

Netcompany



Application Management and Support 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.





Application Management and Support Service

Netcompany provides an end-to-end application-managed service that utilises DevOps and development engineers. Our teams are experienced in application maintenance and support, ensuring components and systems are secure, up-to-date, and functioning as designed. Safe release management is assured with our automation-first approach and agile ITIL-based practices.

Service Features

1. Application development, FinOps, code and security support and maintenance
2. Product installation, updates, and migrations
3. Experienced DevSecOps engineers ensure code and component updates and security
4. Troubleshooting, modifying, maintaining, and enhancing legacy systems
5. Support maintenance and enhancement of custom applications or COTS software
6. Adhering to DevOps principles and best practices
7. Technology agnostic with wide public cloud and open-source experience
8. GDS compliant
9. ITIL-4 based practices to ensure safety and value for money
10. Penetration test assistance and remediation of current and new systems

Service Benefits

1. Reducing the risks of old, inflexible, insecure, and unsupportable technology.
2. Achieving business outcomes using cloud technology (IaaS/PaaS/SaaS) as an enabler
3. Outcome and deliverable-based services
4. Tailor-made solutions and support to fit your business needs
5. Full ownership, transparency and collaboration with Regular feedback and iteration cycles
6. A proactive analytical-driven approach minimises outrages and improves risk management
7. Secure working practices delivered by Security Cleared (SC) resources
8. Maximising value using robust automated software delivery process and technology
9. Improve and simplify processes for deployment and improve availability
10. Support rationalisation of the technology environment and vendor selection



Application Management and Support Service

Who is this for?

You are a public sector leader with an application estate that needs modernisation and support.

This could include:

- Significant rebuild
- Migration to the cloud
- Maintenance and Security of a current estate
- Improvement of service levels
- Rationalisation of support costs

You want a supplier who is cloud and digital native that you can trust to continually improve your applications and the services around them.

What is the service?

Netcompany's service full application lifecycle management service for both custom built and COTS products. Tiered management support services are available to fit the needs of the authority and the application. Netcompany's consultants are highly skilled with experience working across the Government sector in GDS and Digital by default services

What does it do?

Netcompany's service has analytics and technology accelerators built on its Agile with control methodology and vast experience in application lifecycle management. Providing the following benefits:

- Dependency risks on old, inflexible, insecure, and unsupportable technology reduced
- Help achieve business outcomes using cloud technology (IaaS/PaaS/SaaS) as an enabler
- Outcome and deliverable-based Identify cost reduction and savings from redundant processes
- Tailor-made solutions and support to fit your organisation
- Regular feedback and iteration cycles
- A proactive and analytical-driven approach minimises outages and improves risk management
- Adhering to DevOps principles and best practices
- Support rationalisation and simplification of technology environment and vendor selection
- Live service support and continuous enhancement

How do we do it?

Netcompany tailors Application Management services to each customer individual circumstances. Delivering Continuous Service Improvement (CSI) through leveraging modern cloud-based tooling, to keep the applications secure and functioning at agreed service levels. Application health dashboards are made available to ensure pre-emptive actions are taken to ensure service continuity.



Case study

Ministry of Defence -
Application Services & DevOps
Tower (ASDT)

Problem

Application Services & DevOps Tower (ASDT) is the department within Defence Digital, a sub-organisation of the Ministry of Defence (MOD), responsible for implementing the Defence Cloud strategy. It has an annual budget of over £2bn and a team of around 2,400 personnel, including military, civil servants, and contractors. Their goal is to evolve the MOD from an almost 100% on-premise hosting reliance to a mixture of on-premise hosting, managed facilities, and cloud hosting. ASDT has set out its vision for Defence as a Platform (DaaP) Hosting, which enables applications and data activity across the MOD estate.

Solution

Netcompany is a true strategic partner to ASDT, helping shape their Defence as a Platform (DaaP) solution. This includes

- guidance on the design and build of MODCloud
- application development and migration
- Application Support and maintenance
- implementation of two-factor authentication software.

