



Amplio - Case and Process Flow Management System

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	£738m	50+
Employees year-end 2024	Group Revenue in 2024	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.

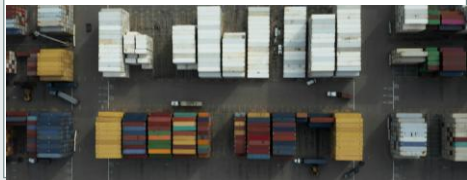


Streamlining UK-EU Trade with NCTS5



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



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



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.





Amplio

Amplio provides a framework to facilitate regulated case management and processes, creating event-based, data-driven journeys with tools for digitising, automating, and controlling such solutions. Amplio performs task management alongside robust support for producing and controlling case documents and guiding users through processes, optimising complex flows via configurable, business-driven models.

Service Features

1. Case management and workflow frameworks for complex public services
2. Business-friendly process and rule engines
3. End-to-end GDPR compliance and comprehensive audit tracking
4. Bulk data processing and enrichment, scheduled and real-time
5. Customisable templates for multichannel communications: Digital Post, email, SMS
6. Integrated document creation, management, versioning, and retrieval
7. Integration and API frameworks connecting existing systems and data
8. Unified operations interface for caseworkers and supervisors
9. Customisable dashboards and reporting for operational insight
10. Extensible via composable architecture for safe, modular growth

Service Benefits

1. Digitised and optimised processes reduce manual effort and backlogs
2. Consistent, explainable decisions with full audit trails improve compliance
3. Scalable, event-based processing handles national volumes and peak demand
4. Composable architecture drives reuse, reduces rework and total cost
5. Domain-driven design aligns software to policy and terminology
6. Event-led operations provide insights on throughput, SLAs, exceptions
7. Configurable rule engine enables traceable, updatable business rules
8. Caseworker workbenches and task overviews lift productivity and speed
9. Production-proven platform shortens delivery timelines, reduces programme risk
10. Configurable taxonomy enables context-aware routing, prioritisation, reporting

AMPLIO – The Process and Administration platform

AMPLIO is a modular platform for public-sector case and process management that fits existing IT, consolidates data, automates decisions, and scales to national use. It's proven in critical services, handling billions of euros, thousands of caseworkers, and hundreds of millions of events.



AMPLIO

For citizens:

- Quicker, clearer, fair decisions with proactive updates across preferred channels, without repeatedly providing the same information
- Transparency reduces uncertainty and enquiries, and secure data handling builds trust—making services feel faster, more predictable, and more responsive

For Government:

- Agencies deliver faster, with fewer backlogs and more consistent, compliant decisions, while automation and integrations cut costs and phase out legacy
- Start small, integrate quickly, and scale—avoiding risky big-bang rebuilds
- Leaders get real-time visibility into throughput, SLAs, and risk, and can update policies in days, reducing modernisation risk

AMPLIO capabilities



Case management

AMPLIO is designed to support case management with comprehensive overviews for easy task management. A unified user interface guides users through the case process.



Compliant registration

AMPLIO is based on a full digital representation of business processes and domains and leverages a task and event-driven approach to registration and documentation with built-in compliance.



Process management

AMPLIO supports both business and technical processes via its configurable process engine that allows both developers and business administrators to easily create and adjust manual, semi- and fully automated processes.



Document management

AMPLIO offers robust support for uploading, storing, creating and managing documents. Templates and merging can be used when creating, e.g. letters for end-users in MS Word, which enables easy interaction and countless editing possibilities.



Integration platform

AMPLIO is built to exist within a complex system landscape and has a significant toolbox for integrating with other systems, several standard integrations, and an extensive API.



Configuration

AMPLIO supports the ability to set up your own business domain and adjust processes, business terms, letters, overviews, dashboards, and much more, without the involvement of the supplier.



AMPLIO



AMPLIO

Platform Overview



Integration Platform – Amplio is built for integrations and uses 100+ different integrations across installations.



Rule Engine – Amplio supports management and execution of complex rules that are fully configurable and traceable.



Document generation – Amplio has strong support for templating and merging letters, e-mails, self-service messages and other communication channels.



Workflow engine – Design complex flows in Business Process Model and Notation and run them on the Amplio engine with built-in UI for workflow interaction. High through-put and default building blocks and interaction with rules and decision trees.



Compliance – Audit tracks and compliance are data driven and easily accessible, reducing the need for manual documentation. GDPR compliance is built in from start to end.



Case Management – Amplio has strong support for case management, customer overviews and task overview. All integrated in a unified UI.

