

Netcompany



AMI Digital Wallet, Archive and Consent Platform

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.



AMI – The Citizen Enablement platform

AMI is a secure digital communications platform that enables government and citizens not just to exchange messages, but to act on them — with trust, consent and evidential assurance built in. It provides the foundation to mature the citizens digital engagement with government.



For citizens this means one place to securely interact with government, on any device at any time. For government, this same platform helps streamline processes, accelerate the launch of new services and provide evidenced assurance. It's designed in a modular way that gives government agencies control over the rate of change in a citizen's digital experience.

AMI is structured around three core capabilities:

- **Archive**
Digitise outgoing mail. Store and manage sensitive communications and records with full audit trails
- **Act**
Digitise citizen interaction. Offer branded self-service experiences with forms, payments, and digital signatures through enhanced features delivered into digital communications
- **Connect**
Digitise and enhance entire user journeys. Integrate AMI capabilities into your systems and partner workflows via APIs, utilising centralised or decentralised digital wallets

Archive

Digitise Outgoing Mail



■ What does Ami provide?

A secure digital channel for official communications anchored to a verified digital ID (e.g., GDS One Login), messages are delivered, retained and evidenced with clear consent and full auditability.

Structured, metadata supports compliance, assurance and evidence gathering in line with UK data standards, including GDPR.

■ For the citizen this means

- Familiar, any-device access increases confidence and use, so important messages are read and acted on.
- Higher delivery reliability and timeliness than post (read receipts, reminders) reduce missed deadlines and anxiety.
- Transparent consent and a clear audit history build trust and reduce concerns about privacy or misuse.

■ For government this enables

- Clean, standards-aligned records with traceable consent, simplify evidence gathering and reduce compliance risk.
- Fewer undeliverable and returns improve timeliness and lower cost.
- Early environmental gains from letters avoided and fewer courier movements.



Next Generation Digital Post (Denmark)

The Danish Agency for Digital Government set out to reinvent national digital mail as a core piece of public infrastructure. The goal was to deliver a **more user-friendly, cohesive and accessible service that strengthened auditability**, public sector ownership and future flexibility. Citizens and companies needed a **trusted, identity-anchored channel that reliably delivered official communications** on any device, while authorities required cleaner records, clearer consent and simpler evidence gathering.

Netcompany delivered a new digital post platform, brought into production in March 2022. A key innovation is MeMo, a self-contained, structured and interactive message format enriched with metadata such as case and customer IDs. The platform operates as a compliant **archive with full audit trails and traceable consent, aligned to national digital identity and strong security**. It retains essential features while modernising usability and integration at scale, connecting with more than 15,000 systems.

Find out more: <https://netcompany.com/agency-for-digital-government-digital-mail/>

Q3 2023:

5.17 million	55 million	Citizen Satisfaction
subscribers	letters sent	reached 83%

Act

Digitise Citizen interaction



■ What does Ami provide?

Two-way, identity-assured interactions—embedded forms, payments, digital signatures and appointment management—so people can act in-message without switching portals.

■ For the citizen this means

- Simplified interactions through guided, pre-filled flows and in-message actions (pay, sign, submit).
- Faster outcomes with fewer errors and less back-and-forth; quicker decisions and approvals.
- Life-friendly: smart reminders and easy rescheduling reduce missed appointments, travel, time and stress.

■ For government this enables

- Reduced manual handling and call volumes via consented, identity-assured data capture at source.
- Shorter cycle times and better SLA adherence as actionable communications keep cases moving.
- Measurable CO2 reductions as paper steps and in-person visits are replaced by digital flows.



Much more than a mailbox (Denmark)

Traditional digital mail made people read in one place and act in another, creating friction, errors and lower completion rates. Denmark needed a next-generation mailbox that **joined up communications and actions so citizens could respond immediately** to information from public institutions and companies, without switching portals.

