



Digital
Business
Ireland

**TECH COMPANIES
TO WATCH
IN 2023**

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Digital Business Ireland

About Digital Business Ireland

Set up in 2019, DBI has a community of over 8,500 businesses in the organisation and counts a number of leading representative bodies among its membership. DBI continues to grow its footprint across a wide range of sectors to include: technology, retail, hospitality, professional services, travel, transport, education, leisure, agri-business and property.

DBI provides a range of services to its membership to include: training and events, networking opportunities, general advisory, insights, advocacy and public policy development – all of which facilitates digital businesses to grow, thrive and achieve their ambitions.

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KYRAN O'MAHONEY
IA LABS
www.ialabs.ie

What is unique about your company's products/services?

Inclusion and Accessibility Labs' mission is to make the world digitally accessible, one website and mobile application at a time. We provide accessibility audits of websites and mobile apps as well as digital accessibility training. Our accessibility audits help websites, mobile apps and digital documents to meet WCAG 2.1 standards, which ensures people with disabilities can access digital information independently and in an inclusive manner.

We provide our services to a wide variety of clients, helping them become more digitally accessible and giving companies the tools they need to become conscious of what good practice is for accessibility. For example, we provided audits and consulting to the HSE on the development and delivery of their COVID Tracker App. With IA Labs' guidance, we ensured this application was able to deliver crucial information and reporting services to everyone regardless of their ability.

How is your product/service offering making a difference for your customers, and clients?

Over 600,000 people in Ireland are living with a disability. Our services help them to overcome technology barriers found in websites and apps they use every day and enable them to browse the internet independently.

By guiding our clients on the journey to becoming more digitally accessible, they find that their customer base has more potential for growth. Once their online presence and digital content is fully accessible, our clients' websites and mobile applications become inclusive of all.

What do you think are some of the key trends to watch out for in the Irish digital sector in 2023?

Digital inclusion, which begins with accessibility, will be at the forefront of the Irish tech sector in 2023 and beyond. In 2022, IA Labs compiled the Digital Accessibility Index, in which we looked at the current state of digital accessibility in the Irish public and private sector across 2021 and 2022. Reviewing over 350 websites we found that 72% of Irish websites excluded people with disabilities.

By 2025 new EU legislation will be in place requiring the websites of private sector companies to be digitally accessible. A real opportunity exists across the EU for both Ireland and IA Labs to be leaders in digital inclusion.

What are your company's ambitions for 2023?

In 2022, IA Labs established itself as a leader in digital accessibility and supported 60 companies in their journey towards digital inclusion. In 2023, we are seeking investment to turn our unique expertise on digital accessibility into a new software platform which can be brought to scale, globally. This can ensure digital inclusion for all.



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RADDEK STEJSKAL
ADAMAPP
www.adamapp.co.uk

What is unique about your company's products/services?

- A decade of experience building complex digital products – we have a senior team that can tackle any challenge within the product development process.
- Valuing partnership – we see ourselves not just as your tech partner but also as your business partner committed to helping you achieve your goals.
- Easy to work with us – for us, it is essential to have the right chemistry & relationship with the client. It leads to building a successful product.
- We are not naive – we understand that there will be some bumps on the road and that proper communication is vital to overcome them.
- Experiences with global projects – understanding the pros and cons of working with different time zones and teams and how to adjust the approach.

How is your product/service offering making a difference for your customers, and clients?

We are harnessing the power of technology and AI to win clients, increase business efficiency and drive customer loyalty.

Examples of solving business challenges:

- Improving customer loyalty – Our Tesco loyalty app increased spending by 300%.
- Speed up business processes – Our Chinese Financial Institution app created a new sales channel with 20 million customers.
- Reduce risk – Our Metlife solution increased processing speeds by 10, while reducing errors.
- Reduce transport costs – Our AI tool helped Skoda utilize space in pallets, sea containers and other forms of transport to reduce costs and increase efficiency.
- Change buying habits – Our Microsoft AI platform analyses images from security cameras in real-time to improve in-store customer behaviour analysis.

