

Netcompany



Beta

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

















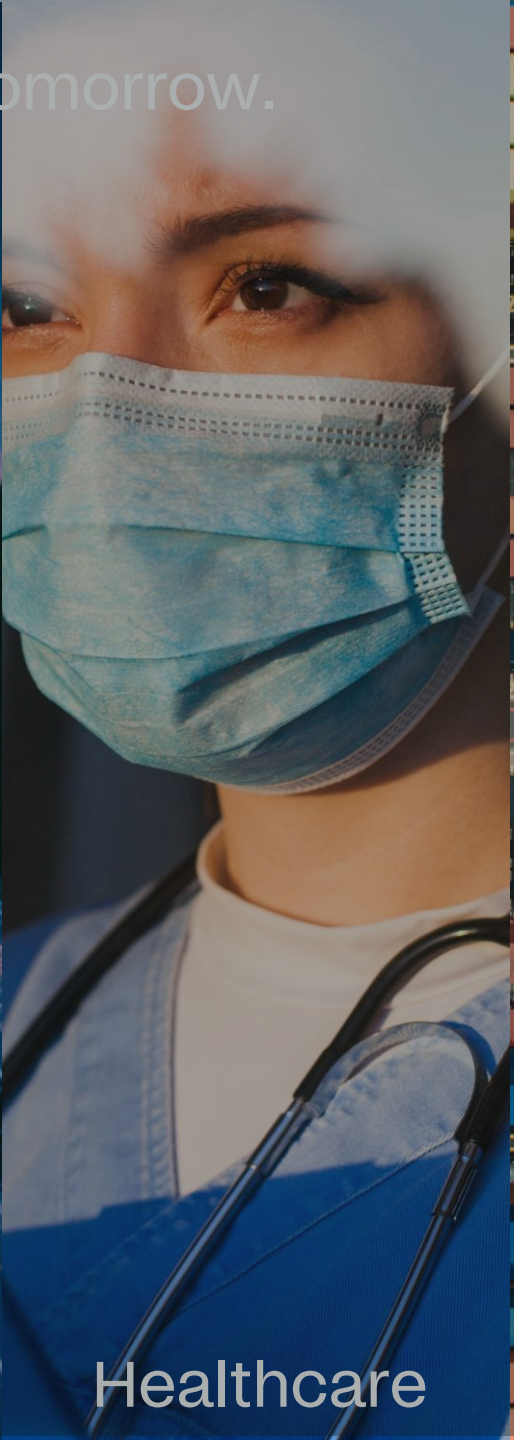
Running Today. Transforming Tomorrow.



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.



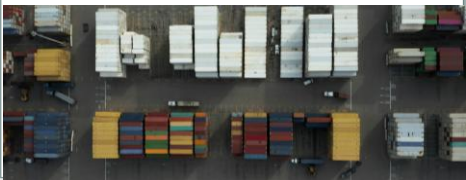
Streamlining UK-EU Trade with NCTS5



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.





Beta

Netcompany iteratively builds a working service by observing users, testing designs and assumptions, ensuring we develop and support a robust and secure service that increases user base over time. We embed a user-centred culture across the delivery organisation, and use data to drive ongoing design, delivery, and benefits realisation.

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. Fully accessible, with features iteratively built to meet user needs.
7. Service and product performance dashboards.
8. Implement an assisted digital model and business change.
9. Communications, rollout, uptake, and adoption strategy.
10. Planning for Live handover and ongoing support.

Service Benefits

1. Aligning with GDS standards ensures compliance and Beta readiness.
2. Understanding user needs ensures valuable services that improve experience.
3. Cross-team collaboration creates alignment and reduces organisational silos.
4. Agile delivery and MVP accelerate progress and enable early benefits.
5. Outcome-focused risk management ensures timely, predictable project results.
6. Continuous stakeholder collaboration builds support and long-term sustainability.
7. Show-and-tells and playbacks keep stakeholders informed and engaged.
8. Comprehensive approach supports successful implementation and benefits tracking.
9. Beta insights and user feedback drive ongoing service enhancements.
10. Dashboards enable real-time tracking, insights, and accountable decisions.



Beta

What is the service?

During Beta, we launch the service for real users and iterate based on research, feedback, and design. The goal is to move from private to public Beta until the service fully meets user needs.

