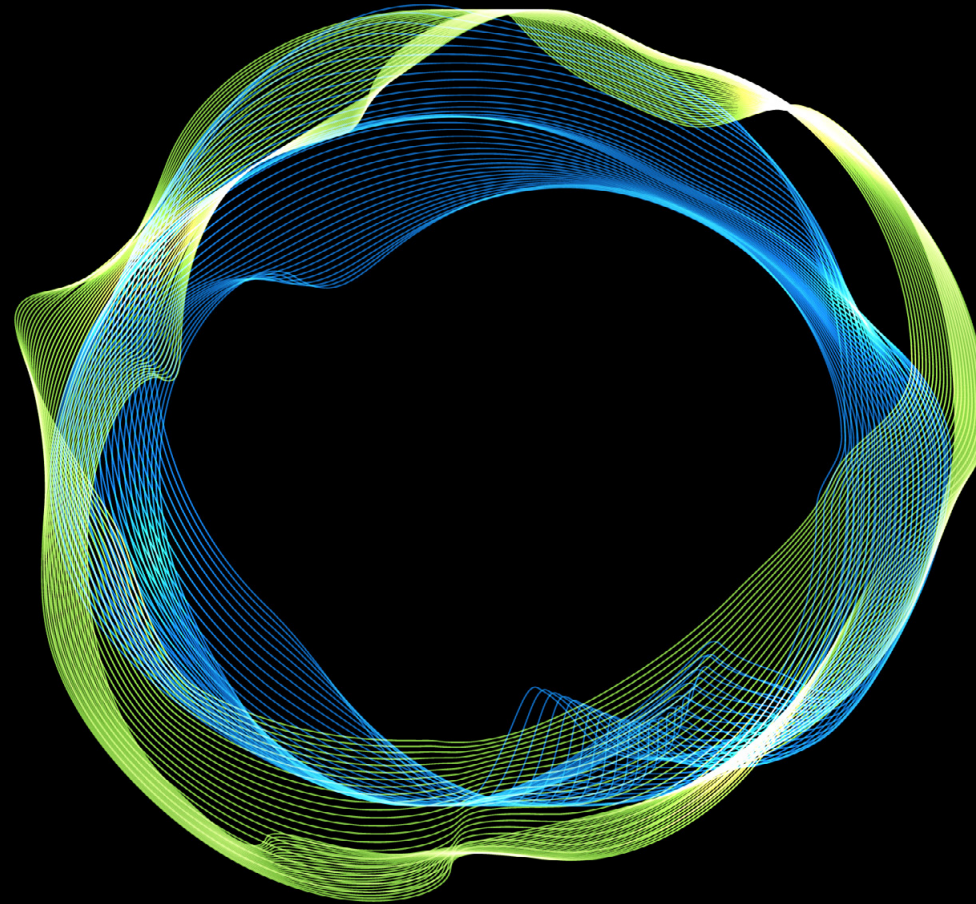# Deloitte.

What's your possible?

Discover and achieve what's possible for your organisation, customers and people

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MAKING AN IMPACT THAT MATTERS
since 1845

The future is Cloud-driven

As we live in uncertain times, digital connectivity has never been more important – and Cloud is key to how we respond quickly to many of the challenges businesses now face.

But for our clients, Cloud isn't about the Cloud. It's about what Cloud makes possible.

Cloud is redefining how enterprises innovate faster and be more agile in the development of new products and services and how they run their business no matter the challenges. The scalability and agility, and the level of innovation offered by the Cloud makes it an essential enabler for future business transformation and success.

The Cloud is not just another method for delivering your information technology needs. It is a technological leap into a new environment that will move you from the status quo into a world of business innovation and possibility.

Cloud. Impact

Most people are less interested in what the technology is and are more focused on what it can deliver.

And Cloud has the potential to deliver transformational advantages to businesses.