Health insurance

I Danmark
lægger
vi krop
til 900.000
sportsskader
årligt



"danmark" giver 350 forskellige
tilskud – også til fysioterapi

 sygeforsikring.dk

AFA JCDecaux

- Sygeforsikring “danmark” is the largest Health Insurance company in Denmark with more than **2.7 million customers** and handles **100.000 insurance claims per day**.
- The company is member based, and bill more than **3 billion DKK** in membership fees yearly, of which 97% is returned to the members as insurance reimbursements. All handled within the Amplio Java solution.
- Netcompany **replaces the current Mainframe** solution at Sygeforsikring “danmark” with a new modern and **digital Policy and Insurance Platform** based on **Amplio**. This is a full system replacement responsible for all aspects of the core business, as listed on the right.
- All of this is handled with **less than 100 employees** including business administrations and sales organisation.

Onboarding &
Health Checks

Master Data &
Policy
Administration

Billing and
Dunning

Claim
Management

Payouts

Administration
of
Stakeholders

Redress

Product
Catalogue

B2B
Agreements

Self-Service
Portal



Social & Child Services

- Amplio also supports scenarios where the human element and the **individual evaluation is a critical step in the processes**. Examples of this in social and child services, where unique overview that Amplio provides is used to **evaluate the highly complex and human elements** in each case.
- Social and Child Services Case Management solutions based on Amplio are currently supporting **10,000+ users in 100+ local authorities** in 2 countries.
- Using the structures data and event driven process management, Amplio helps case workers **prioritise and meet deadlines**, where failing to do so has significant impact on the lives of the most vulnerable citizens.
- The DUBU solution in Denmark is an example of these systems. The solution is annually evaluated by the end users, where it gets **consistent high praise for being user friendly**.

Service
catalogue

Visitation and
verdicts

Service delivery

Compliant
documentation

Professional
methods
(ICS etc.)

Letters

Integration to
national
registries

Message of
concern

Citizen Portal

National
statistics



Pension and benefits

The different solutions supports the grants, payment and administration of the vast majority of Danish social benefits. As such, they provide support basis for the weakest citizens of Denmark.

This is achieved with a high level of automation, executing more than 60 million workflows yearly – most with an automation degree above 90%.

At the same time, manual inspection, and subjective criteria are fully supported, providing the 5.000 active case workers with guided workflows with decision support where possible and easy access to related data for each decision.

The platform administers critical monetary support for the weakest in society. The system pays out 30 billion EUR yearly across the 8 million active cases distributed on 200+ different benefit types.

Communication is a key element, supported by a feature rich mail merge component. With support for master templates for brand styling, and individual message templates with merge data, if statements, barcode generation, dynamic table merge, etc. 25 Million letters are shipped every year.

Case
management

Citizen self-
service portal

Complaints,
Appeals, GDPR

Messaging
portal

Integration
platform

Payment
system

Claims
management

Administration
of legislation,
rates, grant
rules

Municipal
isolation by
tenant support

Reporting
platform

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.

