

Netcompany



Cloud Centre of Excellence (CCoE) Creation - AWS

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.





Cloud Centre of Excellence (CCoE) Creation - AWS

Get the best out of cloud technologies by deploying a cloud centre of excellence (CCoE) to drive standard approaches aligned to your requirements.

Our service can kickstart your internal capability leveraging our experience to provide consistent approaches to security, cost management and technology.

Service Features

1. Establishment of a CCoE to standardise and optimise cloud usage
2. Capabilities can include Architecture, Security, FinOps, DevSecOps guardrails
3. Service catalogue development including service descriptions and cost apportioning
4. Development of RACI to support CCoE and interactions with business
5. Target Operating Model implementation, including updates to business processes
6. Identification of training requirements to support personnel in the CCoE
7. Implementation/configuration of CCoE supporting tooling.
8. Creation of key assets including architectural guardrails/deployment templates/test
9. Includes stakeholder engagement, comms planning and evangelism
10. AWS expertise delivered by an experienced AWS select tier Partner

Service Benefits

1. Build a cloud capability within your organisation
2. Drive consistency within the business, improving quality, security and supportability
3. Upskill your teams to leverage the capability of cloud platforms
4. Improve delivery pace by reusing known good core components
5. Continually improve by iterating on core services based on feedback
6. Support innovation by enabling focus on the non-standard elements
7. Ensure that security and fiscal guardrails are automatically applied
8. Reuse CCoE principles to other core capabilities e.g. Data, AI/ML, UCD
9. Specialists in all AWS technologies, ensuring quality delivery
10. Flexible capacity/capability augmentation to support CCoE establishment and development



Cloud Centre of Excellence (CCoE) Creation - AWS

The Methodology

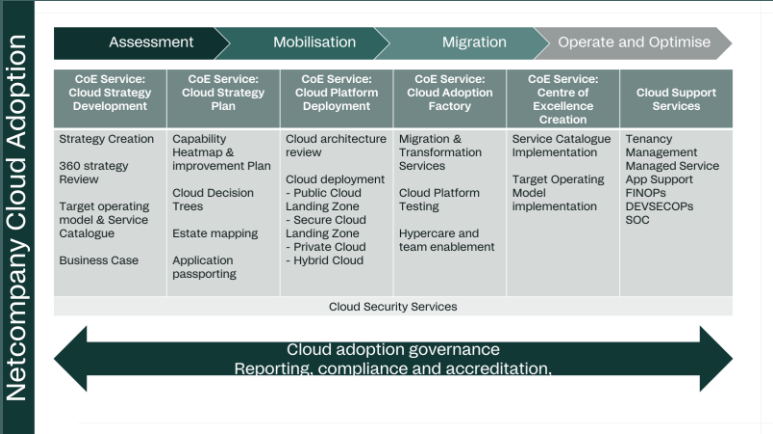
Netcompany's fully modular end to end cloud adoption methodology can support you at all phases of your cloud adoption. Whether you are at the beginning of your journey or looking to improve the current utilisation of cloud services, we can help.

Our methodology is based on the known cloud adoption frameworks of Amazon Web Services, industry standard bodies such as the open alliance for cloud adoption (OACA framework) and a combination of our own experiences in supporting public and private organisations with their cloud adoption.

Our preference is to work on an outcome-based engagement – ensuring that we have a shared goal to complete an activity or task.

The services can be delivered in combination with your teams in a rainbow team delivery model (in person, remote or hybrid), or as a discrete deliverable driven entirely by the Netcompany team. Our flexible and proven delivery methodology allows us to align to your governance processes, ensuring we deliver in a way your business can understand, monitor and engage with.

Finally, Netcompany appreciate that cloud adoption is often just a part of a broader business initiative, Netcompany are well equipped to support more complex engagements and have a breadth and depth of capability in other areas including data, AI/ML, User centered design, Application development and ongoing managed services.