The benefits of Cloud

Speed and Power: Cloud deployment enables new agile ways of working, delivering solutions more quickly and in smaller bite-sized chunks.

Increased flexibility and cost effectiveness: Cloud's pay-as-you-use billing model allows you to access advanced computational capabilities without capital expenditure.

Scalability and sharing: Cloud enhances your ability to vary computational and data storage capabilities according to demand and business needs. It also enables you to share data at all levels – personal, workgroup, enterprise, and industry.
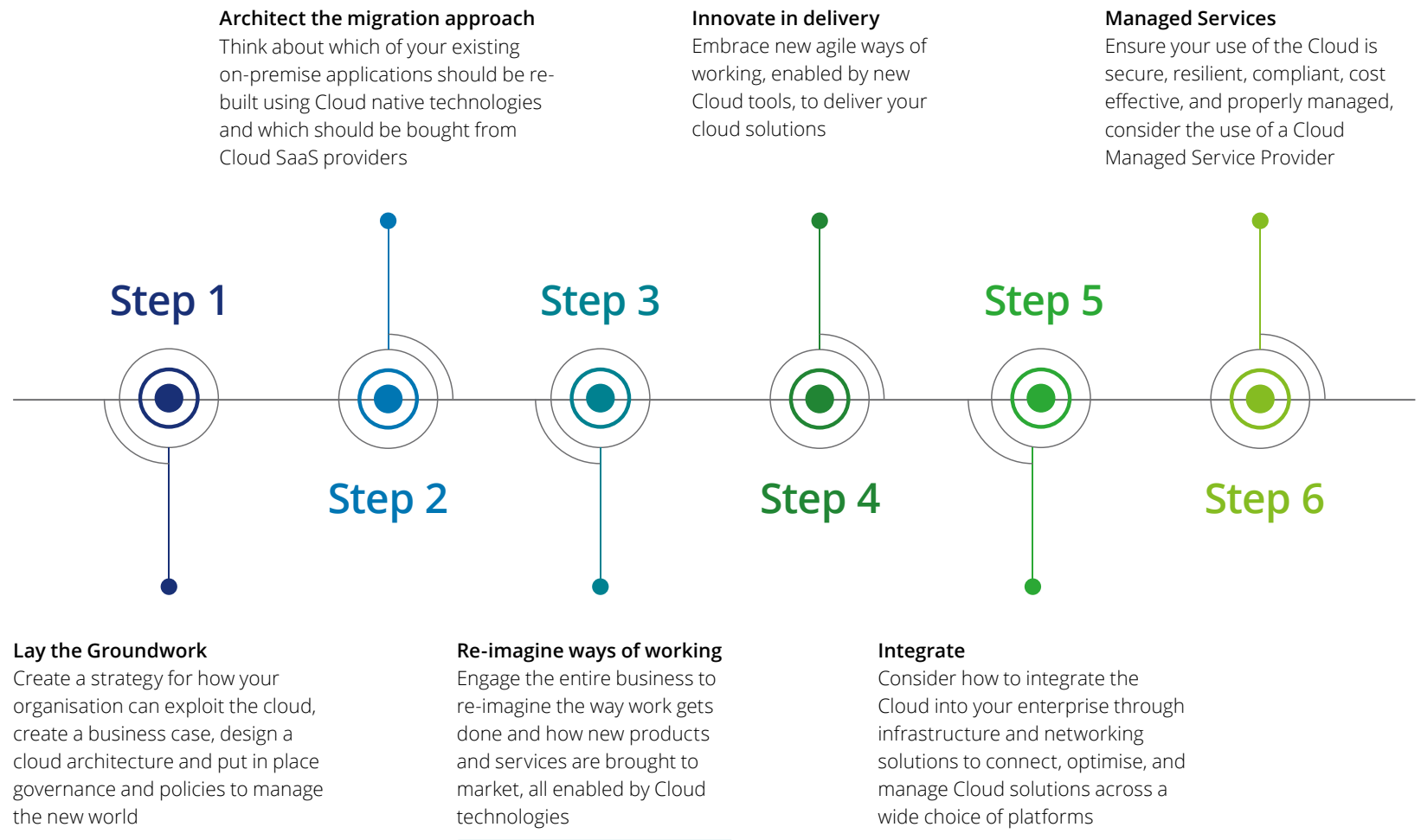
Cutting-edge capabilities: Cloud enables you to access the latest technology – such as artificial intelligence, machine learning, or augmented reality – to solve business problems.

