

Netcompany



Service Management

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

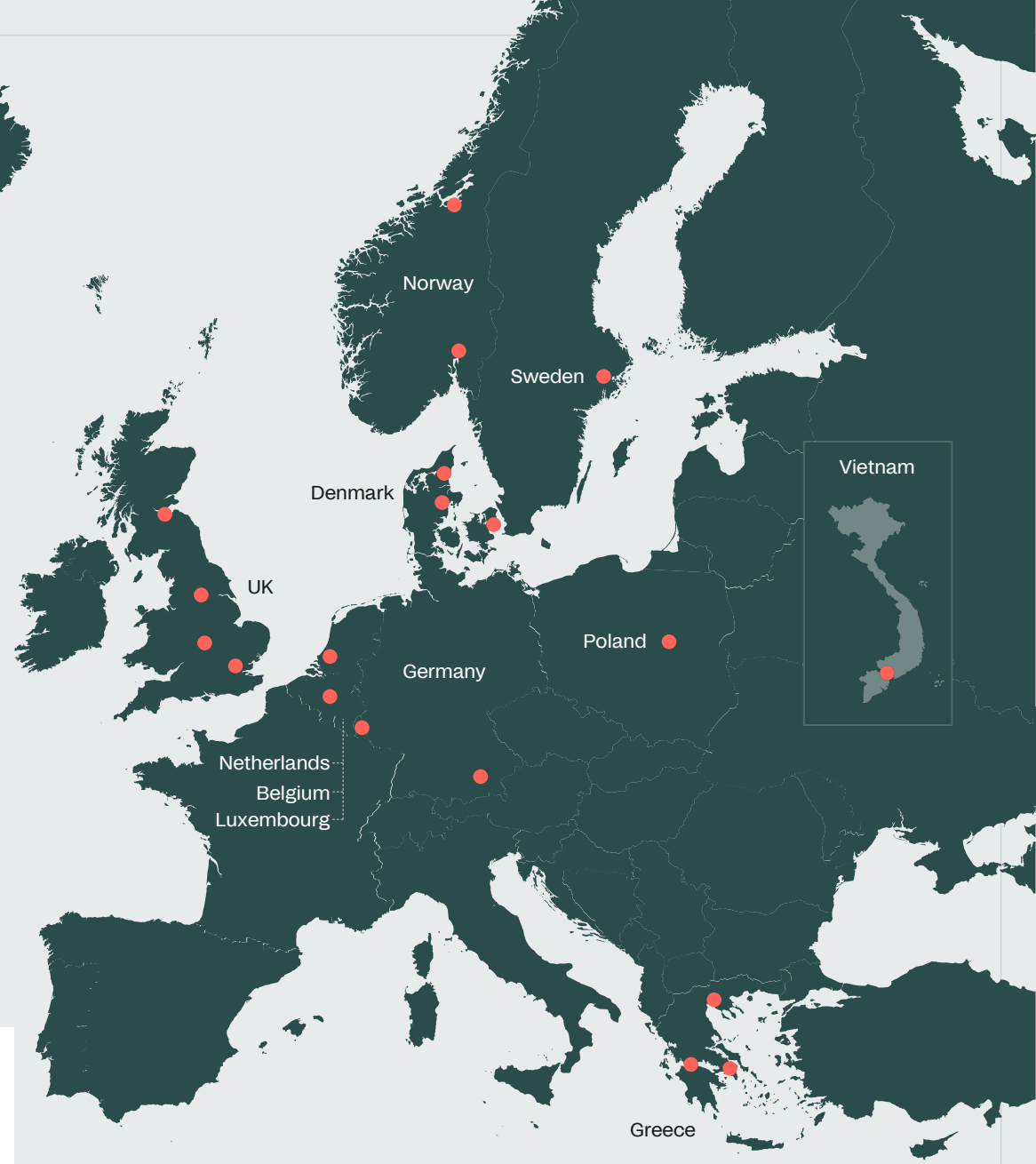
■ **£738m**

Group Revenue in
2024

■ **50+**

Nationalities represented
in workforce

Customers



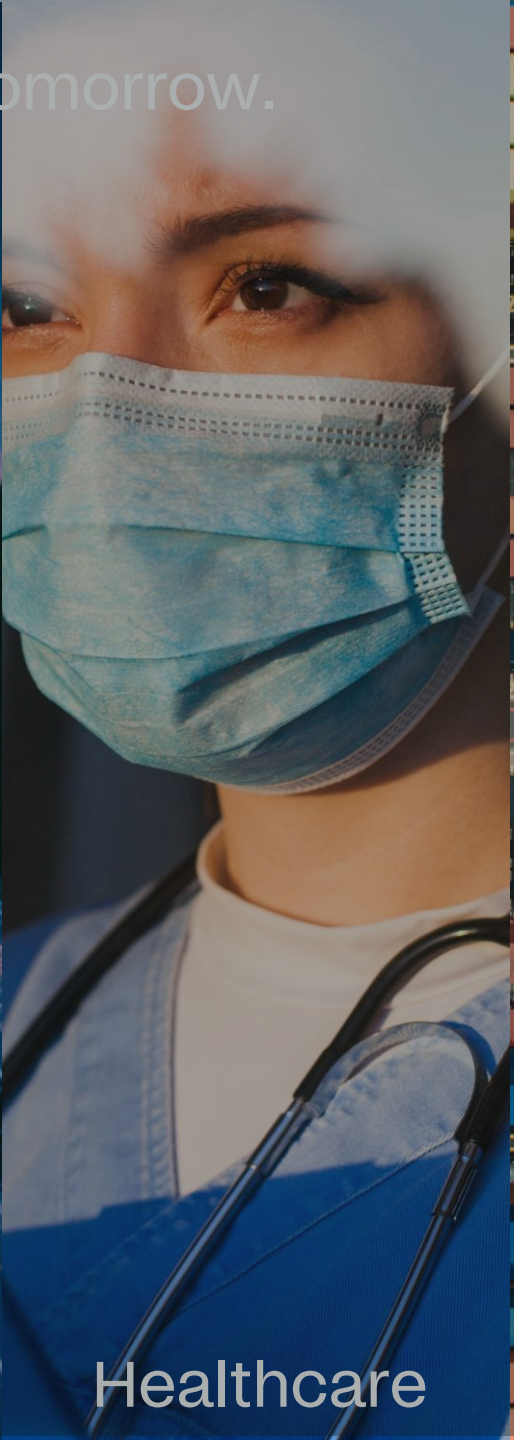
Running Today. Transforming Tomorrow.



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.



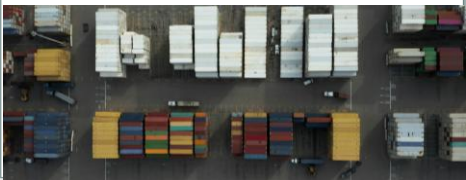
Streamlining UK-EU Trade with NCTS5



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.





Service Management

Netcompany's Managed Service delivers end-to-end operational support, including governance, service transition, 24/7 service desk, automation, and proactive optimisation. It ensures compliance, security, and quality while driving continuous improvement