Successful Delivery of Cloud and Managed Services



Strategy Development

Ensures strategic alignment and stakeholder consensus

Builds confidence to invest and move forward

- Strategy creation
- 360° strategy review
- Target operating model & service catalogue
- Business case



Design & Deployment

Ensures best-practice, proportionate, and cost-effective design

Builds confidence to migrate securely and efficiently

- Architecture review
- Cloud deployment
- Landing zone (public, private, hybrid)



Transformation Factory

Ensures assured migration and business-aligned transformation

Embeds change and enables success criteria

- Migration & transformation services
- Cloud platform testing
- Hypercare & team enablement



Creation of Centre of Excellence

Uplifts internal capability and accelerates value from cloud investments

Embeds service-oriented practices for long-term success

- Service catalogue implementation
- Target operating model implementation



Capability & Remediation Plan

Establishes a baseline for successful change

Enables evidence-based prioritisation and planning

- Capability heatmap & improvement plan
- Decision trees
- Estate mapping
- Application passporting



Cloud Support Service

Guarantees assured delivery with ongoing optimisation

Balances cost efficiency with security and future capability

- Tenancy management & managed service
- Application support
- FinOps, DevSecOps, SOC





Cloud Centre of Excellence (CCoE) Creation - AWS

What benefits do you receive?

A team that will look after the approach to cloud, tailored to the specific needs of your organisation, enabling teams around the business to move faster and focus on innovation.

A team that ensures responsiveness to evolving business requirements and a capability that moves quickly as services available from cloud providers develop.

What is the service?

At the heart of the service is identification of what the CCoE will be delivering – its scope – which could be a central guidance function, right the way up to being a full implementation and operations unit.

Target operating model implementation

Making sure that the business is best set up to take advantage of cloud services, and the CCoE is set up to deliver the capabilities within its scope.

Ensuring that elements such as RACI matrices are defined and understood, and tie into the right business processes and governance boards is identified and actioned.

Identification of the skills required to run the CCoE, identifying and providing training, and as required additional capacity and capability.

Roll out to the business of the CCoE, including evangelism, to key business units to drive adoption and enable the CCoE customers.

Service catalogue implementation

Identification and creation of the services that the CCoE will offer – potentially covering architectural patterns, foundation code, security related artefacts up to implementation services.

If relevant, creation of service descriptions capturing service level agreements and costs for internal allocation

Implementation of tooling that will allow the business to interact with the CCoE – this could include service desk type integration and DevOps pipeline tooling.

How do we do it?

A combination of in person workshops, interviews, collaborative reviews and explainer sessions.

This service can be delivered as a self-contained delivery, or in combination with internal teams as part of a rainbow team.

We engage with all relevant and internal governance boards (e.g., technical architecture review boards, change boards) and if required external accreditation bodies.

Templates/guard rails will depend on the specific technical architecture and target platform; however, all deployments utilise our accelerator templates from our cloud centre of excellence.

Additionally, we utilise our deep partnership with Amazon to complete well architected reviews (that can be tri-party) to provide further assurance.

All delivered by our cloud experts who have both deep experience of cloud adoption and vendor certification from AWS.



Cloud Centre of Excellence (CCoE) Creation

Ministry of Defence - Core Enabling Services (CES)

Problem

Core Enabling Services (CES, Formerly ASDT) is the department within Defence Digital, a sub-organisation of the Ministry of Defence (MOD), responsible for the implementation of the defence cloud strategy. It has an annual budget of over £2bn and a team of around 2,400 personnel including military, civil servants, and contractors. Their goal is to evolve the MOD from an almost 100% on-premise hosting reliance, to a mixture of on-premise hosting, managed facilities, and cloud hosting. CES have set out their vision for defence as a platform (DaaP) Hosting, which enables applications and data activity across the MOD estate.

Solution

Netcompany are a true strategic partner to CES helping shape their DaaP solution. This includes

- guidance on the design and build of MODCloud
- application development and migration
- Application Support and maintenance
- implementation of two-factor authentication software

Netcompany has, throughout the course of the project:

- Shaped and defined the migration methodology and governance
- Performed detailed discovery and analysis of the MOD's existing estate
 - Created architectural blueprints for existing and proposed services
- Integrated planning across all workstreams
- Led the migration process, including the development of a schedule and transition plans

- Implemented, integrated, and monitored all migration workstreams
- Provided a single management reporting and management view/escalation to all workstreams

What we did?