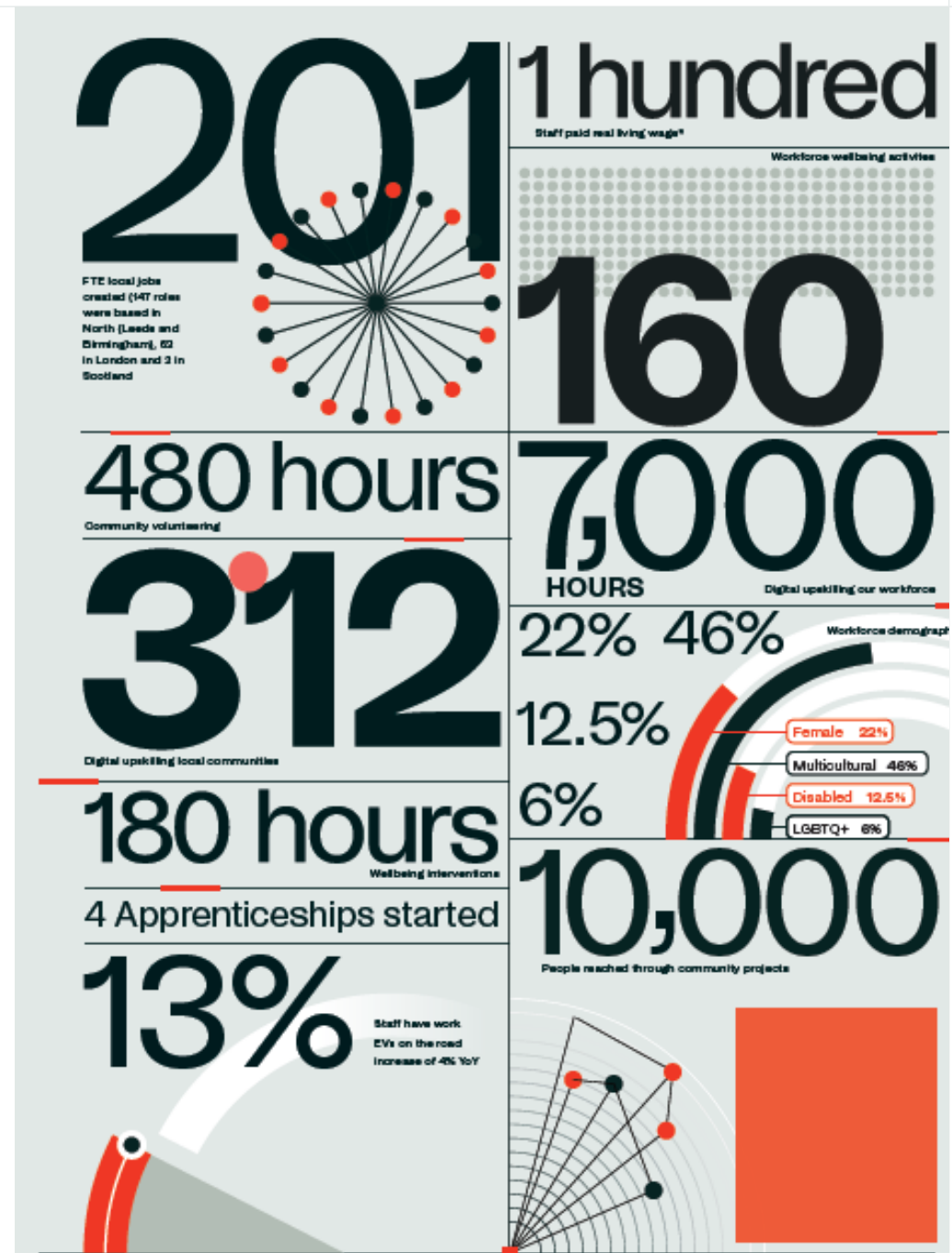


EMPLOYER
RECOGNITION SCHEME

GOLD AWARD
Proudly supporting those
who serve



disability
confident



Domain expertise across many industries

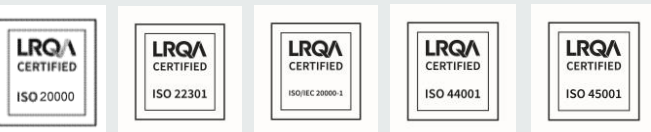
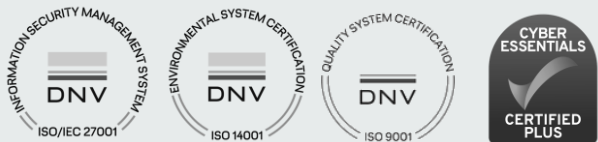
- With vast technology experience and deep public sector specific knowledge, we quickly create innovative solutions tailored to your goals, delivering outcomes to address the intricate challenges currently facing governments.
- Through our innovative delivery approach, true client partnerships and exceptional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

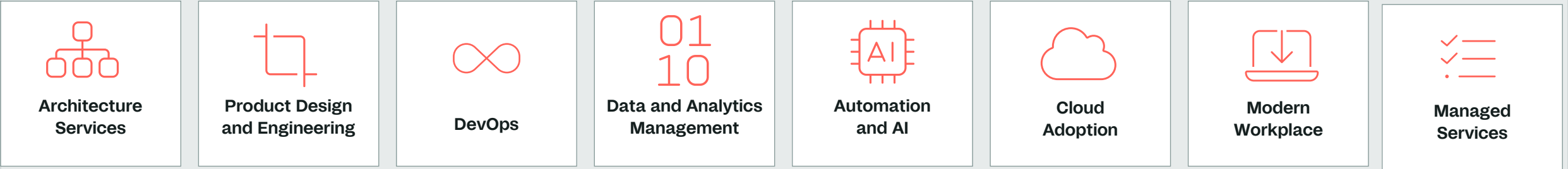
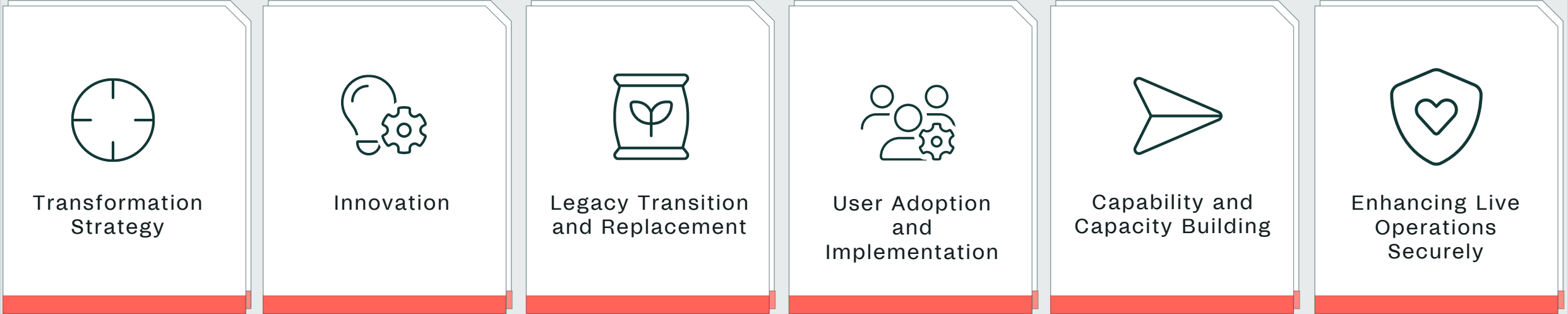
With expertise in all modern technologies and industry-targeted digital tools, we guide you through your options, combining components and software with the goal of finding the right balance between needs, agility and operating costs.