through data-driven insights. The focus is on stability, efficiency, and aligning IT services with evolving business needs.

Service Features

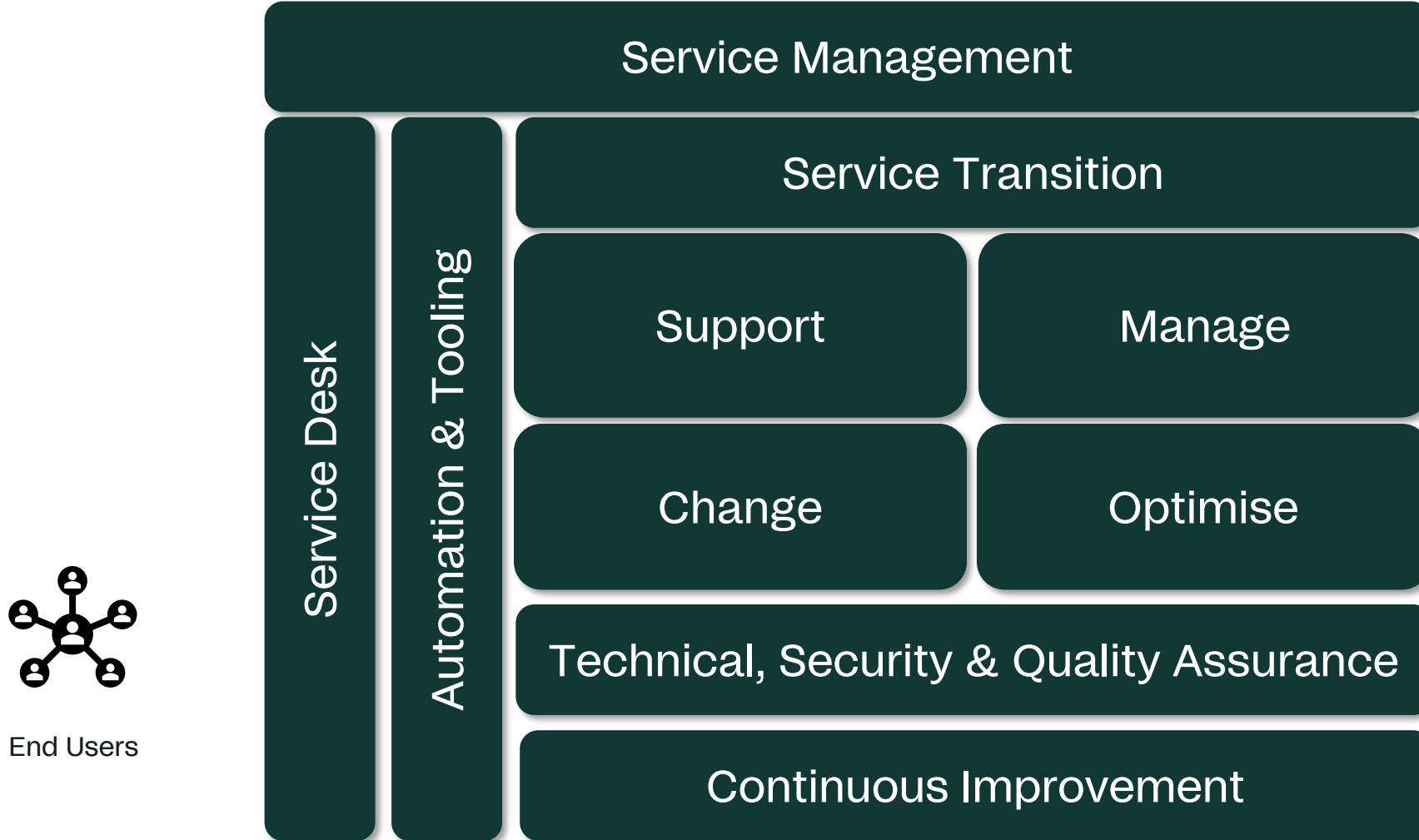
- Comprehensive governance, performance oversight, and client engagement.
- Smooth, risk-managed service transition and onboarding.
- 24/7 single point of contact ITIL service desk.
- Proactive support, maintenance, and issue resolution.
- Integrated automation and tooling to streamline operations.
- Structured change management aligned with business needs.
- Continuous service optimisation for cost and performance.
- Robust technical, security, and quality assurance.
- Data-driven continuous improvement and innovation cycle.
- Full lifecycle management from transition to optimisation.