Since the start of April 2020, Netcompany have been responsible for the ongoing support and maintenance of applications following their successful migration. Our skilled consultants, with their range of skills and experience in aspects of both development and operational transformation, are able to handle all aspects of supporting both applications and infrastructure.

CES operate a multi-layered service desk, which ensures a single point of contact, thus allowing for consistent messaging across the MOD. The first point of contact is the MOD SPOC, who pass relevant incidents to the CES service desk, who can then subsequently refer these incidents to the Netcompany application support desk to be fixed, if applicable.

Netcompany is responsible for 2nd and 3rd line support for each application hosted on MODCloud. Application owners can choose their support package, many choosing the Gold package, covering 24/7 support.



Cloud Centre of Excellence (CCoE) Creation

Ministry of Defence - Core Enabling Services (CES)

Outcomes

On an application-by-application basis, Netcompany created a service enablement checklist for each party involved, including (1) the application owner, (2) MOD SPOC, (3) CES service desk, and (4) Netcompany support. These rigorous checks ensure that each application is fit for transition into service and each party has taken the relevant steps to ensure they are prepared.

As part of our standard service transition, Netcompany prioritise all tasks prior to commencement. “must have” tasks, including a detailed service transition plan, are requirements before service can begin. The “should have” and “could have” requirements are provided as a method of beginning the CI/CD processes as early as possible in the support lifecycle.

On an application-by-application basis, Netcompany created a service enablement checklist for each party involved, including (1) the application owner, (2) MOD SPOC, (3) CES service desk, (4) Netcompany application support, and (5) cloud hosting support. These rigorous checks ensure that each application is fit for transition into service and each party has taken the relevant steps to ensure they are prepared.

With the support of Netcompany, the MOD is adopting cloud technologies with a full Netcompany operated service wrap:

- Exposure to cyber threats is reduced as all infrastructure is operated consistently, including security ops, patching, and updating
- Netcompany contributed to an increased energy efficiency and sustainability.
- All applications are restructured to be portable between vendors and infrastructure, therefore avoiding vendor lock-in.
- Netcompany consistently implement many of MOD’s cloud hosting strategies and requirements, including for this case study:
 - UK hosting of, key material, production data, and service teams.
 - Meeting geographical redundancy specifications using cloud..
 - Flexible platform supporting one or more landing zones, and flexible infrastructure, containerised where appropriate, and secure.
 - Implementation of cloud governance and management including cost control, backups and security. This also includes appropriate structure though the use of Blueprints and Policies, enforcing minimum standards for security wherever possible.

How we work

A photograph of a group of people in a meeting or conference. In the foreground, a man with a beard and short blonde hair, wearing a white shirt, is smiling and looking towards the left. Behind him, another man in a blue shirt is partially visible. To the right, a woman with long brown hair, wearing a grey jacket, is also looking towards the left. The background is blurred, showing other people in the room. The overall lighting is warm and professional.

We empower societies, companies and institutions to take control of their processes and data.

Dedicated to a Greener, Fairer Future

- Netcompany is more than a business; we're a community of employees, customers and partners committed to a sustainable and fair society.
- When working towards the Social Value Quality Mark, we developed a set of seven pledges. These support our alignment with the United Nations' Sustainable Development Goals and the UK Government's Social Value Model. Furthermore, they underpin the development of our social and environmental impact initiatives.
- We are proud to be the winner of awards and accolades from our work and contribution to social value creation and community well-being.



Social Value in 2024

■ Communities

Netcompany partners with schools, charities and SMEs to build digital skills, improve access to technology and create inclusive opportunities. Through volunteering, mentoring and targeted programmes, Netcompany reached **10,000 people** across **480 hours of volunteering** in 2024, running and contributing to events with Ahead partnership, Rebel Business School and more. Netcompany helped local areas strengthen in resilience, employability and long-term economic growth with the creation of **201 FTE jobs** across London, Birmingham, Leeds and Edinburgh of which 100% are **paid real living wage**.

