

Netcompany

The background is a composite image. On the left, there's a close-up of a woman's face, focusing on her eyes and nose. On the right, there's a silhouette of a person's head and shoulders in profile, looking towards the left. The entire image is overlaid with a light gray grid. Small red squares are placed at the intersections of the grid lines. The word 'Discovery' is written in a large, white, sans-serif font, positioned in the upper right quadrant of the image.

Discovery

Changing Europe with responsible digitalisation

Empowering digital societies through responsible digitalisation

- Founded in 2000 in Copenhagen, Denmark, Netcompany delivers critical IT and Digital solutions across public and private sectors
- Supporting digital transformation for efficient, sustainable futures, we are a trusted partner in Supply Chain, Transportation, Utilities, and Government
- With our ‘Reuse, not Reinvent’ approach, we offer cross-sector and international best practices to support legacy modernization
- We accelerate and enable digital foundations with cloud, automating operations, and running mission-critical services with confidence

By the numbers

■ **8,260**

Employees
year-end 2024

■ **£738m**

Group Revenue in
2024

■ **50+**

Nationalities represented
in workforce

Customers



Running Today. Transforming Tomorrow.



Defence



Transport



Healthcare



Trade



Public Safety

Assuring the Resilience of the UK's National Infrastructure

Supporting the Strategic Road Network



The National Highways digital estate is a highly complex ecosystem, comprising 130 suppliers and 40 services.

Working as a trusted partner with National Highways since 2019, we have supported its Digital Services team to manage suppliers, reduce downtime, and deliver significant improvements to processes.



Streamlining UK-EU Trade with NCTS5



HM Revenue
& Customs

Netcompany's ERMIS solution replaced HMRC's 20-year-old legacy system with the **New Computerised Transit System Phase (NCTS)**.

The modernised, automated customs procedures for UK and EU traders improve efficiency and reduce waste.



Saving 600K+ hours in GP Surgery Administrative Work



Over 95% of **UK GP surgeries** are now processing 2.4+ million patient registrations through the NHS App.

Our work with NHS England has enabled the full digitalisation of the patient registration process, reducing what used to take weeks down to minutes.



Assuring National Security through Safe Modernisation



Home Office

We work with the **Home Office** to modernise critical national infrastructure, enhancing public safety.

Our expertise supports initiatives that bolster national security and Policing efforts, such as the NIAM (National Identity and Authentication Management) technology platform.



Migrating 47 Mission-Critical Applications to the Cloud



Ministry
of Defence

We worked with the **UK Ministry of Defence** to migrate 47 mission-critical applications to MODCloud, supporting over 330,000 military and civilian users.

This transformation strengthens security, reduces downtime, and enables future innovation.





Discovery

Netcompany's Discovery delivers actionable recommendations to reduce risk and speed up delivery. In Discovery, we'll use research-driven user-centred techniques to understand user needs and develop hypotheses for testing in Alpha. We build on existing knowledge, prioritise effort by impact, and front-load technical analysis to identify opportunities for reuse.

Service Features

1. Aligned to GOV.UK service standard.
2. Aligned to NHS Service Standard.
3. Technology Code of Practice compliant.
4. User Research led, user centered, Product management approach.
5. End-to-end service definition, assumptions and hypothesis capture.
6. User needs identification, user journey mapping and pain-point analysis.
7. Business process mapping and service blueprint development.
8. Agile, product centered, multi-disciplinary and collaborative approach.
9. High-level/Outline business case, delivery planning and team resource planning.
10. Comprehensive Discovery Outcomes report and presentation.

Service Benefits

1. A service-standard aligned approach ensuring readiness for GDS assessment.
2. Delivers services that genuinely meet real user needs.
3. Business, user, and IT collaboration creates shared ownership and alignment.
4. Agile delivery and MVP approach accelerate value realisation.
5. Outcome-driven planning and risk management ensure investment value.
6. Riskiest assumptions identified for Alpha testing.
7. Early tech considerations prevent delays and costly rework.
8. Continuous stakeholder collaboration ensures service viability and adaptability.
9. Show-and-tells with visual artefacts build trust and buy-in.
10. End-to-end approach supports successful implementation and full benefits realisation.



Discovery

What is the service?

Discovery is an exploratory research phase which identifies the key user and business needs to be met and the underlying problems to be solved. It is user centred, drawing insights from research and analysis to frame and scope service design and delivery work and identify key hypotheses and options for further testing and elaboration in Alpha.