Netcompany has:

- Shaped and defined the migration methodology and governance
- Performed detailed discovery and analysis of the MOD's existing estate
- Created architectural blueprints for existing and proposed services

- Integrated planning across all workstreams
- Led the migration process, including the development of a schedule and transition plans
- Implemented, integrated, and monitored all migration workstreams
- Provided a single management reporting and management view/escalation to all workstreams

What we did

Since April 2020, Netcompany has been responsible for the ongoing support and maintenance of applications following their successful migration. Our skilled consultants, with their wide range of skills and experience in aspects of both development and operational transformation, can handle all aspects of supporting both applications and infrastructure.

The ASDT operate a multi-layered service desk, which ensures a single point of contact, thus allowing for consistent messaging across the MOD. The first point of contact is the MOD SPOC, who passes relevant incidents to the ASDT Service Desk, who subsequently refer these incidents to the Netcompany Application Support desk to be fixed, if applicable.

Netcompany is responsible for second and third-line support for each application hosted on MODCloud. Application owners can choose their support package, many choosing the Gold package, which covers 24/7 support.



Case study

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As part of our standard service transition, Netcompany prioritises all tasks before commencement. “Must Have” tasks, including a detailed service transition plan, are requirements before service can begin. The “Should Have” and “Could Have” requirements are provided to begin the CI/CD processes as early as possible in the support lifecycle.

On an application-by-application basis, Netcompany created a Service Enablement Checklist for each party involved, including (1) the application owner, (2) MOD SPOC, (3) ASDT Service Desk, (4) Netcompany Application Support, and (5) cloud hosting support. These rigorous checks ensure that each application is fit for transition into service and that each **party has taken the relevant steps to ensure they are prepared.**

Outcomes

With the support of Netcompany, the MOD is adopting cloud technologies with a full Netcompany-operated service wrap:

- Exposure to cyber threats is reduced as all infrastructure is operated consistently, including security ops, patching, and updating.
- Netcompany contributed to increased energy efficiency and sustainability.
- All applications are restructured to be portable between vendors and infrastructure, avoiding vendor lock-in.
- Netcompany consistently implement many of DCC’s

cloud hosting strategies and requirements, including for this case study:

- UK hosting of, key material, production data, and service teams.
- Meeting RTM-ECoS-149 geographical redundancy specifications using a single provider, Azure.
- Meeting HSM Compliance Requirement - As per DCC’s Cloud Strategy and SEC requirement - G2.44, FIPS 140-2 Level 3 compliance is required within HSM’s.
- Flexible platform supporting one or more landing zones, and flexible infrastructure, containerised where appropriate, and secure.
- Implementation of cloud governance and management including cost control, backups and security. This also includes appropriate structure though the use of Azure Blueprints and Policies, enforcing minimum standards for security wherever possible.

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 left. 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 left. 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

