

# Piercom Limited – Provider of Solutions and Services



## WHO WE ARE:

Piercom Limited is an Irish company providing innovative business process and information technology solutions to the multinational and Government Services sectors. We are an experienced web enablement developer with proven consultancy track record. Our most innovative projects are in the fields of eGovernment, supply chain integration and software process improvement.

**WHAT  
MAKES US  
A GOOD  
PARTNER**

- Successful track record of both solution development and software product development
- Strong emphasis on innovative and cutting-edge solutions
- Participation as consultants and developers in international projects
- Previous experience with high level government and multinational projects

## COLLABORATION INTERESTS:

Piercom Limited is interested in partnership in EU FP7 ICT projects. Our core competence is developing technical architectures and business process software, solutions development, maintenance support and hosting and IT services. Possible role in collaboration: research partner, technology and software provider, and consultancy.

## AREAS FOR R&D COLLABORATION:

- eGovernment (services and solutions for the public sector, local and national governments)
- business process applications in education, healthcare, public service delivery
- consultancy on national and country reports in ICT, technology white-papers, other research and soft projects.

## MAIN ACHIEVEMENTS:

- Piercom's CRM solution won European Government benchmarking award measured across eighteen countries by Cap Gemini (2002)
- Won US Smithsonian Medal for innovation in technology and business related services (1998)
- Successful track record of product as well as service innovation acceleration

## REFERENCE PROJECTS:

Piercom Limited has successfully been involved in national and internally funded R&D projects.

### Selection of Projects

**Inspect:** *Highly effective, multi-lingual application analysis tool that identifies changing currency impacts across heterogeneous software environments*

**Open CRM:** *One of the most advanced contact management systems/sale automation systems, capable of forming the initial building block for a corporate-wide integrated eCRM strategy*

**eDirect:** *eGovernment contact routing system designed for Local Government Computer Services Board (LGCSB, Ireland) to analyse emails and other contacts to County Councils and route them to the most appropriate department.*

**Dell Ireland:** *migrate and web-enable multiple legacy systems on site.*

## OTHER INFORMATION:

**Name of the company:** Piercom Ltd

**Legal structure:** SME

**Country:** Ireland

**Number of researchers:** 15

**Number of employees in total:** 40

**Working languages:** English

**Contact person:** Frank Murray

**Position:** CEO

**Email:** frank.murray@piercom.ie

**Tel:** +353-65-6842787

**Website:** [www.piercom.ie](http://www.piercom.ie)