Service Benefits

- Reduced operational overhead and predictable IT costs.
- Increased efficiency through automation and streamlined processes.
- Improved system stability, performance, and reliability.
- Faster incident resolution with a 24/7 service desk.
- Enhanced security posture and assured regulatory compliance.
- Access to specialised expertise and advanced tooling.
- Focus on your core business, not IT management.
- Continuous service improvement drives business value.
- Minimised risk during service transition and change.
- Greater visibility and control over your IT estate.

Managed Services Framework

This diagram outlines Netcompany's flexible managed services framework, designed for reliability and security of your IT estate. Our ITIL-based **service management** and UK **service desk** provide a single contact point. Our proven **service transition** process ensures seamless onboarding into four service towers.



Underpinning everything are cross-cutting capabilities. We embed **tech, security & quality assurance** and leverage **automation and tooling** to enhance efficiency. This is driven by a culture of **continuous improvement**, ensuring our service and yours delivers increasing value over time.





Service Management

Managed Services Framework – 10 components

- Service management – provides governance, performance oversight, and client engagement to ensure services meet business objectives and contractual commitments
- Service transition – manages smooth onboarding, migration, or change of services into steady-state operations with minimal risk or disruption
- Service desk – the single point of contact for users, managing incidents, service requests, and communications to restore normal service quickly
- Automation and tooling – delivers integrated platforms and automation solutions streamlining operations, enhance visibility, reducing manual effort
- Support – provides day-to-day operational response and issue resolution across infrastructure, applications, and user environments
- Manage – performs routine operational management and maintenance to ensure system stability, compliance, and optimal performance
- Change – delivers structured, controlled changes and enhancements evolving the solution is aligned with business needs
- Optimise – drives proactive improvement, cost efficiency, and innovation to maximize value and performance of the managed service
- Technical, Security & Quality Assurance – ensures technical integrity, security compliance, and quality through standards, audits, and proactive assurance reviews
- Continuous improvement – implements a data-driven, ongoing improvement cycle focused on efficiency, automation, and enhanced customer experience



Service Management

How we work with clients

- Netcompany's managed services approach is built on foundations of genuine partnership and flexibility, designed to meet complex, evolving client needs. We are fundamentally **tech-agnostic**; instead of pushing a predetermined solution, we leverage best technology. Whether it's Microsoft Azure, AWS, Oracle or other platforms to achieve specific client goals. Services are delivered via a **modular framework**, allowing clients to select the precise support they need, from full application management to targeted infrastructure support, ensuring value and avoiding a one-size-fits-all model.
- Inherent **flexibility** ensures we meet exact requirements now and adapt as your organisation evolves. We excel at **dovetailing with a client's existing capabilities**, augmenting your internal teams with our specialist skills rather than replacing them. This collaborative model thrives in **complex ecosystems**, where we work seamlessly alongside other vendors and stakeholders to achieve a shared objective. For instance, at National Highways, we manage critical applications while collaborating closely with their internal teams and other major suppliers responsible for network and hardware.
- Ultimately, our philosophy is to **work *with* you, not do things to you**, by integrating into your governance structures acting as a true extension of your team and every decision is aligned with your operational reality and strategic vision.