We ensure the service is:

Technically robust, supported, and sustainable

Aligned with effective business operations

Governed by a transparent reporting framework

How do we do it?

Key activities in Beta include:

Iterative development: Prioritising and building features and infrastructure to meet user and business needs

Integration: Implementing required integrations for end-to-end user journeys

Ongoing research and testing: Monitoring interactions and gathering feedback continuously

Tech spikes: Exploring technical solutions to support new features

Public Beta preparation: Planning, testing, and communications for a successful transition

Accessibility and assisted digital: Ensuring the service works for all users

Service support: Defining the support model and engaging live service teams

Performance framework: Managing and reporting on service performance

The team

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

- Delivery Manager – accountable for delivery
- Product Manager – owns vision and roadmap
- User Researcher – plans and reports research
- Service Designer – maps end-to-end processes
- Content Designer – creates user-focused content
- Interaction Designer – develops designs for implementation
- Business Analyst – captures requirements and supports change
- Technical Architect – designs technical solutions
- Developers – build the service
- DevOps – manage infrastructure
- Testers – ensure functionality
- Performance Analyst – define and monitor success measures
- Specialists – e.g., data and security

Outputs and deliverables

We produce a Beta report summarising design and delivery decisions, user research insights, feedback, and future development plans.

In Public Beta, we launch a working service and create artefacts to support its operation and adoption. These include user-facing content, communications, internal training, service documentation, and governance materials.



Case Study

GP Registration

Background and Problem

Each year, over 6.8 million people register at a GP surgery in England. Previously, this process was outdated, requiring patients to visit surgeries, present proof of address, and complete long paper forms.

This system burdened GP administrative staff, who manually entered handwritten information into IT systems. The lengthy forms often led to a time-consuming and error-prone process. An internal study found patients waited up to two weeks for their registration to be completed.

Solution

NHS England contracted Netcompany to create an easy-to-use online GP registration service, aiming to reduce the administrative burden on GP staff and onboard patients faster.

Digitising a service for 6,200 practices was a challenge, as each had slightly different processes. The new "Register with a GP Surgery Service" introduced a standardised online form that captured patient information accurately and automates the transfer of this data directly into GP IT systems.

Netcompany role

Working with NHS England, GP IT Suppliers, practices, and patients, Netcompany designed, developed, and delivered a digital-first application process for GP registration in England.

We employed a full team of user researchers, designers, developers, and technical architects.

Delivery Approach

We used a user-centred design approach, working with all stakeholder groups to understand the core problems.

Mindful of providing a multi-channel and accessible service, we built to NHS design standards, focusing on reducing practice burden and enabling rapid patient registration.

We established a triage process for feedback and feature recommendations to maintain a clear product focus and deliver value through iterative development.

Outcomes

- 6,150 (99% of English Practices) GPs were signed up to the service as of April 2025.
- Approximately 80,000 submissions go through the service each month

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.