Successful enterprises don't just move data to the cloud and call it good. They use cloud to disrupt their thinking and transform their operations, analytics, customer experience, and more. If that's where you're headed, getting there requires a smartly orchestrated journey.

Steps to Cloud success

Implementing Cloud sparks core, operational change. Done well, it has the power to transform everything – from how you deliver services to how you report to regulators. Empowering? Yes. Easy? Rarely. Moving to cloud effectively requires institutional understanding, consensus, and commitment. Create that – by having the right conversations at the right times – and cloud can become more potent and exponentially valuable.

Moving your technology applications from your legacy infrastructure to the Cloud is a major undertaking, and one that needs to see the best possible return on investment. Here are some steps you'll need to take on your journey to the Cloud – and to a dynamic, high performance future.

Architect the migration approach
Think about which of your existing on-premise applications should be re-built using Cloud native technologies and which should be bought from Cloud SaaS providers

Innovate in delivery
Embrace new agile ways of working, enabled by new Cloud tools, to deliver your cloud solutions

Managed Services
Ensure your use of the Cloud is secure, resilient, compliant, cost effective, and properly managed, consider the use of a Cloud Managed Service Provider

Step 1

Step 3

Step 5

Step 2

Step 4

Step 6

Lay the Groundwork
Create a strategy for how your organisation can exploit the cloud, create a business case, design a cloud architecture and put in place governance and policies to manage the new world

Re-imagine ways of working
Engage the entire business to re-imagine the way work gets done and how new products and services are brought to market, all enabled by Cloud technologies

Integrate
Consider how to integrate the Cloud into your enterprise through infrastructure and networking solutions to connect, optimise, and manage Cloud solutions across a wide choice of platforms

Achieve your possible

At Deloitte, we help clients use cloud to discover and achieve what's truly possible for their organisations, customers and people. We see cloud's power and agility as essential to fulfilling the promise of advanced technologies to transform business and society. We deliver Cloud as a pathway by which business and technology function together as one, turning possible into actual. We work with clients to help accelerate their cloud transformation journey. For successful transformation we focus on three phases – Imagine, deliver, run to help you achieve your future successes.

Our cloud solutions

Imagine The right focus	Deliver The right concept	Run Getting to scale

Cloud Strategy and Readiness	Cloud Infrastructure and Engineering	Cloud Migration	Cloud Development & Integration	Managed Services

Examples of our Cloud Transformation Solutions

1 Cloud Strategy
Deloitte can help clients develop their cloud strategy and identify the challenges they will face on their Cloud journey – from regulatory compliance to internal integration. We can also help clients focus on uncovering opportunities afforded by Cloud technologies – reduced costs, new ways of working. We do this across four capabilities: business model disruption, cloud strategy and business case development, readiness assessment and preparation, and cloud native process and organisation.

2 SAP on Cloud
We help organisations build an intelligent enterprise by moving from legacy systems to an enterprise-wide solution that integrates all the key ingredients – data, the workforce, advanced technologies, customer insights, and operations. We do this with our alliance, SAP. By leveraging the capabilities of the next-generation SAP S/4HANA, we transform operational performance from across finance, the supply chain, customer relations, data-driven reporting, and other key industry functions.

