

Netcompany



Data & A.I. Operations Managed Services

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.

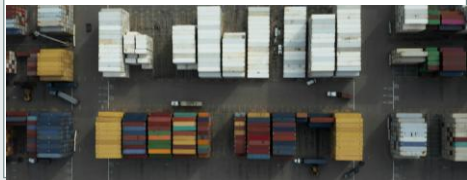


Streamlining UK-EU Trade with NCTS5



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.





Data & A.I. Operations Managed Services

Netcompany has extensive experience delivering and running enterprise-level data systems. We collaborate with stakeholders to understand their data profile and long-term strategy, ensuring the technical solution fits business needs. Services include architecture, governance, performance tuning, automation, security, and pioneering A.I. Operations (AIOps) for predictive insights and proactive system management.

Service Features

1. Full life cycle data management, design, build, and deploy.
2. Design and build solutions to fit business requirements.
3. Proactive A.I. Operations for predictive insights and system management.
4. Resiliency, reliable backups, high availability, and disaster recovery.
5. FinOps: Implementing best practices for performance and cost.
6. Troubleshooting, performance tuning, and automated database maintenance.
7. Implement and maintain security best practices.
8. Data migration and seamless integration solutions.
9. SIEM, SOC & NOC monitoring and alerting.
10. Best practices for managing OFFICIAL SENSITIVE data.

Service Benefits

1. Access to subject matter experts who live in data and A.I.
2. Turn data and A.I. strategy into reality with expert guidance.
3. Strategic cost optimisation and continuous service improvement plans.
4. 24x7x365 proactive monitoring and intelligent alerting.
5. AIOps drives predictive insights, preventing issues before they occur.
6. Automated root cause analysis reduces system downtime significantly.
7. Improved operational efficiencies through intelligent automation.
8. Enhanced security with AI-driven threat detection and response.
9. Achieve greater than 99.9% uptime for services and infrastructure.
10. Future-proof your operations with cutting-edge AI capabilities.



Data Managed Service

(May also fully incorporate A.I. Operations Services see next slide)

How we do it

The Netcompany data team consists of highly experienced data professionals that have worked in a range of industries from the highly regulated medical and financial fields which require accountability of all actions conducted to the lighting quick travel and hospitality industries that are transferring many terabytes of data daily. Netcompany will work with your business to devise a strategy from analysis through implementation. An example could look like the one below.

1. **Analysis** - We need to understand you, your business, your problems and then your data. We will especially be interested in your current methods of monitoring, system stability, reliability and availability, as well as the ways you utilise your data portfolio.

Each database system will undergo a health check conducted against the system to provide feedback on the reliability and redundancy of the system.
2. **Plan** - Once we understand the business and the problems, we will work with you to devise a strategy to overcome the problems. And how we plan to transfer the service. This plan will be unique to your business, ensuring that deadlines are feasible. It may be agreed that we will look to transfer your service to Netcompany managed “as-is” before making modifications.
3. **Build, Test and Deploy changes** - Once a plan is agreed we’ll look to make the theory a reality in which we will build and test any modifications to the system using development or mock systems before implementing changes on your production system.
4. **Modify the plan** - Any changes discovered will be constantly fed back into the plan. A runbook will be created to detail all necessary steps and dependencies required for production.

5. **Production Implementation** - Backups of your system will be taken before any changes are implemented.

- Throughout the process, we review and use a variety of documentation ensuring that we understand your business needs and the system. If you don’t have the documentation, we can write them for you.
- **High-Level Designs** - providing an overview of all components
- **Detailed Designs** - providing a detailed view of the individual technical components that make up the overall solution including logical and physical details.
- **Configuration Items** - providing the required configuration of individual components to be used during the implementation phases.
- **Service Model** - We will look to integrate into your service model ensuring your change control and other SIAM functions are followed.
- **Operations Guide** - A detailed guide detailing what is required to run your service will be created and maintained whilst your service is being looked after by Netcompany.
- **Recovery Guide** - This is often overlooked but when the unthinkable happens this becomes one of the business’s most prized assets which details how to bring a system back online or how to secure the data. Netcompany will work with you to devise an appropriate strategy.
- Once the service has been successfully transitioned, Netcompany will take responsibility for ensuring that standards are implemented and, the system is maintained working within the scope of agreed SLAs.



A.I. Operations Services

How we do it

Netcompany A.I. Operations Ensuring Enterprise-Grade AI Performance

Netcompany's A.I. Operations (AIOps) service moves beyond development to ensure your AI solutions are reliable, secure, and continuously improving in production.

