These reusable accelerators significantly reduce project timelines while ensuring consistency and reliability in delivery.

Cybersecurity & Secure Engineering

Security is embedded into every step of TEKenable's delivery methodology. With ISO 27001 certification, we maintain rigorous processes to ensure the confidentiality, integrity and availability of client data and systems.

Secure-by-Design Delivery

Our engineering and architecture teams incorporate cybersecurity controls at every stage of a project:

- Threat modelling and architectural risk assessment
- Secure software development lifecycle (SSDLC) enforcement
- Source-code scanning and dependency governance
- Encryption of data in transit and at rest
- Identity and access governance (Zero Trust principles)
- Secure CI/CD pipelines and DevSecOps adoption

Operational Security Services

In addition to engineering practices, TEKenable provides ongoing security controls and advisory services, including:

- Vulnerability detection and remediation
- Penetration test remediation support
- Security monitoring and alerting
- Incident response support
- Compliance mapping and audit preparation

Public Sector and Regulated Environments

Our security capabilities are particularly aligned with the needs of public bodies, financial institutions, healthcare providers and regulated industries where compliance, auditability and risk management are central.

Data & Analytics

TEKenable helps organisations build trusted, scalable data foundations and analytics capability using the Microsoft data platform. We enable reliable decision-making by integrating data from multiple sources, preparing it for analysis, and delivering insights through governed reporting and analytics services.

We support the full data lifecycle, from ingestion and orchestration through to storage, analytics, AI enablement, and governance, while aligning data access with strong security and compliance controls.

Intelligent Data Platform Enablement

TEKenable designs and enables unified data platforms supporting structured, semi-structured, and unstructured data across cloud and hybrid environments. We help organisations establish consistent data estates that improve discoverability, accessibility, and analytical use across teams and systems.

Key activities include:

- Data platform configuration and architecture design
- Cloud-native and hybrid data enablement
- Reusable analytics patterns that reduce manual reporting

Database and Data Storage Services

We support modern database and storage services that underpin analytical and operational workloads at scale.

Platforms supported include:

- Azure SQL for secure, scalable relational databases

- Azure Cosmos DB for globally distributed non-relational data
- SQL Server 2022 for hybrid and continuity scenarios
- Azure Data Lake Storage for secure, scalable data lake foundations
- Azure Synapse Analytics for integrated data warehousing and processing

Data Integration and Orchestration

TEKenable enables automated ingestion, orchestration, and transformation of data across cloud and hybrid sources. We design repeatable pipelines that improve data freshness and reduce manual handling.

Capabilities include:

- Multi-source data ingestion and transformation
- Pipeline monitoring and operational visibility

Analytics and Reporting

We deliver analytics capabilities supporting operational visibility and strategic reporting through interactive dashboards and reports.

Tooling includes:

- Power BI for dashboards and reporting
- Azure Data Explorer for large-scale data analysis
- Azure Synapse Analytics for advanced analytics workloads

AI and Machine Learning Enablement

TEKenable enables AI and machine learning services across the Microsoft platform to support intelligent, data-driven scenarios.

This includes:

- Azure Machine Learning for end-to-end ML workflows
- Azure Cognitive Services for pre-built AI capabilities
- Azure Databricks and Azure Applied AI Services for advanced analytics and applied AI use cases

Data Governance, Discovery, and Sharing

Strong governance underpins all data services. TEKenable helps organisations ensure data is secure, discoverable, and responsibly shared.

Governance capabilities include:

- Microsoft Purview for discovery, classification, and protection

- Azure Data Catalog and Azure Data Share for metadata management and secure sharing

Benefits Delivered

TEKenable's data and analytics services typically deliver:

- Faster access to trusted insights and dashboards
- Reduced manual data preparation and reconciliation
- Improved operational visibility and decision-making
- Stronger security, governance, and compliance
- Scalable foundations for analytics and AI adoption

Managed Services & Operational Excellence

Digital systems require continuous care to stay secure, performant and up to date. TEKenable provides comprehensive managed services covering applications, cloud infrastructure, data environments and integrations.

Managed Services Scope

Our services include:

- 24/7 or regionally-aligned monitoring
- Incident and problem management
- Security monitoring and vulnerability management
- Performance tuning and optimisation
- Environment administration
- Proactive patching and updates
- Cost governance and FinOps
- Quarterly roadmap and improvement cycles

Operational Governance

We establish structured SLAs and KPIs covering:

- Response and resolution times
- Uptime and availability
- Security compliance metrics
- Performance indicators
- User satisfaction and adoption metrics

Impact on Client Organisations

TEKenable managed services deliver:

- Lower operational risk

- Higher service availability
- Predictable running costs
- Continuous optimisation
- Capacity for internal teams to focus on strategic work

Salesforce Solutions – Multi-CRM, Multi-Cloud Capability

TEKenable supports clients operating in hybrid CRM landscapes by delivering Salesforce implementations alongside Microsoft solutions. This dual capability allows organisations to choose the right platform for each function while ensuring data, processes and user experiences remain consistent.

