

Netcompany



Alpha

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





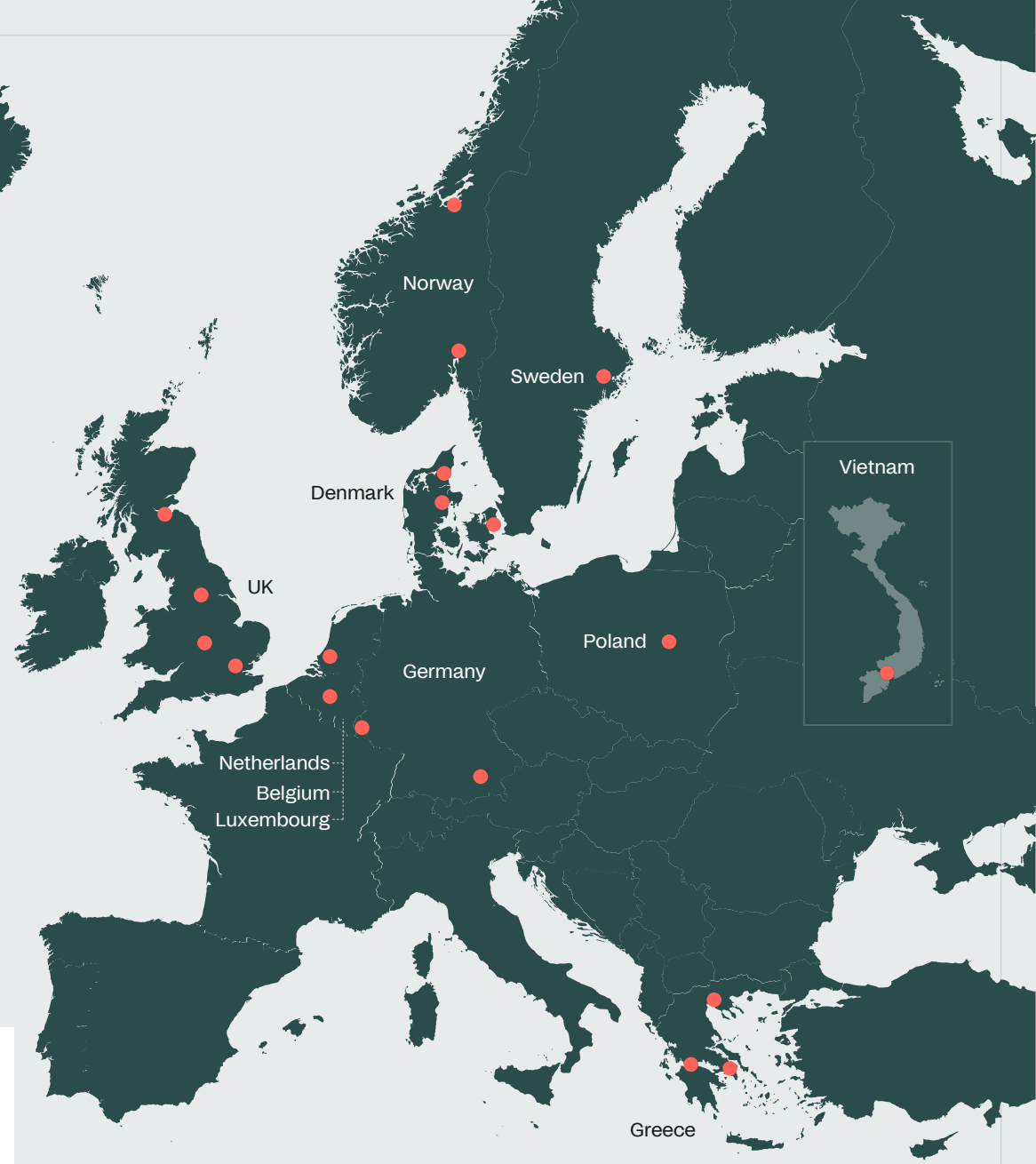












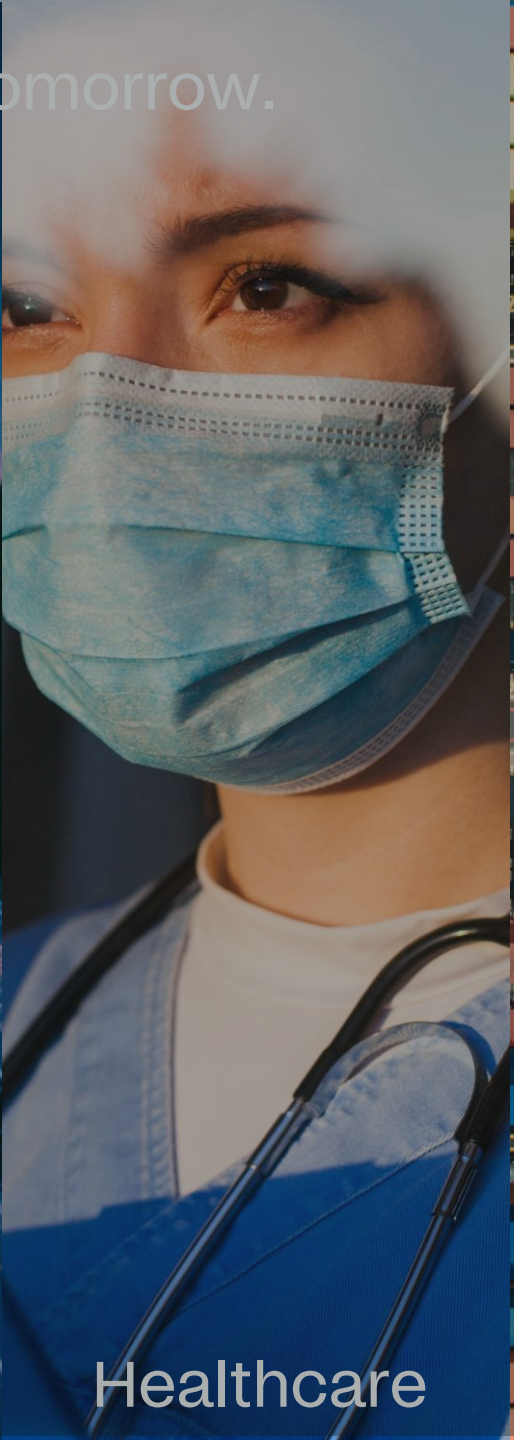
Running Today. Transforming Tomorrow.



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.



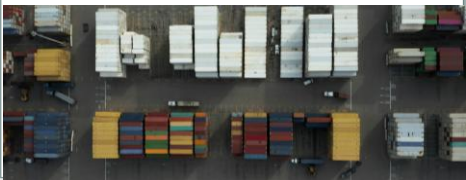
Streamlining UK-EU Trade with NCTS5



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.





Alpha

In Alpha Netcompany, tests assumptions and hypotheses, including service prototyping, identifies technology choices and accelerators, builds buy-in across the organisation and its stakeholders, and develops a solution ready for development in Beta. We create a robust evidence base, fill knowledge gaps, and utilise creative visual approaches to communicate goals effectively.

Service Features

1. Aligned to GOV.UK service standard.
2. Aligned to NHS Service Standard.
3. Technology Code of Practice compliant.
4. Product-led with a user-centred and research process.
5. Agile, multi-disciplinary and collaborative approach.
6. Identify and fill knowledge gaps through iterative design approach.
7. Prototyping, testing and technology evaluation.
8. Identify accelerators and the quickest route to deliver value.
9. Test and validate riskiest assumptions.
10. Engage the whole organisation and build buy-in for Beta.

