

Netcompany



Modern Contact Centre Design, Migration and Experience Optimisation Service

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.





Modern Contact Centre Design, Migration and Experience Optimisation Service

Netcompany provides a comprehensive green-field implementation and migration service that delivers a secure, scalable and fully integrated multichannel CCaaS Contact Centre. Our service incorporates modern CX, engagement, workflow, workforce, analytics and AI capabilities, implemented using proven methodologies, accredited toolsets and established architectural blueprints.

Service Features

1. Supplier-agnostic design, migration and optimisation for modern CCaaS Contact Centres.
2. Unified omnichannel and CX engagement across voice, digital and messaging channels.
3. Workforce engagement tools enhancing agent performance, productivity and customer experience.
4. Low-code workflow automation to orchestrate consistent, efficient customer journeys.
5. Persistent digital channels and conversational bots delivering continuous, accessible CX.
6. CX analytics and quality management to monitor, measure and improve performance.
7. Secure, resilient SIP trunking ensuring high-quality voice within the CX ecosystem.
8. Generative and agentic AI enhancing customer interactions and supporting agent performance.
9. Open integration framework connecting CRM, case management and back-office systems.
10. Sovereign, zero-trust platform delivering secure, compliant public-sector CX services.

Service Benefits

1. Increases first-contact resolution through streamlined, intelligent workflows.
2. Empowers agents to consistently deliver excellent customer experience.
3. Monitors engagement to improve service performance and outcomes.
4. Understand customer sentiment through real-time experience insights.
5. Improve satisfaction using meaningful, actionable interaction analytics.
6. Deliver exceptional experiences by prioritising customer needs consistently.
7. Accelerate resolution with bot-driven self-service and escalation.
8. Identify customer interests using embedded conversational bots.
9. Choose flexible, scalable solutions tailored to organisational needs.
10. Enhance CX performance through integrated intelligence and optimisation.



Modern Contact Centre Design, Migration and Optimisation Service

The Service

Netcompany provides a comprehensive green-field and migration service that brings the excitement of the multichannel CCaaS Contact Centre, tailored to your organisation. We will work with you using methodologies, toolsets and blueprints that are proven to implement designs securely, on time and within your budget.

We work with our customers to understand their specific needs, assess their current Contact Centre, and showcase the art of the possible, and with that understanding, paired with years of experience in Contact Centre's, design an implementation / migration plan tailored to the desired outcomes and optimised business model.

Whether your organisation requires a partner to select and implement a modern contact centre, or whether you require an expert partner to migrate your existing users to it, Netcompany's Contact Centre Design and Optimisation Services can deliver the skills your organisation requires to adopt your new solution.

Netcompany offer the following services, regardless of your solution provider and without any service hosting limitations

- Contact centre review, consultancy and design.
- Tailored modernisation, optimisation and migration.
- Agent/supervisor adoption and training

What does it do?

Our Contact Centre Design and Optimisation service supports organisations in transitioning to a modern, cloud-based contact centre platform tailored to their operational and customer experience needs. Adopting a cloud-first approach reduces the total cost of ownership associated with legacy on-premise systems and enables scalable, future-ready service delivery.

Working with Netcompany provides access to a feature-rich environment that empowers agents to deliver high-quality customer service. This includes continuous performance improvement, industry-compliant call recording, secure data storage and payment handling, robust quality management, advanced analytics and fully integrated multichannel engagement.

A cloud-based modern contact centre also strengthens organisational security through private-key encryption, high availability, controlled data retention and enhanced privacy protections for both customer and agent information.

Associated Services

Cisco CUCM to Microsoft Teams Migration

Modern Communications Design and Deployment

Messaging Design and Deployment, Microsoft 365 Design and Deployment,

Hybrid Meetings Design and Deployment, Planning and Project Delivery, Cloud Assessment and Discovery



Modern Contact Centre Design, Migration and Experience Optimisation Service

How we do it

Netcompany use a tried a tested methodology for the design and implementation of cloud-based solutions, refined over hundreds of successful transformation and migration deliveries.