What do you think are some of the key trends to watch out for in the Irish digital sector in 2023?

Seamless Digital Experience:

Customers have a lot of choices these days and their expectations are increasing. So an intuitive and frictionless experience with a brand is essential.

Omnichannel Approach First:

Omnichannel experience is what customers desire. It leads to higher customer lifetime value, increasing buying frequency and spending more money per purchase.

The adoption of AI and ML technologies:

Companies will increasingly use these technologies to automate tasks, improve decision-making, and enhance customer experiences.

What are your company's ambitions for 2023?

Our primary ambition in the Irish market is to continue supporting digital transformation projects at midsize and large enterprises.

Key Industries: Retail & Ecommerce, Lottery & Sports betting, Financial Services and Manufacturing.



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STEPHEN HALLAHAN
TAP RETAIL
www.tap-retail.com

What is unique about your company's products/services?

- We have created a cutting-edge end-to-end fulfilment solution which not only gets local retailers online with NO DEVELOPMENT COST but also allows them to offer unprecedented convenience to local customers in the form of scheduled same-day delivery and same-day pickup.
- Orders placed on Tap Retail are received and processed by the local retailers themselves, ensuring the best quality possible. Retailers have the ability to contact customers directly through our platform, ensuring superior levels of customer service and satisfaction.
- Orders are delivered by crowd-sourced delivery people, solving the logistical burden often experienced by SMEs.
- Full transparency with live tracking, proof of delivery with updates on-the-go for all parties.

How is your product/service offering making a difference for your customers, and clients?

- Tap Retail has given local retailers new ways of being able to engage with local customers and cater to their evolving needs, without them having to physically visit their shop.
- These local businesses have become omnichannel retailers, with an online presence that complements and ultimately enhances their in-store offering, leading to an increase in sales.
- Tap Retail allows retailers and customers to achieve their green ambitions, reducing their carbon footprint.
- Customers can shop online from local retailers of all types in one place, with the same great user experience, including leaving notes with their order.
- Customers now have ultimate flexibility when shopping local with scheduled same-day delivery and same-day pickup.

What do you think are some of the key trends to watch out for in the Irish digital sector in 2023?

- With looming economic uncertainty, local businesses need to be as agile as possible, continue to innovate and must provide more choice and value to local customers.
- We expect that retailers will invest further in creating or refining their omnichannel strategy in 2023. This will satisfy customers in the long term, lead to increased purchase frequency and higher customer lifetime value.
- Providing increased fulfilment options, while also maintaining great levels of customer service will make a noticeable difference for local retailers.
- Retailers that haven't invested substantially in creating an online presence must make this a priority or will face extinction in the long term.

What are your company's ambitions for 2023?

- 2023 is shaping up to be a transformative year for Tap Retail. Following successful pilots of the first iteration of our platform over the last several years, we will be releasing the next iteration of our platform in Q1 2023.
- We believe this new platform will help us to achieve our goal of making local stores more accessible than ever while guaranteeing same day delivery for local customers.
- We want to help take the "Shop Local" ethos online and make it easier than ever for local customers to support local businesses. This platform will allow us to scale throughout Ireland over the coming years.



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YUVAL BRISKER
ALVIERE
www.alviere.com

What is unique about your company's products/services?

Alviere provides a comprehensive embedded finance platform built for the enterprise. The platform allows any organization to seamlessly integrate financial products and services into their existing offerings, providing customers and partners with a convenient and comprehensive financial services solution.

Our technology platform simplifies the complex process of launching financial services, allowing organizations to create and customize their own financial services to meet their customers' unique needs and preferences. We offer an extensive range of customizable, branded financial products and services, including bank accounts, cards, payment options, global money transfers, and crypto services.