■ People

Netcompany invests in our people through inclusive recruitment, apprenticeships and continuous learning. We delivered **7,000 hours of digital upskilling** through our dedicated Academy in areas of digital, management and personal development. We support underrepresented groups into meaningful careers, with **4 new apprentices** who are supported by our ERGs (Women, Multicultural, Veterans, LGBTQ, Neurodiversity). Netcompany has achieved demographic representation above the industry average in areas such as ethnic minority, who make up **46% of our workforce**. We promote fair pay, wellbeing and progression, delivering **180 hours of wellbeing intervention** in 2024 through access to specialists and webinars targeting mental and physical health, and financial management.

■ Environment

Netcompany is reducing carbon emissions through an **EV scheme adopted by 13% of our staff**, promoting green IT through project Green Team Charters and tackling tech waste through our partnership with Good Things Foundation. We embed sustainable practices in delivery and supply chains, ensuring our ecosystems meet minimum requirements and support biodiversity volunteering with the NHS.

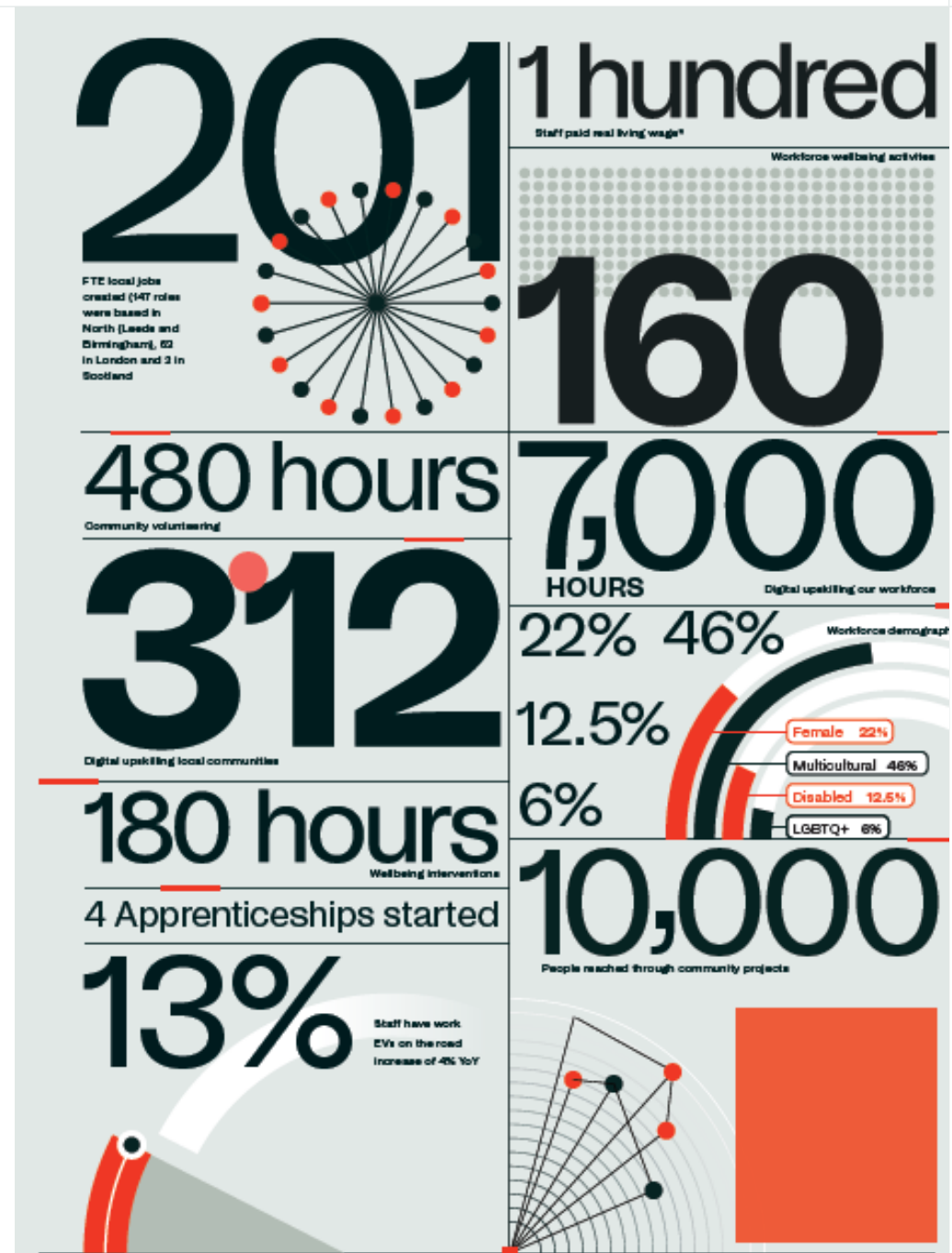


EMPLOYER
RECOGNITION SCHEME

GOLD AWARD
Proudly supporting those
who serve



disability
confident



Domain expertise across many industries

- With vast technology experience and deep public sector specific knowledge, we quickly create innovative solutions tailored to your goals, delivering outcomes to address the intricate challenges currently facing governments.
- Through our innovative delivery approach, true client partnerships and exceptional people, we design and deliver solutions that have dramatically increased user engagement and provide better citizen and customer experiences for us all.



We are the customer's partner first, the software vendor's second

Netcompany is a tech-agnostic IT solutions provider, and we are entirely independent – always opting for the precise mix of technologies that is optimal to your business.

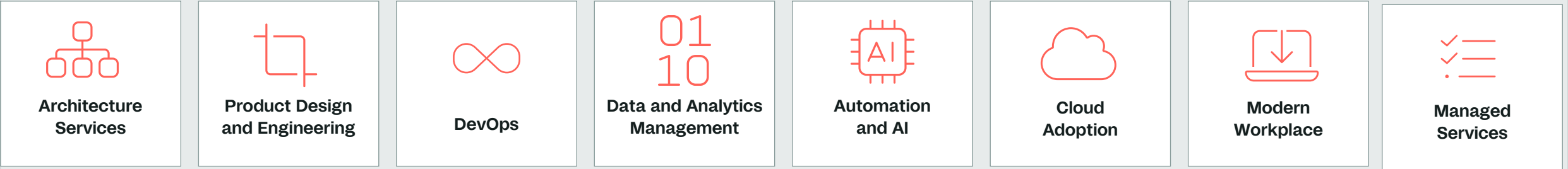
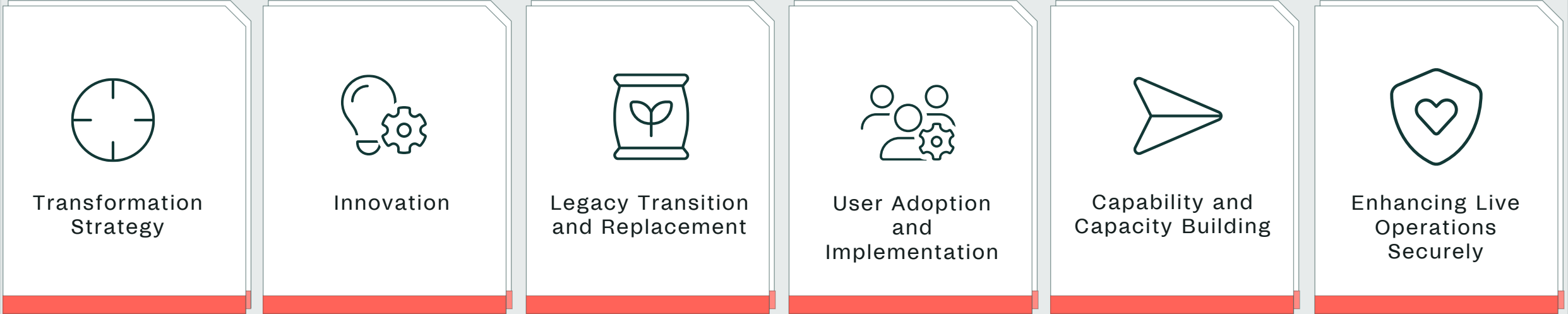
With expertise in all modern technologies and industry-targeted digital tools, we guide you through your options, combining components and software with the goal of finding the right balance between needs, agility and operating costs.