We help define the strategy, understand your problem statement and work with you to design a solution which is focused on meeting your specific needs using the latest technology across multiple provider options.

Discovery / Assess

The Discovery Phase determines the key business and technical requirements, details any specific regulatory or security requirements and, where necessary, compares market offerings against the requirements. Where the solution has already been designed, Netcompany assesses the organisation's chosen providers offerings against those requirements to confirm migration and integration tasks that will be necessary.

Art of the Possible

During this process, we showcase the art of the possible for A.I-driven customer engagement, catered to the unique needs of your organisation, we can cover a number of workshops to help you make informed decisions on your contact centre journey.

Build the Plan

Following the "Art of the possible" we want to map the journey and adopt Microsoft Teams Calling. We will dive into the following areas:

- Adoption and Business Change

- Network Readiness
- Scenario Discovery / User Cases
- Workload analysis

Design & Implementation

During this process, we work alongside your team, and with the information gathered in the Discovery phase, develop high level and detailed low-level design documentation. When building the service, we look to demonstrate an environment that is ready for testing and ensure that it remains fit for purpose and resources are scaled appropriately.

Pilot

Following design, a Pilot (or Early Adopter/Champion) phase is held to ensure that the service can deliver to the expectation that the technical implementation operates as intended. This is done by piloting the service on a cross section of the user base. The approach for migrating the users and data to the service will also be fine-tuned during this process.

Feedback is critical and we work with the users to ensure the service remain on track to meet the agree objectives. Once feedback is received and the Pilot is signed off, the project can then move on.

Deployment

A transition plan is produced which further shapes the migration approach. Each group of users is appropriately scheduled to deliver the most effective migration from a user perspective.

User perception is critical in any migration project and Netcompany has found that by keeping close to users with regular communications and providing feedback channels the success of the project is greatly enhanced.

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

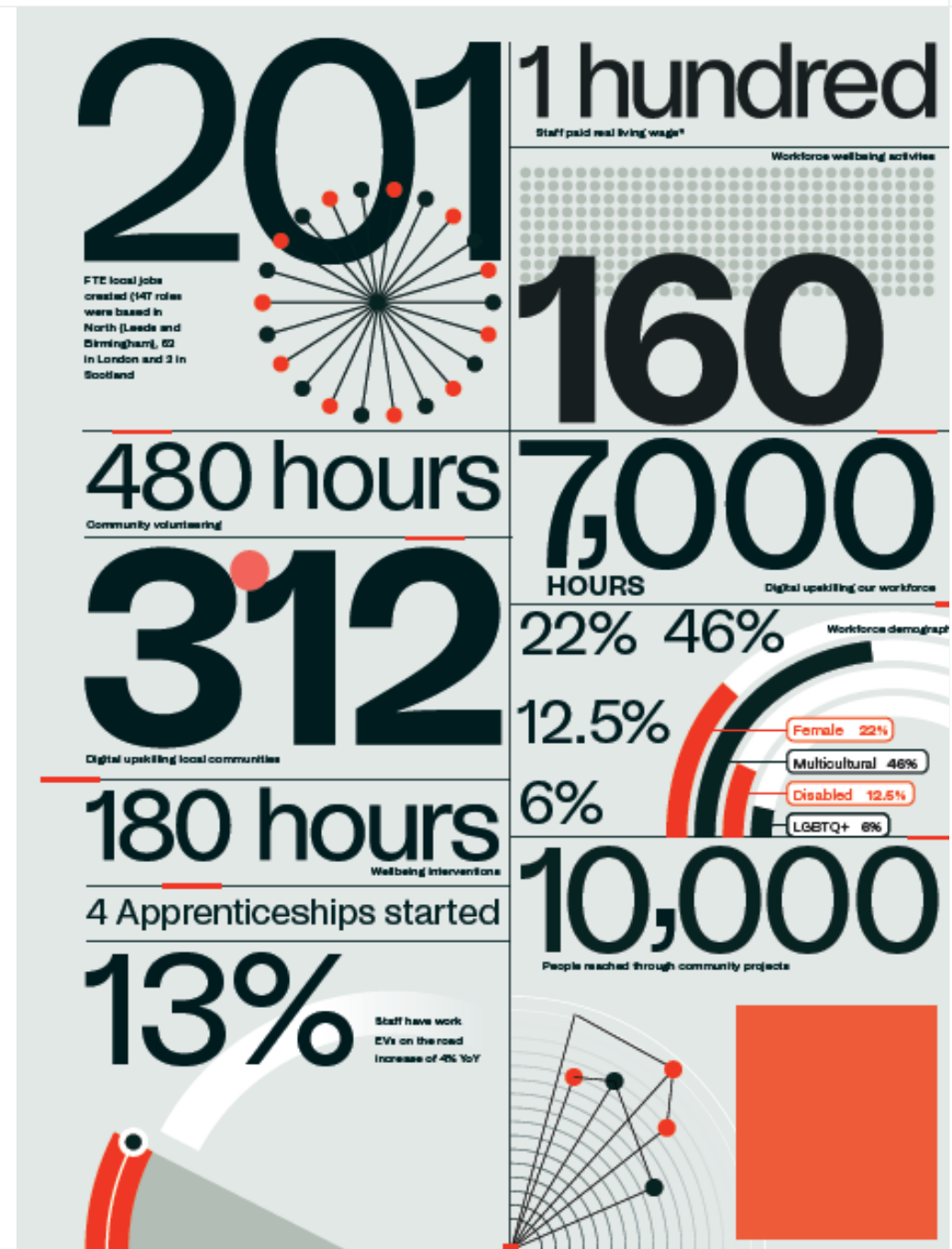
Netcompany partners with schools, charities and SMEs to build digital skills, improve access to technology and create inclusive opportunities. Through volunteering, mentoring and targeted programmes, Netcompany reached **10,000 people** across **480 hours of volunteering** in 2024, running and contributing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