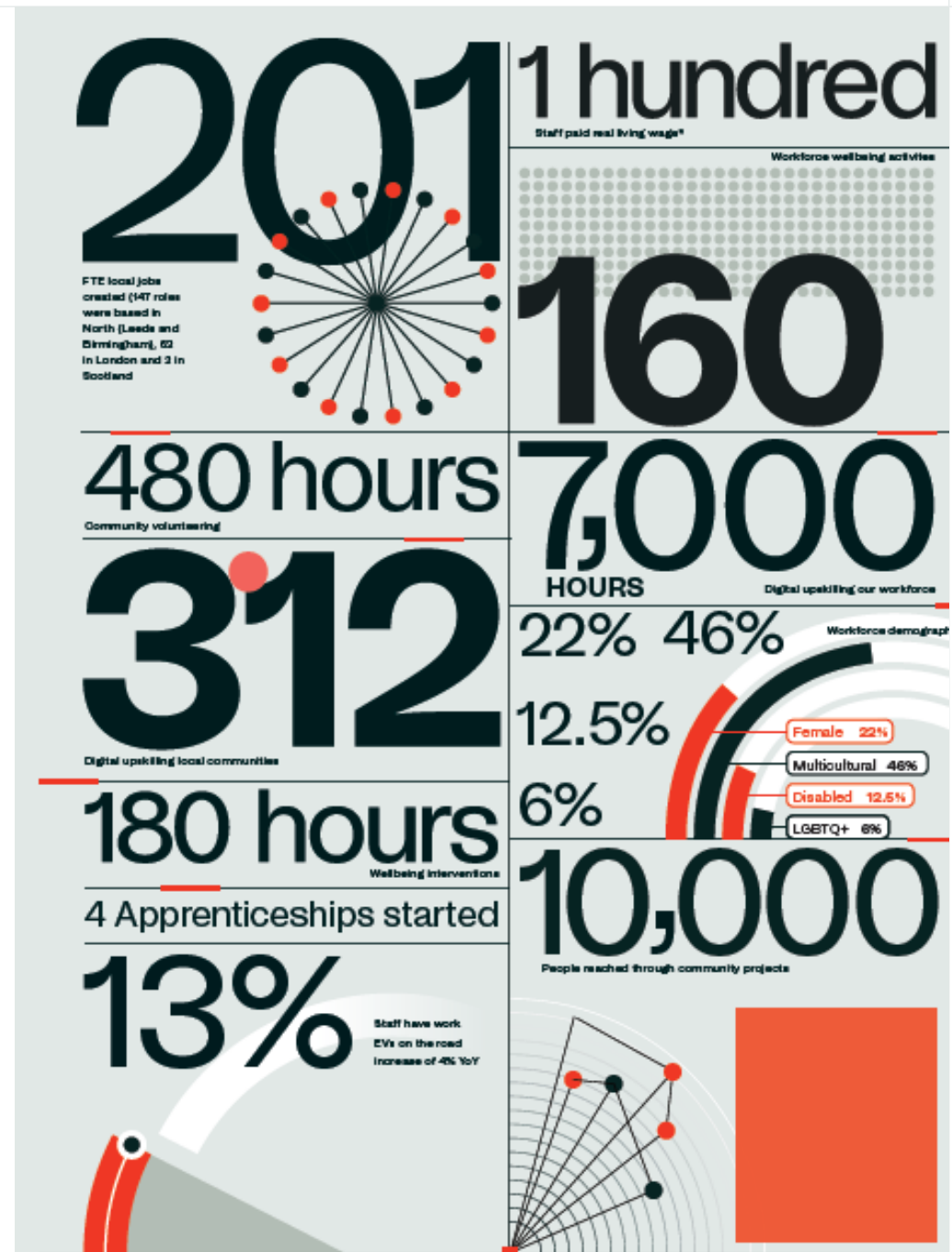


EMPLOYER
RECOGNITION SCHEME

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.

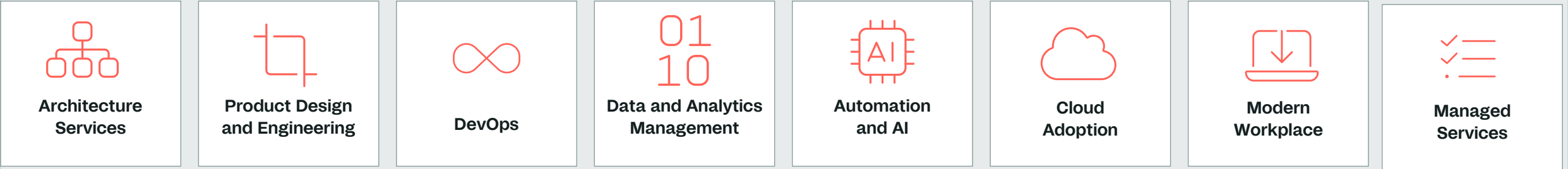
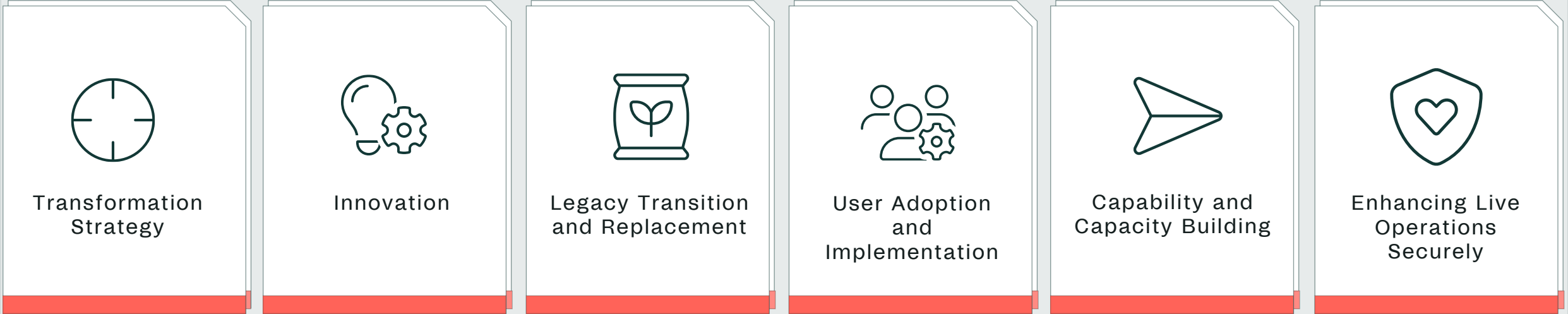
With expertise in all modern technologies and industry-targeted digital tools, we guide you through your options, combining components and software with the goal of finding the right balance between needs, agility and operating costs.



