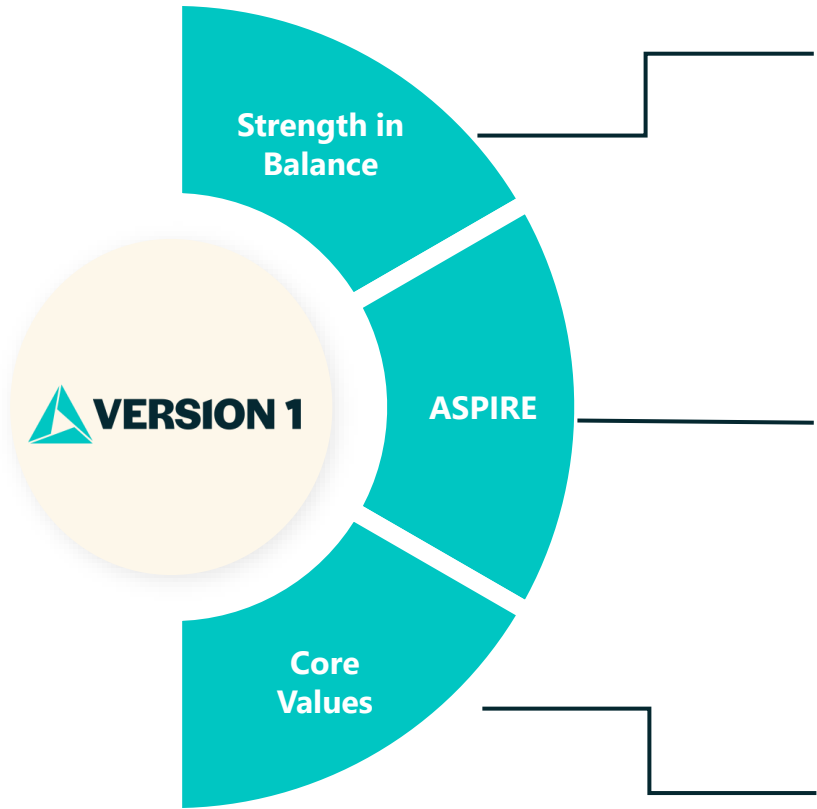




Application Management and Optimisation

The Version 1 difference



ASPIRE Application management and optimisation

"How can I create efficiency in our business processes?"

Version 1's application management and optimisation services can help you:

- Through custom development, transform cumbersome and time-consuming systems into an efficient and streamlined process.
- Save time through removal of manual activities, reliant upon when resources have time.
- Save money through the reduction and/or removal of expensive licenses and through automation of business processes.
- Build a process platform for the future. Sustainable, evolving and secure.

"How can I take advantage of automation to save money?"

Version 1's application management and optimisation services can help you:

- Utilise innovative technology solutions to automate time-sensitive and frequent tasks that rely upon human intervention, into an automated process flow.
- Speed up the collection, storage and reporting of data in an error free and meaningful way.
- Remove legacy dependencies and paper-based systems reducing operational costs.

"How do I ensure my legacy business critical systems are secure from cyber-attacks and are on fully supported software?"

Version 1's application management and optimisation services can help you:

- Upgrade legacy software that may be operating with non-supported versions to the latest supported version.
- Rebuild old applications to use new features, replacing deprecated features and ensuring the latest security protocols are in place.
- Ensure your software can continue to be at the centre of your business for years to come

How do you deliver optimised service agility and innovation?

Break free from technical debt, pivot like a pro and outrun the competition with a modern infrastructure. Innovate and disrupt for success.