Salesforce Services

Our Salesforce services include:

- Implementation and configuration
- Data migration and cleansing
- Integration with Microsoft and Azure environments
- Custom development and Lightning components
- Managed services and CRM enhancements

Typical Use Cases

- Customer onboarding and lifecycle management
- Field service and case resolution
- Marketing automation
- Partner portals
- Revenue operations

Industry & Vertical Solutions – Domain-Focused Transformation

TEKenable delivers technology solutions that are not only technically robust but also contextually aligned with the regulatory, operational and service-specific requirements of individual industries. By combining sector expertise, reusable accelerators and platform capabilities, TEKenable delivers tailored outcomes that reflect the realities of each business environment.

Public Sector & Regulatory Bodies

TEKenable has extensive experience supporting public sector organisations, regulators,

semi-state bodies and government agencies. These engagements require a deep understanding of public accountability, security, accessibility, citizen engagement and compliance requirements.

Key Capabilities

- Case management and citizen service platforms
- Process automation for regulatory workflows
- Cloud migration for legacy government systems
- Secure data-sharing frameworks and inter-agency integration
- Accessibility-first design aligned to WCAG standards
- Audit trails, records retention and compliance mapping
- CRM and engagement platforms for public-facing services

Typical Outcomes for Public Bodies

- Faster, more transparent public service delivery
- Reduced administrative burden and manual processing
- Improved security posture aligned to national standards
- Enhanced citizen self-service and digital accessibility
- Data-driven policy insight through analytics and dashboards

Financial Services & Insurance

Financial institutions require solutions that deliver efficiency, regulatory compliance, risk control and superior customer experience. TEKenable's work in this sector focuses on enabling secure operations and strong governance.

Key Capabilities

- CRM for brokers, advisers and customer service teams
- Policy and claims workflow automation
- Anti-fraud analytics and risk modelling
- Secure integration with core banking or policy systems
- Identity and access governance
- Regulatory reporting automation
- Data quality frameworks for compliance

Delivered Benefits

- Reduced operational overhead through automation
- Improved compliance and reporting accuracy
- Enhanced customer experience
- Lower risk and improved control environments
- Improved coordination between underwriting, sales and claims

Aviation & Transport

The aviation sector demands reliability, precision, safety and real-time decision support. TEKenable builds digital solutions for airlines, aviation services, and operational control centres.

Key Capabilities

- Aviation voice assistants (AviTalk)
- Predictive maintenance and operational analytics
- Crew management and operational workflow platforms
- Safety and compliance reporting automation
- Data integration between aviation operational systems
- Real-time AI insights for ground and flight operations

Delivered Benefits

- Improved safety and compliance
- Faster decision-making in operational environments
- Reduced delays and improved punctuality
- Enhanced crew coordination and customer service

Manufacturing & Supply Chain

Manufacturers rely on TEKenable to streamline operations, optimise processes, and enable data-driven decision-making across complex production and supply chain environments.

Key Capabilities

- Supply chain management platforms
- Production and inventory control systems
- Integration between ERP, MES and CRM platforms
- IoT data processing and predictive maintenance
- Power Platform solutions for shop-floor digitisation
- AI models for demand forecasting and quality monitoring

Delivered Benefits

- Reduced downtime and improved asset utilisation
- Forecasting accuracy and inventory optimisation
- Enhanced collaboration across production, quality and sales
- Increased agility in responding to market demand

Innovation Assets & Accelerators

TEKenable invests in creating reusable solution accelerators that compress delivery timelines, reduce project risk and increase predictability. These accelerators are continuously refined and aligned to evolving cloud, AI and automation technologies.