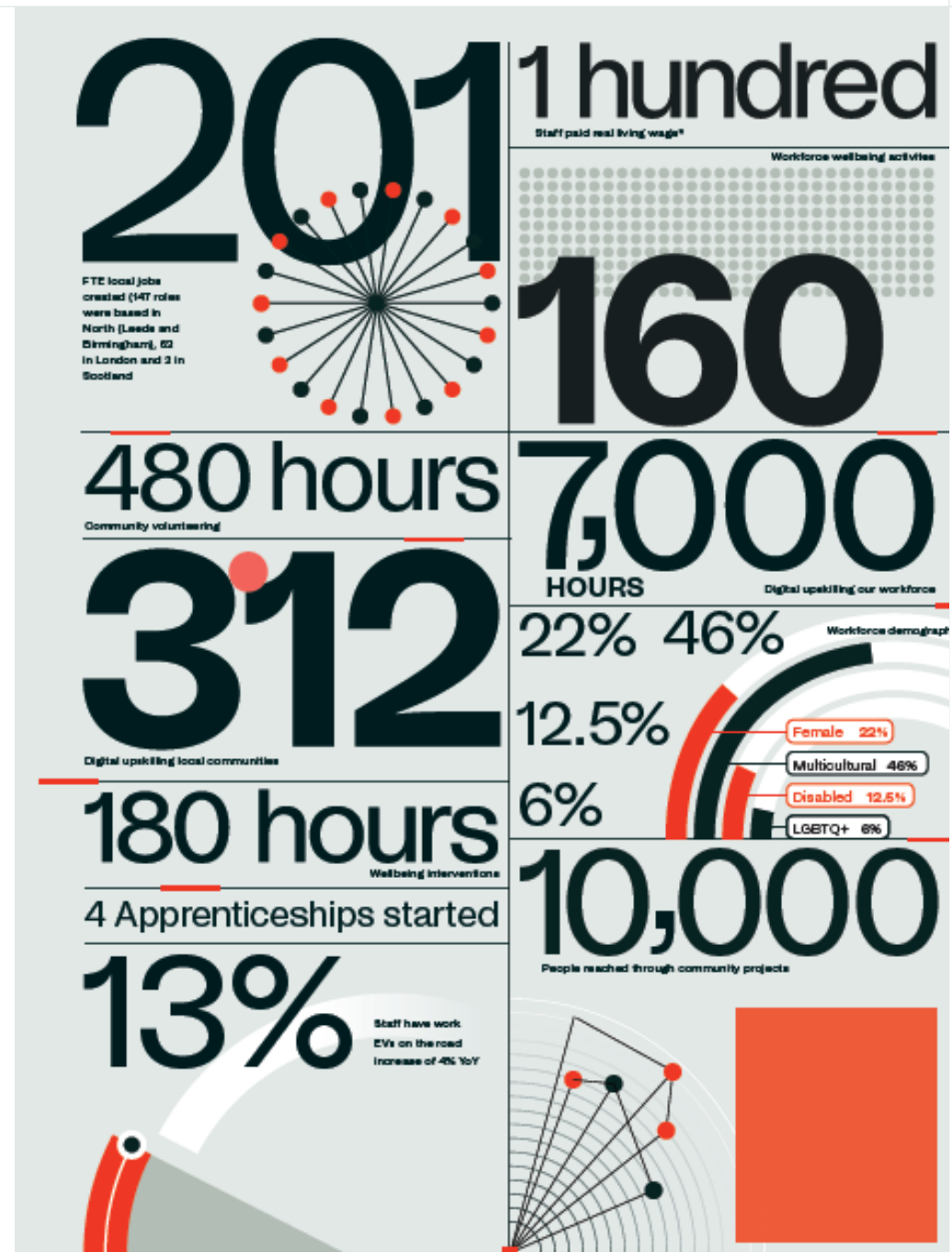
Netcompany partners with schools, charities and SMEs to build digital skills, improve access to technology and create inclusive opportunities. Through volunteering, mentoring and targeted programmes, Netcompany reached **10,000 people** across **480 hours of volunteering** in 2024, running and contributing 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.

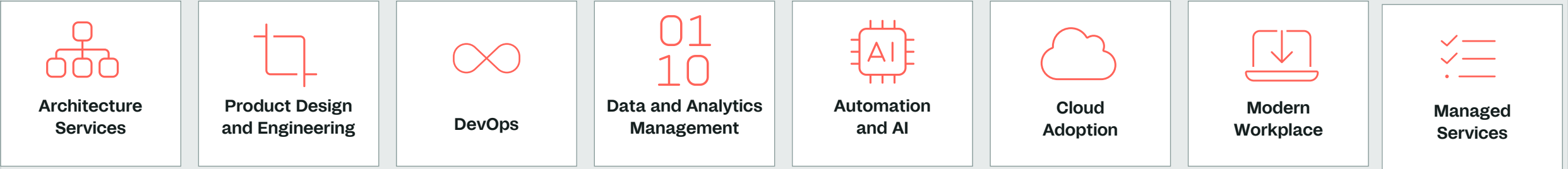
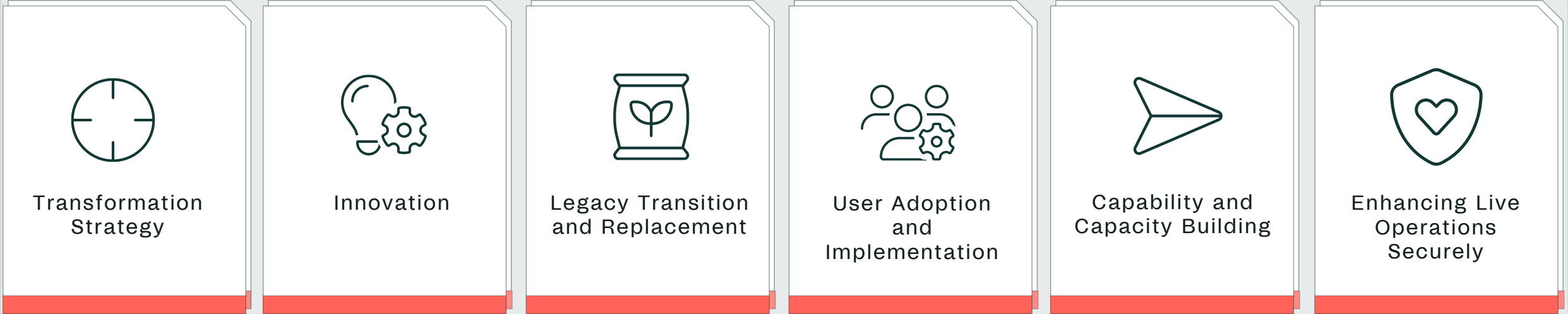
With expertise in all modern technologies and industry-targeted digital tools, we guide you through your options, combining components and software with the goal of finding the right balance between needs, agility and operating costs.