Go beyond simply 'keeping the lights on' and **embrace the potential** of Version 1's ASPIRE managed services that **place AI, continuous improvement and business innovation at the heart of everything we do.**



ASPIRE Application management and optimisation service model



Application management and optimisation

Global service centre
Application maintenance – bug fix
Policy and compliance
Monitoring, alerting and observability
Process augmentation
Enhancements and modernisation
Application risk management
Performance management and optimisation
Backup and disaster recovery
Strategic advisory
Software asset management
License optimisation
FinOps
GreenOps

OPTIMISER
Suitable for organisations which require business hours support for their non-production & production environments.
Business hours support with standard response SLA. SLA aligned to business process outcomes.
Efficient processes augmented by innovative tools - Service ticket reduction and cost savings through automation. - Enable continuity of operations - Diagnostic analytics.
Standard monitoring service - Business hours monitoring of all in scope applications. - Alert on basic set of 15 min metrics and threshold breaches.
Standard maintenance - End user support via 10*5 service desk and technical resolver teams - Access to 24x7 customer portal - Automated ITIL process: event, incident, change and problem management and service request fulfilment through engage ITSM - Application bug fixes - Application knowledge management - Application configuration
Policy and compliance Application regulatory support
Service governance and reporting - Quarterly status reports - Quarterly service review meeting - Customer Satisfaction Survey ensuring your feedback and sentiment is captured at senior management level - Access to self-service reporting via Engage Customer Portal

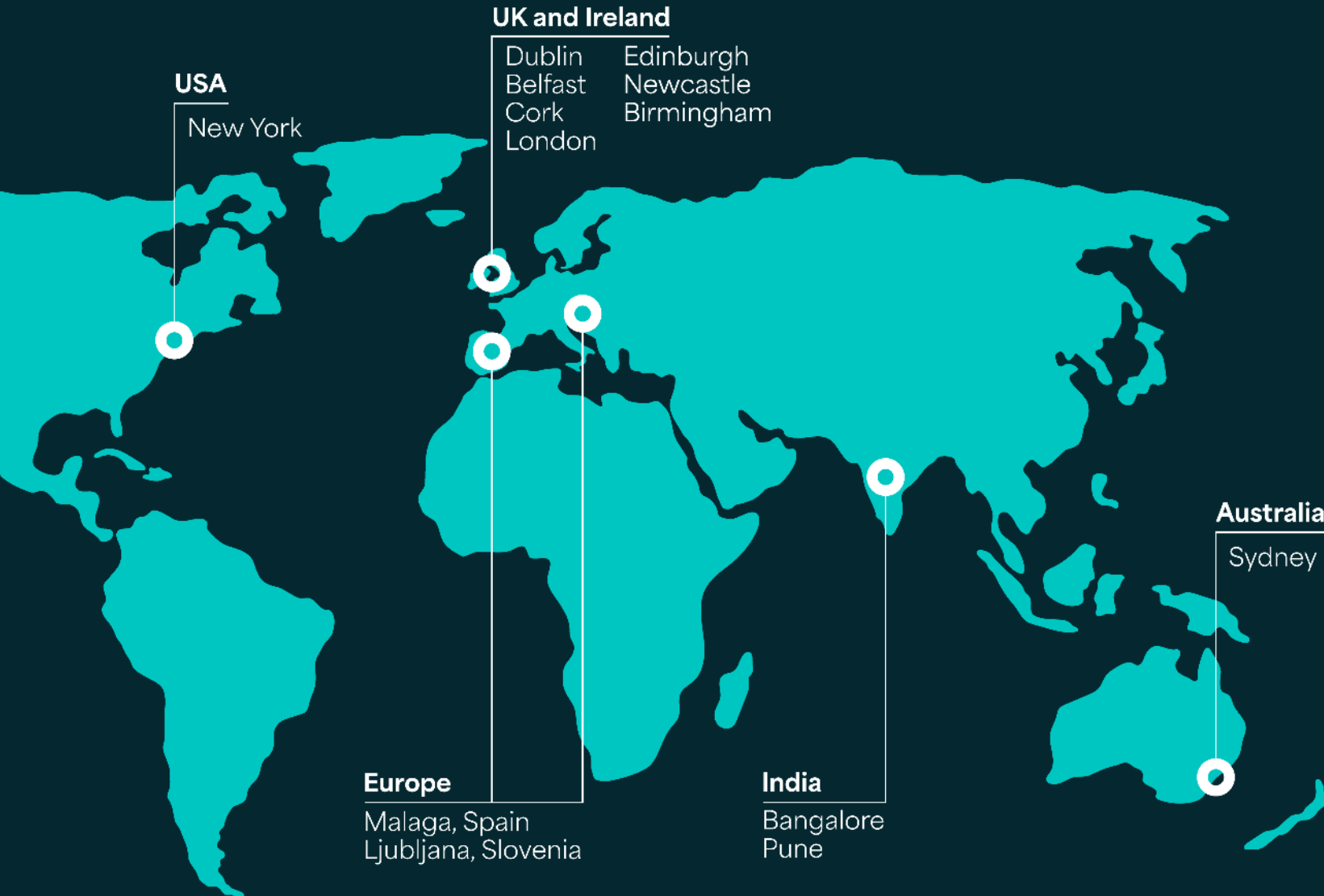
INNOVATOR
Ideal for organisations seeking advanced 24/7 support with a proactive Application Managed Service with an advanced SLA and VLA.
24x7x365 support with advanced response SLA and VLA - SLA aligned to business process outcomes. - VLA tailored to your unique needs 24x7 P1 and major incident management
Efficient processes augmented by innovative tools - Service ticket reduction and cost savings through automation. - Enable continuity of operations - Optimise and automate processes and workflows - Predictive analytics
Advanced monitoring service 24/7 monitoring with full support and advanced problem management - Alert on detailed set of 5 min metrics with machine learning analysis and log analysis
Advanced and continuous maintenance - End User Support via 24*7 Service Desk and Technical Resolver Teams - Access to 24x7 Customer Portal - Automated ITIL Process: Event, Incident, Change and Problem Management and Service Request fulfilment through Engage ITSM - Application Bug Fixes & Minor Enhancements - Application Knowledge Management - Application Configuration & Service requests - Application Service Failover Execution & validation
Policy and Compliance - Application Regulatory Support - Support, facilitate and or resource security assurance activities such as annual penetration testing, IT Health checks and PCI compliance
Service Governance & Reporting - Dedicated account manager - Dedicated service delivery manager - Monthly status reports - Quarterly service review meeting - Customer Satisfaction Survey ensuring your feedback and sentiment is captured at senior management level - Access to self-service reporting via Engage Customer Portal