How do we do it?

Our approach is short, sharp and focuses on delivering actionable recommendations. Discovery should reduce risk and speed up delivery:

- We close knowledge gaps through targeted research, uncover pain points and blockers, and analyse business drivers, opportunities, and benefits to build a strong, evidence-based investment case
- We create deliverable recommendations based on rigorous and transparent analysis, to avoid ambiguity and blockers
- We look for ways for you to move forward quickly, including looking at our own re-usable accelerators, assets or learning from other clients or platforms, and identifying quick wins

We build on existing work and knowledge, prioritise effort based on business impact and front-load technical analysis to identify opportunities for re-use and delivery acceleration. Key activities include:

- Whole team kick-off
- Review existing documents, inc. policy/legislation, and data
- Stakeholder identification and engagement
- Research planning, fieldwork, analysis and reporting

- Hypothesis creation and validation
- Service, technology and business mapping

The team

The team deployed will vary depending on the nature of the challenge but will typically include:

- Deliver manager: accountable for team delivery
- Product Manager: owns the product vision and roadmap
- User researcher: plans, runs and reports on research
- Service designer: creates service blueprints and maps
- Content Designer: identifies user needs for content
- Interaction designer: develops concepts for user testing
- Business analyst: captures needs and requirements
- Technical architect: understands tech options and challenges

Outputs and deliverables

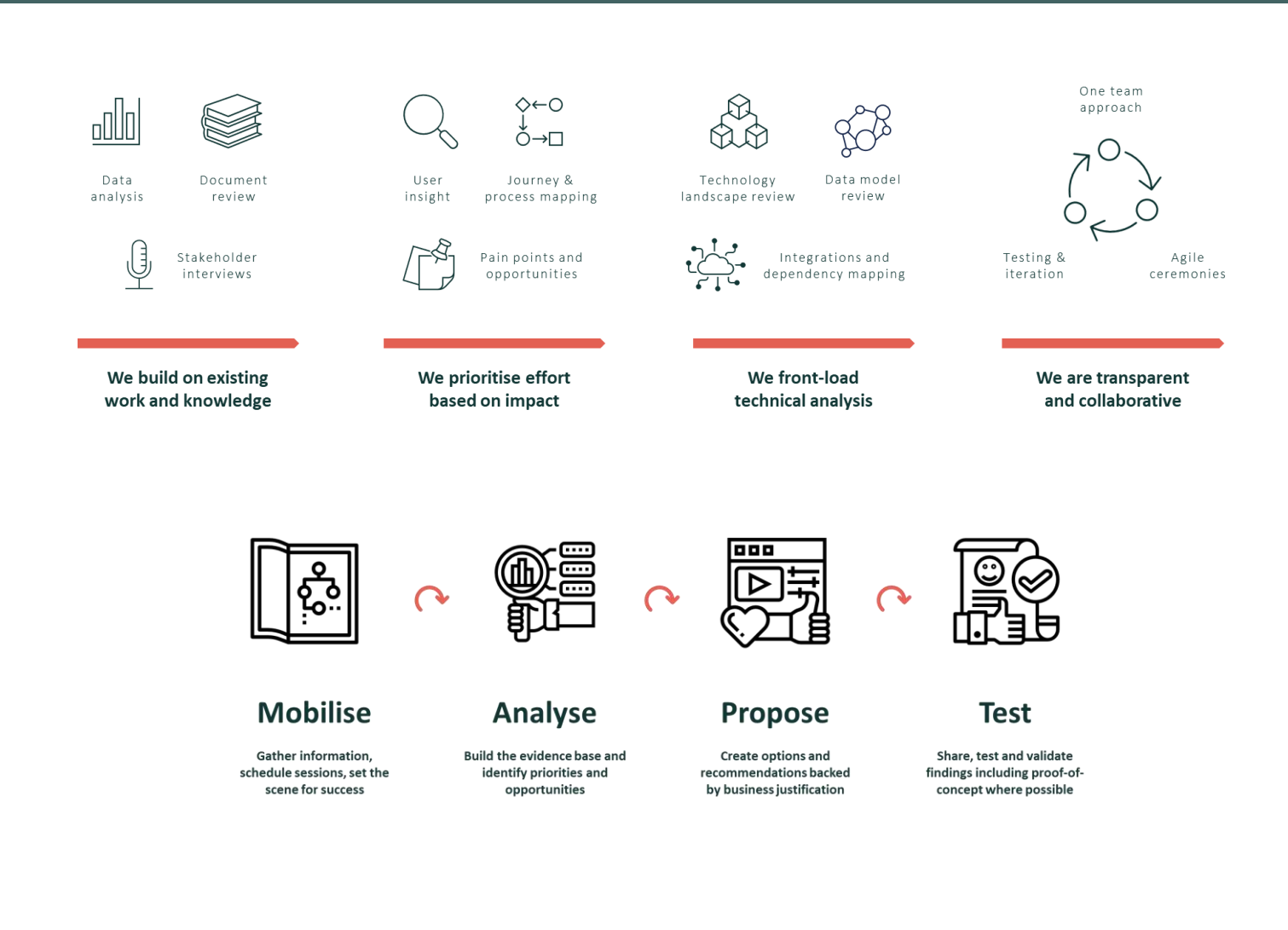
At the end of Discovery, we create a comprehensive Discovery Report, containing the findings, recommendations and next steps. The Discovery report contains:

- Vision and Problem Statement
- High-level benefits map
- As-is Service Map
- User needs and pain points
- Constraints, assumptions and risks
- Stakeholder Map
- Alpha plan, initial roadmap and team

We provide a written report with an executive summary for circulation and present findings at show and tell sessions at the end of Discovery. We also produce key artefacts and findings in engaging formats such as videos of research findings, illustrated user journeys and personas to engage wider audiences.



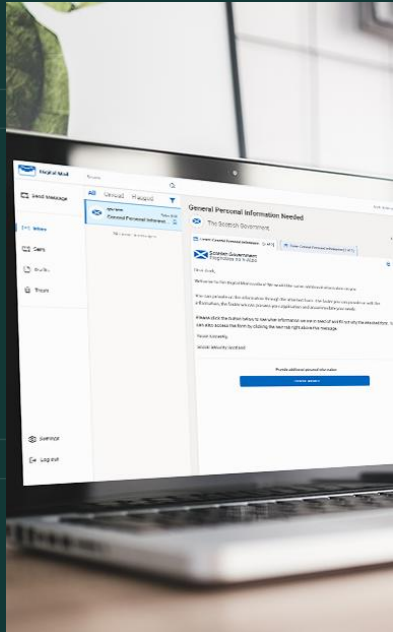
Discovery





Case Study

Digital Post for the Scottish Government



Background and Problem

The Scottish Government wants to modernise citizen communication, moving from traditional post and email to offering citizens a secure digital mailbox for interacting with public services. The aim is to create a user-friendly platform that enables citizens to securely manage communication data, submit forms, and access government and private-sector services, while integrating with staff's existing systems.

Netcompany role

Netcompany ran a Discovery to identify and map use cases for the digital post platform, determine key technology choices, dependencies and integrations, understand the user and business benefits it will enable and create a plan for future design and development.

Delivery Approach

We deployed a discovery team including a product Manager, user researcher, service designer, technical architect and interaction designer.

We worked with the Scottish Government to map the technical landscape including integrations with Scot Account for user authentication, and to identify potential high-value use cases based on volume and cost of citizen contact.

Selecting Adult Disability Payments as a potential use case we conducted research with Social Security Scotland staff and stakeholders, reviewing existing user insights and service mapping to understand context for user contact and map new Digital Post user journeys.

We used service mapping to identify affected users and conducted user research sessions with end users to understand their challenges and needs related to citizen contact.

Key findings included the level of stress and anxiety users suffered during benefit applications and their reliance on GPs to obtain supporting information for their application. We also identified challenges in obtaining and submitting this supporting information, due to unclear processes and delays that caused frustration.

We used research findings to update proposed Digital Post use cases and user journeys, identify expected quantifiable and unquantifiable business and user benefits, and develop key hypothesis statements and questions for future research and analysis.

Based on this analysis, we created an outline business case for investment in a digital post platform and a phased implementation plan, identifying the key design, technology, and organizational / business change activities required to successfully deliver citizen communication through Digital Post.

Outcomes

Discovery identified and validated the potential benefits of the Digital Post platform and the expected high-level service design. As a result, the project was able to move in the next phase of design and testing, securing required funding and assurance approvals.