3 Application Modernisation & Migration
Migrating enterprise workloads to the cloud can deliver greater agility and enhanced business performance. At Deloitte, our discovery engineers employ complex logic and data-driven analytics to rapidly map applications and infrastructure as well as to determine the right migration path. Our cloud migration offering encompasses three capabilities – package transition and migration services, custom transition and migration services, and application modernisation.

4 Digital Workspace of the future
Driven by accelerating connectivity, new talent models, remote working requirements, and cognitive tools, work is changing. As robotics, AI, the gig economy and remote working becomes the norm, jobs are being reinvented. We have developed remote workspace solutions hosted securely in the cloud, providing clients with the data and collaborating tooling they need to get their work done, anywhere, and at any time.

5 Data on Cloud
To help organisations get the most value from their data and scale for the future, Deloitte delivers innovative data solutions across business intelligence, analytics, big data and information architecture. Through our alliances we offer a range of data management and data analytics capabilities that can help clients deploy scalable, secure, and cost-efficient big data solutions and help them choose the right cloud analytics and big data strategy to maximise the value they can derive from their data.

6 Contact Centre Transformation
Capitalising on the latest cloud technologies, like Amazon Connect, and process innovation to dramatically transform experiences and performance in the modern contact centre (MCC), taking customer contact to the next level. Delivering in weeks what used to take months, Deloitte's solution can be tailored or integrated with your custom or packaged customer relationship management (CRM) solutions and workforce management services (WFM).

7 Cyber Cloud Security
We are uniquely placed not only to provide organisations with technical expertise, but can also deploy cross-capability teams to advise on and implement cyber security offerings across all Cloud Platforms, no matter what stage an organisation is at on their Cloud journey. Our solutions include architecture review and strategy, business resiliency & continuity, cost management, identity access management, cyber incident response, governance compliance and risk management, and infrastructure security.

8 Cloud Managed Services
An end-to-end solution for running an organisation's operations on managed cloud infrastructure across all major providers, optimised for the client's own application and data portfolios. We provide 24*7*365 mission critical, remote and onsite support and maintenance support for clients. Our solutions include cloud managed services, managed analytics platform, managed risk services and BPaaS Services.

Delivered via our Alliances and Eco-Systems

Accelerated by

SAP   salesforce   aws   Google Cloud

Deloitte offers a range of labs to help you no matter what stage you are at on your Cloud journey. The labs range from the **'Imagination Lab'** which focuses on ideation, demos of cloud solutions, and provoking discussions on transformational change for your organisation with cloud solutions; to the **'Cloud Adoption Lab'** which focuses more on your cloud strategy and the changes that will be needed to bring it to life, to finally the 'Deep Dive Lab' which zones in on a key business challenge you have and delves in to the solution in more detail.

Cloud in action

A Global Retail Bank:

A streamlined cloud infrastructure to ensure compliance and a faster time to market for client-facing services

This global retail bank was looking to streamline their cloud infrastructure in order to reduce compliance risk while emphasising cloud security and elasticity. They also wanted to be able to reduce time to market for newly developed client-facing services, and support the dynamic growth of their organisation.

Deloitte is currently supporting the client with their cloud strategy, and the design and implementation of a Microsoft Azure cloud landing zones. We started by conducting a cloud readiness assessment and analysis, and are now working with the organisations IT teams to design and build their Azure infrastructure cloud landing zones.

The proposed cloud infrastructure addresses the key concerns and requirements outlined by well-architected Azure cloud landing zones and stakeholders, and implements services such as private Azure Kubernetes Services clusters, centralised Azure Monitor services including Log Analytics and Application Insights and Azure Sentinel, Privileged Identity Management and Azure Security Centre Standard Tier, Azure DevTestLabs, Azure Key Vaults and Azure Pipelines. The combined solution will provide the customer with project classification rules to enable project landing on the cloud infrastructure seamlessly, data classification management at a glance, whilst providing automated threat analysis and response.