Service Benefits

1. Service standard aligned approach to pass GDS Alpha assessment.
2. Clear understanding of users ensures the service meets user needs.
3. Business, user and IT/Digital involvement drives alignment on approach.
4. Agile delivery, prototyping and MVP approach reduces time to value.
5. Outcome focus and proactive risk management ensures investment delivers value.
6. Test assumptions /options to ensure Beta solution design delivers outcomes.
7. Key technology and dependencies tested early to avoid blockers/delay later.
8. Continuous stakeholder collaboration supports service sustainability.
9. Show-and-tell of visual discovery artefacts builds stakeholder engagement.
10. End-to-end approach supports successful implementation and benefits realisation.



Alpha

What is the service?

Alpha builds on problem definition from discovery to design, test and validate solutions ready for build/launch in Beta. In Alpha:

- We identify and test the riskiest assumptions.
- We look for accelerators that can help us find the right solution more efficiently and effectively.
- We engage the whole organisation and build consensus and buy-in.
- We deliver an Alpha solution ready to build on in Beta.

How do we do it?

Key activities in a successful Alpha include:

Ideation/Co-design: to generate ideas suitable for Alpha testing. We like to work collaboratively with key stakeholders, and utilise the Discovery input, to create directions that make sense for both the user and the business.

Prototype development: creating prototypes that effectively communicate design concepts and ideas that are easy to iterate on.

Iterative user testing and ongoing user research: during Alpha, we aim to create as much confidence in the solution as possible. We remain flexible throughout this process, adapting research methodologies and approaches to suit the needs at each step.

End-to-end service design and mapping: to connect research and design to the “big picture” for the service and identify any impact on business processes and service delivery teams.

Testing technical assumptions and dependencies: using technical spikes to investigate key questions and risks, such as integration with other systems and the availability and quality of data sources.

Assisted digital support and accessibility: we test the accessibility of the solution and create a plan to enable

access to the service for everyone who needs to use it.

Performance management framework development: In preparation for Beta, we will develop a tracking and data management framework that will help us measure success.

The team

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

- Delivery manager: accountable for team delivery
- Product manager: owns the product vision and roadmap
- User researcher: plans, runs and reports on research
- Service designer: communicates the end-to-end process via blueprints and maps
- Content designer: identifies content to support user experience
- Interaction designer: develops design concepts for user testing
- Business analyst: captures business needs and requirements
- Technical architect: understands tech options and challenges
- Performance analyst: defines success measures

Outputs and deliverables

At the end of Alpha, we create a comprehensive report detailing the research process, findings, recommendations, iterations of the solution and next steps. We ensure we incorporate all the necessary elements to secure a pass during the GOV.UK assessment of the service.

Alpha outputs include: a business case and updated benefits, validated designs, a to-be service design, user journeys and business processes, an assisted digital approach, working prototypes, a development-ready Beta backlog and plan.



Case Study

Digital Senior Accounting Officer

Background and Problem

HMRC wanted to digitise the Senior Accounting Officer (SAO) submission process. For **large companies** (£200m+ revenue or £2bn in assets on the balance sheet) to **comply with their tax requirements**, they need a **Senior Accounting Officer** - an SAO - to **sign off on their tax affairs** annually.

These customers are split across two directorates as part of the Customer Compliance Group: **Mid-size Business (MSB)** and **Large Business (LB)**. Customers **currently submit** their annual documentation either by **email or post** - a largely manual process with several pain points and known issues.

Solution

During Alpha, we collaborated with various delivery groups across HMRC as part of a multidisciplinary team including user researchers, service designers, analysts, and developers. Through rigorous research and testing, we developed a user-centric solution ready to move to Private Beta. This involved identifying and testing assumptions about the role of compliance staff in the SAO process, the subtle differences between the two HMRC directorates, the data staff needed to do their jobs effectively, and the benefits that would be accrued by initiating any business change.