How we work

A photograph of a group of people in a meeting or conference. In the foreground, a man with a beard and short blonde hair, wearing a white shirt, is smiling and looking towards the right. Behind him, another man in a blue shirt is partially visible. To the right, a woman with long brown hair, wearing a grey jacket, is also looking towards the right. The background is blurred, showing other people in the room. The overall lighting is warm and professional.

We empower societies, companies and institutions to take control of their processes and data.

Dedicated to a Greener, Fairer Future

- Netcompany is more than a business; we're a community of employees, customers and partners committed to a sustainable and fair society.
- When working towards the Social Value Quality Mark, we developed a set of seven pledges. These support our alignment with the United Nations' Sustainable Development Goals and the UK Government's Social Value Model. Furthermore, they underpin the development of our social and environmental impact initiatives.
- We are proud to be the winner of awards and accolades from our work and contribution to social value creation and community well-being.



Social Value in 2024

■ Communities

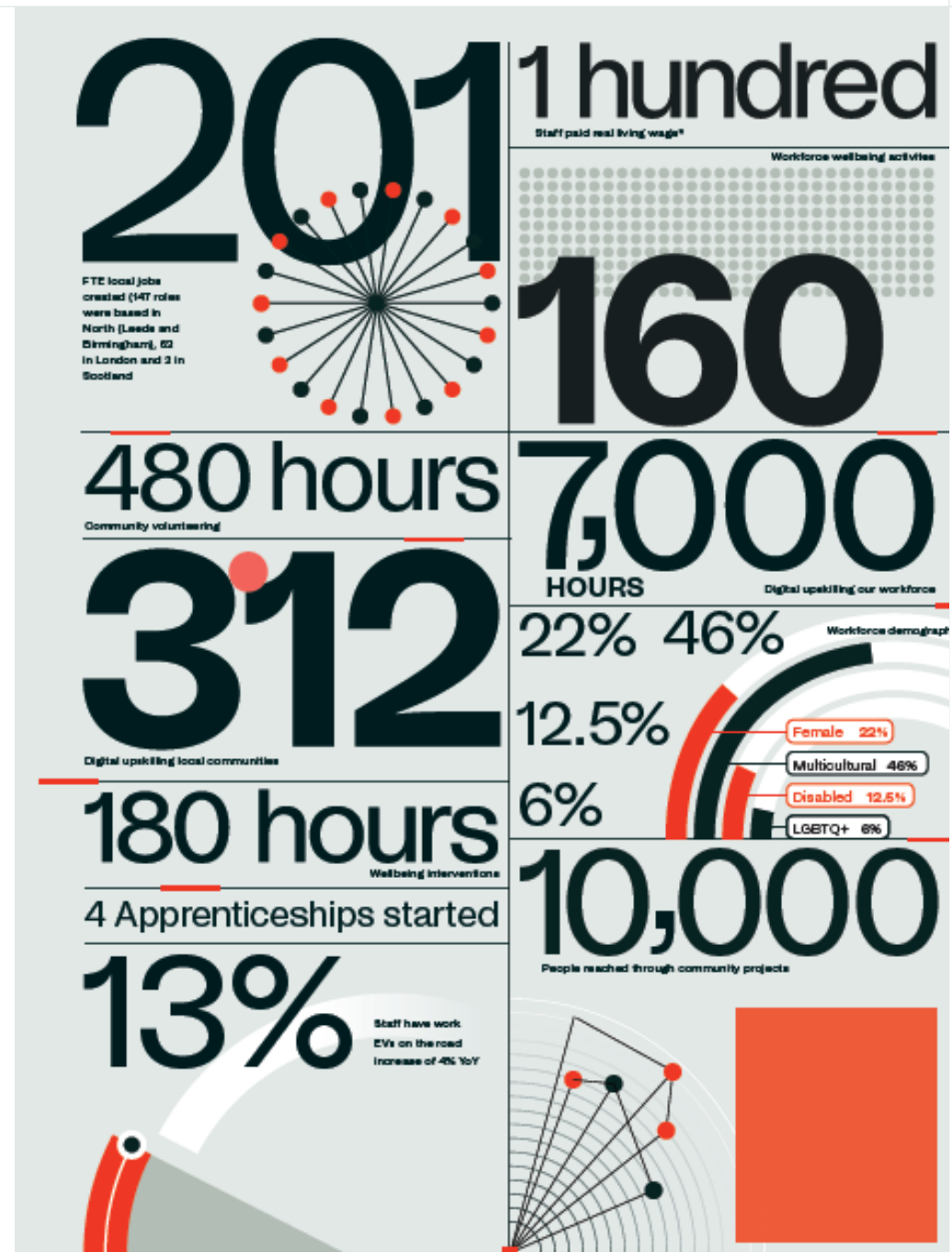
Netcompany partners with schools, charities and SMEs to build digital skills, improve access to technology and create inclusive opportunities. Through volunteering, mentoring and targeted programmes, Netcompany reached **10,000 people** across **480 hours of volunteering** in 2024, running and contributing to events with Ahead partnership, Rebel Business School and more. Netcompany helped local areas strengthen in resilience, employability and long-term economic growth with the creation of **201 FTE jobs** across London, Birmingham, Leeds and Edinburgh of which 100% are **paid real living wage**.