An online marketplace for retail:

A new data analytics platform for smarter data use and improved services

Understanding your customer and having the ability to adapt your business model to change with your customers' needs is key to leading the online marketplace. To stay ahead, this client wanted a future proof data analytics platform that gives them the ability to use their data in a smarter way by increasing the data they collect, a reporting tool that improves their ability to analyse this data, and the ability to predict their customers' challenges and needs to improve their services.

To achieve this, we provided an iterative approach to the delivery of the data platform, delivering an end-to-end solution (data source to dashboard). The concept was to use machine learning to evaluate the behaviours of end users and actions that are carried out on their sites and to test the concepts to see how they could be applied to specific business areas i.e. ad performance, time to sell prediction, supply and demand information, and providing the sales team with value-add information to retain and increase their sellers on their site. Using the AWS platform, the organisation was able to transform their business model. The technologies meant that they could use machine learning cost effectively to simplify the predictability of how customers could better use their services without having to make a huge Capex investment. Other results included a quicker time to market and a faster time to realise value in the services they were providing.

A Market Leading Airline:

A Cloud platform to deliver new customer experiences and transform them in to the "Amazon of Travel"

This airline was looking for a cloud platform that would allow them to innovate and provide new and enhanced services that improve the customer experience to drive loyalty and increase returns.

We worked with the airline to formulate a deep understanding of their core application platforms for booking, crewing, rostering, operations, back office systems and innovation roadmap. This resulted in a cloud platform based on AWS that could deliver cloud services enhancing the technology areas of data analytics, software development, quality assurance, and UX and design. The architecture was designed to provide agility, resilience, security, user responsiveness and flexibility in terms of scale and performance – while at the same time reducing operational costs and providing a platform for new areas where data can provide real business value e.g. artificial intelligence, machine learning and analytics.

Already, they have seen an increase in performance, costs improvement and now have the flexibility, speed, and capacity to deliver software solutions that enable the deployment of customer-focused technology and cutting-edge user experience design.

A Large Public Sector Organisation:

Critical Cloud based platforms to support the digital citizen

Deloitte is supporting a large public sector client with the architecture, design, development, testing, deployment and operational support of three critical cloud based platforms. These solutions are built upon a hybrid-cloud architecture that has application and technology components that span Microsoft Azure data centres and client on-premises data centres. These platforms make use of Azure Compute, Identity and Storage services, including App Service, Azure Active Directory B2C, Azure Storage, Redis Cache and App Insights to name a few.

Recently, the Deloitte team supported the client in ensuring their platforms were able to cope with the increased demand caused by COVID-19. By combining manual and automatic scaling, and scaling up (to increase capacity) and scaling out (to increase throughput), the platforms were able to cope with over a 650% increase in traffic with no impact to the end users or the backend systems.

An International Funds Administrator:

Moving from on-premise hosted platform to a Cloud platform to support them globally

After reaching the limits of capacity with their outdated on-premise hosted platform, a funds administration organisation required a partner that could architect and operate a new solution to match their growth ambitions.

Using the Well Architected Framework, we mapped their on-premise services across their global office locations to an AWS cloud platform that could meet their security, data protection and elasticity needs and demonstrate that this could be delivered and operated in with a cost model that aligned with their business plans. The solution is an "All In" AWS solution from "work spaces" back office and front office systems all sitting on a managed next gen AWS platform.

Why Deloitte

Deloitte Team

Deloitte Ireland Consulting Team

750 +
Consultants

3000
Total Headcount

1000+
Technology Specialists Consultants

170+
Certifications across AWS, Google Cloud and Azure

Global Delivery Network

With market-leading expertise in 26 industry segments, superior business transformation capabilities, and deep technical expertise, our global network of practitioners create unmatched market offerings to solve our clients' toughest business issues.

Deloitte Global Footprint

150 +
Countries

286k +
Global Headcount

26
Industry Segments

Our Clients:

In Ireland, we work with all of the leading organisations across the Public Sector, Financial Services and Private Sector organisations. Our clients range from large multinationals to small family owned businesses and entrepreneurs.

