

Netcompany

The background of the slide features a woman's profile in silhouette, looking upwards. On the left side, there is a close-up of her face, showing her eyes and mouth. The image is overlaid with a grid pattern, and some grid intersections are highlighted with small red squares.

# Cloud Virtual Desktop Managed Service

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

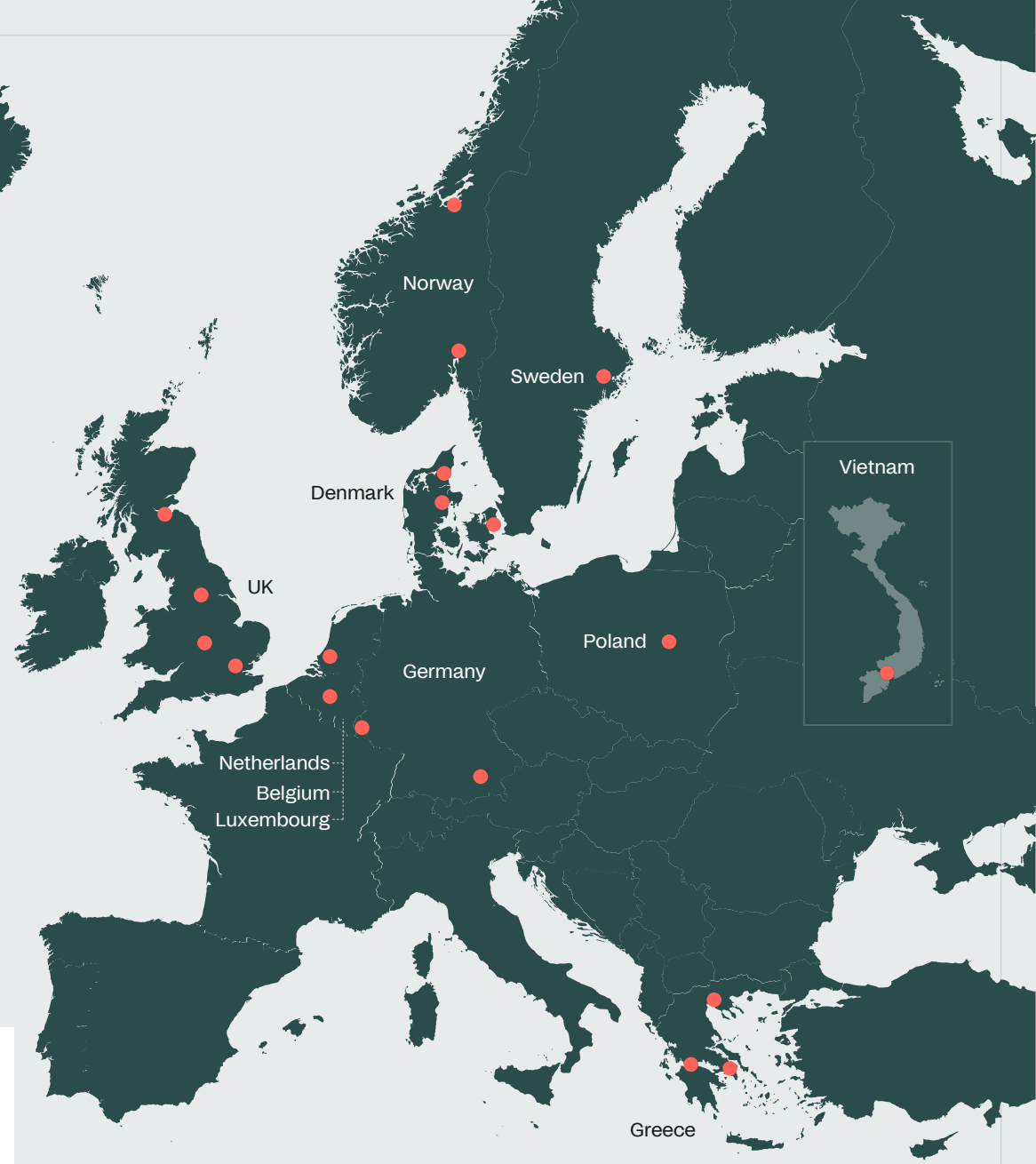
£738m

Group Revenue in  
2024

50+

Nationalities represented  
in workforce

## Customers



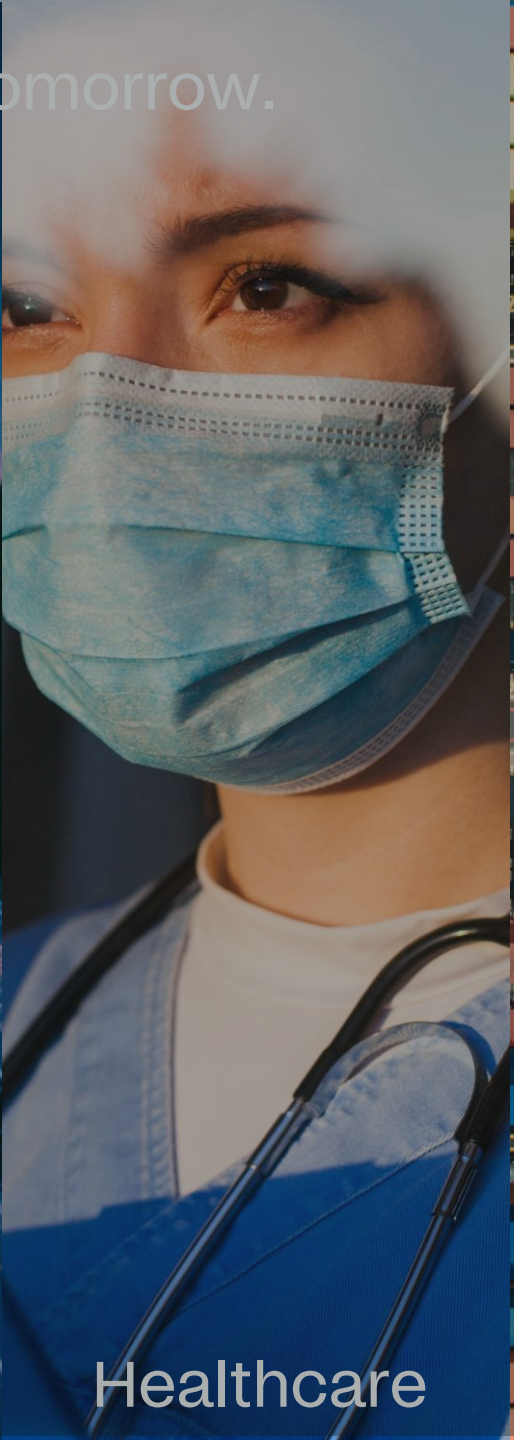
Running Today. Transforming Tomorrow.



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.



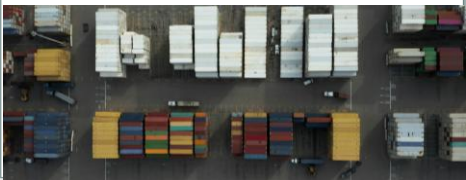
## Streamlining UK-EU Trade with NCTS5



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.





## Cloud Virtual Desktop Managed Service

Netcompany's cloud virtual desktop managed service delivers a 24x7x365 support service from first to third line for cloud end user computing via our dedicated plus support team. This gives our clients the advantage of SME dedicated support with additional burst capability where needed.

### Service Features

1. 24x7x365 first, second, third line cloud virtual desktop support
2. Azure Virtual Desktop support & administration
3. Citrix Desktop support and administration
4. VMWare Horizon support and administration
5. Monthly security patching & reporting
6. User access & licence management
7. Application streaming management & support
8. Support of personalised or multi session environments
9. Easily scale up or down environments

### Service Benefits

1. Leverage Netcompany's intelligent service desk providing an end-to-end service
2. Access to Netcompany's certified and security cleared subject matter experts
3. Service transparency via live service dashboards
4. Access to Microsoft Premier Support for Microsoft products
5. Ability to scale resources quickly and efficiently
6. Reduction in management overhead
7. Dedicated core team, with flex and SME resource available on demand
8. Operational cost savings



# Cloud Virtual Desktop Managed Service

## Putting The User At The Core

Netcompany's cloud virtual desktop service puts the user at the core of the provision. This ensures service excellence at every stage of the user journey. From the 24/7 365 intelligent service desk which consists of highly skilled and experienced personnel, who can actively monitor your infrastructure and provide level 1 and level 2 support to the subject matter experts who will maintain and manage the virtual infrastructure. The service is based on Netcompany's dedicated plus model, which provides dedicated personnel, with client specific knowledge, coupled with a blend of shared services, which allow for cost efficiency and burst capacity during busy periods.





## Cloud Virtual Desktop Managed Service

### Service Benefits



#### Simplified Costs

Fixed monthly costs for a managed service.