■ People

Netcompany invests in our people through inclusive recruitment, apprenticeships and continuous learning. We delivered **7,000 hours of digital upskilling** through our dedicated Academy in areas of digital, management and personal development. We support underrepresented groups into meaningful careers, with **4 new apprentices** who are supported by our ERGs (Women, Multicultural, Veterans, LGBTQ, Neurodiversity). Netcompany has achieved demographic representation above the industry average in areas such as ethnic minority, who make up **46% of our workforce**. We promote fair pay, wellbeing and progression, delivering **180 hours of wellbeing intervention** in 2024 through access to specialists and webinars targeting mental and physical health, and financial management.

■ Environment

Netcompany is reducing carbon emissions through an **EV scheme adopted by 13% of our staff**, promoting green IT through project Green Team Charters and tackling tech waste through our partnership with Good Things Foundation. We embed sustainable practices in delivery and supply chains, ensuring our ecosystems meet minimum requirements and support biodiversity volunteering with the NHS.



Domain expertise across many industries

- With vast technology experience and deep public sector specific knowledge, we quickly create innovative solutions tailored to your goals, delivering outcomes to address the intricate challenges currently facing governments.
- Through our innovative delivery approach, true client partnerships and exceptional people, we design and deliver solutions that have dramatically increased user engagement and provide better citizen and customer experiences for us all.



We are the customer's partner first, the software vendor's second

Netcompany is a tech-agnostic IT solutions provider, and we are entirely independent – always opting for the precise mix of technologies that is optimal to your business.

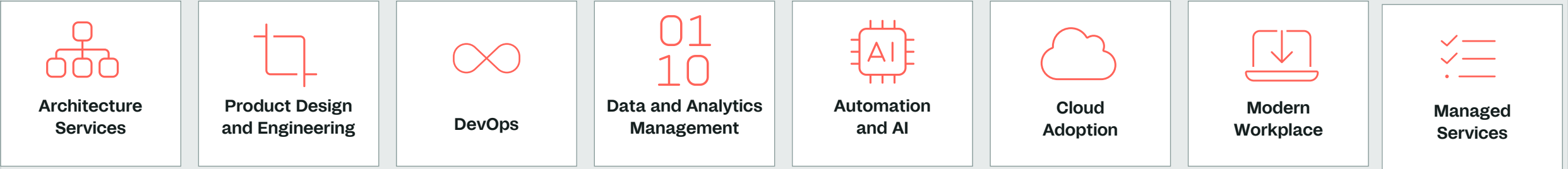
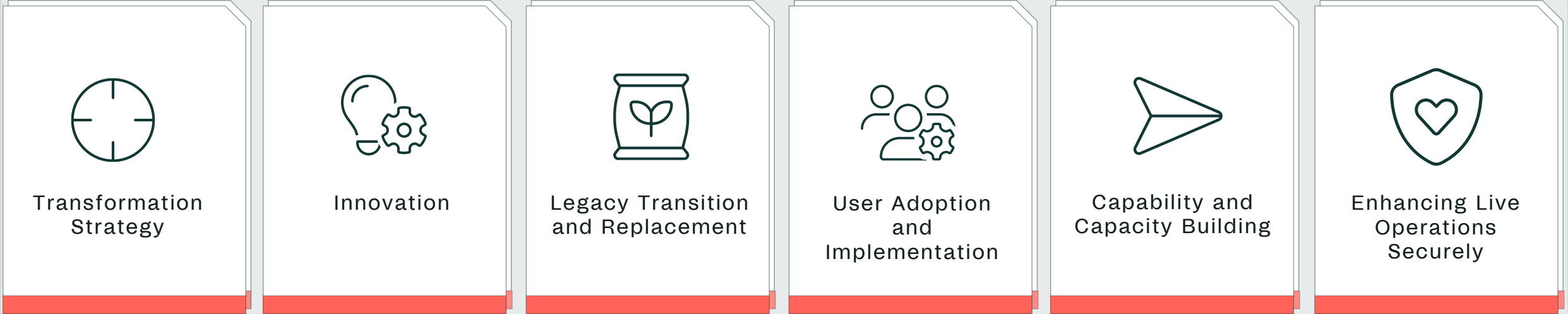
With expertise in all modern technologies and industry-targeted digital tools, we guide you through your options, combining components and software with the goal of finding the right balance between needs, agility and operating costs.