We provide dedicated AI Operations Engineers who manage the entire lifecycle, guaranteeing performance against measurable targets and delivering tangible business value.

Our service is built on three core pillars: Performance & Reliability, Responsible AI, and Governance & Security.

Performance & Reliability

We ensure your AI operates at peak efficiency with guaranteed uptime and responsiveness. Our engineers implement advanced monitoring, optimisation, and cost management to deliver a seamless user experience.

•**Model Performance:** We fine-tune models to maintain sub-4-second response times and achieve a task success rate of over 95% on critical workflows.

•**Reliability & Uptime:** Through proactive monitoring, Site Reliability Engineering (SRE) practices, and rapid incident response, we guarantee 99.9% availability.

•**Cost & Efficiency (FinOps for AI):** We manage resource utilisation, implementing autoscaling and caching to keep costs within budget and minimise waste.

Responsible AI

Building trust is paramount. We embed fairness, safety, and transparency into your AI systems, mitigating risks and ensuring ethical operation.

•**Hallucination & Drift Management:** We actively track and reduce model inaccuracies ("hallucinations") to below 2% and monitor for performance drift, ensuring consistent quality.

•**Bias & Fairness:** Our Responsible AI specialists conduct regular audits to identify and mitigate biases across demographics, ensuring equitable outcomes.

•**Safety & Content Moderation:** We implement robust guardrails and conduct adversarial testing ("red-teaming") to prevent harmful or toxic outputs, maintaining a safe user environment.

Governance & Security

We protect your data and systems with a robust governance framework, ensuring compliance with regulations like the EU AI Act and maintaining the highest security standards.

•**Data Privacy & PII Prevention:** We enforce strict Data Loss Prevention (DLP) controls and PII masking to achieve zero data leakage incidents.

•**Security & Access Control:** Our engineers harden systems against threats like prompt injection and manage role-based access to prevent unauthorised use.

•**Auditability & Compliance:** We ensure complete audit trails for all AI interactions and maintain comprehensive documentation to meet regulatory requirements and support governance reviews.



Data Managed Service

Case Study

Netcompany provided managed services for the British Defence recruitment system used by the British Army, Royal Navy and the Royal Air Force.

The system incorporates multiple enterprise-level database engines crucial for recording and delivering large volumes of data. Data accuracy and security are paramount, with the requirement for constant availability and accessibility to accredited users and systems.

During the management of the service, Netcompany devised and implemented a service improvement plan with a focus on enhancing system redundancy, reliability, and resilience.

Subsequently, Netcompany was awarded the Defence Recruitment v2 System project, involving the migration of the system to a cloud-based platform. Netcompany successfully migrated all systems, including the database systems, to cloud-friendly technologies, ensuring seamless transition without any data loss.

Beneficial outcomes delivered for the customer include:

- Reduced database backup time from 9 hours plus down to 20 minutes
- Improved system performance – Database query enhancements which resulted in quicker retrieval of data and an overall better user experience
- Improved system availability – nodes could be taken offline without affecting the service
- Implemented monitoring on the database and the database engine
- Upgraded database systems to supported versions
- Improved system auditing
- Major system faults and outages were reduced significantly
- Increased security

