

DIGITAL DISCOVERY FAQ



Rialtas na hÉireann
Government of Ireland



1. Who is eligible to apply?

Eligible companies include client companies of Enterprise Ireland that employ 10 or more full-time staff at the time of application. Enterprise Ireland High Potential Start-Up clients who employ 5 or more full-time staff are also eligible to apply. If you are unsure of who your agency Development Adviser is, you can find them [here](#).

Client companies of the Local Enterprise Offices, Údarás na Gaeltachta or IDA Ireland should contact their agency adviser directly for relevant supports.

Eligible companies may also include companies who are not clients of any of the above agencies and employ 10 or more full-time staff as well as being engaged in either manufacturing or are trading internationally in an eligible services industry.

2. What is the value of Digital Discovery?

Enterprise Ireland will provide grant funding for 80% of the project cost up to a maximum of €6,300 (€5,000 grant). This is based on 7 days external consultancy services where the eligible costs are capped at €900 per day inclusive of travel and subsistence and all out-of-pocket expenses. Note that while the maximum daily rate supported by Enterprise Ireland is €900, the actual daily rate charged by a provider may be higher or lower.

Note: Receipt of other grants from Enterprise Ireland may impact your eligibility for support under this initiative.

3. What areas are covered under this scheme?

Digital Discovery is about more than just technology; your purpose, people, culture and processes are all crucial to effective digital transition. For this reason, this offer covers the following areas:

- Skills assessment, digital mindset in the company, culture of innovation
- Process flow efficiency in the operations (i.e. Lean & digital)
- Assessment of opportunities to deliver new value-added digital services or products
- Exploration of the use of digital data systems to inform decision-making across the business – including the measurement and reduction of waste, energy and emissions
- Review of cyber-security strategy and processes



4. What is the expected outcome of Digital Discovery?

As for tangible outputs of this offer, a strategic, digital roadmap that outlines key milestones for your digital transition covering at least the next 12-18 months should be co-developed with your chosen service provider.

To assist in implementing your roadmap, a defined (4-6 month) action plan should also be co-developed.

5. What activities are ineligible under this scheme?

This is a **strategic** consultancy grant where the output is a digital roadmap for the company. Therefore, neither implementation nor product/service/website development are covered under this offer. Other ineligible activities include:

- Purchase, installation, or configuration of off-the-shelf technologies (hardware or software)
- Upgrade of networking or other digital systems
- Finance, HR, Sales, Marketing, Web consultancy
- Routine consultancy audits including web, cyber-security, health & safety, energy
- Training

6. Where can I find a suitable service provider to engage with?

It is the responsibility of the applicant to identify and engage with a suitable consultant for the project. There is no list of approved consultants related to this offer. Companies searching for a suitable provider may find the [Lean Project Database](#) to be a useful resource.

Applicants are strongly recommended to engage with up to three service providers before making a choice. Please consider the below when choosing the right service provider for you:

- They understand your industry/sector
- Their expertise aligns with the areas addressed under Digital Discovery
- They are aware of the ineligible activities of this offer
- They are technologically agnostic

Enterprise Ireland reserves the right to approve or reject projects based on the ability of the service provider to meet the objectives of the offer.

7. Can I use more than one service provider during the engagement?

Yes, it is permitted to work with more than one service provider under this offer.



8. Where do I apply?

You may submit an application for the Digital Discovery offer [here](#).

It is worth noting your log-in details for the **Digital Ready Scorecard system** will not be the same as your log-in details for the application system.

9. How long should it take for my submitted application to be processed?

Application processing times may vary. Enterprise Ireland aims to process applications within a two-week period. Some projects require further clarification which can extend the review process.

If the team reach out for further information, please respond within 5 working days.

10. How do I know if my application has been approved?

If your Digital Discovery application is approved by Enterprise Ireland, you will receive a document called a Letter of Offer to digitally sign. Once this document is signed, you may begin your Digital Discovery engagement with your chosen service provider.

11. I have been told my application has been approved but I cannot find the Letter of Offer to sign?

Depending on your email filters, this email may be in your spam folder, so best to keep an eye out for it there.

12. How long should an engagement take to complete?

The engagement should take approximately 8-12 weeks to complete once the project is approved.

13. What happens if my application is rejected?

Some common reasons for applications being rejected are: the project outlined is focused on implementation, there is not sufficient detail provided in the project outline, or the company does not meet Enterprise Ireland's eligibility criteria.

You may reapply if you receive an email deeming your application as ineligible.

14. Can I get more than one Digital Discovery?

Your company (or group of companies) may only avail of Digital Discovery once.

A follow-on project may be approved if 18 months or more have passed from the date of the claim received by Enterprise Ireland.



15. I received a Digitalisation Voucher; can I apply for Digital Discovery?

If you availed of Enterprise Ireland's Digitalisation Voucher which ran from August 2021 to June 2022, a Digital Discovery project may not be approved until 18 months after a claim has been received by Enterprise Ireland or the previous project has been unclaimed and cancelled.

16. What is the closing date for applications?

This offer is subject to budget availability under the European Union's Digital Transition Fund up to 2026.

17. I have completed Digital Discovery, how do I make a claim?

Submit your claim to Enterprise Ireland by email to IndustryGrantClaims@enterprise-ireland.com

The following documents must be submitted as part of your claim:

- Completed Digital Ready Scorecard
- Completed progress report accompanied by any other supporting materials
- Completed grant claim director's statement
- A copy of the service provider(s) invoice
- Proof of payment to the service provider

For full instructions on the claims process, please see [here](#).

18. How long do I have to make a claim?

The final claim date for your grant will be 12 months from the issue date of the Letter of Offer from Enterprise Ireland (as stated on the Letter of Offer).



Still have questions?

Contact digitalisation@enterprise-ireland.com for any of your unanswered Digital Discovery questions.