CUSTOMISER
Tailor made for organisations with sophisticated environments and enhanced support requirements underpinned by a Premier SLA and VLA
24x7x365 Support With Flexible Response SLA and VLA Our 'Innovator' service offering customised to your organisations specific SLA and VLA needs.
Efficient processes augmented by innovative tools - Service ticket reduction and cost savings through automation. - Enable continuity of operations - Optimise and automate processes and workflows - Predictive analytics
Enhanced monitoring service Our 'Innovator' service offering customised to your organisations specific monitoring needs
Standard maintenance Our 'Innovator' service offering customised to your organisations specific support and maintenance needs
Policy and compliance Our 'Innovator' service offering customised to your organisations specific regulatory and compliance needs
Service governance and reporting Our 'Innovator' service offering customised to your organisations specific reporting and service governance needs

About Version 1



Version 1 at a glance



29 years of experience

13 global locations

6 strategic technology partners



13 years as a great place to work



Industry best practice



€364M+ revenue 2024

82% employee engagement score (Q2 2025)

85% customer satisfaction score (Q2 2025)

The Version 1 difference

The core values at the heart of Version 1's success.



**Honesty and
integrity**



**Personal
commitment**



No ego



Customer first



Excellence



Drive

Looking forward: Our ESG targets, goals & achievements

A-

score for Carbon Disclosure Project reflecting our sustainability practices (Industry average is a C)

680+

Volunteering hours delivered by employees globally

80%

key suppliers with sustainability targets by 2025, we are committed to reducing environmental impacts across our supply chain through responsible sourcing and partnerships

217

Version 1 Impact Investors supporting our global Community First programme which aligns to the UN Sustainability Development Goals

Bronze

Ecovadis rating reflecting our ESG maturity across our strategic focus areas

930

Women in Tech members

Our four strategic ESG pillars:



**Environment
sustainability**



**Ethical
Practices**



**Responsible
Procurement**



**Social
Impact**



As a participant of the United Nations Global Compact, Version 1 is committed to aligning strategies and operations with universal principles on human rights, labour, environment and anti-corruption

Our services portfolio



Application Modernisation and Integration

Accelerating the modernisation of applications embracing sustainable engineering and AI-assisted development.