Launched in 2022, mit.dk enables **in-message actions such as paying fines and bills, reviewing payments, updating personal details** across services and digitally signing documents with legal authority—**on any device**. Consented storage and sharing streamline repeat interactions, while MeMo messages carry the context and metadata needed for accurate processing.

When energy prices surged in 2022, suppliers redirected customers into a simple, consented mit.dk onboarding flow to defer payments at scale, showing how actionable communications reduce friction and increase completion.

Find out more: <https://netcompany.com/mit-dk/>

By January 2025

3.2 million citizens and several hundred businesses. Pension Danmark reduced spending on digital mail by **80%**

Connect

Digitise and Enhance Entire User Journeys



■ What does Ami provide?

API integration with partner systems and a digital wallet for secure, portable credentials. Supports both decentralised and centralised models, plus proxy access so trusted helpers can act on a user's behalf with consent. AMI aligns with UK data standards, including GDPR.

■ For the citizen this means

- Secure, portable credentials (licences, IDs, certificates) speed eligibility checks and reduce paperwork and repeat effort.
- Seamless, cross-organisation journeys (pay, sign, share verified data) in one place, with privacy-controlled, revocable consent.
- Proxy/delegated access enables carers or family to help while maintaining control and transparency.

■ For government this enables

- End-to-end reliability and timeliness as status and actions flow across organisations; fewer hand-offs and bottlenecks.
- Cleaner data and reduced fraud through verified identities, structured inputs and attribute-level sharing.
- Scaled, measurable impact: letters avoided, trips saved and higher read/action rates translate into trackable CO2 reductions.



Empowering citizens

Citizens and providers need trusted, privacy-preserving verification that works seamlessly across organisations and borders. Fragmented standards and repeated checks cause delays, paperwork and rework. Governments require interoperability, strong assurance and clear consent to reduce fraud and move cases reliably end-to-end.

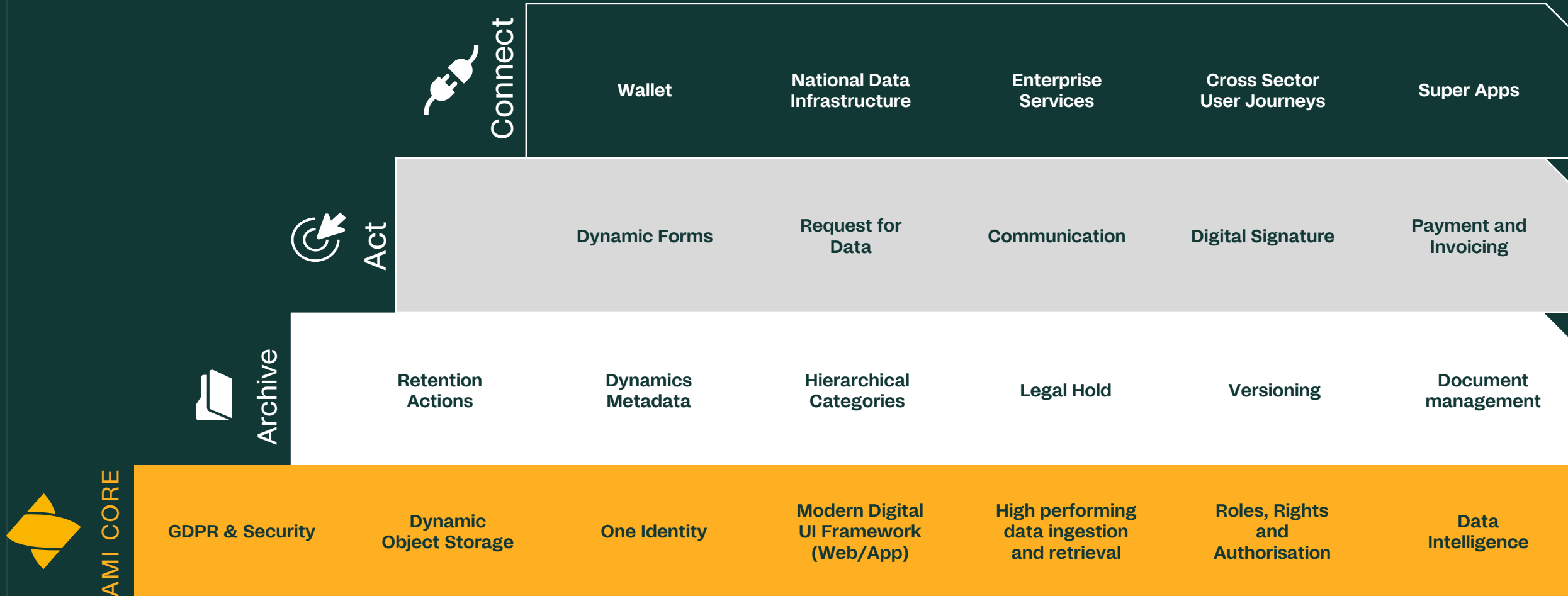
AMI supports both decentralised and centralised approaches.