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

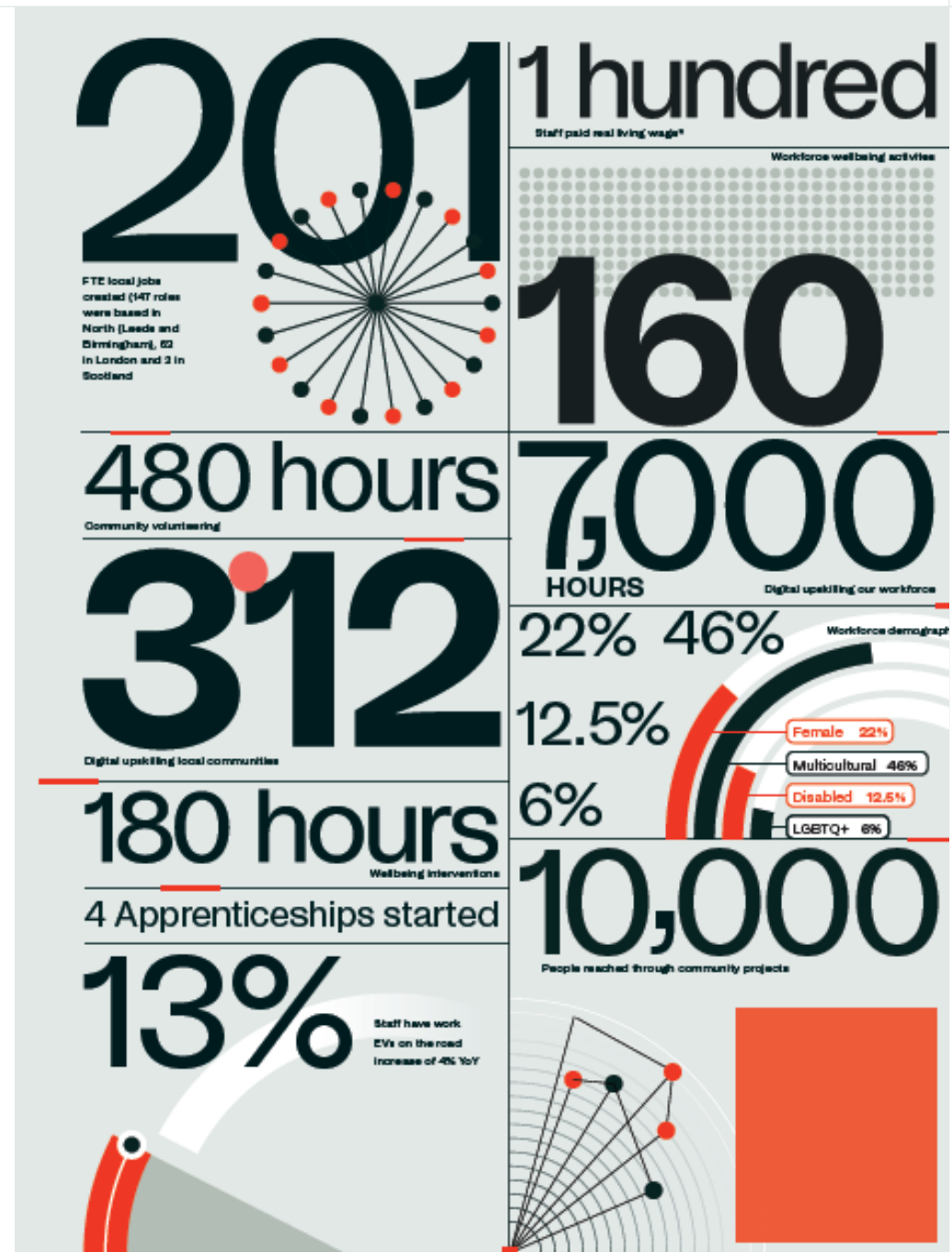
Netcompany partners with schools, charities and SMEs to build digital skills, improve access to technology and create inclusive opportunities. Through volunteering, mentoring and targeted programmes, Netcompany reached **10,000 people** across **480 hours of volunteering** in 2024, running and contributing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

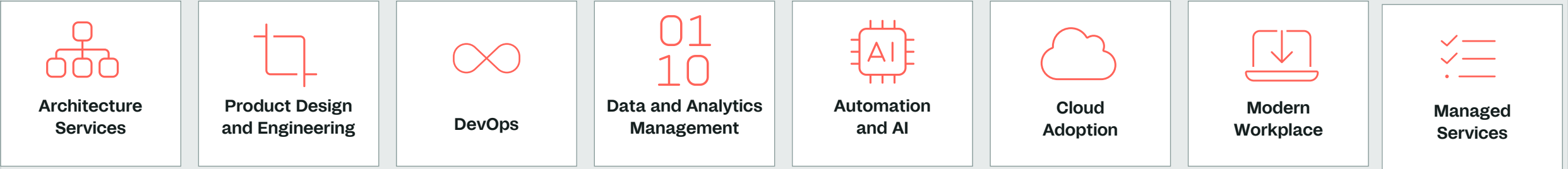
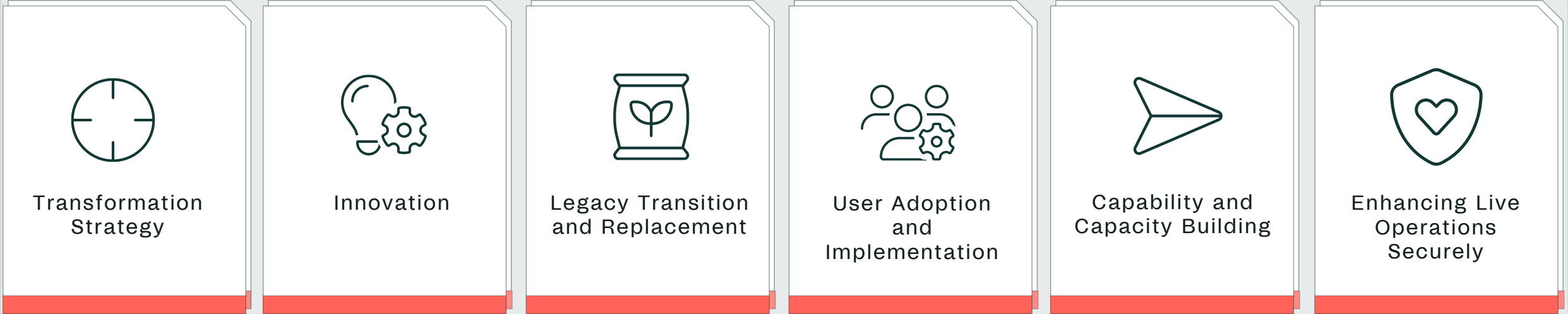
With expertise in all modern technologies and industry-targeted digital tools, we guide you through your options, combining components and software with the goal of finding the right balance between needs, agility and operating costs.