Legacy systems modernisation

Continuous modernisation

Next Gen Apps

Integrated Apps

Portfolio modernisation



Experience Design and Development

Designing, shaping and building products and solutions that deliver fantastic people and societal experiences.

Digital strategy and innovation

Product management and roadmaps

Behavioural research, analysis and journey mapping

Creative design and UX services

Product development and AI accelerated engineering

Envisioning and innovation workshops



Enterprise Applications

Optimising the core of your business with deep functional and technical expertise in Finance, People, Customer and Enterprise Performance Management (EPM).

Reshaping finance for the future

Elevating HR and people operations

Enhancing supply chain management

Amplifying customer touchpoints

Realising value with Data insights and AI



Data x AI

Becoming an intelligent, data driven organisation needs quality data x AI to make better decisions and processes.

Data strategy and architecture

Data engineering

Data analytics and visualisation

Data modernisation

Data governance

AI co-creation services



Cloud Transformation

Adopting, optimising and leveraging Cloud to unlock new or enhanced business value and innovation.

Industry specific cloud

Readiness and enablement

Migration and transformation

Operate and optimise

Specialist services



ASPIRE Managed Services

Reduce time, cost and risk by leveraging our VLA approach to run and optimise traditional and Cloud services to improve business agility and accelerate innovation.

Cloud and infrastructure management and optimisation

Oracle SaaS management and optimisation

Data and AI managed services

EBS, Peoplesoft and JDE managed service

Application management and optimisation

Digital workplace services

Our global technology partners

- Named **AWS Collaboration Partner of the Year 2024**
- Named **Global Microsoft Modernising Applications Partner of the Year Award 2023**
- Named **Microsoft Ireland Partner of the Year 2023 Winner - Social Impact**
- Named **Innovation Partner of the Year Winner - 2023 Oracle EMEA Partner Awards**
- Named **AWS Collaboration Partner of the Year - EMEA 2023**
- Named **AWS Migration Partner of the Year - EMEA 2022**
- Named **OutSystems Partner of the Year 2021**

Microsoft Partner

Azure Expert MSP



As an Azure Expert MSP and the Global Modernising Applications Partner of the Year 2023, Version 1 boasts extensive expertise across the Microsoft stack.



Premier
Consulting
Partner

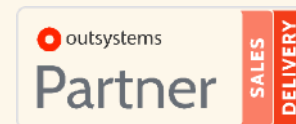
An AWS Premier Consulting Partner and EMEA Migration Partner of the Year, Version 1's unrivalled expertise boasts deep expertise with 400 certifications and accreditations.

ORACLE | Partner

With 28+ years of Oracle ecosystem expertise, we're a certified Oracle Modern OPN Partner and Cloud Solutions Provider - One of Europe's most distinguished Oracle Cloud partners.



As a Premier Red Hat partner, we are experts in hybrid-cloud models and OpenShift, recognised for driving innovative solutions using Red Hat technologies.



An OutSystems Partner for Sales, Delivery and Quality Apps Program Partner, Version 1 is committed to unlocking value for our customers through low code development.



As a Snowflake Partner Version 1 enables customers to leverage Snowflake's flexibility, performance, and ease of use to deliver more meaningful data insights.

Our Public Sector Customers



centrica

cie-uk



An Roinn Dlí agus Cirt
agus Comhionannais
Department of Justice
and Equality



An Roinn Iompair,
Turasóireachta agus Spóirt
Department of Transport,
Tourism and Sport





Thank you

For more information, please visit our website: www.version1.com

Or contact us at: tendernotices@version1.com