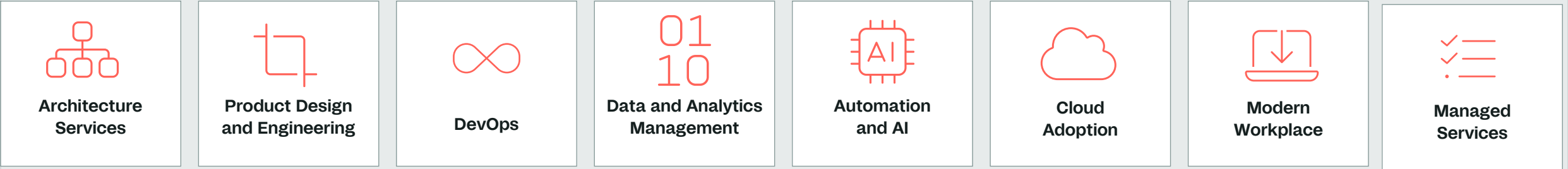
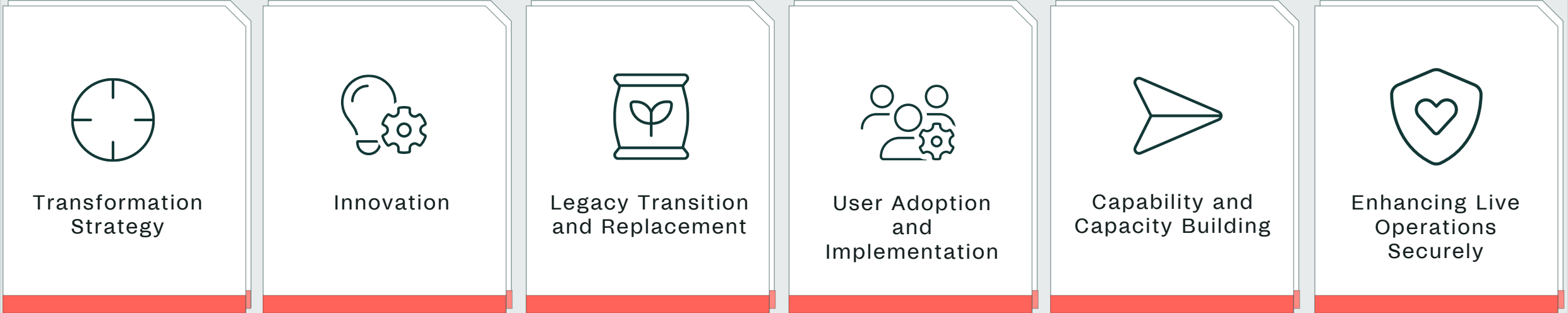
With expertise in all modern technologies and industry-targeted digital tools, we guide you through your options, combining components and software with the goal of finding the right balance between needs, agility and operating costs.