Accelerator Overview Table

Accelerator	Purpose	Value Delivered
TEKCheck	Assessment and healthcheck framework for IT estates	Rapid diagnostics, prioritised roadmap, baseline metrics
TEKDocs	AI-powered document automation	Faster processing, improved accuracy, reduced manual effort
TEKVoice	Voice and conversational AI framework	Hands-free operations, improved response times
AviTalk	Aviation sector operational voice assistant	Enhanced safety, real-time operational support
Copilot Extensions	Generative AI for productivity	Reduced workload, knowledge automation

Benefits of Using Accelerators

- Reduces project timelines by 30–60%
- Ensures predictable component quality
- Encourages architectural consistency across solutions
- Lowers risk through pre-tested modules
- Enables rapid prototyping and stakeholder engagement
- Improves cost transparency and planning

These accelerators are particularly powerful when combined with TEKenable’s engineering, data and cloud practices, delivering solutions faster without compromising security or compliance.

Delivery Methodology & Transformation Approach

TEKenable follows a structured, repeatable delivery framework designed to ensure that transformation is predictable, secure and aligned to measurable outcomes. This methodology blends industry best practice with TEKenable's experience in regulated and mission-critical environments.

Phase 1: Discovery & Assessment

The goal of discovery is to understand the organisation's objectives, current systems, constraints and opportunities. Activities include:

- Stakeholder interviews and workflow analysis
- Technology health checks (via TEKCheck)
- Data quality and security posture assessments
- Legacy system mapping and dependency analysis
- Regulatory and compliance requirement identification
- User journeys and service-mapping exercises

Outputs include:

- Prioritised roadmap
- Business case and expected value
- Initial architecture sketches
- Risks, constraints and change drivers

Phase 2: Design & Roadmap Development

Design transforms the findings of discovery into executable plans and solution architectures.

Key Activities

- High-level and detailed architecture design
- Data models, integration patterns and migration design
- Security and identity design aligned to ISO standards
- Technical backlog creation and sprint planning
- Roadmap and investment model alignment

Outputs include:

- Target architectures
- Service blueprints and process maps

- Detailed backlog and release plan
- Security design and governance model

Phase 3: Build & Iterate

TEKenable uses agile, iterative delivery cycles supported by DevOps and CI/CD automation to incrementally build working components.

Key Activities

- Low-code and custom application development
- API and integration development
- Data model creation and data pipeline engineering
- AI model training, evaluation and tuning
- Automated testing (unit, integration, regression)
- User testing and feedback-driven adjustments

Outputs include:

- Functioning modules ready for deployment
- Prototypes for stakeholder validation
- Integrated test environments
- Updated backlog and refinements

Phase 4: Migrate & Modernise

This stage focuses on transitioning from legacy systems to modern cloud-native platforms.

Key Activities

- Data migration and cleansing
- Infrastructure migration using rehost/replatform/refactor strategies
- Legacy system cutover planning
- Performance optimisation prior to go-live
- Deployment automation and validation
- Operational readiness assessment

Outputs include:

- Production-ready environments
- Fully migrated workloads
- Updated documentation and operational runbooks
- Hypercare support plan

Phase 5: Operate & Optimise

Sustained success is dependent on proactive operations and continuous enhancement.

Key Activities

- Managed service onboarding
- Monitoring, incident and problem management
- Cost optimisation and FinOps
- Security posture reviews
- Performance tuning
- Continuous improvement workshops
- Release management and roadmap refreshes

Outputs include:

- Operational dashboards
- Service-level reports
- Enhancement backlog updates
- Annual or semi-annual optimisation cycles

Sustainability, ESG, DE&I and Corporate Responsibility

TEKenable recognises that modern organisations, particularly those in the public sector, expect technology partners to operate ethically, sustainably and inclusively. Our approach to sustainability and social responsibility is embedded into both how we run our organisation and how we design technology solutions for clients.

Environmental, Social and Governance (ESG)

Commitment

TEKenable integrates ESG principles across its operations and delivery frameworks. This ensures that environmental sustainability, ethical governance and social responsibility are not treated as optional considerations but as core elements of digital transformation.

Our ESG priorities include:

Environmental Responsibility

- Minimising carbon impact through cloud-native architectures
- Encouraging virtual collaboration to reduce travel footprint
- Designing energy-efficient systems that optimise compute usage

- Promoting resource-efficient digital practices, such as serverless computing and efficient data storage strategies

Social Responsibility

- Supporting community-driven projects and educational initiatives
- Providing inclusive technology experiences through accessibility-first design
- Enabling equitable access to digital services for citizens and customers

Governance

- Upholding rigorous governance standards through ISO 9001 and ISO 27001
- Ensuring transparent reporting, auditability and data traceability
- Designing solutions that comply with GDPR, public-sector regulations and industry standards

This framework helps clients meet their own ESG objectives and regulatory obligations by ensuring technology decisions support wider organisational values.