Netcompany role

Netcompany is responsible for the delivery of Digital SAO within the wider tranche of work we are doing under the DALAS Delivery framework. Across Customer Compliance Group we are responsible for problem identification and discovery as well as the development,

iteration and performance of various services. Our team played key roles, including product management, performance analysis, and technical architecture.

This ensured that the DSAO service would meet the needs of both HMRC staff, working across two distinct directorates, but also the customer population responsible for submitting information.

Delivery Approach

Netcompany took a thorough approach to the Alpha phase, including ideation, prototyping, user testing, service design, and technical testing. Working closely with stakeholders across HMRC, we prioritised accessibility, testing and established a coherent service vision to help measure the success of the service. At the end of the Alpha, Netcompany delivered a detailed report outlining the research and testing process, findings, recommendations, and a development-ready Beta backlog.

Outcomes

We created validated service designs tested with real users and ready for Beta development.

This covered the end-to-end process including first time access to the service, the submission of information, HMRC data processing and the transmission of penalties (if applicable).

As a result, the project, as well as being widely-understood to be successful across HMRC, is currently in the Private Beta development phase for both the front-end customer submission journey, and the back-end data store.

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.

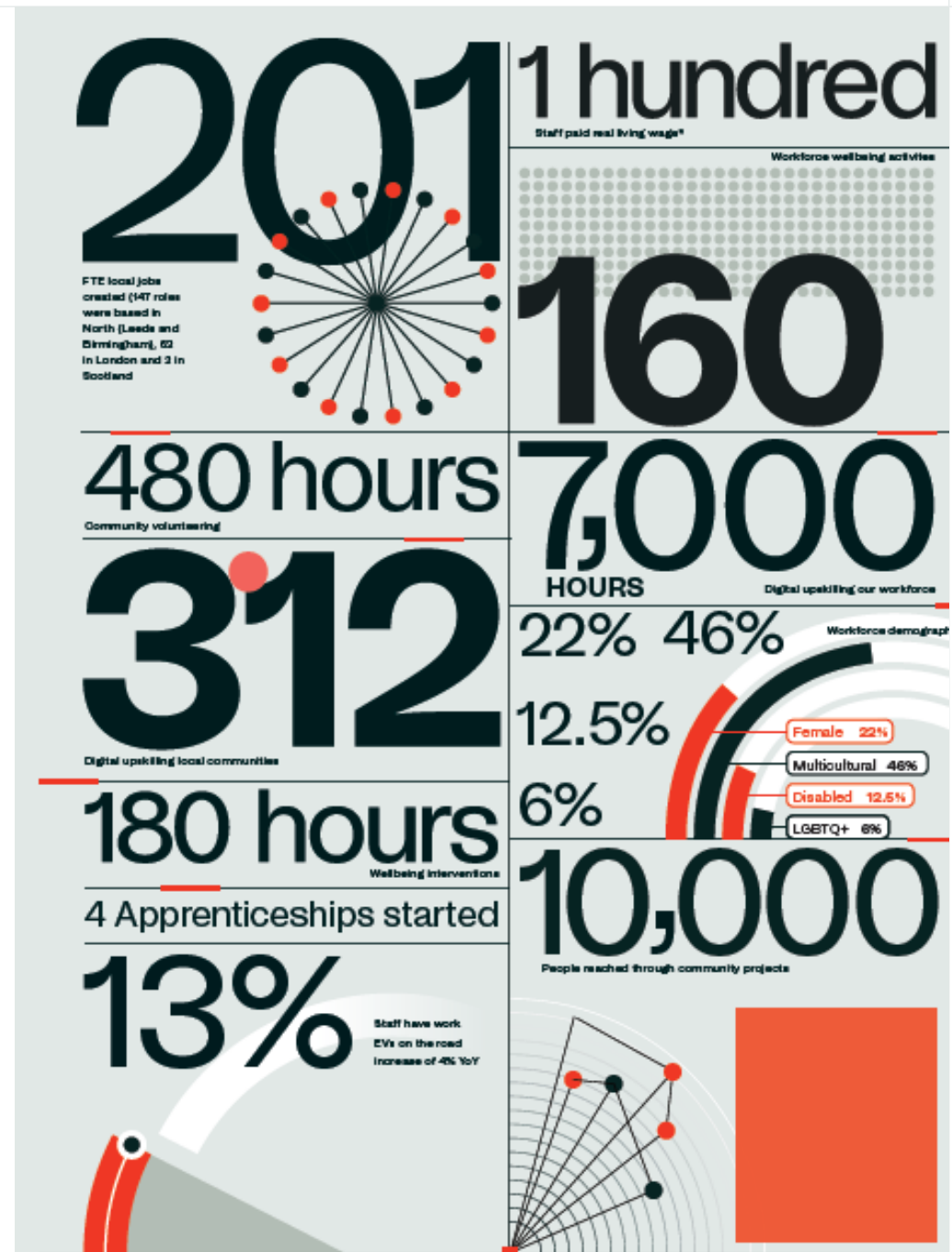


EMPLOYER
RECOGNITION SCHEME

GOLD AWARD
Proudly supporting those
who serve



disability
confident



Domain expertise across many industries

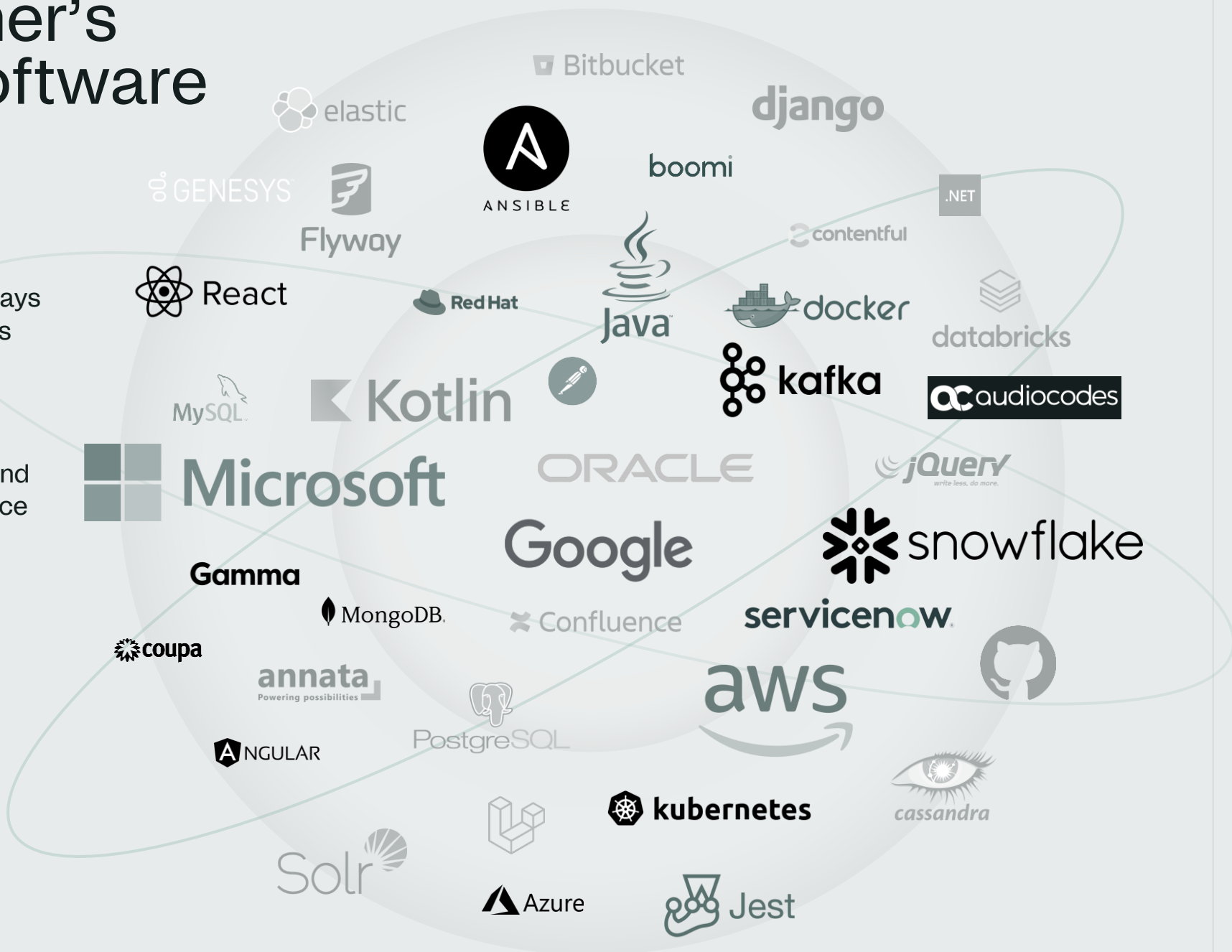
- With vast technology experience and deep public sector specific knowledge, we quickly create innovative solutions tailored to your goals, delivering outcomes to address the intricate challenges currently facing governments.
- Through our innovative delivery approach, true client partnerships and exceptional 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.