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.



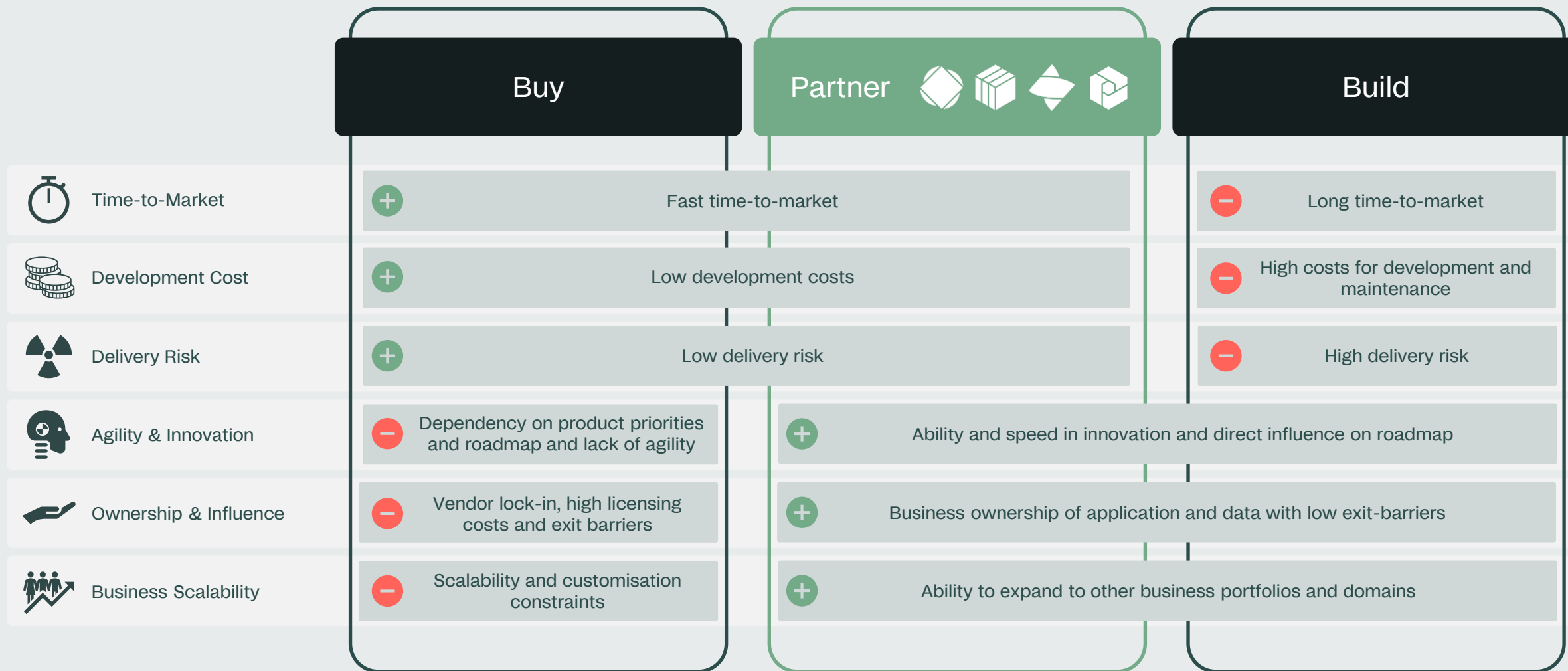
GENERATIVE AI PLATFORM

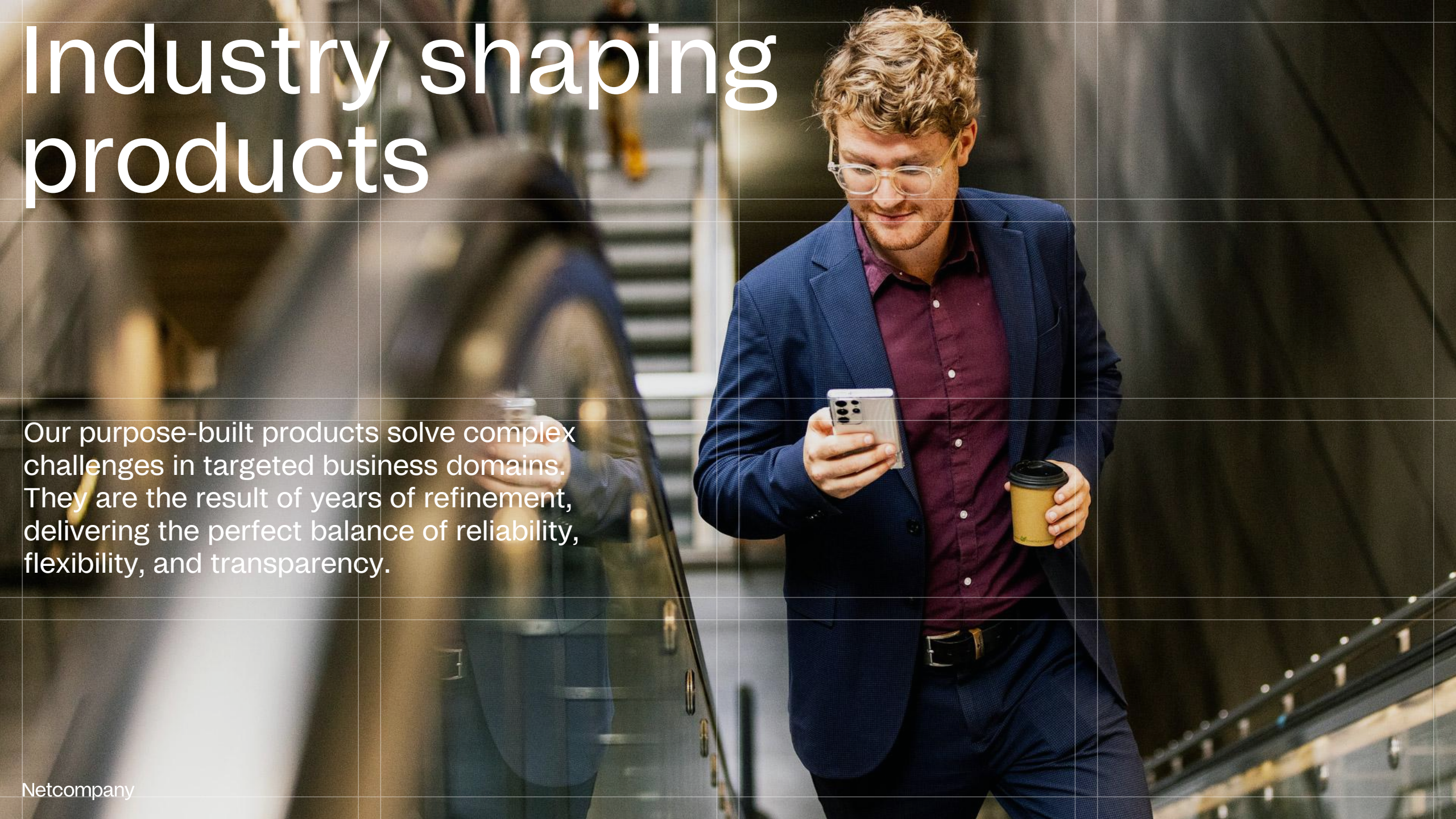


EASLEY AI™ orchestrates and leverages existing AI models, quickly connecting them to your unique business data, tools, and processes, centralising and storing data securely within EASLEY – not with the model provider – to ensure full transparency and governance of AI.



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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