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



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.



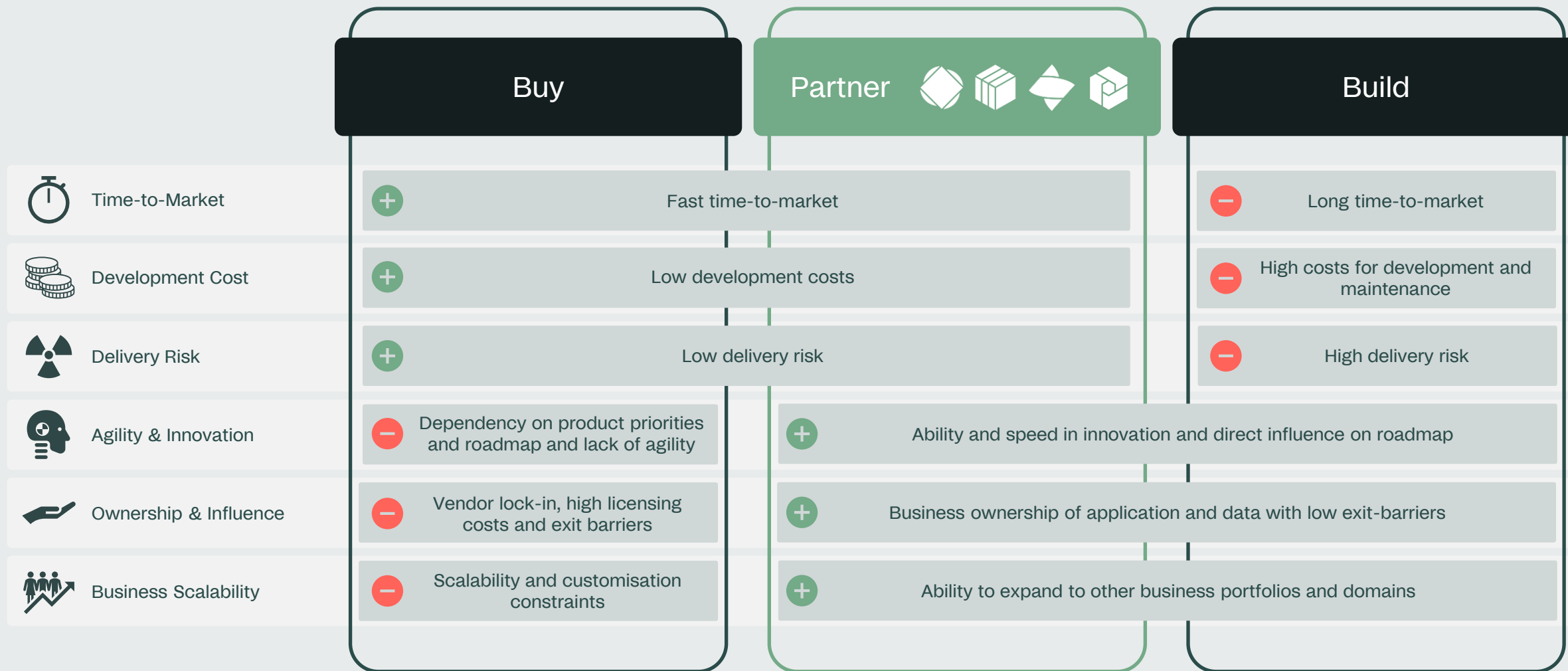
GENERATIVE AI PLATFORM

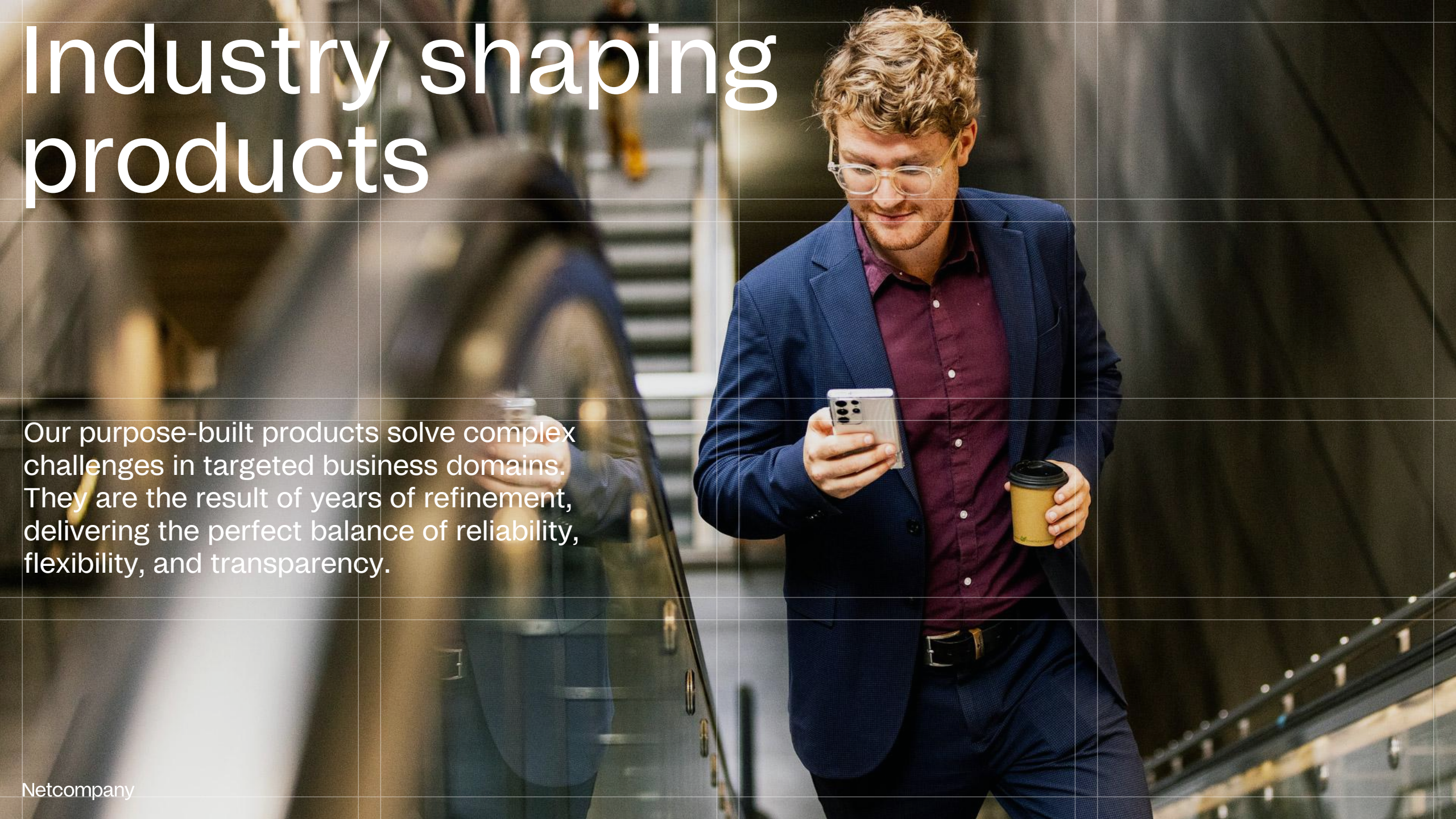


EASLEY AI™ orchestrates and leverages existing AI models, quickly connecting them to your unique business data, tools, and processes, centralising and storing data securely within EASLEY – not with the model provider – to ensure full transparency and governance of AI.



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?

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

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

