



An Roinn Fiontar,  
Trádála agus Fostaíochta  
Department of Enterprise,  
Trade and Employment

# The National Enterprise Hub

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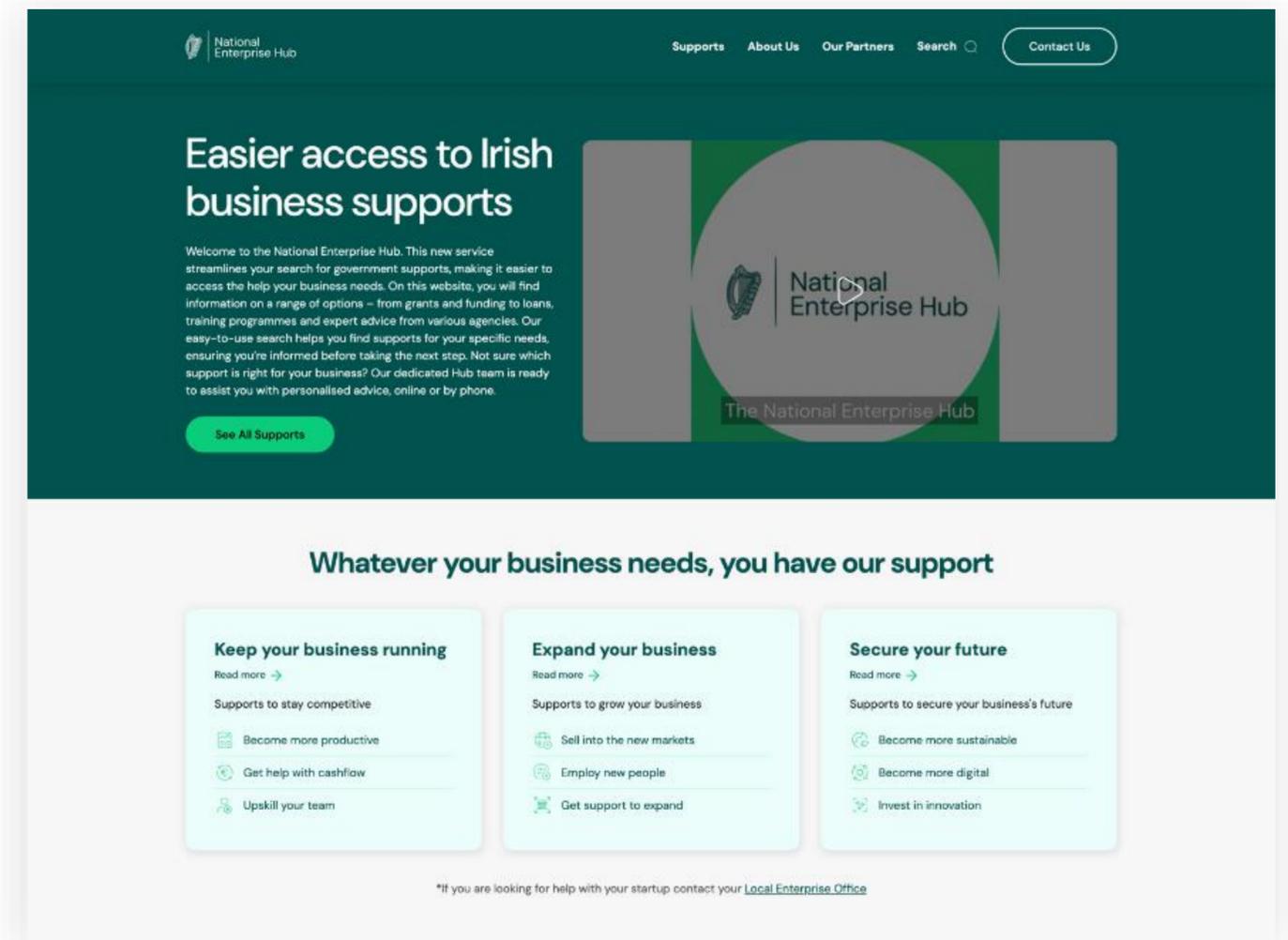
# Government SME Support Package (14th May)



- Changes to Energy Efficiency Grant Scheme
- Widening eligibility for the Trading Online Voucher
- Implementing an enhanced SME Test
- Launching the new online National Enterprise Hub