Historically, offering financial services required partnering with traditional financial institutions, forcing enterprises to share customer ownership, data, and brand visibility. Alviere is built to provide the utmost control over the customer experience, varied financial services offerings, and remove third-party dependencies and risk.

Alviere clients don't need to build complex integrations to access required underlying functionality and processes. These are natively part of the platform via a single interface. Alviere's integrated ecosystem of partners eliminates the need for multiple vendors or complicated integrations to give organizations complete control over their financial offerings to maximize customer relationships and generate new revenue streams.

Alviere is unique as a regulated financial institution, prioritizing compliance, security, and fraud prevention. We offer full Know Your Customer (KYC), anti-money laundering (AML), fraud, and identity management, and we are a fully licensed and regulated entity.

How is your product/service offering making a difference for your customers, and clients?

With Alviere, enterprises own the financial services they offer to their customers and gain more control over their business. Embedded financial products, such as bank accounts, cards, crypto services, global money transfers, and payment options, foster higher levels of customer engagement, improve retention rates, and generate new revenue and data streams. Enterprises can serve their valued customers with new financial products while ensuring their reputation and brand is unvarnished.

Partnering with Alviere, clients gain access to the world's most complete embedded financial services solution. Backed by stringent security with PCI & SOC I & II certifications, the Alviere platform provides a scalable, modular functionality with a single interface, removing all the complexity of individual integrations for all required processing.

What do you think are some of the key trends to watch out for in the Irish digital sector in 2023?

1. The continued drive of business digitalization and transformation across Ireland.
2. Embedded finance and the adoption of new customer experiences.
3. Cybersecurity and a shift to cloud platforms for SMEs.

What are your company's ambitions for 2023?

Our mission is to enable leading enterprises to maximize the value of their customer relationships by offering financial products. In 2023, Alviere will build out its Ireland-based offices and team and expand into Europe. Alviere was built on the foundation of internationality, and our vision for this year expands on that foundation by entering new markets and bringing increased access and inclusion in the financial sector.



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ALAN GORMLEY
SHOPBOX AI
www.shopbox.ai

What is unique about your company's products/services?

When creating our solution, we approached the challenge of product personalisation in ecommerce from a different angle; that of the shopper's experience, not the business. For us, it's about what the shopper is interested in, not what the buyer or merchandiser pushes them to buy.

We wanted to make a powerful platform that any retailer could benefit from instant and long lasting cost savings and revenue increases. Shopbox is designed to implement quickly and is set-and-forget, saving the retailer maintenance time and money. Shopbox does not rely on crunching large amounts of data to create campaigns or segments. Shopbox does not rely on category managers building product matching spreadsheets to load into a tool. Our AI manages the site adaptation, catalogue updates and product recommendations in real-time, based on the interactions and interests of the site visitor.

What do you think are some of the key trends to watch out for in the Irish digital sector in 2023?

We see the importance of ecommerce increasing and the maturing of the offerings to consumers. By necessity, a lot of businesses moved online in 2020/21 to support their sales or those already there doubled down on their online offering. A lot of new tech was implemented and 2023 will be when that tech is optimised for efficiency and ROI. In addition, the digital store will move from one of offering choice and convenience to one of curation and advice as online retailers try to differentiate from competitors with service as opposed to price, shipping options etc.

How is your product/service offering making a difference for your customers, and clients?

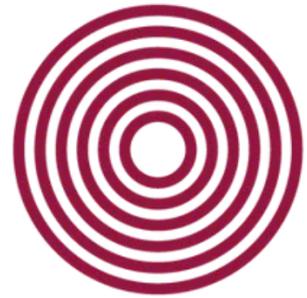
For the customer : Our solution offers a tailored shopping experience and a journey as unique as each customer. Our AI powers intelligent, relevant recommendations based on the expressed interests of each shopper. The guidance helps them discover more products, that are in stock, in their sizes, or perhaps similar ones on promotion. This all makes for a superior online shopping experience.