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



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.



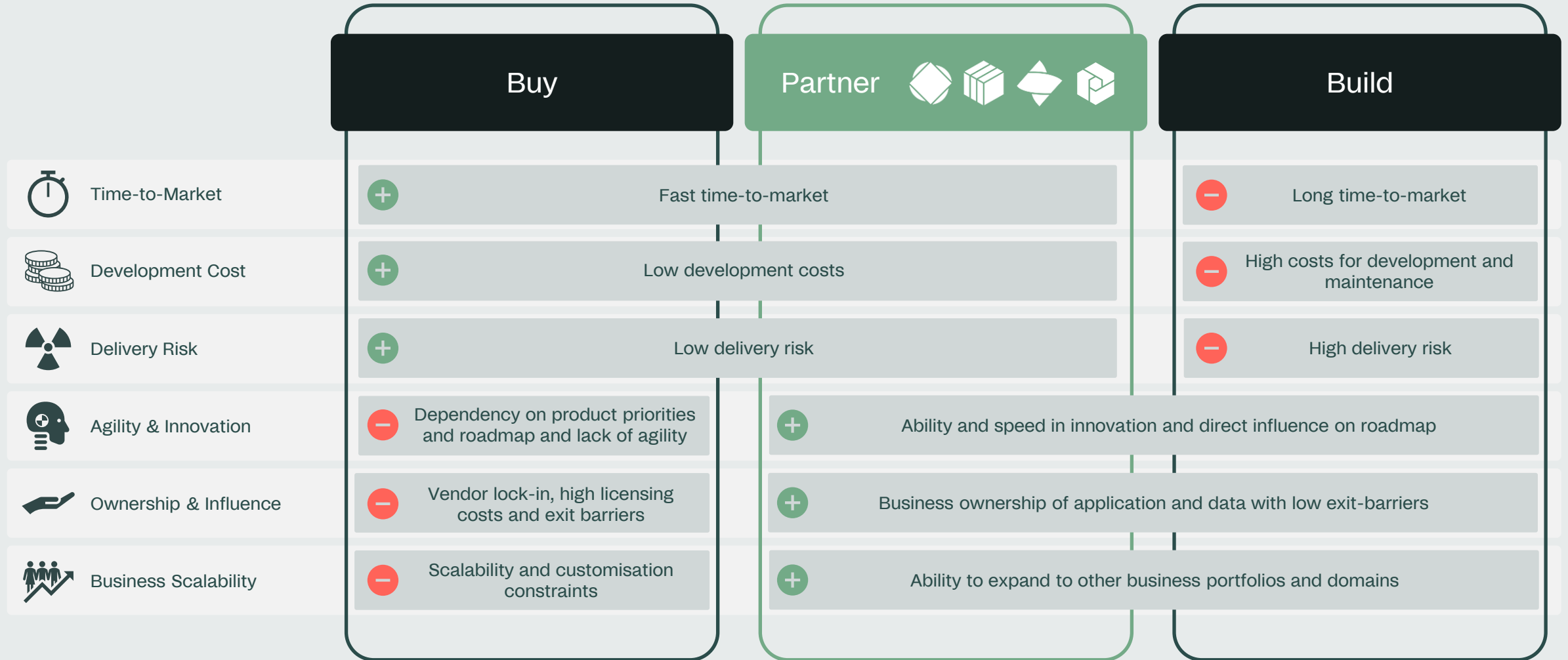
GENERATIVE AI PLATFORM



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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