Service Management

Shift Left Culture

- Netcompany's "shift left" culture is a foundational element of modern, effective service delivery. A strategic move bringing resolution capabilities and knowledge as close to the end-user and first point of contact as possible. Our proactive approach fundamentally transforms traditional, reactive support model into one that is efficient, empowering, and experience-focused.
- The core objective 'resolve issues faster' preventing escalation. By continually upskilling our front-line support teams and equipping them with advanced tools, we handle a greater percentage of incidents at the initial stage. Immediately delivering significant **productivity gains** and **cost reductions**, minimising reliance on expensive, highly specialized technical experts for routine tasks.
- A key pillar of our shift left strategy is **self-service**. We build and maintain a comprehensive, easily searchable **knowledge base** filled with guides, FAQs, and troubleshooting steps. Empowering users to find answers and resolve common issues independently, leading to an **improved customer experience** through instant resolution and a sense of autonomy. When users can solve their own problems, lower ticket volumes free up support staff to focus on more complex challenges.
- **Automation** an accelerator for our shift left culture. We automate repetitive tasks, diagnostics, and resolution workflows, effectively embedding expert knowledge directly into systems. This speeds up resolution times and ensures consistency reducing human error.
- **Ultimately**, Netcompany's shift left culture creates a virtuous cycle: empowered users and front-line teams resolve issues quicker, reducing costs and improves satisfaction, allowing reinvestment of resources into further knowledge creation and automation, continuously enhancing efficiency and value of the service provided to clients.



Service Management

Our People – Quality, Experience and Trust

- Netcompany's managed services teams are distinguished by their exceptional depth of skill and proven experience in mission-critical environments. Our teams are not just support functions; they are highly skilled engineers and architects proficient in modern cloud platforms like Microsoft Azure and AWS, holding advanced certifications to validate expertise. Adhering to ITIL best practices and a DevSecOps culture, focused on proactive management, automation, and continuous improvement, moving beyond the reactive model of legacy providers to deliver genuine transformation and service reliability.
- This experience is powerfully demonstrated within UK Critical National Infrastructure (CNI). Our work with organisations like National Highways involves managing and modernising over 40 complex, essential business applications that are vital for keeping England's strategic road network safe and operational. We have a proven track record of successfully migrating these sensitive, high-availability systems from disparate legacy environments to secure, resilient public cloud platforms—a task requiring meticulous planning and specialist CNI domain knowledge.
- Central to our CNI capability is trust. Our services are delivered by dedicated, UK-based teams composed of security-cleared professionals holding credentials up to and including SC (Security Check) level. This ensures that the individuals managing our nation's most vital digital infrastructure are vetted to the highest government standards, providing our clients with absolute confidence in the integrity and security of their systems and data.



Service Management

Quality Assurance – Aligned to UK Government Standards

- At Netcompany, our commitment to delivering high-quality, secure, and efficient digital solutions for the UK government is embedded in our comprehensive quality assurance (QA) framework. This framework is meticulously aligned with internationally recognised standards, ensuring our services consistently meet the stringent requirements of public sector clients.
- Our quality management system is certified to **ISO 9001**, guaranteeing a systematic approach to delivering excellence and continuous improvement across all projects. We underpin our service delivery with the principles of **ITIL 4**, focusing on value co-creation, robust service management, and a lifecycle approach that aligns directly with government operational needs. This is further validated by our adherence to **ISO 20000**, which certifies our IT service management processes.
- Security is paramount. Our **ISO 27001** certification demonstrates a resilient and audited information security management system, safeguarding sensitive government data against evolving threats.
- We operate a data-driven QA model, rigorously monitoring performance against defined service level agreements (SLAs) and key performance indicators (KPIs). This ensures transparency and accountability, providing clear metrics on system availability, performance, and support responsiveness. To achieve this, we leverage a sophisticated suite of automated testing and monitoring tools. This tooling enhances efficiency, accelerates delivery cycles, and significantly reduces the potential for human error. By integrating quality from the outset, Netcompany provides reliable, secure, and value-driven solutions that UK government bodies can trust.



Service Management

Managed Services – Continuous Improvement

- At Netcompany, continuous improvement (CI) is a core principle embedded within our managed services delivery. In the dynamic landscape of public sector technology, a static service quickly becomes obsolete. Our proactive CI approach ensures that the solutions we manage for our clients not only remain stable and efficient but also evolve to deliver increasing value over time.
- Our **CI framework and roadmap** provides a structured mechanism to capture, assess, prioritise, and implement improvements. This begins with a periodic **service maturity assessment**, evaluating our performance across people, processes, technology, and automation to identify strategic opportunities for growth.
- We focus heavily on **process optimisation**, methodically streamlining operational workflows to enhance speed and consistency, critical for reliable public service delivery. A key enabler is our commitment to **automation and enablement**. We maintain a pipeline of automation use cases and AI integrations, designed to reduce manual effort, minimise errors, and free up resources for higher-value activities.
- Crucially, our CI is guided by user needs, through proactive **experience management**, we collect and analyse feedback from end-users and stakeholders, driving experience-based enhancements that matter most. All improvements underpinned by **benefit tracking**, providing transparent, quantifiable evidence of the value we deliver.
- This entire cycle is fuelled by **data-driven insights**. By analysing trend data from our operational processes, we proactively identify optimisation opportunities before they become issues. This holistic approach to CI ensures our managed services are resilient, efficient, and continuously aligned with our clients' evolving strategic objectives.