What We Do – and How

Championing Digital Sovereignty and Responsible Digitalisation, we deliver end-to-end IT services – even where others couldn't.

End-to-end transformation delivery capability



A singular delivery model that sets us apart



Open platform approach

- Legacy-free solutions with full customer ownership
- Technology agnostic – customer needs is the only thing that dictates technology choices
- Reusable components and portfolio of future-proof platforms and products



Access to unique talent

- IT people leading IT people
- No knowledge gaps
- Interdisciplinary and cross-organisational teams
- Scalable project cell structure



Building digital maturity

- Highly collaborative, on-site development approach
- We share our expertise and educate your organisation
- We nurture your digital maturity and independence



Controlled agile delivery

- A perfect mix of waterfall and agile virtues
- Control and predictability in harmony with lean, continuous improvements and adaptation

Next-generation digital transformation

Platforms for the future

A platform is something to build on. It's a solid foundation. It's safe. It's re-usable. In short, it's a responsible way of doing IT.

Why Netcompany platforms?



■ Reliability from re-use

Our platform approach prioritises successful re-use, ensuring consistency and reliability for clients, and reducing development redundancy with cutting-edge technical platforms.



■ Reduced risk

Our meticulous documentation and use of proven platforms provide a high level of transparency and agility, ensuring timely delivery with reduced risks.



Netcompany Platforms

Easily customisable, rapidly deployable,
and AI-ready - for the futureproof business.

CONTROL TOWER



PULSE™ is a control tower for a real-time data ecosystem that allows businesses to share and act on a single source of truth.

It facilitates adaptable planning and forecasting in changing circumstances, breaking down silos and providing a single view of plan, execution and results.



PROCESS AND ADMINISTRATION



AMPLIO™ is our platform for regulated case management and process automation in highly compliant environments. It's a powerful tool for digitising and controlling complex processes, providing a single source of truth for all business executions.



DIGITAL POST & ARCHIVE



AMI™ is a secure platform that connects businesses and people. As a Digital Wallet, it offers a range of compliant 'my site' features like archive, profile, sign, and pay-as-a-service.

Additionally, AMI allows fast data and document exchange with other businesses.