Diversity, Equity and Inclusion (DE&I)

TEKenable is committed to cultivating a diverse workforce and an inclusive culture. Our global presence, spanning the UK, Europe, Africa, South Asia and the Middle East, naturally reflects diversity in perspectives, backgrounds, languages and experiences.

Key DE&I commitments include:

- Equal opportunity hiring practices
- Inclusive leadership development
- Cross-cultural collaboration across geographies
- Internal training on inclusive communication and responsible AI
- Ensuring that digital solutions do not embed societal biases
- Designing systems accessible to users of all abilities

For public- and private-sector clients, this commitment ensures that TEKenable brings balanced representation and ethical awareness into all stages of digital transformation.

Corporate Social Responsibility (CSR)

CSR initiatives demonstrate TEKenable's intention to contribute positively to society beyond the immediate demands of technology delivery. Our CSR programmes emphasise:

- Supporting charities and community initiatives
- Encouraging employee volunteer engagement
- Empowering youth and disadvantaged groups through digital skills initiatives

- Contributing expertise to public-good technology projects
- Developing ethical and responsible AI frameworks



#TEKenableGivesAQuack is our dedicated charity initiative aimed at making a positive impact in the community. Through this program, we support various charitable causes and engage in activities that benefit those in need.

OUR EFFORTS INCLUDE:

Volunteer Work: Our team actively participates in community service projects, such as painting rooms, cooking meals, and organising fundraising events.

Fundraising Events: We organise and participate in events like sponsored walks, hikes, and other activities to raise funds for charitable organisations.

Strategic Partnerships: We provide pro bono support to organisations like Ronald McDonald House Charities Ireland, offering our expertise in Salesforce and other technical developments to help them achieve their goals.

CSR is not treated as an isolated activity but aligned to the company's core belief that technology should improve lives, strengthen communities and expand opportunities.

Real-World Outcomes & Demonstrated Impact

TEKenable's value is best understood through the measurable outcomes delivered for public and regulated-sector organisations. The examples below illustrate how our approach translates into practical, evidenced benefits for UK-based clients.

Improved Operational Efficiency

Through automation, modernisation and workflow redesign, clients typically experience:

- 20–50% reduction in manual processing
- Faster case resolution times
- Shorter lead times for customer or citizen requests
- Lower maintenance overhead as legacy systems are decommissioned
- Reduced rework due to improved data quality and governance

These improvements often translate into cost savings and improved employee satisfaction.

Racing Digital (UK public-sector joint venture)

- **Situation:** UK horseracing administration was supported by fragmented legacy systems, high manual effort and limited digital self-service for stakeholders.
- **Task:** Support a large-scale transition to digital-first services while maintaining operational continuity and regulatory oversight.

- **Action:** TEKenable configured Microsoft Dynamics 365 and Power Platform services, integrated legacy data sources and enabled workflow automation to streamline administrative processes.
- **Result:** Manual administration was significantly reduced, processing times improved, and operational teams were able to focus on higher-value regulatory and stakeholder-facing activities.

Enhanced Security and Compliance

Security-by-design and ISO-governed delivery approaches help clients strengthen their security posture:

- Reduction in critical vulnerabilities post-project
- Improved compliance reporting accuracy
- Stronger identity and access management
- Implementation of auditable data-sharing practices
- Increased resilience through cloud-native disaster recovery

These outcomes are particularly relevant to public bodies and regulated industries.

Zurich Insurance (UK & Ireland operations)

- **Situation:** A complex regulated operating environment required consistent security controls across multiple platforms supporting critical business processes.
- **Task:** Improve security posture and audit readiness while supporting ongoing digital modernisation.
- **Action:** TEKenable applied ISO-aligned governance, secure cloud configuration, identity and access controls, and consistent monitoring across integrated systems.
- **Result:** Zurich achieved improved audit confidence, reduced operational risk and a more resilient security posture aligned with regulatory expectations.

Better Customer and Citizen Engagement

By modernising CRM systems, self-service portals and user interfaces, TEKenable enables more effective interactions with customers and service users:

- Increased digital adoption
- Higher satisfaction scores
- Shorter waiting times
- Streamlined multi-channel communication
- More personalised services enabled by data and AI

These improvements help organisations deliver fair, accessible and user-friendly services.

Weatherbys (UK regulatory and industry body)

- **Situation:** Citizen and industry facing services relied heavily on paper-based processes and disconnected systems, limiting accessibility and efficiency.
- **Task:** Enable secure, accessible digital services while maintaining trust, accuracy and continuity of critical records.
- **Action:** TEKenable configured cloud-based CRM and portal services, integrating existing systems and enabling secure self-service for users.
- **Result:** Stakeholders benefited from improved digital access, reduced turnaround times and more consistent service delivery, while administrative overhead was reduced.