What We Do – and How

Championing Digital Sovereignty and Responsible Digitalisation, we deliver end-to-end IT services – even where others couldn't.

End-to-end transformation delivery capability



A singular delivery model that sets us apart



Open platform approach

- Legacy-free solutions with full customer ownership
- Technology agnostic – customer needs is the only thing that dictates technology choices
- Reusable components and portfolio of future-proof platforms and products



Access to unique talent

- IT people leading IT people
- No knowledge gaps
- Interdisciplinary and cross-organisational teams
- Scalable project cell structure



Building digital maturity

- Highly collaborative, on-site development approach
- We share our expertise and educate your organisation
- We nurture your digital maturity and independence



Controlled agile delivery

- A perfect mix of waterfall and agile virtues
- Control and predictability in harmony with lean, continuous improvements and adaptation

Next-generation digital transformation

Platforms for the future

A platform is something to build on. It's a solid foundation. It's safe. It's re-usable. In short, it's a responsible way of doing IT.

Why Netcompany platforms?



■ Reliability from re-use

Our platform approach prioritises successful re-use, ensuring consistency and reliability for clients, and reducing development redundancy with cutting-edge technical platforms.



■ Reduced risk

Our meticulous documentation and use of proven platforms provide a high level of transparency and agility, ensuring timely delivery with reduced risks.



Netcompany Platforms

Easily customisable, rapidly deployable,
and AI-ready - for the futureproof business.

CONTROL TOWER



PULSE™ is a control tower for a real-time data ecosystem that allows businesses to share and act on a single source of truth.

It facilitates adaptable planning and forecasting in changing circumstances, breaking down silos and providing a single view of plan, execution and results.



PROCESS AND ADMINISTRATION



AMPLIO™ is our platform for regulated case management and process automation in highly compliant environments. It's a powerful tool for digitising and controlling complex processes, providing a single source of truth for all business executions.



DIGITAL POST & ARCHIVE



AMI™ is a secure platform that connects businesses and people. As a Digital Wallet, it offers a range of compliant 'my site' features like archive, profile, sign, and pay-as-a-service.

Additionally, AMI allows fast data and document exchange with other businesses.