- As a centralised approach, the EU Digital Identity Wallet—developed by a consortium led by Netcompany—delivers a unified, open-source, security-certified standard for identity and attributes across the EU, enabling privacy-controlled sharing and cross-border access to services such as banking, healthcare and university enrolment. Mit.dk is EU-ready, with integrations such as Denmark's national health portal, sundhed.dk, supporting cross-border prescriptions.
- As a decentralised example, Netcompany's COVID-19 Pass provided a portable, verified health credential issued and validated across multiple providers without a single central authority controlling all data, enabling rapid eligibility proof through minimal, consented attribute sharing. At its peak, there were millions of passes issued across the UK, Denmark and Scotland, with multiple integrations to third party systems to enable the movement of people nationally and internationally.

Find out more: <https://netcompany.com/empowering-eu-citizens-with-a-secure-digital-wallet/>

AMI Platform - Selected Capabilities Overview

The Platform core provides the backbone capabilities to support maturing the citizen experience. Existing modular features allows you to quickly build the citizen experience appropriate for your context, with new capabilities fast to deliver and plug into the core platform.





Ami

Ami is a secure communications platform that connects business, people and government. Ami's digital wallet, archive and consent features drive collaboration and efficiency through data-driven and actionable communication between connected parties.

Service Features

1. Connects multiple services into one secure platform
2. Two-way, actionable messaging between organisations and citizens
3. GDPR-compliant, standards-based secure digital archive
4. Supports centralised and decentralised service delivery models
5. Embed actions, forms, payments within secure documents
6. Workflow integration and approvals across co-dependent processes
7. Digital wallet storing credentials, licences, training records
8. Archive and manage living, updatable digital documents
9. Interactive digital consent management with clear revocation
10. Secure identity verification for trusted interactions

Service Benefits

1. Seamless pay, sign, share journeys; fewer visits, faster outcomes
2. Reduced administrative burden via in-message actions and approvals
3. Higher read, action rates; fewer no-shows, better scheduling
4. Better data quality; fewer errors, rework, duplicates collected
5. Stronger compliance and audit readiness with consented, traceable records
6. Lower integration costs; connect partners without bespoke builds
7. Increased trust and security through verified identities, GDPR storage
8. Reduced paper, travel, courier needs; measurable CO2e savings
9. Faster case resolution; improved SLA adherence and throughput
10. Better citizen/customer experience; higher adoption of digital services

“Scotland Ready for New Phase of Digital Innovation”



Scottish Government
Riaghaltas na h-Alba

Scotland is taking a major step towards becoming a digital-first nation with plans to join public services together through a digital platform, First Minister John Swinney has said.