Service Management

Funding innovation – Continuous Improvement

- At Netcompany, our continuous improvement (CI) model for managed services is designed to deliver compounding value year-on-year. We move beyond simple maintenance, actively partnering with clients creating a more stable, efficient, innovative service landscape.
- Our primary goal is to **improve stability** by not simply resolving incidents but eliminating their source through rigorous root cause analysis, naturally **reducing ticket volumes**. We systematically reduce manual workload by identifying and implementing high-impact automation use cases. Furthermore, we **leverage AI** to create tangible efficiencies in everyday tasks, from intelligent ticket routing to predictive monitoring, allowing our teams to focus on proactive service enhancement.
- A core tenet of our approach is to **shift-left**, which involves continually upskilling service desk and operational teams. This empowers them to resolve more complex issues at the first point of contact, freeing up senior technical resources for strategic work. We foster client **self-sufficiency** by developing a rich, accessible knowledge base, enabling users to find solutions instantly.
- We ensure the **effective use of tooling** by creating better-integrated systems that streamline workflows and provide a single source of truth. This, combined with ongoing **process optimisation** to remove inefficient steps, ensures the entire service operates with maximum efficiency.
- This relentless focus on improvement generates significant year-on-year cost savings, which we reinvest into a dedicated **innovation pot**. A **joint committee**, comprising both Netcompany and client stakeholders, collaboratively agrees how to spend this fund on new capabilities, features, or technologies. This unique commercial model ensures that while the client's revenue commitment is not reduced, the **value** they receive from the service is continually and demonstrably increased.



Case Study

NHS England Emergency Department Digital Integration (EDDI)

- **Challenge:** During the COVID-19 pandemic, NHS England needed to rapidly replace an expiring system used by ambulance services to pre-notify emergency departments (EDs) of incoming patients. The new solution had to be transitioned, operated, and eventually decommissioned seamlessly, without any disruption to this critical, life-saving communication channel.
- **Solution:** Netcompany was chosen to manage the entire lifecycle of the emergency department digital integration (EDDI) service. We executed a rapid and flawless transition, taking full control of the live national service within just six weeks. Our team provided 24/7/365 managed support, ensuring absolute reliability for the 10 ambulance trusts and 180 acute hospital trusts relying on the system.
- The service was managed under our ISO 27001 and ISO 9001 certified processes, adhering to strict NHS digital service management standards and ITIL best practices. We maintained exceptional performance while simultaneously supporting the development of its long-term replacement, the new national booking and referral standard (BaRS).
- **Key Outcomes & Metrics:**
 - Zero-downtime transition completed in just 6 weeks.
 - 100% of SLAs consistently met over the entire service lifetime.
 - Maintained >99.9% availability for a critical national NHS service.
 - Successfully decommissioned the service with no disruption after users were migrated to the new strategic platform.
 - Netcompany provided the NHS with vital stability and reliability during a period of national crisis, ensuring the continuity of a critical patient safety system from its urgent transition through to its planned, seamless retirement.



Case Study

Stopped Vehicle Detection (SVD) National Highways

- *'Netcompany provide National Highways with a managed service solution for the Stopped Vehicle Detection (SVD) service. The team maintains a complex, on-premise estate of ~300 physically hosted servers at 6 national highways regional operation centres spread across England. The Netcompany Managed Service team demonstrate an innovative approach to maintaining the integrity and security of our SVD infrastructure platform without compromising the availability of our complex and critical service. The team is highly responsive to service needs and have shown that they can receive and respond positively to feedback to deliver and continually improve our service.'* Sachin Singh, Senior Service Delivery Manager – SVD, Roadside Technology Service Assurance, Digital Services Email
- **Challenge:** all lane running (ALR) motorways, a stopped vehicle in a live lane presents extreme and immediate danger. National Highways needed a fully managed and highly reliable, automated system to detect incidents instantly, enabling rapid response to protect road users improving motorway safety.
- **Solution:** Netcompany was chosen to provide a managed service for National Highways' core Stopped Vehicle Detection (SVD) system. We initially developed, implemented, and now manage this cloud-native solution, which analyses real-time radar data from across the motorway network to identify stationary vehicles enhancing road safety. Upon detection, the SVD system automatically generates an alert directly into the control room operators' consoles, pinpointing the exact location of the incident. The solution was developed and is managed in adherence to stringent CNI security standards and ITIL best practices for service reliability.
- **Key Outcomes & Metrics:**
 - **Average detection time of around 20 seconds**, a dramatic improvement on previous methods.
 - **Over 99.95% service availability**, ensuring the system is always on to protect road users.
 - **Coverage across 100% of the ALR network**, providing a consistent safety standard nationwide.
 - **Significant reduction in response times** for control room operators and traffic officers.
 - This award-winning Netcompany system is a cornerstone of National Highways' safety strategy, using cutting-edge technology to make England's motorways safer for millions of drivers.

