



BREWING UP A STORM.

Storm Technology - Helping Shape the Future of the Irish Public Sector.

The opposition in Dáil Éireann is brewing up a storm right now. And the political journalists are in their element. Predicting that by the advent of this summer's recess, our public representatives will have raised more parliamentary questions than there are people residing in Waterford City (53,825).


Those parliamentary questions make their way to the various Government Departments in various formats for electronic processing. But the responses must be returned in an exact custom format to facilitate the provision of information in an accurate and timely manner to other Government Departments, Public Bodies. Cue Storm Technology Ltd.

An Irish owned Business Technology consultancy, with offices in Dublin, Galway and Belfast, Storm Technology has since its inception in 1995 been driving business growth and operational excellence through digital transformation. Take for example their work with the Department of Public Expenditure and Reform. By architecting and building a custom

framework powered by SharePoint, the team at Storm has enabled improvements in the way Government Departments operationalise the parliamentary questions process. Saving civil servants, a lot of time and energy while ultimately unlocking operational efficiencies and cost savings within this process.

This solution forms just one part of the suite of 'build to share' common applications (solutions that can be used across multiple departments and public sector bodies, while working in harmony with internal technology needs) developed by Storm to help transform operations in Ireland's public sector. Other applications include electronic tracking and handling of Parliamentary questions, document management, chief executive orders and the management of local authority meetings.

Founded by Karl Flannery, the company's current Chief Executive Officer, Storm Technology has been recognised across both the Public and Private sector as a trusted partner for the delivery of technology and service excellence for over



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want to go to a website, log in, fill in their details, submit their applications and be dealt with digitally” explained Lillis.

For more than a quarter of a century now, Storm Technology has been helping both public and private organisations across Ireland unlock the benefits of Microsoft business technologies through strategic system design, digital transformation, build, integration, and adoption.

A gold certified Microsoft partner, Storm remains committed to the technology excellence. Boasting extensive knowledge across the Microsoft stack the team knows just what buttons to push to empower organisations to unlock the full potential of their technology investment.

Storm’s employees work hard to deliver business transformation and growth. They pride themselves in doing so via transparent and honest communications with their customer base. “We are upfront with our clients at all times,” says the aforementioned Lillis. “We understand the process involved, and outline what we feel is a good fit technology for each process. We then make the technology mimic the process itself so that people are fully au fait with how digital transformation can revolutionise their work practices.”

“We often advise our own public sector clients, that perhaps proprietary technology; where you are paying for a license to use, is not the optimum solution and it can be done at a lesser cost by switching to another technology. We are not afraid to challenge the status quo and pride ourselves on being open and honest. Something we believe is critical to our public sector relationships, because they have to stand over every cent spent”

Aside from the public sector, Storm is very active in construction and hospitality; specifically for the finance community embedded within these two industries.

And just as Storm employs e-Docs, an application built on Microsoft SharePoint to aid the journey towards better digitalisation and utilisation of Government’s information assets, the company employs Microsoft Business Applications to engage in other significant growth areas such as document compliance and waste management. All the time shaping the technology to meet the client’s needs and deliver better service, greater efficiencies, and productivity gains. “Using Microsoft technologies inherently speeds up processing time, which in turn increases client engagement”, Lillis explains.

“I have spoken in different forums about innovation. I see

two decades. Continuing to hit the target with discerning organisations and consumers who are demanding greater efficiency and convenience when engaging with public services.

“While Ireland has traditionally been viewed as something of a laggard in the EU in terms of technology adoption, we have seen a shift in this narrative over the past 10 years, particularly within the Public Sector. The evolution of technology within the public service has seen a move towards cloud-based technology.

I think those engaged in the public sector are starting to see technology as an enabler rather than something that has to be done. Take for example security, I think the interesting thing we will start to see is that even the most cautious of public sector departments will start to move to the cloud, as the challenges of managing data protection and data security become even more pronounced. We will need to place a lot of focus on these concerns as things become more cloud based” says Storm’s Chief Commercial Officer, Mike Lillis.

And the basic mechanics of working with the public sector in Ireland?

“We work hard at demonstrating to public sector clients in particular, not only how they can better service the needs of civil servants, but how the technology can help better serve the public.

Previously we would have spent a lot of time designing and implementing technology for civil servants to enable them to do their work more efficiently. Now, you have a public who just



innovation more as small incremental changes, changes that result in more engagement from your consumer base. Small things like digitising forms and applications are probably the most basic, but also give you the quickest return on investment”.

Giving added value is something that has obviously contributed greatly to Storm becoming one of the most respected business technology consultancies and Microsoft solutions partner in Ireland. So too, the company's ability to bring innovative digital solutions to the table; using the likes of the Microsoft Power Platform to enable clients like the Courts Service to get the most from such tools.

That said, Lillis is adamant that for a winning formula to be engineered by his company there has to be real buy in from the client. Emphasising that for all the strong relationships that Storm has built up over a generation and the wealth of knowledge the company has banked, making business work remains a two-way street.

“For organisations to be successful in adopting technological solutions to meet their needs, a number of things must be done right, on both sides of the engagement.

First and foremost, it is vital that the people at board level and those in senior positions in the client's department or company must see the value of technology. It is important that the entire organisation is committed to adopting new technology and that drive has to come from senior management.

You also need the team that is available to successfully see that the technology is adopted by the users. It could be the

shiniest, most sparkly system on the planet but if you do not account for user adoption, it is a wasted exercise.

Digital transformation is an expanding market, but a highly competitive one. So, what keeps Storm Technology ahead of the posse?

“We are a people-based organisation, we do not sell hardware. Our people skills are our USP. We have people who know how to advise very senior civil servants or business leaders when they are engaging on potentially transformative projects and guide them on what they should watch out for when adopting new technology.

“We have very experienced public sector consultants, and our team are familiar with the relevant legislation and understand the need to make a system flexible in order to readily incorporate any legislative changes which may arise”, explained Lillis.

For all the challenges visited upon businesses by Covid-19, Storm Technology continues to boast a vibrant trade. Indeed, it has seen 10 and 15% growth year on year in the last couple of years.

Lillis concedes that having an ‘anchor business’ in the shape of the public sector has been a huge help in dealing with the uncertainty and market volatility in recent years. “While it has been a targeted area of focus, we have been quite lucky in that way, Lillis contends.

Regardless of the challenges presented, it appears Storm's unwavering commitment to service, and technology excellence will see the company thrive long into the future.



Expanding the Possibilities of What Digital Technology can Achieve for our Clients.

As technology continues to shape customer and employee expectations across all sectors, we help our clients realise public service excellence through the delivery of modern citizen and employee experiences.

A Microsoft Gold Certified partner, Storm Technology has over 25 years' experience delivering innovative technology solutions to Ireland's public sector. We partner with our clients to transform operational processes and re-define the citizen experience through the use of best in breed Microsoft business solutions, carefully matching the right fit technology specialist with your unique business needs.

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