The Scottish Government is building technical infrastructure to lay the groundwork for innovations to connect people and public services. This foundation will support the launch of a new app in 2026 to help people access personalised public services more easily. The app will initially provide alerts on weather and travel disruption, followed by digital proof of age, with further functionality expanded over time.

This announcement follows the publication of the updated National Digital Strategy earlier this week, which aims to deliver sustainable public services and create better opportunities for the people of Scotland.

First Minister John Swinney said:

“Digital technology is already growing our economy and transforming lives for the better. Scotland is ready to enter a new phase of digital innovation and become a digital-first nation.

“While the corporate world has led the way in making our lives easier through digital technology, my ambition is for digital delivery in the public sector to match the very best of the private sector, in a way that is inclusive for all. Innovation will help make public services more efficient, resilient and accessible – while ensuring privacy and security.

“From harnessing data-sharing to help tackle child poverty, to using innovation to support health diagnoses, the potential of technology to improve services and benefit lives stretches across all areas of the public sector. Building this technical foundation will help us develop new ways to grow the economy, end child poverty, improve public services and tackle the climate emergency.”

The Scottish Government is working with tech consultancy Netcompany on this project. Thomas Rysgaard Christiansen, Partner at Netcompany said:

“By building the new digital communication infrastructure on our AMI platform, Scotland will benefit from proven technology and domain expertise already applied across Europe.”

“Based on re-useable components tailored to local needs, the platform ensures both speed and security in delivery. This approach accelerates Scotland’s digital journey and demonstrates both the scalability and adaptability of our solution to meet varying country-specific needs.

“This is a significant opportunity to help nations digitalise their critical infrastructure and create real value for citizens.”

[Harnessing data and technology to revolutionise public services - gov.scot](https://gov.scot)

Wallet is: A Digital Identity for all European Citizens

What it is

- The EU Digital Identity will be available to EU citizens, residents, and businesses who want to identify themselves or provide confirmation of certain personal information. It can be used for both online and offline public and private services across the EU.
- Every EU citizen and resident in the Union will be able to use a personal digital wallet.

Benefits

- The right of every person eligible for a national ID card to have a digital identity that is recognised anywhere in the EU
- A simple and safe way to control how much information you want to share with services that require sharing of information
- Operated via digital wallets available on mobile phone apps and other devices to:
 - Identify online and offline
 - Store and exchange information provided by governments e.g. name, surname, date of birth, nationality
 - Store and exchange the information provided by trusted private sources
 - Use the information as confirmation of the right to reside, to work, or to study in a certain Member State

Why is it needed?

- Digital identification systems offered by governments in the EU today have several important shortcomings: they are not available to the whole population; they are often limited to online public services and not allow for seamless access cross-border.
- Only 14% of key public service providers across all Member States allow cross-border authentication with an e-Identity system, for example to prove a person's identity on the internet without the need for a password. The number of successful cross-border authentications per year is very small, though on the increase.

Benefits

With the EU Digital Identity Wallets, citizens will be able to prove, across the EU, their identity where necessary to access services online, to share digital documents, or simply to prove a specific personal attribute, such as age, without revealing their full identity or other personal details. Citizens will, at all times, have full control of the data they share and by whom.

The EU Digital Identity can be used for any number of cases, for example:

- Public services such as requesting birth certificates, medical certificates, reporting a change of address
- Opening a bank account
- Filing tax returns
- Applying for a university, at home or in another Member State
- Storing a medical prescription that can be used anywhere in Europe
- Proving your age
- Renting a car using a digital driving licence
- Checking in to a hotel

Ursula von der Leyen, President of the European Commission, in her State of the Union address, 16 September 2020

"Every time an App or website asks us to create a new digital identity or to easily log on via a big platform, we have no idea what happens to our data in reality. That is why the Commission will propose a secure European e-identity. One that we trust and that any citizen can use anywhere in Europe to do anything from paying your taxes to renting a bicycle. A technology where we can control ourselves what data is used and how."



