



Local Enterprise Office
Making It Happen



SKY'S THE LIMIT FOR EZ MANAGEMENT IN MOVING TO THE CLOUD

Agile Innovation Fund, supported by Enterprise Ireland & Local Enterprise Office.

Do you wish to develop a new product or improve an existing one?

Enterprise Ireland's Agile Innovation Fund supports the development of new or substantially improved products, services, or processes, where the total project cost is no more than €300,000. It features a streamlined online application form with fast track approval.

The fund is open to Companies who are;

- new to R&D
- operating in short, product life cycles
- undertaking small/short projects

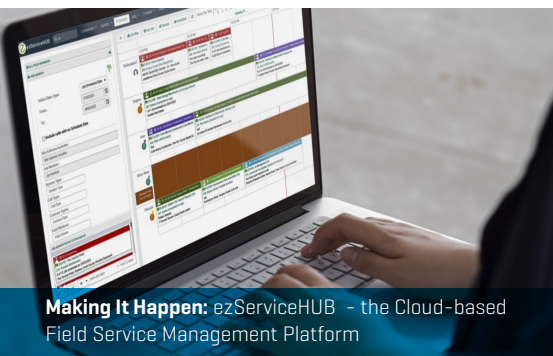
Grant rates range from 25% to 50% and applications can be submitted online anytime. Most importantly, the fund is open to eligible Local Enterprise Office clients, like **EZ Management**.

Learn how EZ Management benefited from the Agile Innovation Fund.

Since the onset of Covid-19, our reliance on technology in the workplace has increased. This, combined with the continued focus on sustainability and the need to reduce waste, has heightened awareness around smart job scheduling and paperless documentation.

This is where EZ Management Ltd comes in. Established in 1998 by Eugene Bennett, the Cavan-based SaaS company develops and markets business software and mobile Apps to manage service-based jobs carried out by field service workers and/or maintenance companies.

R&D has always been a part of EZ Management's operational strategy, but innovation was slower than they had hoped as, although the sector is constantly evolving, they didn't have the resources to keep up.



Making It Happen: ezServiceHUB - the Cloud-based Field Service Management Platform

So with nine employees, the company wanted to expand in order to meet customer requirements and decided to apply for the Enterprise Ireland Agile Innovation Fund.

“Software as a service companies must be constantly innovating but our development was at a much slower pace,” says company director, Maz Tracey. “Innovation is a market-lead process and to survive you need to be dynamic, agile and highly adaptive and R&D is a lengthy process - and we knew we had to become more agile and streamlined.

“So we applied for the Agile Innovation Fund because we wanted to offer our customer base a substantially improved service by introducing a Cloud based product, which was designed to be easy to use, easy to implement and easy to train.

“This would appeal to a wider range of vertical industries who no longer work at the office and need to manage engineers & technicians from anywhere. Another key business objective was to expand our export market, particularly the UK and USA markets.”

With this in mind, the company introduced a new development team with Cloud software development expertise as well as new processes and procedures which made the entire product development process far more manageable. And in 2021, they launched their first Cloud-based end-to-end field service management software under the brand name ezServiceHub-ezPro which manages service jobs from

quotes through to job dispatch and invoicing. This followed the launch of ezServiceHub-ezLite two years earlier.

Maz Tracey says despite the pandemic, both products are performing well with excellent reviews and were facilitated by EI funding which was approved in August 2019.

“We were able to use funding to hire new staff and improve their R&D capabilities,” she says. “The Agile fund also covered prototype and clinical trial costs - and as a result, R&D has completely transformed within the company and innovation now drives growth.

“In addition to this, we were able to employ four extra software development engineers and testers for faster and higher performance results and R&D is now a modernised development operational system. There is also better coordination amongst the team. Ideas and solutions now go through a development cycle starting with the customer story and through development and testing cycle until it is ready for market release.

“Our focus in 2022 is to grow and develop the UK Market but this would not have been feasible without the help of the Agile Fund.”

Padraig Doolan, Enterprise Ireland Technical Advisor - Research, Development & Innovation (RD&I), says this is exactly what the fund is for.

“It is essential to innovate in business and R&D is a key part of that innovation as without it companies stand still and may be replaced by other companies and products in the marketplace,” he says. “It is essential to keep business current, introducing more exciting products and increasing the efficiency of your company or streamlining services and offerings all the time - and R&D is crucial for this.

“So, the Agile fund offers supports to companies who are looking to develop a new product, service or even just a new organisational or process method. Applying to the fund is very simple and straightforward and is really worth looking into.”

Since EZ Management’s successful application in 2019, the company completed its first grant claim in early 2020 and eight weeks later they received payment. Following this, the subsequent R&D has helped to transform the company with its modernised development operational system, which is better organised and coordinated across the team.

Along with plans to enter the UK market, the Agile fund also allowed the company to hire new staff and cover prototype and clinical cost trials.

“The future is looking bright as we continue to broaden our Irish market and increase brand penetration into the UK market and beyond globally,” says Maz Tracey. “We are building our product portfolio to appeal to wider industry requirements and our focus is to add value to our new cloud software product so that it appeals to more vertical industries. We are also working on adding further product innovations to fill some gaps in the market which will help our product to appeal to more industries.

“These new add-ons are what we will be working on this year to build our product portfolio and we are very excited about the possibilities of what we can achieve in terms of sales in 2022 and beyond.”

For more information on EZ Management, visit www.ezmanagement.com

Don't delay, apply today.
For more information, visit: localenterprise.ie/agile