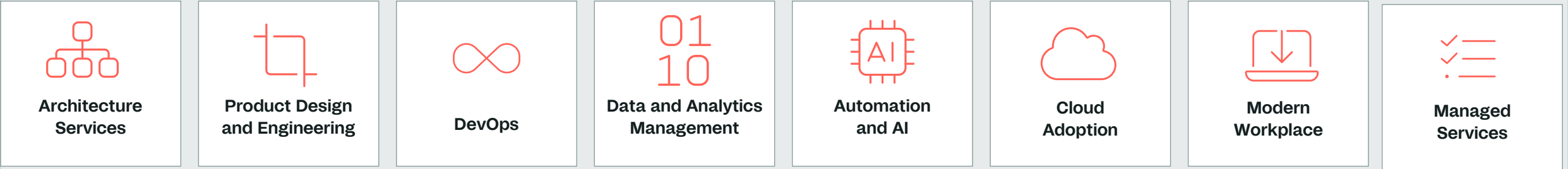
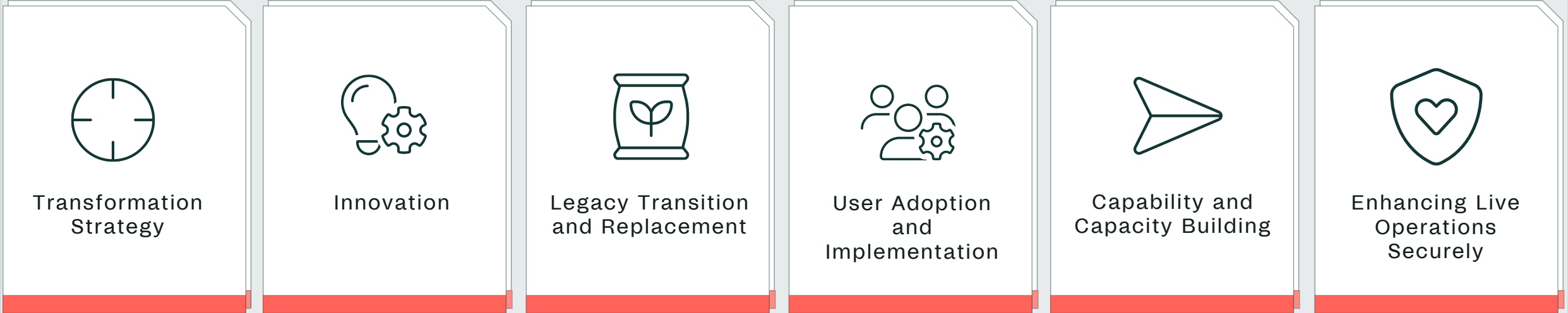
With expertise in all modern technologies and industry-targeted digital tools, we guide you through your options, combining components and software with the goal of finding the right balance between needs, agility and operating costs.