Data-Driven Decision Making

Data engineering, dashboards and AI capabilities empower organisations to shift from reactive to proactive decision-making:

- Predictive insights for demand forecasting
- Automated reporting for regulatory submissions
- Data-driven policy and operational planning
- More accurate budgeting and resource allocation

Well-designed data platforms provide a foundation for future innovation and operational agility.

Racing Digital

- **Situation:** Limited reporting capability made it difficult to gain timely insight into operational performance and regulatory activity.
- **Task:** Improve visibility and enable data-driven decision-making without increasing reporting burden.
- **Action:** TEKenable enabled governed analytics and dashboards using Power BI and Azure data services, aligned to operational and regulatory needs.
- **Result:** Management gained timely, reliable insight into performance and trends, supporting better planning, oversight and evidence-based decisions.

Sustained Transformation Through Managed Services

TEKenable's managed services practice ensures that improvements continue beyond the initial delivery:

- SLA-based support for predictable operations

- Continuous performance and cost optimisation
- Security reviews and compliance checks
- Roadmap updates based on user feedback and new opportunities
- Regular enhancement releases to keep systems modern

This ensures long-term sustainability and protects client investment.

Weatherbys

- **Situation:** Mission-critical platforms supporting high-profile racing events required consistent availability, security and performance.
- **Task:** Maintain operational stability while supporting continuous improvement over time.
- **Action:** TEKenable provided managed services, monitoring, regular service reviews and proactive optimisation aligned to business cycles.
- **Result:** Platforms remained stable and secure during peak operational periods, costs were controlled, and long-term value was protected.

Why Organisations Choose TEKenable – Key Differentiators

TEKenable has earned the trust of public-sector agencies, enterprises and regulated organisations by consistently delivering transformation programmes that are secure, usable and measurable. Our differentiators include:

End-to-End Digital Transformation Capability

We are one of the few mid-sized consultancies offering integrated services across:

- Cloud migration and modernisation
- Application development and automation
- Data engineering and AI
- CRM and business applications
- Cybersecurity
- Managed services

This full-spectrum capability reduces the need for multiple vendors and ensures coherence across the entire technology landscape.

Proven Expertise in Microsoft and Salesforce Ecosystems

With advanced Microsoft specialisations and dual-platform CRM capability, TEKenable combines deep engineering experience with platform mastery.

This enables:

- Seamless integration between cloud, data and business applications
- Accelerated delivery using platform-native tools
- Adherence to platform best practices for scalability and security
- Reduced total cost of ownership through strategic platform use
- Future-proofing through alignment with Microsoft's and Salesforce's roadmaps

Security and Governance at the Core

Our ISO-governed delivery model integrates security into every artefact, process and decision. This is essential for clients in public administration, healthcare, finance and regulated environments.

Key strengths include:

- Secure SDLC practices
- Identity governance
- Data protection measures
- Compliance alignment (GDPR, sector regulation)
- Disaster recovery and continuity planning

Accelerators that Reduce Time and Risk

Our proprietary accelerators, TEKCheck, TEKDocs, TEKVoice, AviTalk and Copilot extensions, ensure clients benefit from:

- Faster discovery
- Rapid prototyping
- Consistent engineering standards
- Reduced project delays
- Predictable outcomes

Deep Sector Expertise

TEKenable's public-sector, aviation, healthcare, finance and manufacturing practices bring contextual knowledge that reduces onboarding time, aligns solutions with industry constraints, and supports regulatory adoption.

Long-Term Partnership Orientation

Most TEKenable clients engage with us across multiple years. This trust is earned through:

- Transparent communication
- Shared governance
- Continued optimisation
- Mature change management disciplines
- A culture of resilience and heartfelt service

Our focus is on sustainable, measurable transformation, not short-term delivery.

Contact

For further information about TEKenable services, please contact us using the details below.

Website

www.tekenable.com

Email

info@tekenable.ie

Our Offices

Ireland (Head Office)

17 Clanwilliam Terrace
Grand Canal Quay
Dublin, D02 DR98
Republic of Ireland

United Kingdom

27 Old Gloucester Street
London, WC1N 3AX
United Kingdom

United Arab Emirates

Jumeirah Lake Towers
Dubai

Call Us

London

+44 (0) 207 183 8996

Dublin

+353 (0) 1 681 4098

Belfast

+44 (0) 2890 991 801

UAE

+971 (0) 4 241 1948