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

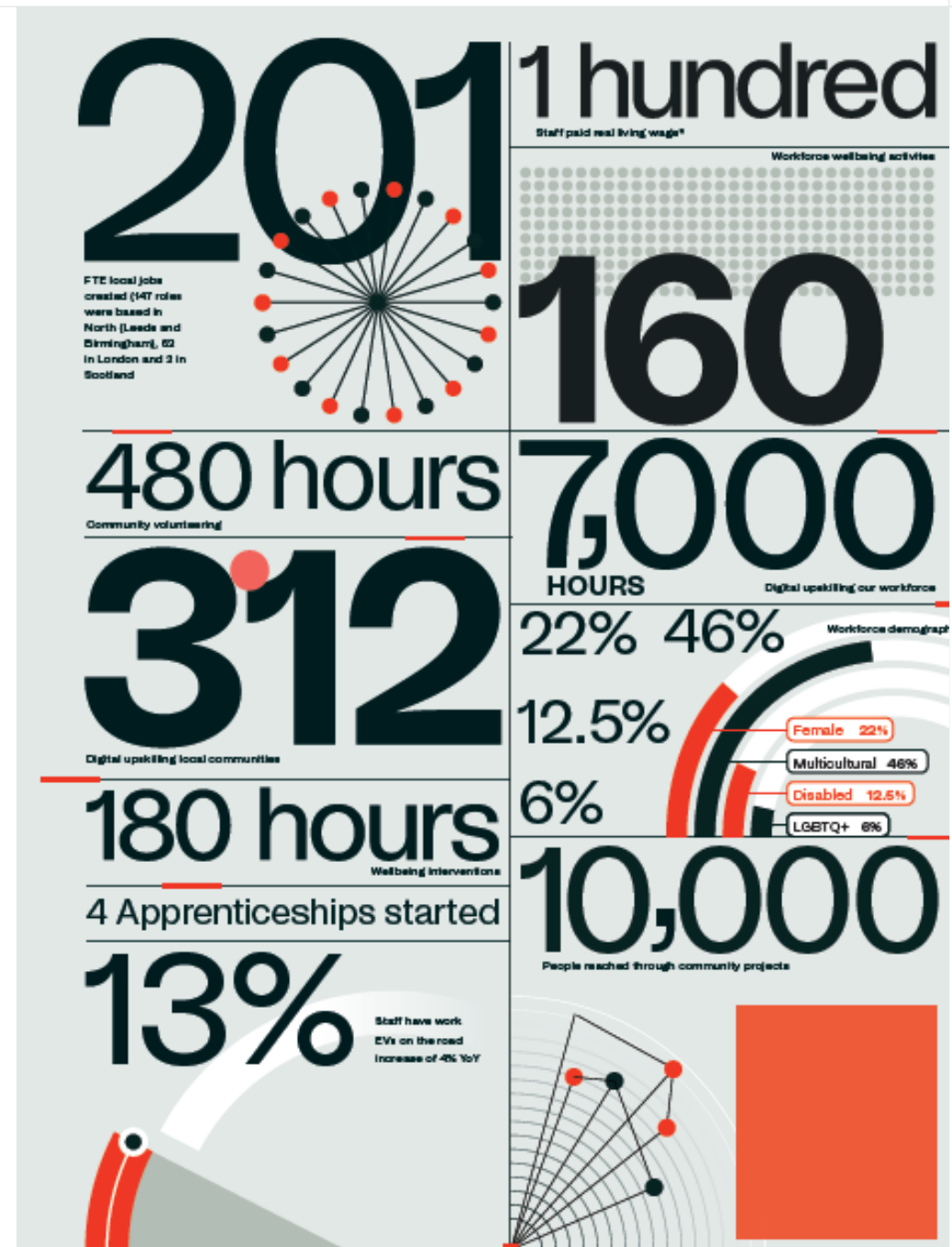
Netcompany partners with schools, charities and SMEs to build digital skills, improve access to technology and create inclusive opportunities. Through volunteering, mentoring and targeted programmes, Netcompany reached **10,000 people** across **480 hours of volunteering** in 2024, running and contributing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



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.

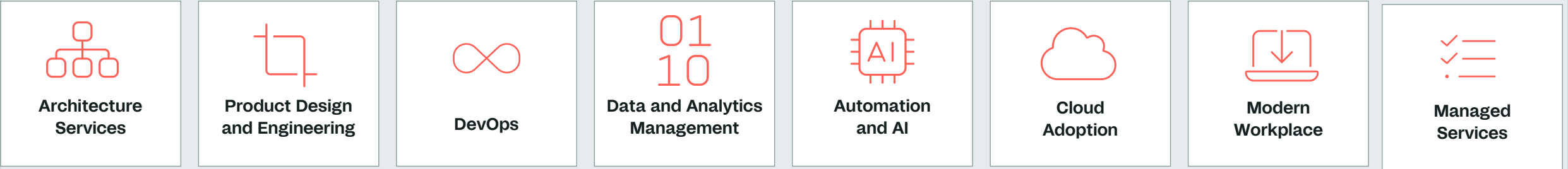
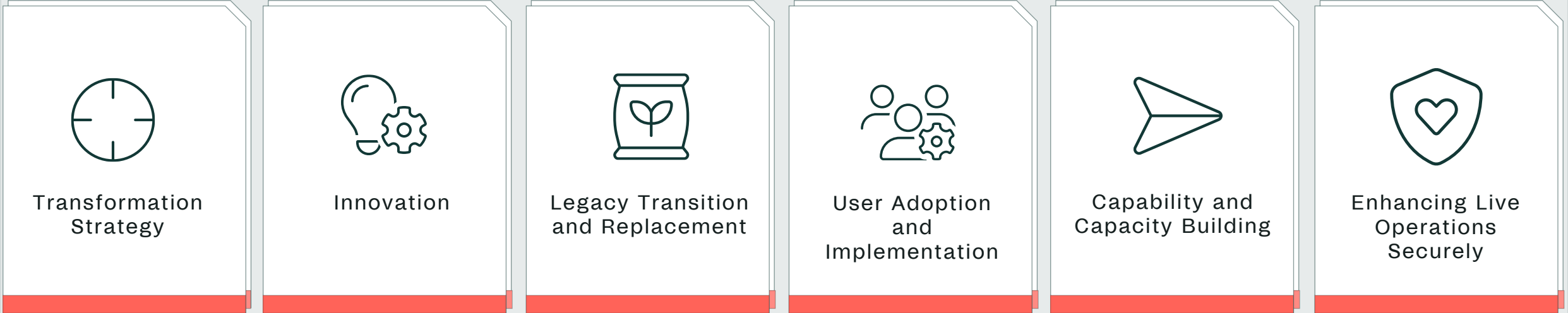
With expertise in all modern technologies and industry-targeted digital tools, we guide you through your options, combining components and software with the goal of finding the right balance between needs, agility and operating costs.