#### Reduced Support Costs

Utilising our dedicated plus model, full-time resources aren't always required. We have the flexibility to draw resources from an expert pool of consultants when required



#### Expert Touch

Our engineers are highly skilled in customer service and problem resolution.



#### Round the Clock Support

We can provide 24x7x365 support to accommodate all business requirements



#### Analysis & Resolution

Our engineers are proven to effectively analyse a problematic situation and provide long-term solutions as opposed to quick fixes.



# Cloud Virtual Desktop Managed Service

## Service Features



### COST MONITORING

Proactive cost monitoring to ensure there is no unnecessary spend.



### MONITORING AND ALERTING

Using your current tooling, or a Netcompany-recommended tool, we can monitor your infrastructure 24/7.



### TREND ANALYSIS

We have an experienced incident managed team dedicated to driving efficiencies.



### INTELLIGENT SERVICE DESK

Providing 1st and 2nd line end user support for 1000s of users, we have the experience necessary to effectively deal with all types of end user issues.



### DYNAMIC & FLEXIBLE SUPPORT TEAMS

Utilising our Dedicated+ model, we can ensure we will always have the required skills and experience to provide a top-quality service.

# 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.

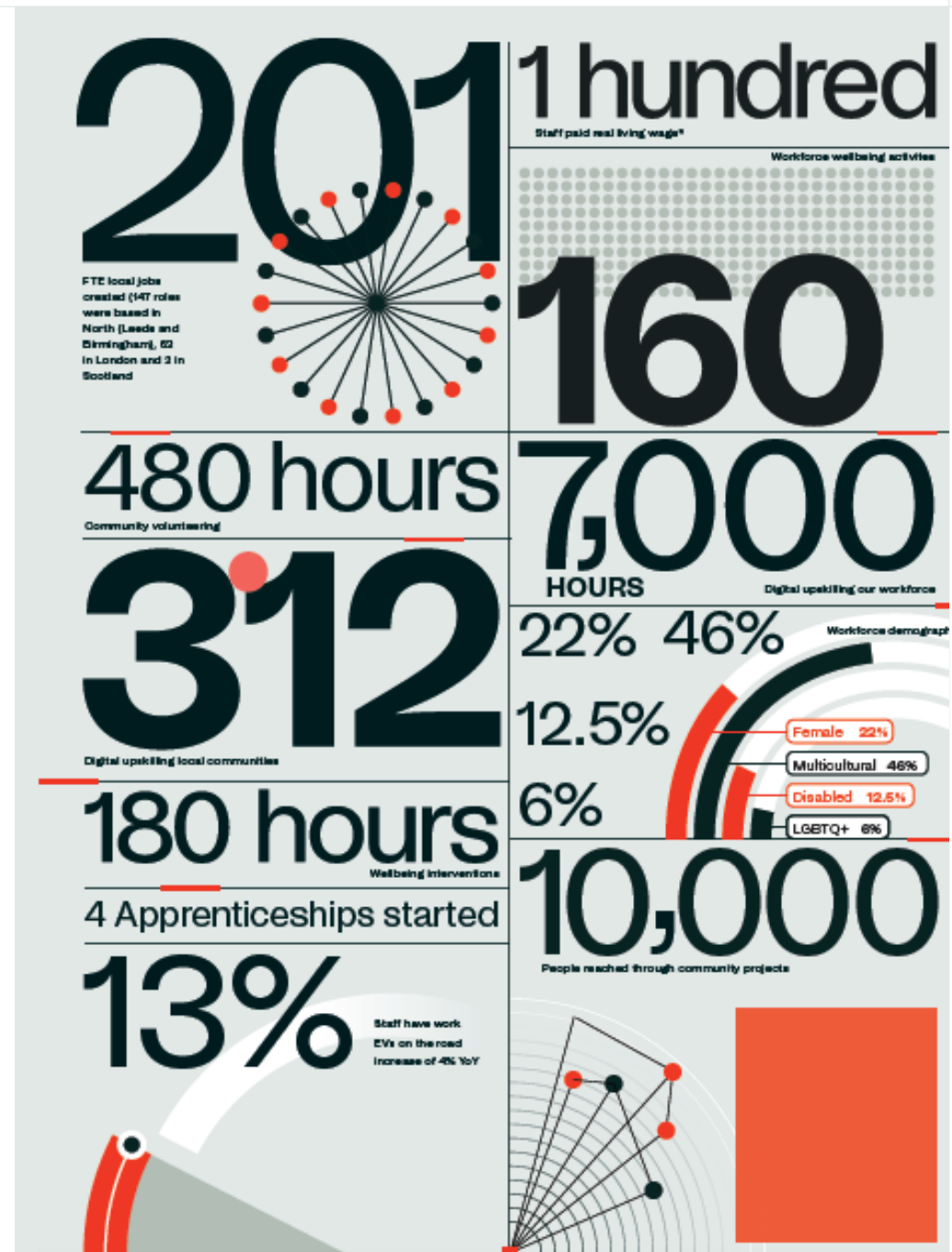


EMPLOYER  
RECOGNITION SCHEME

GOLD AWARD  
Proudly supporting those  
who serve



disability  
confident



# 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.

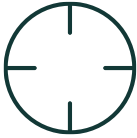
With expertise in all modern technologies and industry-targeted digital tools, we guide you through your options, combining components and software with the goal of finding the right balance between needs, agility and operating costs.