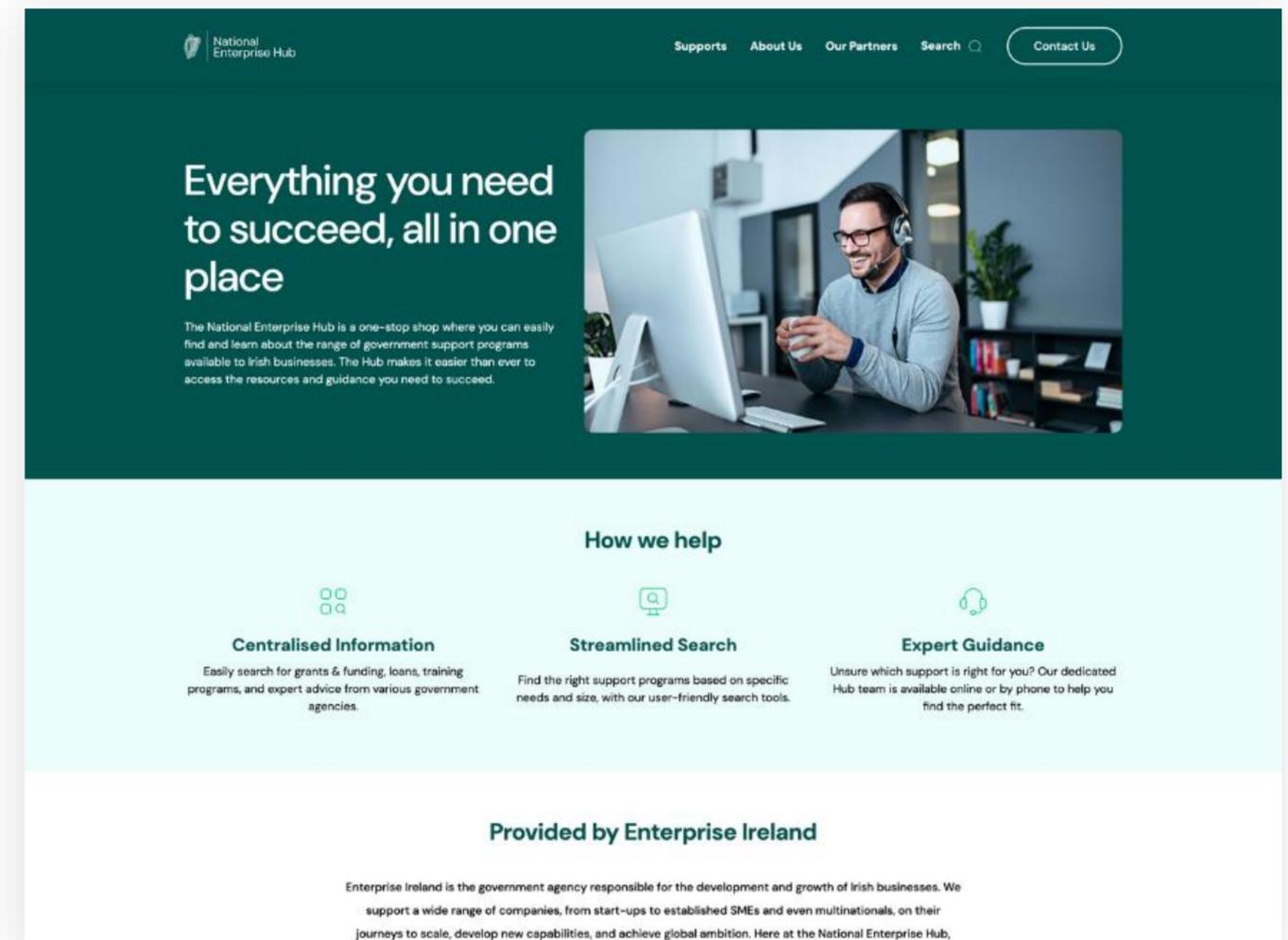
# Making it easier for businesses to find and access government supports

- In short: the Citizens Information site for businesses.
- A central digital hub and contact centre that makes all existing government supports for businesses easier to access.
- Hub users are supported by a dedicated team of trained advisors.
- **Goals:**
  - Improve access to business supports
  - Reduce friction and confusion for business owners
  - Enhance collaboration across the Government ecosystem
  - Drive pipeline development for all partners
  - Capture data and insights to inform Government policy.
- Focus is on existing supports for existing businesses



# A new, user-centric website

- Extensive engagement with representative bodies and partner agencies to develop UX, design & content, web development
- Dedicated website housing 190 supports: [www.neh.gov.ie](http://www.neh.gov.ie)
- Dedicated Phone line (01 727 2100), Email & Online Form Submission and LiveChat (9-5 Monday-Friday)
- Key user journeys navigable via homepage and IA:
  - 9 business goals (e.g. cost of doing business, productivity, sustainability, upskill your team)
  - Featured industry pages (e.g. retail, food, tourism and hospitality)
- Filter options allow users self-identify (e.g. company size, type of support, industry, primary goals, government agency)
- Irish language version & AI Chatbot currently being developed.



# Summary & Next Steps



- National Enterprise Hub Announced in Budget 2024
- Focus is on existing supports to existing businesses only
- Ambition is to make it easier to access business supports available across the Government system and increase uptake in supports
- Intended to complement all Department and Agency work and help amplify supports
- Government of Ireland initiative, and branded GOI, operated by EI with support from DETE and operational group with representatives of Departments and Agencies to support implementation and communications
- Launching 10th July