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.



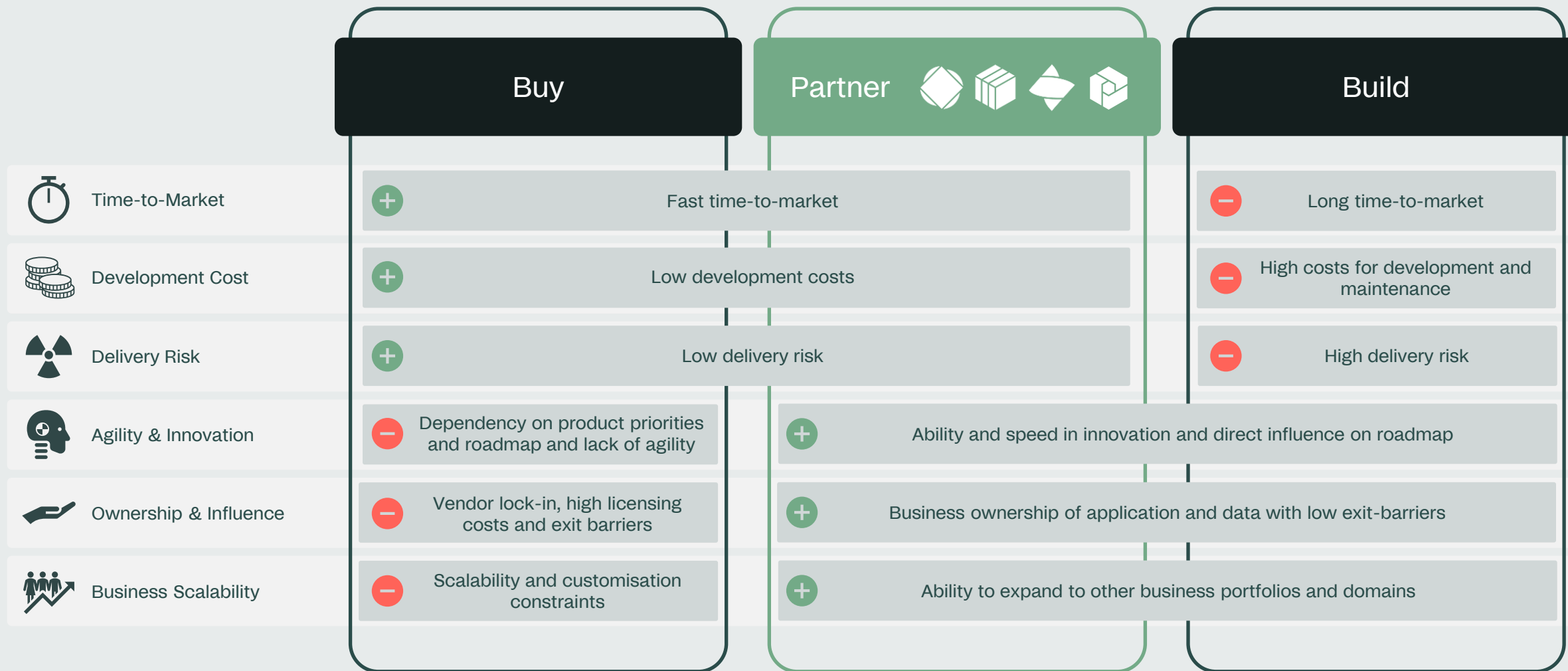
GENERATIVE AI PLATFORM

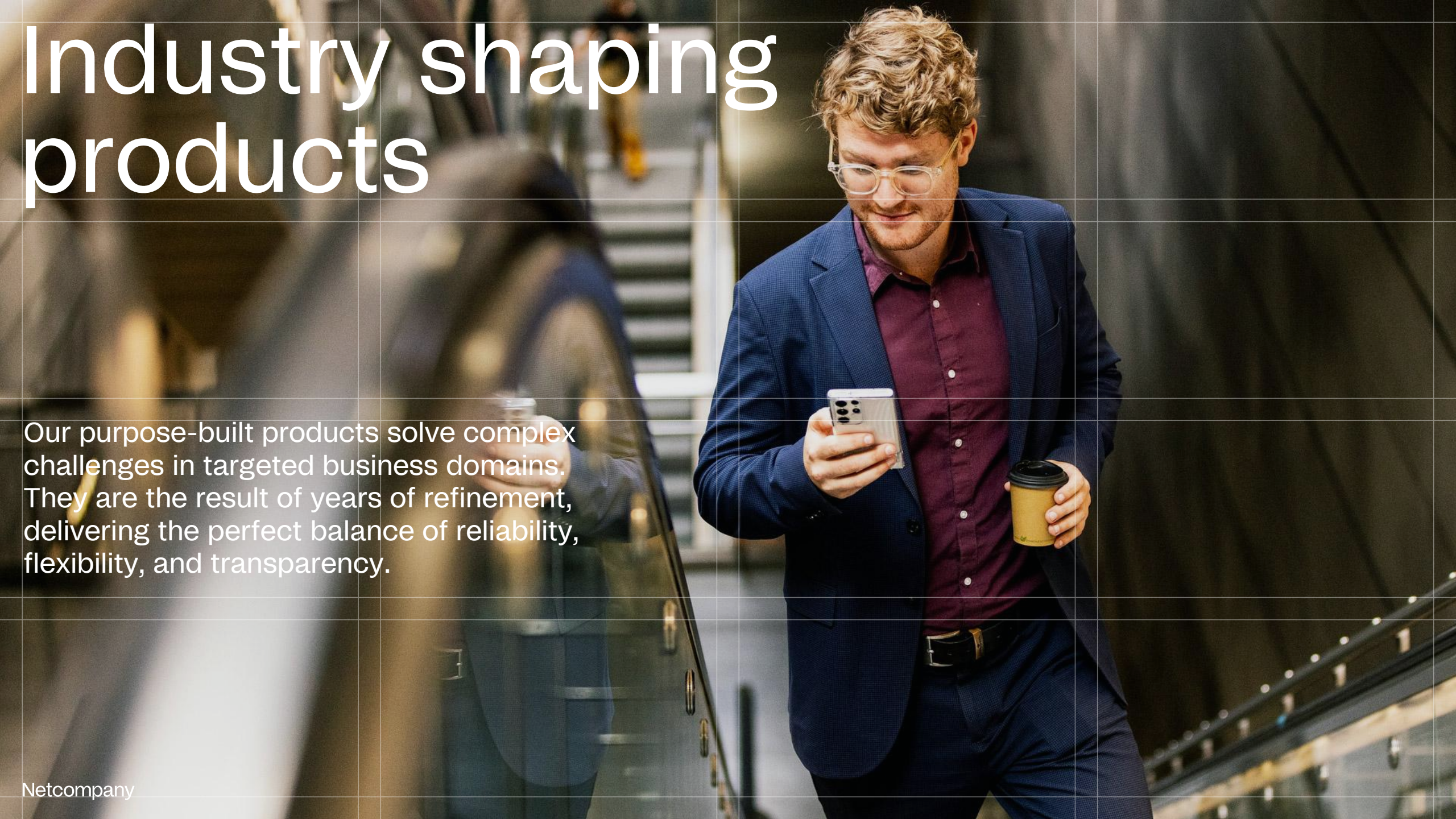


EASLEY AI™ orchestrates and leverages existing AI models, quickly connecting them to your unique business data, tools, and processes, centralising and storing data securely within EASLEY – not with the model provider – to ensure full transparency and governance of AI.