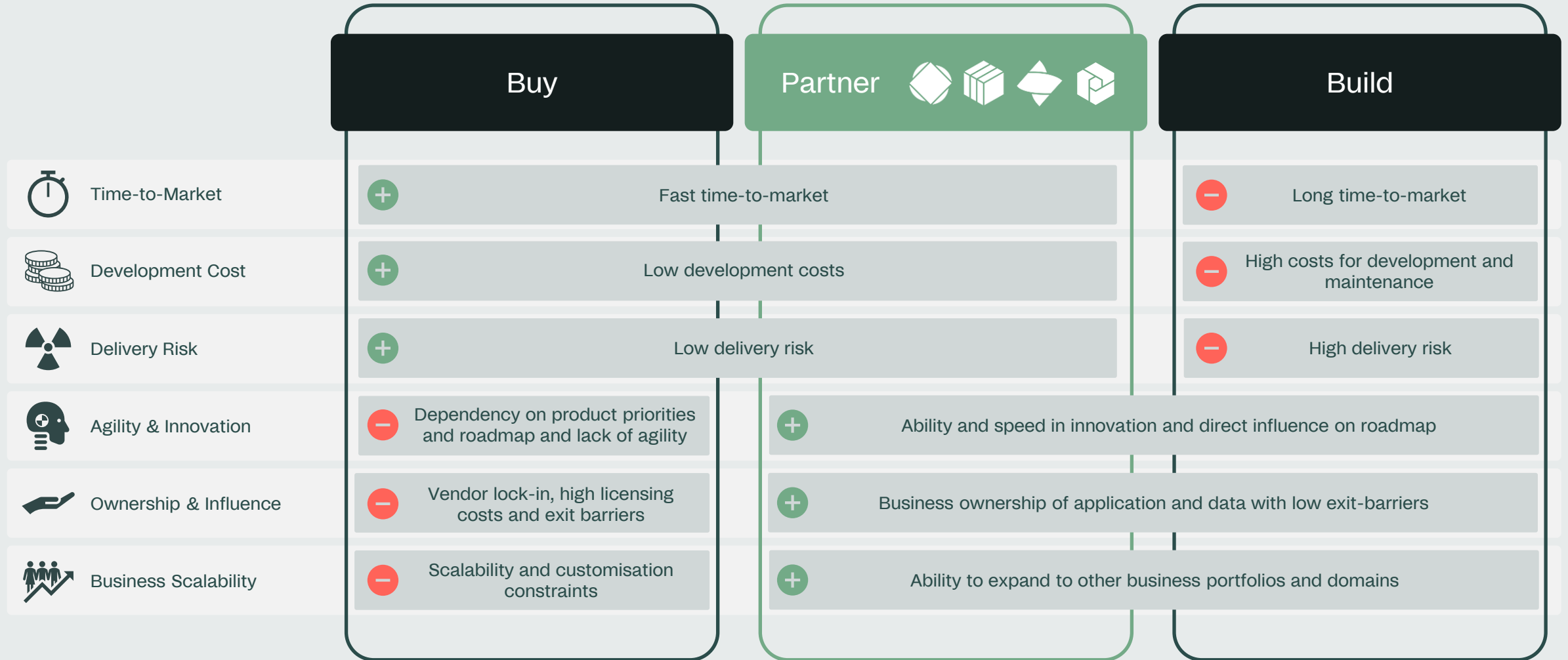
GENERATIVE AI PLATFORM

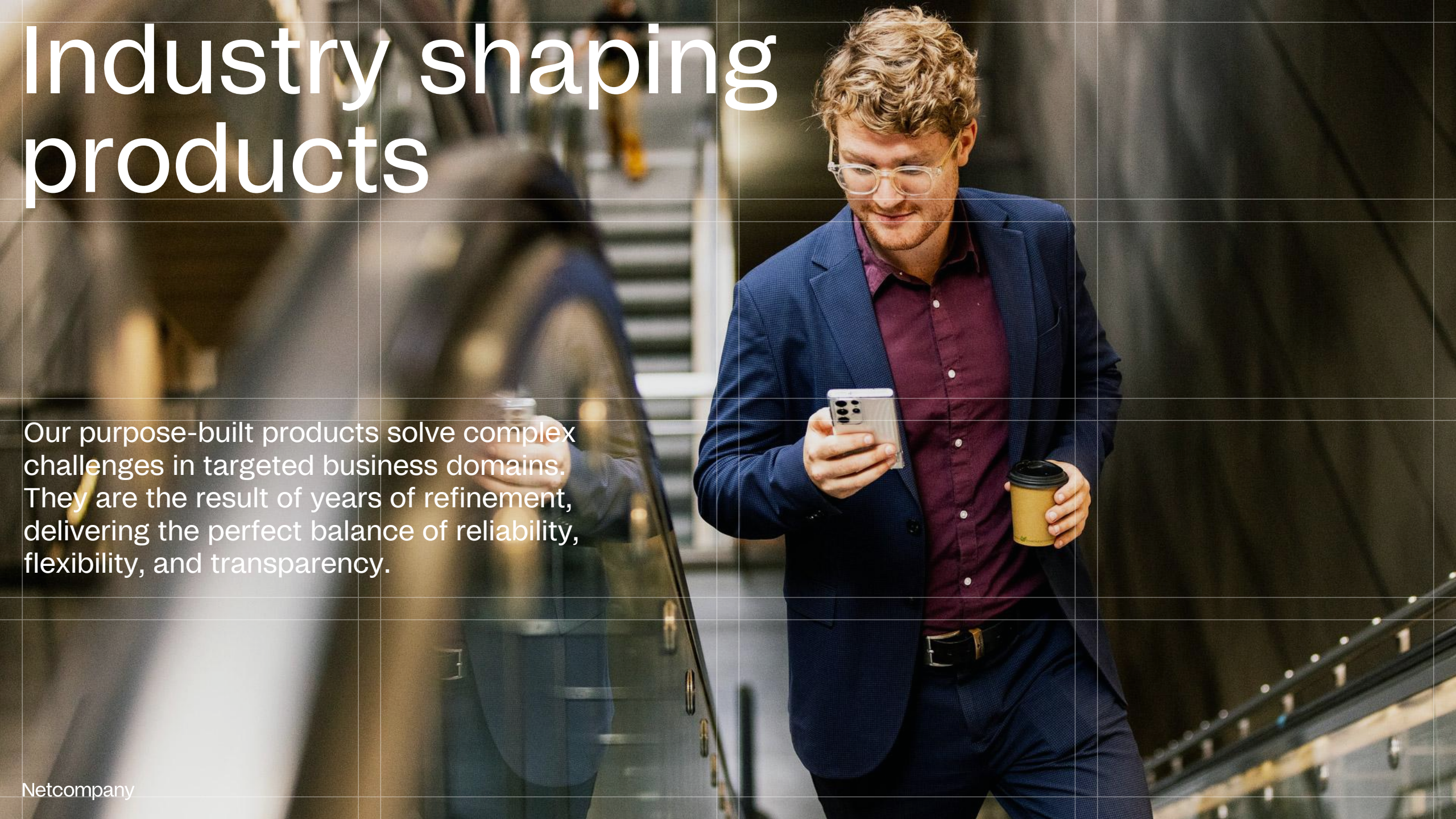


EASLEY AI™ orchestrates and leverages existing AI models, quickly connecting them to your unique business data, tools, and processes, centralising and storing data securely within EASLEY – not with the model provider – to ensure full transparency and governance of AI.



The strategic benefits of our platforms





Industry shaping products

Our purpose-built products solve complex challenges in targeted business domains. They are the result of years of refinement, delivering the perfect balance of reliability, flexibility, and transparency.

Why Netcompany products?

■ You could settle for a standard product

Off-the-shelf IT products promise speed and low cost with minimal custom work. Yet they often fall short of meeting your unique needs – leading to integration issues and hidden expenses.

■ Or choose the better way

Our range of products is designed to match your specific requirements. They offer modular integration, one transparent price to eliminate surprises, and an open-source foundation.

■ In short –

A generic IT product might seem appealing at first, but its long-term drawbacks – limited flexibility, rising costs, and integration headaches—can add up. Our products deliver the reliability, adaptability, and transparency your business needs – the result of years of refinement.



Netcompany Products

TAXATION