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



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.



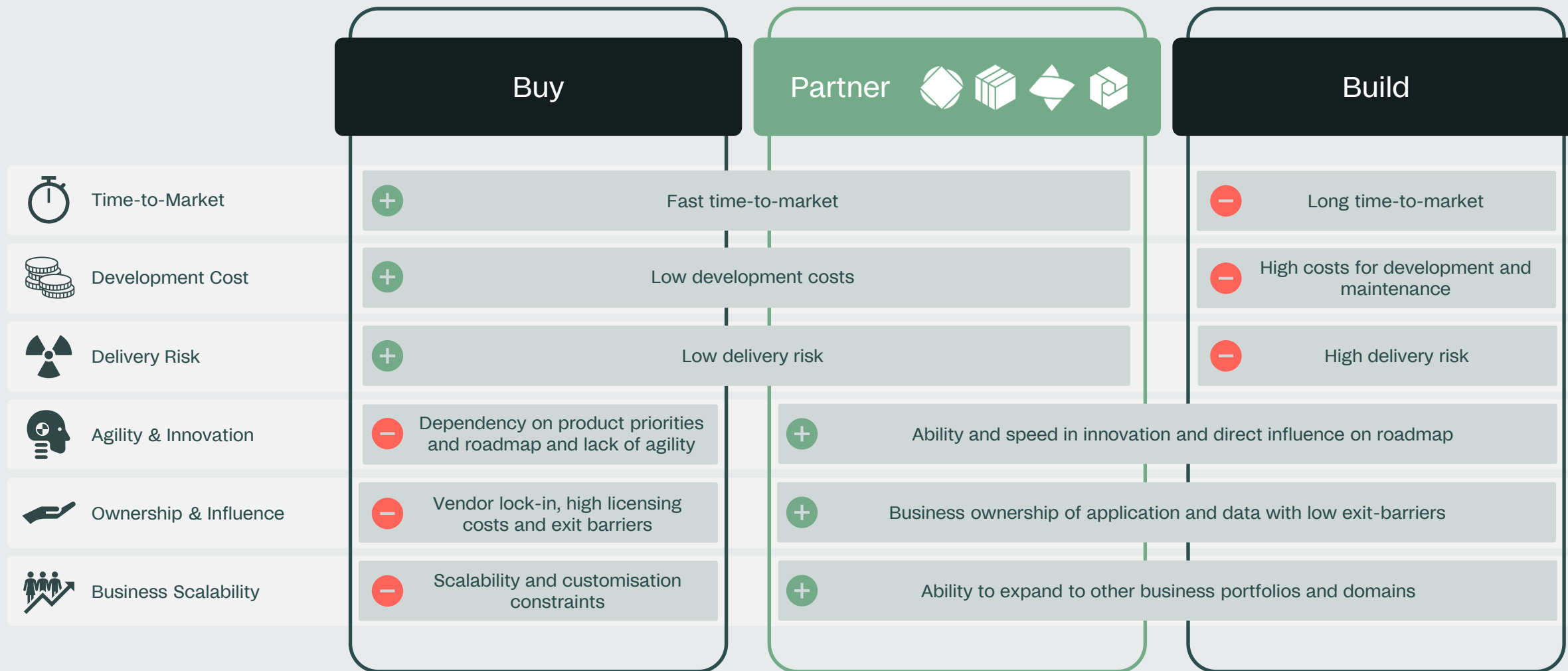
GENERATIVE AI PLATFORM

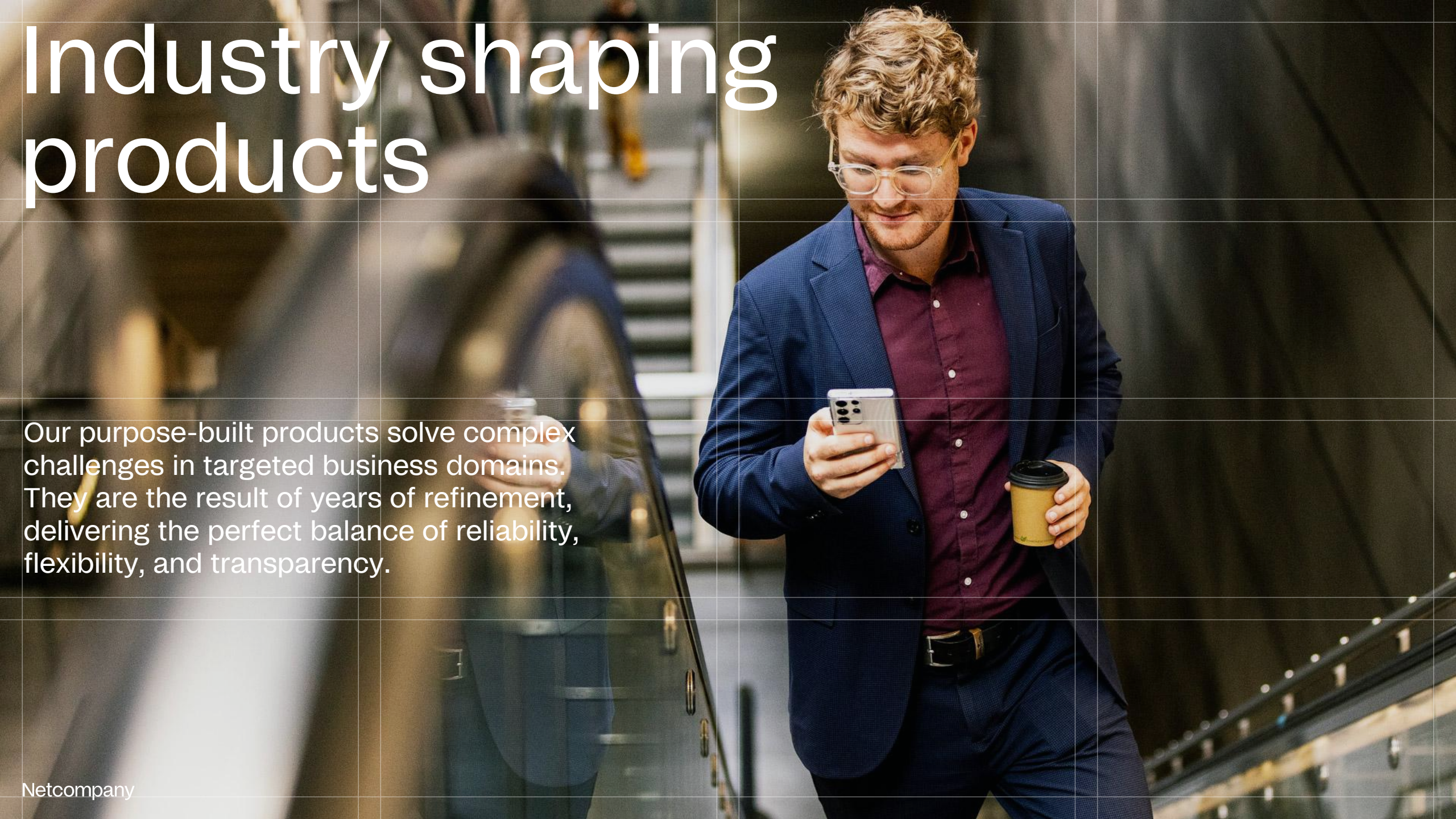


EASLEY AI™ orchestrates and leverages existing AI models, quickly connecting them to your unique business data, tools, and processes, centralising and storing data securely within EASLEY – not with the model provider – to ensure full transparency and governance of AI.



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