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.

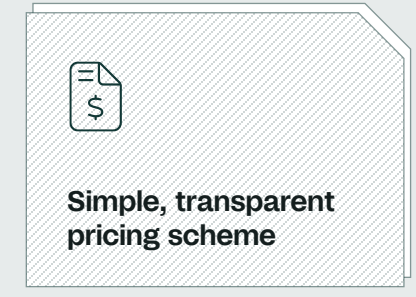
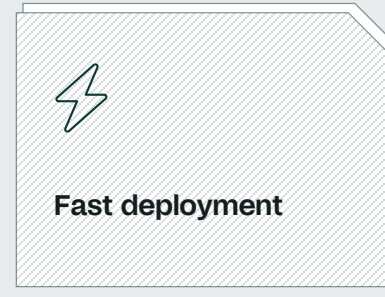
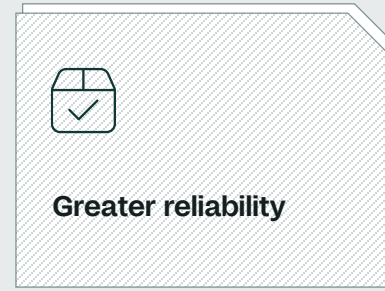


■ Our products are to our platforms what specialised tools are to a general-purpose toolkit.

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.



Netcompany

Want to know more?

Richard Davies
Country Managing Partner, UK
info.uk@netcompany.com

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