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

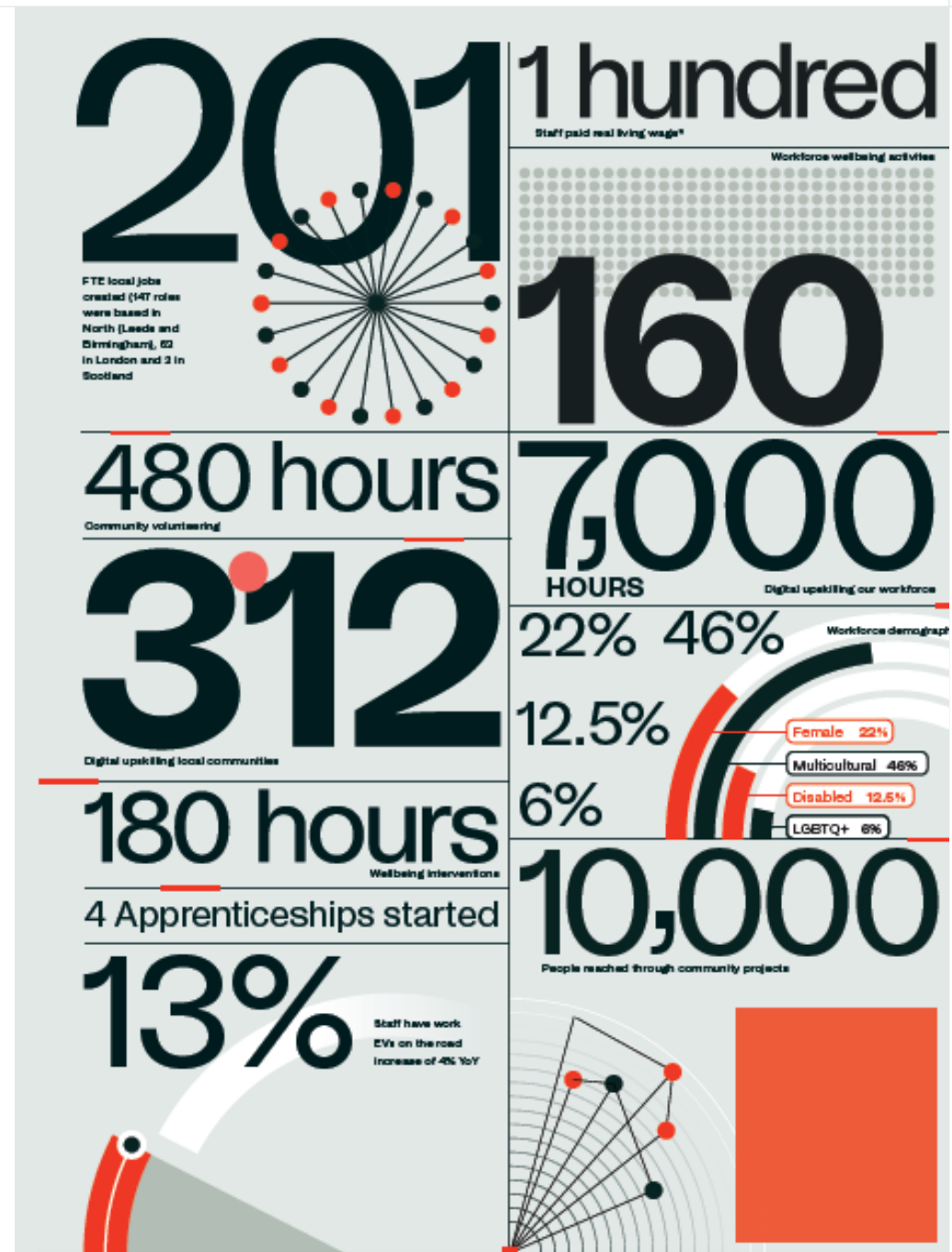
Netcompany partners with schools, charities and SMEs to build digital skills, improve access to technology and create inclusive opportunities. Through volunteering, mentoring and targeted programmes, Netcompany reached **10,000 people** across **480 hours of volunteering** in 2024, running and contributing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

