



Piercom Offers Complete Integration Capability

LIMERICK-BASED PIERCOM has developed a complete solutions and services offering that can be implemented enterprise-wide. The company has remained focused on its core competency in providing end-to-end integration, targeting cost efficiencies and architecting solutions to improve integration using XML. Last April, Piercom acquired Crossbrowse eBusiness Solutions, a front-end buy-side transaction engine, and has combined this with its own Excelon-based e-Hub solution on the supply side.

According to Piercom's founder and chief technical officer Charles Stanley-Smith: "Piercom has emerged as a significant player in architecting and delivering Web technology solutions over the past two years." Stanley-Smith, a winner of the Smithsonian medal for innovation technology in 1998, has been recently appointed to the Information Society Commission. He is a strong advocate of XML and he selected Excelon's business process management approach for solving complex integration issues from supply chain to complete information fulfilment.

The other company that Piercom supports is IBM. "We are delighted to be associated with both these leading companies and are glad to see that consolidation in the IT services sector favours traditional and new technology entrants with one thing in common - providing real value added solutions," said Stanley-Smith.

PIERCOM SERVICES

Piercom offers five distinct services:

- Business Process and Technology Consulting
- Architectural Design
- Bespoke Solutions Development
- Maintenance and Support
- Hosting.

The company plans to open its new 5,000 sq. ft facility in Limerick early in 2002 and add to its hosting and applications support client list along with its mobile technology proof of concept centre. Operations director Paul Ryan said: "The real benefits that Piercom brings is in managing mission

critical and mainstream applications support on a 24/7 basis, thus allowing clients outsource and focus on new initiatives."

The company benefited from a Dublin presence by acquiring Crossbrowse eBusiness Solutions, and sales director Andrew Baird and sales manager Fintan McKiernan oversee a group of six personnel focused on the Dublin and London markets. The signing of contracts with the Local Computer Services Board to provide technology and services has resulted in Piercom contributing to some of the initiatives that secured pole position for the government in e-government European benchmarking.

"It is rewarding to see an Irish indigenous company being valued for its expertise at home and demonstrates that Irish companies can really compete if they are motivated and encouraged," said McKiernan.

"Piercom has impressed Excelon by providing world-class solutions using its technology for GECAS. Excelon has won significant business in the new XML business process management arena being adopted by Amazon.com and Thomson Travel as the platform technology that drives their businesses.

VOICE INTEGRATION

Piercom has been in business since 1994 and is poised for some significant breakthroughs in the voice integration arena. According to Piercom chief executive Frank Murray: "The mobile, wireless and voice arena will be the next wave but I expect that companies will judge their investment decisions in this area on the real benefits to the business rather than the frenzy we saw in the past."

The market has begun to differentiate companies that can deliver and have strategic direction and focus. Piercom is planning to reap the benefits of new technology with its know-how in traditional systems and has launched a major campaign to win increased share of supply chain integration, hosting and support services from clients.

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For more information and to be included on Piercom's offerings, you can contact the company at: info@piercom.ie or call (061) 335 322 or (01) 662 3428.



Piercom founder
Charles Stanley-Smith

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Sales Manager Fintan McKiernan