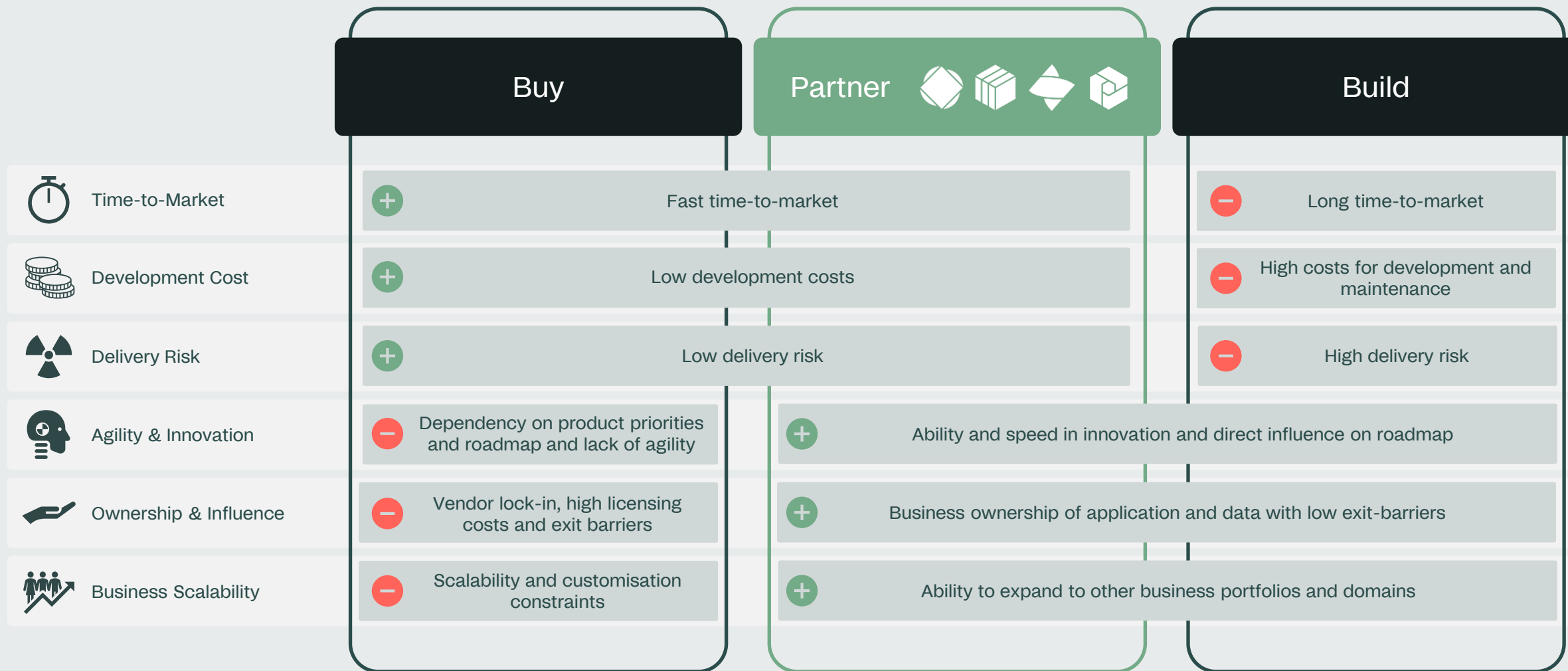
GENERATIVE AI PLATFORM

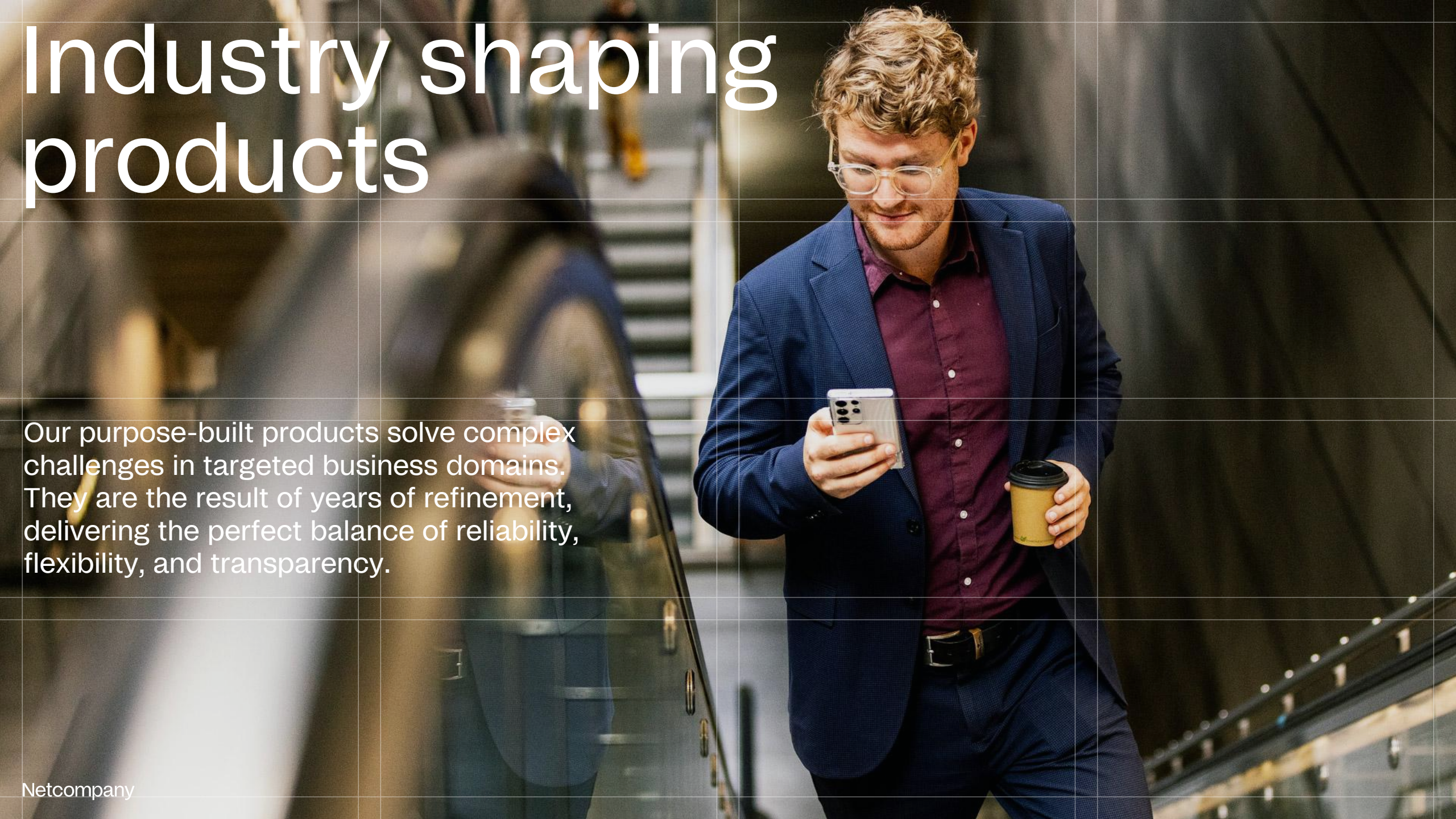


EASLEY AI™ orchestrates and leverages existing AI models, quickly connecting them to your unique business data, tools, and processes, centralising and storing data securely within EASLEY – not with the model provider – to ensure full transparency and governance of AI.



The strategic benefits of our platforms





Industry shaping products

Our purpose-built products solve complex challenges in targeted business domains. They are the result of years of refinement, delivering the perfect balance of reliability, flexibility, and transparency.

Why Netcompany products?

■ You could settle for a standard product

Off-the-shelf IT products promise speed and low cost with minimal custom work. Yet they often fall short of meeting your unique needs – leading to integration issues and hidden expenses.

■ Or choose the better way

Our range of products is designed to match your specific requirements. They offer modular integration, one transparent price to eliminate surprises, and an open-source foundation.

■ In short –

A generic IT product might seem appealing at first, but its long-term drawbacks – limited flexibility, rising costs, and integration headaches—can add up. Our products deliver the reliability, adaptability, and transparency your business needs – the result of years of refinement.



Netcompany Products

TAXATION

SOLON TAX™ is our built for purpose commercial-off-the-shelf (COTS) product for taxpayer and revenue management operations and process automation in complex revenue authority environments.



CUSTOMS

ERMIS™ is a dedicated, self-contained, reusable, and integrated family of customs solutions, with continuously evolving capabilities designed to be the customs operations management system of choice for customs administrations.



SOCIAL SECURITY

PERSEUS™ is our purpose-built commercial off-the-shelf (COTS) product for employers, insured persons, social security revenues, pensions, and benefits management operations. It facilitates process automation in complex social security environments.



DIGITAL BANKING

DX4B™ is our leading-edge digital banking solution, offering mobile banking, web banking, open banking, and digital wallets with a focus on interoperability and scalability.



RISK ANALYSIS

LUMENUS™ is a next-gen risk analysis solution designed for the public sector, offering increased usability, seamless interoperability, and a modern technology stack.



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

While the latter reuse components across industries, our products target specific industries or business processes.

Together, they maximise our ability to reuse software at scale.

Our customers are the ones to reap the benefits.



Greater reliability



Lower costs



Fast deployment



Simple, transparent pricing scheme

Netcompany

Want to know more?

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

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