Our Fortune Global 500 clients:

91% of the 129 **Consumer** companies

92% of the 120 **Financial Services** companies

93% of the 27 **Life Sciences & Health Care** companies

93% of the 58 **Technology, Media & Telecom** companies

81% of the 162 **Energy, Resources & Industrials** companies

100% of the 4 **Government & Public Services** companies

Awards & Recognition:

Year after year, the most influential market analysts endorse Deloitte Consulting as owning the intersection of business and technology.

Deloitte ranked **#1 in Consulting** by Gartner 2019

Amazon Partner Network **Innovation Partner of the Year** 2019 – UK|Ireland

SAP S/4 HANA **Partner of the Year** – Large Enterprises

1 of a handful of Partner in Europe awarded **AWS Next Generation Managed Services** and **Data & Analytics**

Worldwide leader in public **Cloud infrastructure** Professional & Managed Services – Gartner 2020

A **leader** in "European Workplace Services in the Era of **Multiplied Innovation**" by IDC 2020

Undisputed **leader in Cloud** by IDC 2019

Did you know?

In June 2020, Deloitte acquired Irish owned Cloud and Managed Services Consultancy, DNM. DNM specialises in Cloud, analytics and managed services. This combination provides us with the scale and further strength to support our clients in determining how they can best drive transformation in their businesses – from family and private businesses to public sector organisations, large enterprises and multinational companies.

Why Deloitte

Deloitte has the largest consulting practice in Ireland and has a dedicated team of skilled consultants that operate across multiple disciplines. We have a track record of providing services to clients locally across all industries which has enabled us to build up the expertise and experience of the challenges our clients are facing today.
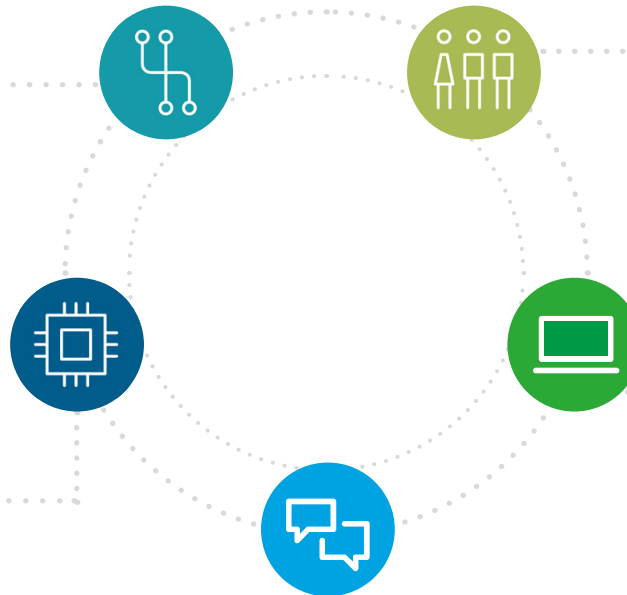
Our Consulting Solutions:

Strategy & Analytics
- Strategy and business design
- Analytics & Cognitive
- Innovation & Ventures
- EMEA Blockchain Lab

Human Capital
- HR Strategy & Transformation
- Organisation Design & Transformation
- Workforce Transformation
- Change management
- Employee experience
- Talent Management

Business Operations
- Operations Transformation
- Systems Design & Engineering
- Robotic Process Automation (RPA)
- Cloud Engineering
- Applications modernisation

Enterprise Technology & Performance
- Technology Strategy & Transformation
- SAP
- Emerging ERP Solutions i.e. Maximo
- Finance Performance
- Supply Chain & Network Operations

Customer & Marketing
- Customer & applied design
- Advertising, marketing & commerce
- Digital Customer
- Customer journeys, experience and engagement
- Creative and user experience

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