SOLON TAX™ is our built for purpose commercial-off-the-shelf (COTS) product for taxpayer and revenue management operations and process automation in complex revenue authority environments.



CUSTOMS

ERMIS™ is a dedicated, self-contained, reusable, and integrated family of customs solutions, with continuously evolving capabilities designed to be the customs operations management system of choice for customs administrations.



SOCIAL SECURITY

PERSEUS™ is our purpose-built commercial off-the-shelf (COTS) product for employers, insured persons, social security revenues, pensions, and benefits management operations. It facilitates process automation in complex social security environments.



DIGITAL BANKING

DX4B™ is our leading-edge digital banking solution, offering mobile banking, web banking, open banking, and digital wallets with a focus on interoperability and scalability.



RISK ANALYSIS

LUMENUS™ is a next-gen risk analysis solution designed for the public sector, offering increased usability, seamless interoperability, and a modern technology stack.



■ Our products are to our platforms what specialised tools are to a general-purpose toolkit.

While the latter reuse components across industries, our products target specific industries or business processes.

Together, they maximise our ability to reuse software at scale.

Our customers are the ones to reap the benefits.



Greater reliability



Lower costs



Fast deployment



Simple, transparent pricing scheme

Netcompany

Want to know more?

Richard Davies
Country Managing Partner, UK
info.uk@netcompany.com

[Netcompany.com](https://netcompany.com)