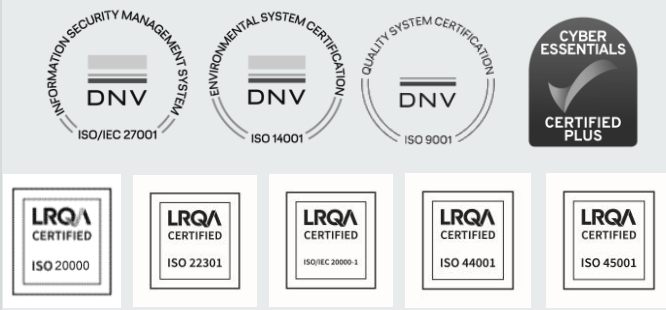
- With vast technology experience and deep public sector specific knowledge, we quickly create innovative solutions tailored to your goals, delivering outcomes to address the intricate challenges currently facing governments.
- Through our innovative delivery approach, true client partnerships and exceptional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

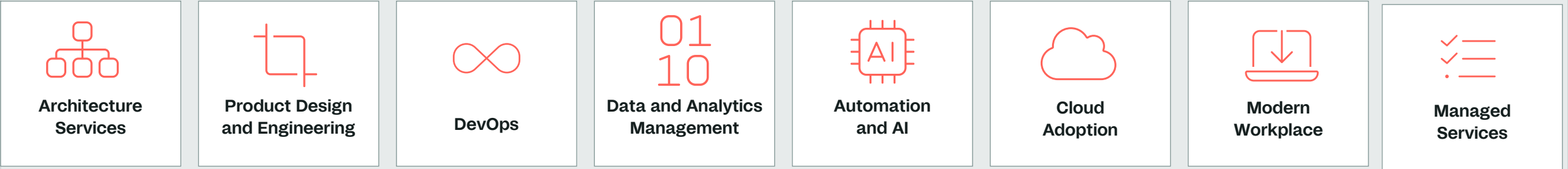
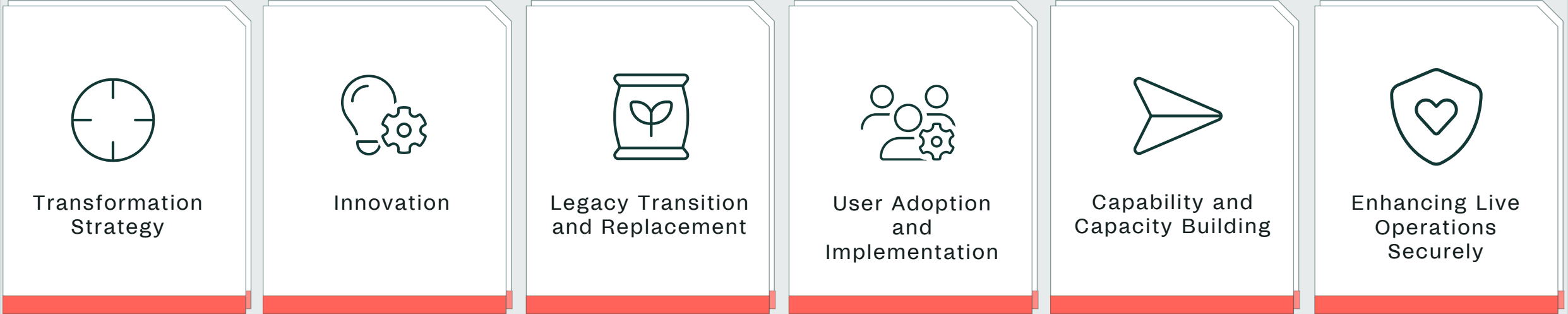
With expertise in all modern technologies and industry-targeted digital tools, we guide you through your options, combining components and software with the goal of finding the right balance between needs, agility and operating costs.