# 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



Transformation Strategy



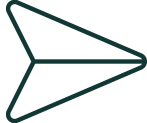
Innovation



Legacy Transition and Replacement



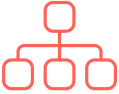
User Adoption and Implementation



Capability and Capacity Building



Enhancing Live Operations Securely



Architecture Services



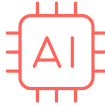
Product Design and Engineering



DevOps



Data and Analytics Management



Automation and AI



Cloud Adoption



Modern Workplace



Managed Services

Underpinned by our delivery expertise



Methodology



Business Analysis



Change Management



Project Management



Dev & Test

# 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.



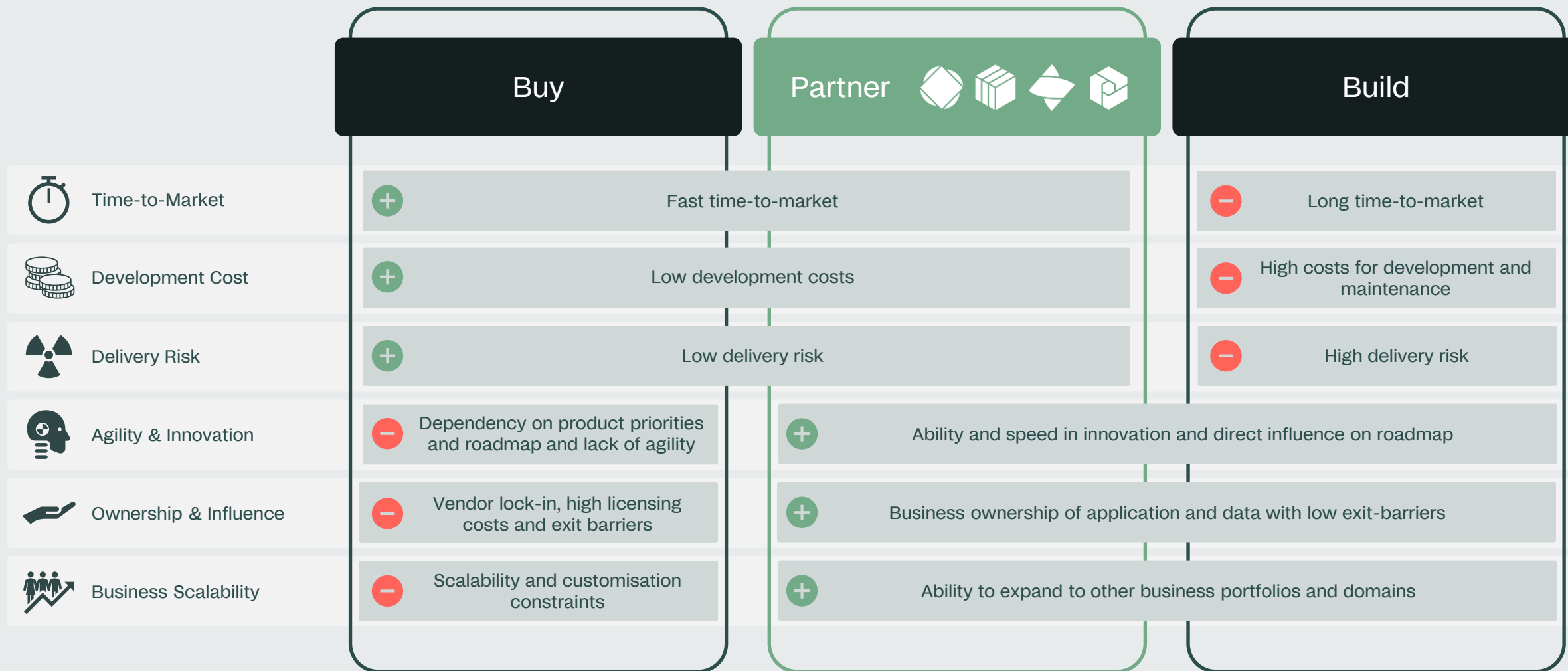
## GENERATIVE AI PLATFORM

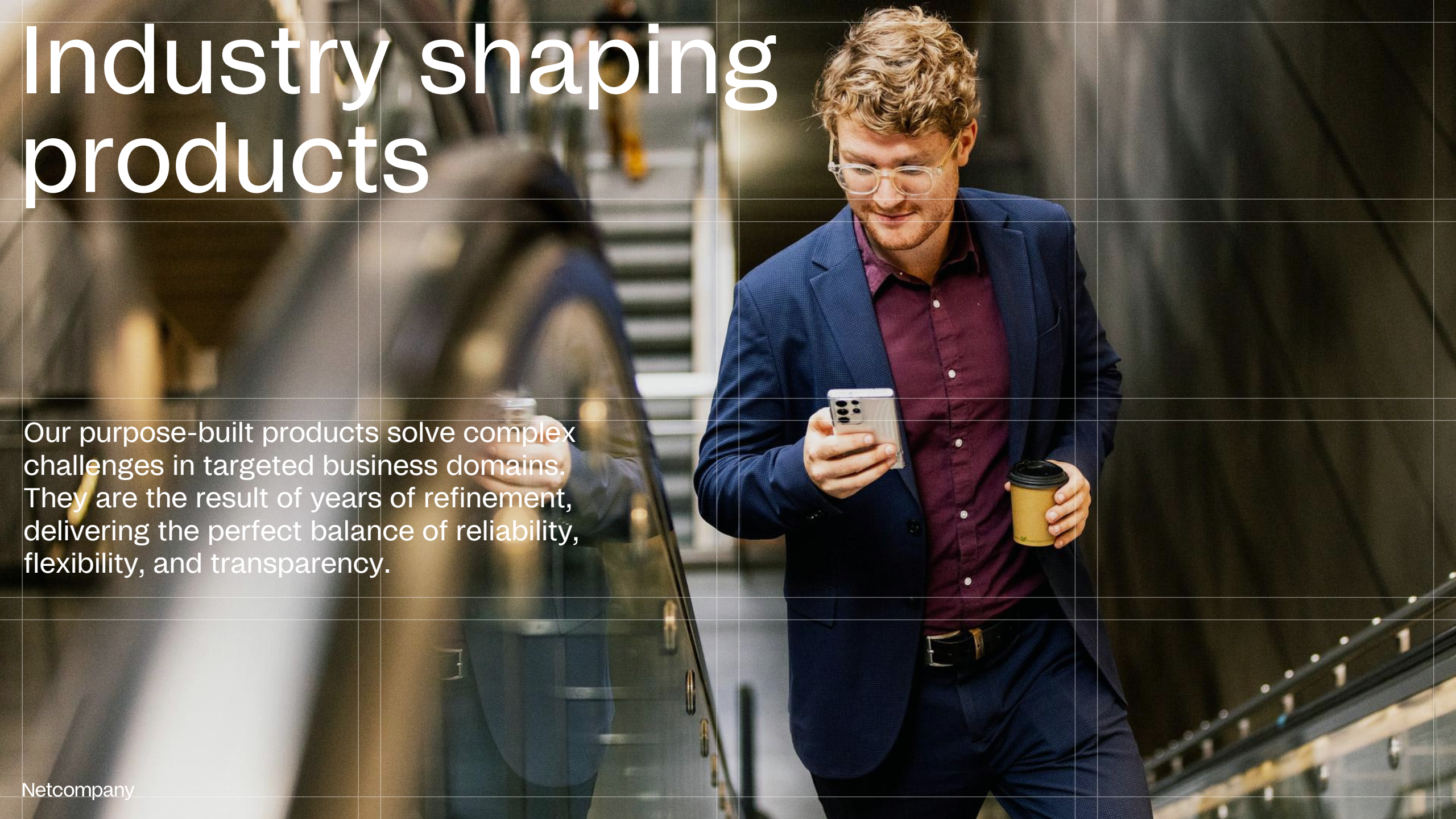


**EASLEY AI™** orchestrates and leverages existing AI models, quickly connecting them to your unique business data, tools, and processes, centralising and storing data securely within EASLEY – not with the model provider – to ensure full transparency and governance of AI.



# 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?

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