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



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.



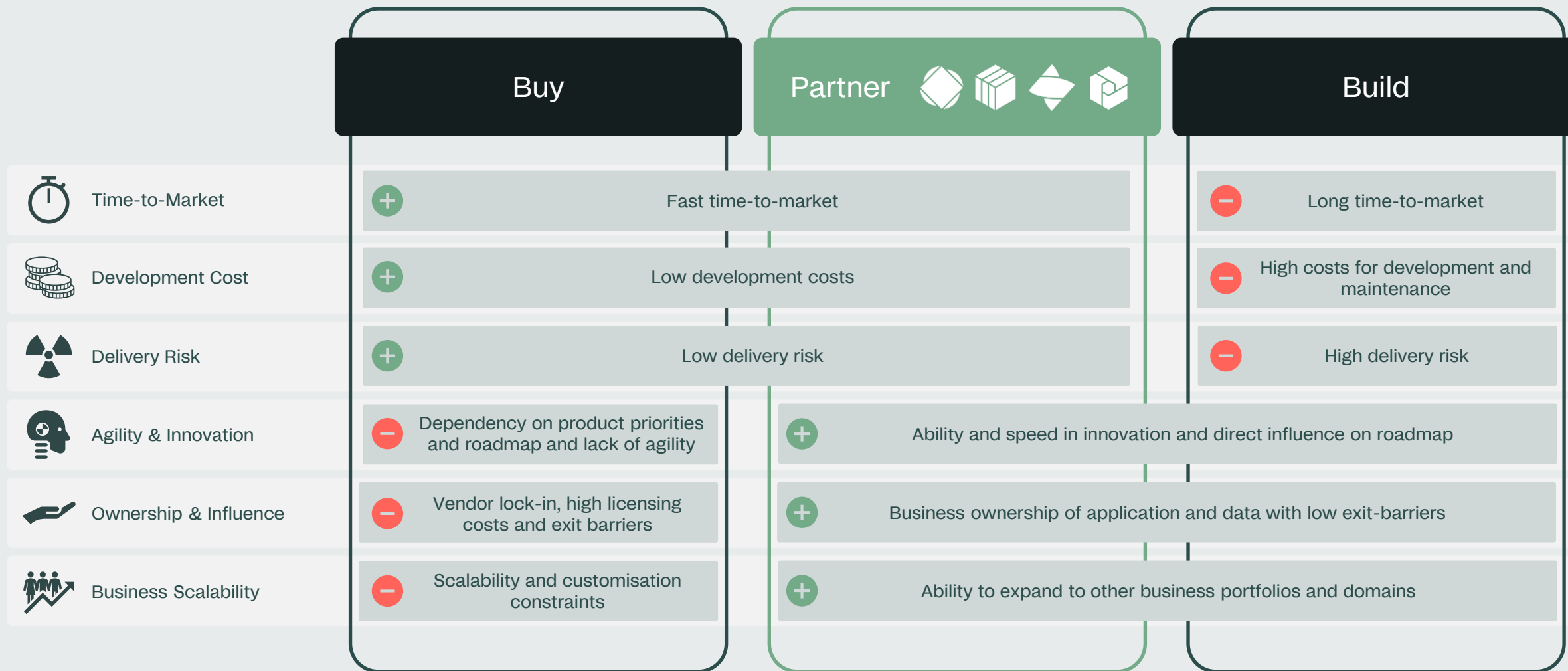
GENERATIVE AI PLATFORM

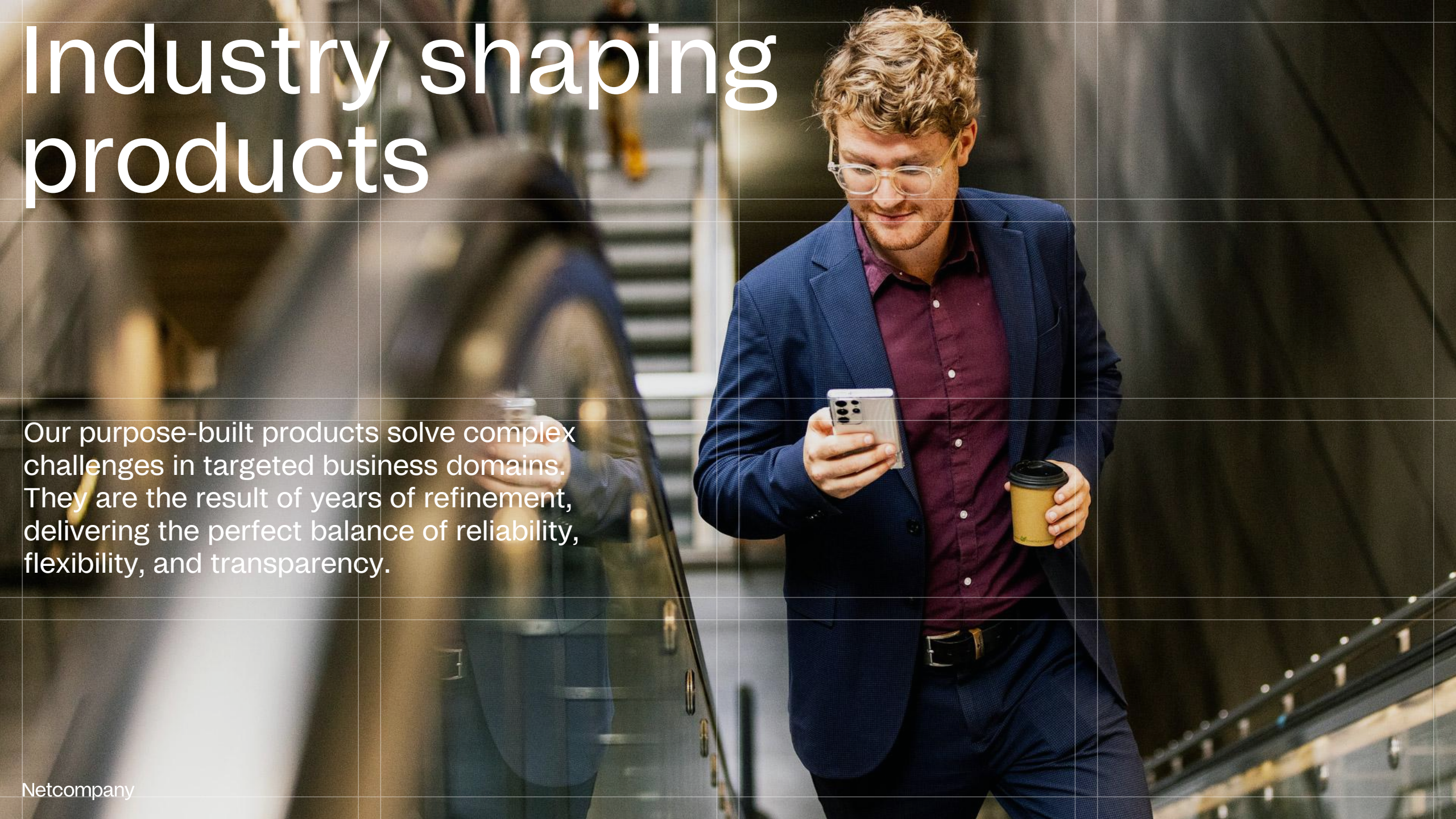


EASLEY AI™ orchestrates and leverages existing AI models, quickly connecting them to your unique business data, tools, and processes, centralising and storing data securely within EASLEY – not with the model provider – to ensure full transparency and governance of AI.



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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