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.



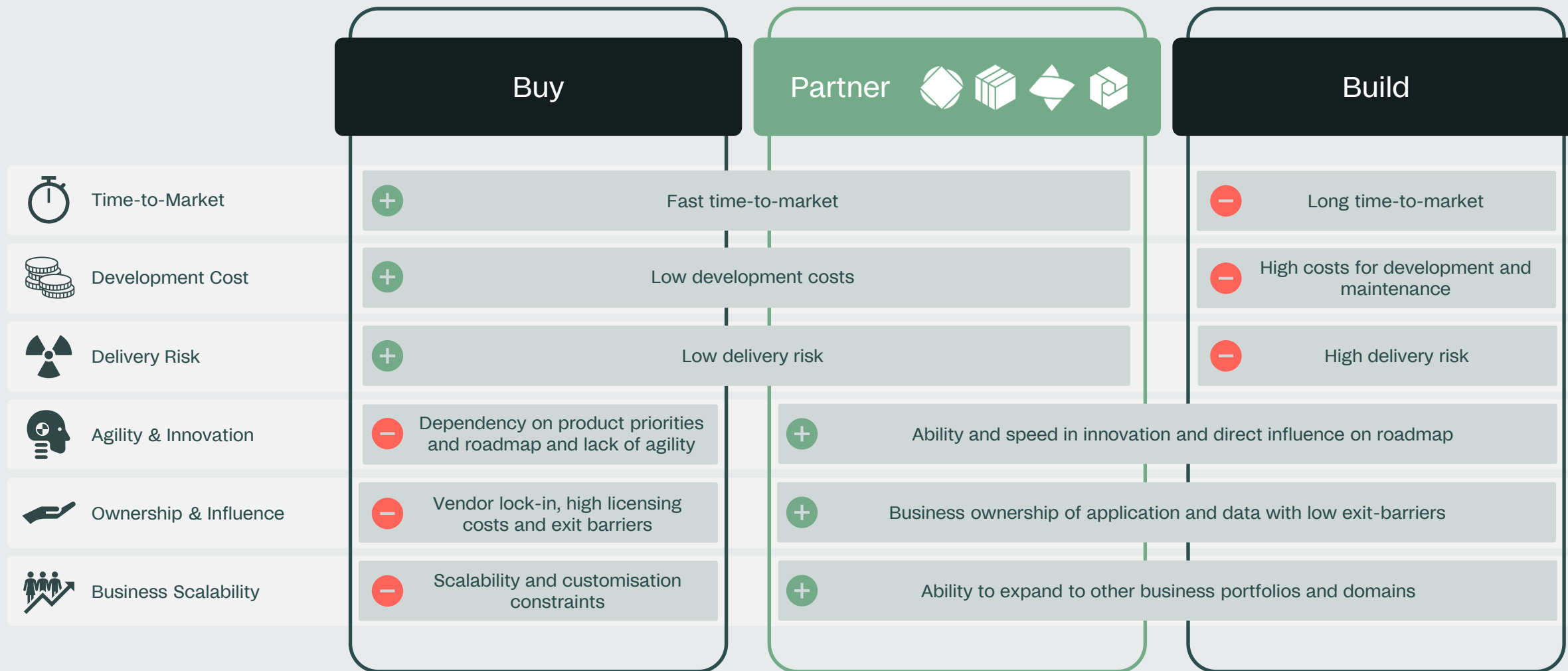
GENERATIVE AI PLATFORM

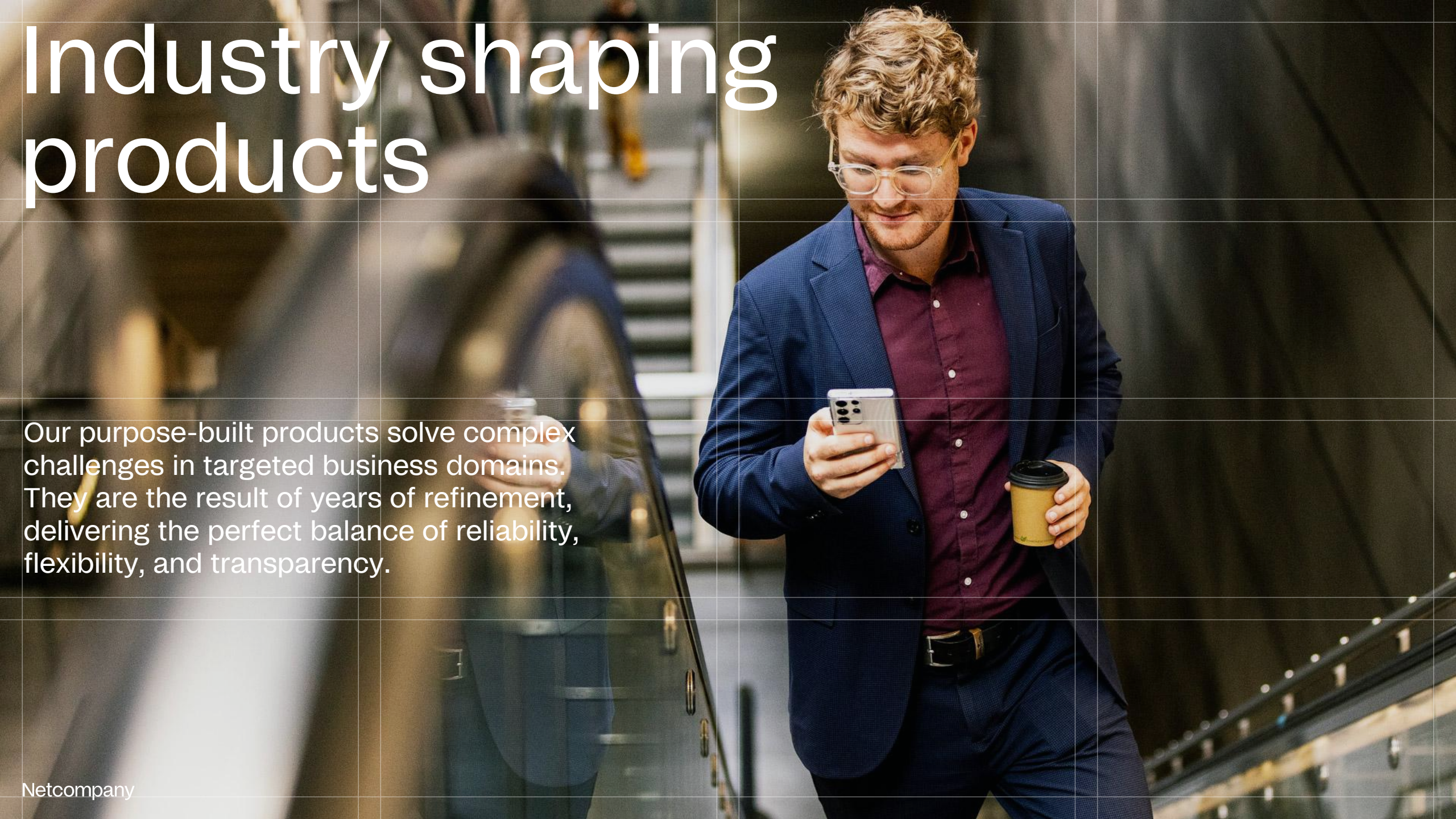


EASLEY AI™ orchestrates and leverages existing AI models, quickly connecting them to your unique business data, tools, and processes, centralising and storing data securely within EASLEY – not with the model provider – to ensure full transparency and governance of AI.



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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