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.



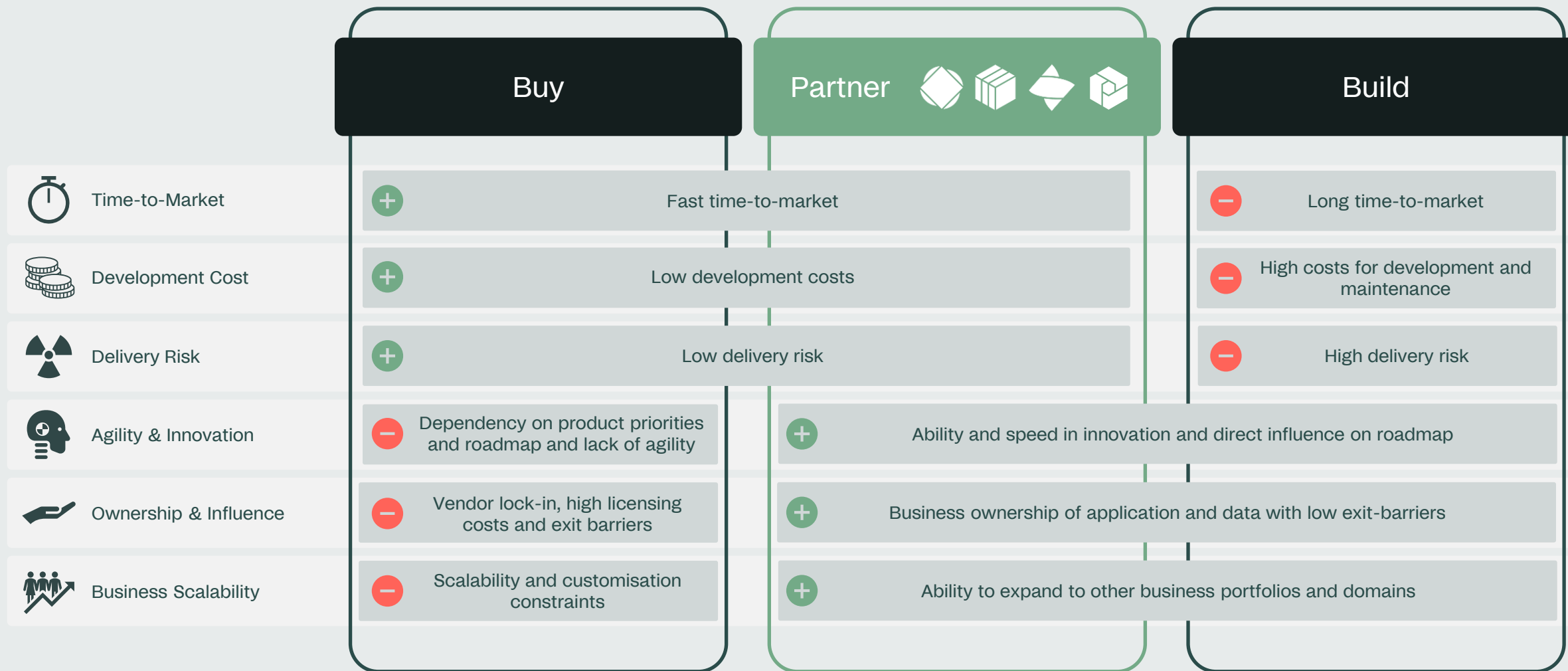
GENERATIVE AI PLATFORM

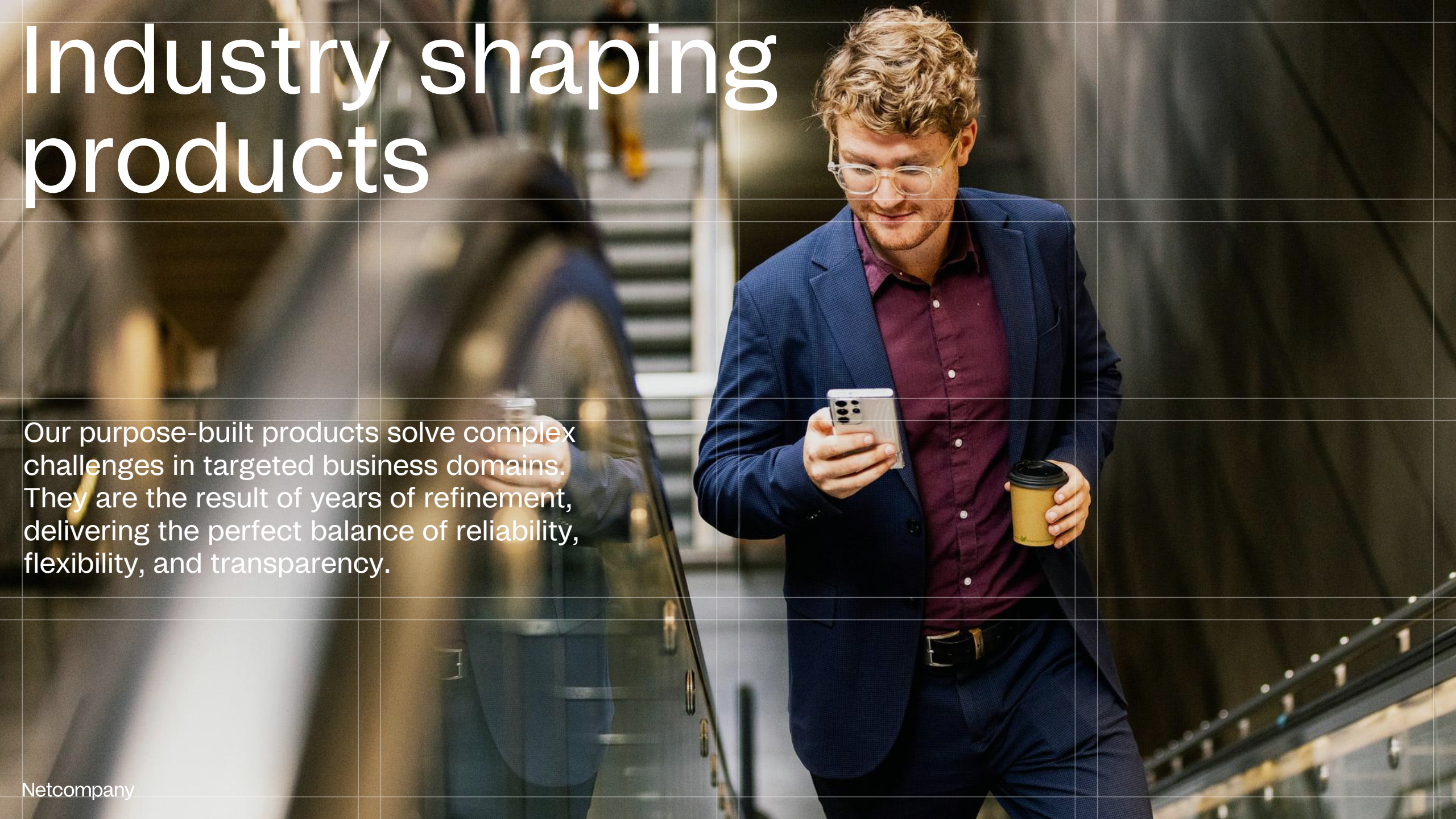


EASLEY AI™ orchestrates and leverages existing AI models, quickly connecting them to your unique business data, tools, and processes, centralising and storing data securely within EASLEY – not with the model provider – to ensure full transparency and governance of AI.



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?

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

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