For the retailer client: Shopbox replicates that attentive, unintrusive shop assistant experience, online. Typically customers who engage with Shopbox stay on the site five times longer, look at 2.5x more product, convert three times higher and have basket sizes from 10 - 40% more valuable. The retailer has paid to attract shoppers to their online store and Shopbox provides a greater return on that investment.

What are your company's ambitions for 2023?

- Triple our customer base
- Accelerate international expansion
- Continuous product innovation & new product releases
- Enhanced offering for enterprise retail





**Inclusion &
Accessibility
Labs**



ABOUT IA LABS

IA Labs was established in 2021 with the aim of creating a voice for people excluded from the digital revolution. The founding members of IA Labs want to drive forward the issue of equal inclusion and access to the digital world for everyone.

Now more than ever, the internet has become an essential means for communicating, accessing information, entertainment and services, but it is not an inclusive and accessible space for all.

The development of IA Labs coincided with a major legislative change of EU Regulations around digital access and the rights of individual citizens.

IA Labs specialise in website and app audits which will be measured against the Web Accessibility Directive, with our experienced staff offering actionable feedback to help improve your website for people with disabilities. The area of accessible reviews is one that is specialised and with the support of IA Labs you can be confident that the service provided will uphold against the WCAG directive.

www.ialabs.ie



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ADAMAPP



ABOUT ADAMAPP

We build trailblazing tech products without hiccups. Through strong partnerships with our clients, we help them solve business goals. Past projects include a loyalty app for Tesco that increased spending by 300% or a betting platform with a 12% push notification open rate and over 10,000 users per month.

ADAMAPP's Services

- Technology Consultancy
- UX and UI Design
- Mobile App Development
- Web Development
- Backend Development
- System Integrations
- Augmented Reality (AR) Development
- QA Testing

CLIENTS:

Tesco, Vodafone, MetLife, Mi9 Retail, zellebreate, T-mobile, McDonald's, VW Group, Continental, DHL.





ABOUT TAP RETAIL

Tap Retail is a new online ordering & same day delivery platform for local businesses.

On Tap Retail, customers can shop online from their favourite local retailers & have their items delivered to them either on the same-day or up to 7 days in advance, in any 2 hour timeslot of their choosing. The Tap Retail ecosystem allows local retailers of all types to get online with no development cost & allows them to offer unprecedented convenience to local customers in the form of scheduled same-delivery and pickup.

We are giving local customers new ways of supporting their favourite local businesses & shopping local. Consumers can now shop local from anywhere – from the comfort of their own home or when they're working in the office & can't make it down to their local stores.

NOW LIVE! VISIT
www.tap-retail.com
TO PLACE YOUR ORDER



Pick Your Location



Order Online



www.tap-retail.com



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Alviere



ABOUT ALVIERE

Alviere's embedded finance platform allows any organization to seamlessly integrate financial products and services into their existing offerings.

Alviere's platform offers an extensive range of customizable, branded financial products and services, including bank accounts, cards, payment options, global money transfers, and crypto services.

As a regulated financial institution with licenses in both the U.S. and Canada, Alviere prioritizes compliance, security, and fraud prevention. To find out how Alviere can power the financial needs and aspirations of your customers, visit us at alviere.com

www.alviere.com



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ABOUT SHOPBOX AI

Shopbox AI is an award-winning retail technology company that believes the customer should be at the heart of everything online retailers do. That is why they created their AI-powered platform rooted in consumer behaviour and shopping psychology. They believe that adapting the store and experience based on the interests and behaviours of site visitors, not precoded product recommendations, increases customer satisfaction, conversion rates, retention and revenue.

Founded in Ireland in 2020, the company has grown internationally and count brands such as schuh, Tool Station, Whelehans Wines, Petstop, Kitlocker and Euronics amongst its expanding family of customers who are benefiting from the Shopbox platform.



www.shopbox.ai



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