

Netcompany



Solution Performance Analytics

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

















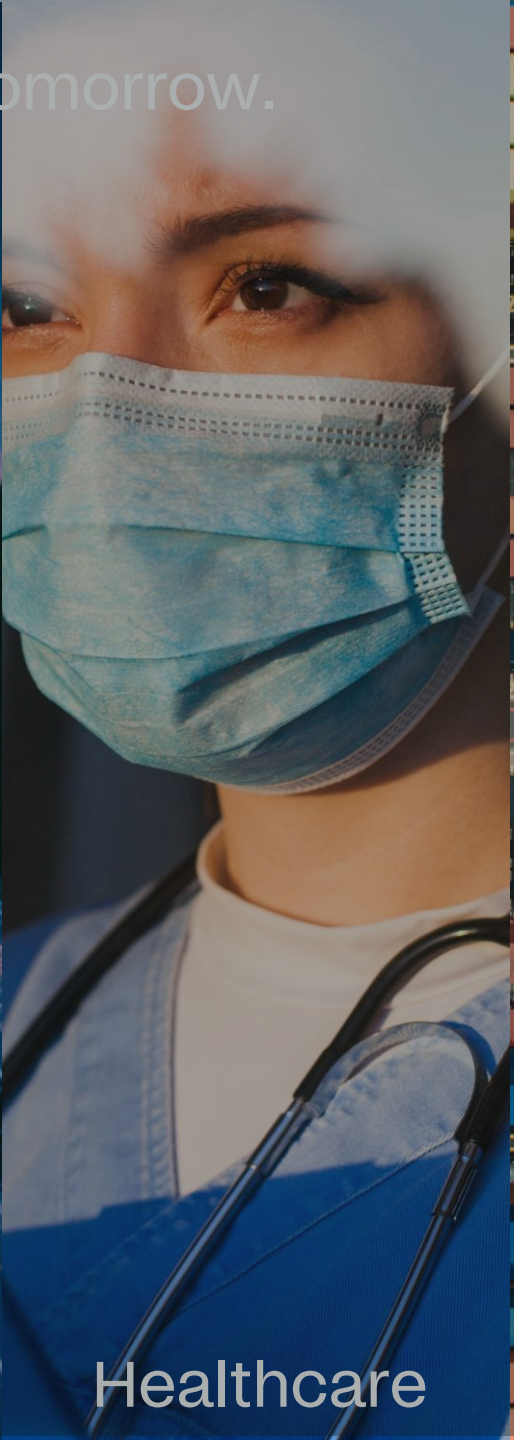
Running Today. Transforming Tomorrow.



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.



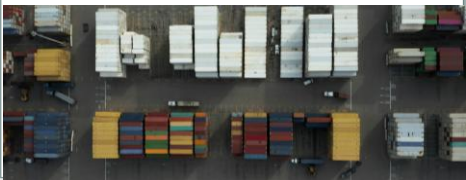
Streamlining UK-EU Trade with NCTS5



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.





Solution Performance Analytics

Netcompany's Solution Performance Analytics service tracks the value delivered by digital change across the lifecycle, enabling evidence-based decisions and continuous improvement. We combine performance measurement and operational insight using proven frameworks to assure delivery and improve outcomes. Our approach has been successfully implemented across multiple public sector deliveries.

Service Features

1. Defines, implements, and tracks KPIs aligned to stakeholder outcomes
2. Uses Netcompany performance methodology actively delivered to UK public sector
3. Tracks complete delivery lifecycle: benchmarking, measurement, benefits, change impact
4. Measures value: cost, service quality, user experience, efficiency
5. Assures value realisation from service investments and changes
6. Monitors service health: throughput, reliability, wait times, performance
7. Uses templates, accelerators, and AI to accelerate insight delivery
8. Provides tool-agnostic reporting via Power BI, Tableau, Qlik
9. Integrates with delivery governance, PMO, and assurance structures
10. Supports prioritisation and continuous improvement using tracked performance data

Service Benefits

1. Ensures delivery of planned benefits and measurable value
2. Provides real-time insights for informed, proactive decisions
3. Improves citizen outcomes by optimising service delivery and investment
4. Enhances accountability through transparent performance reporting
5. Identifies underperforming services early, reducing delivery waste
6. Prioritises improvements based on tracked performance data
7. Strengthens governance with audit-ready performance data
8. Reduces operational costs by optimising processes and resource allocation
9. Mitigates service failures and delays through analytics
10. Supports continuous improvement using tracked performance metrics



Solution Performance Analytics

Who is this for?

This service is designed for public sector bodies and larger organisations delivering complex services, such as those dealing with high volumes of change, delivery teams, and high levels of demand. The service supports organisations that need to understand whether services are meeting intended outcomes, where performance can be improved, and how to prioritise improvement activity.

We engage with service, product, delivery, operations, and assurance teams, as well as PMOs and key stakeholders, to deliver crisp, evidence-based insights that drive service performance and change impact.

What is the service?

Solution performance analytics is a structured performance measurement and assurance service that enables organisations to understand, track, and improve the outcomes delivered by digital services and change initiatives. Our performance analysts apply proven methodologies to measure service health, track benefits realisation, and assess whether changes and investments are delivering planned value. The service provides transparent insight into performance across service quality, user experience, operational efficiency, and cost. By combining performance measurement, benefits tracking, and analytical insight, we support informed decision-making, improved accountability, and continuous improvement across services, programmes, and portfolios.

How do we do it?

We apply a structured, repeatable performance analytics approach that combines performance measurement, benefits realisation, and operational insight. Our approach includes:

- Defining performance objectives and KPIs aligned to stakeholder outcomes
- Establishing service and performance baselines to understand current demand and service health
- Collecting, integrating, and analysing operational, service, and delivery data
- Tracking performance and benefits across the full lifecycle of investment and change
- Assessing whether planned value has been realised and identifying underperforming services or changes
- Diagnosing root causes of performance issues and delivery risks
- Providing regular, transparent performance reporting and dashboards
- Working iteratively with delivery and operational teams to prioritise improvement actions
- Embedding performance governance, standards, and repeatable processes

This methodology has been actively delivered by Netcompany within UK public sector organisations and integrates with existing delivery, governance, and assurance structures.



Solution Performance Analytics

The team

We embed multidisciplinary performance teams, ensuring that service improvement is informed by data, delivery context, and user and operational needs.

Key roles include:

Senior Performance Analyst

Accountable for measuring service performance, tracking benefits, identifying issues, and providing insight-driven recommendations.

Lead Performance Analyst

Responsible for multi-service oversight, value tracking, and embedding performance governance across programmes or portfolios.

Data Engineer

Responsible for data ingestion, transformation, and ensuring reliable pipelines and model-ready datasets.

Service Designer/Business Analyst

Responsible for mapping user journeys, operational processes, and identifying where performance metrics can be most impactful.

Delivery Lead/Product Owner

Collaborates with analysts to turn insights into actionable improvements and ensures changes are prioritised effectively.

Outputs and deliverables

We generate meaningful, executable, and auditable outputs that inform decision making, assurance and continuous improvement.

Deliverables include:

- Performance frameworks and KPI definitions aligned to service outcomes
- Service performance baselines covering demand, throughput, reliability, cost, and experience
- Benefits realisation tracking showing whether investments and changes delivered planned value
- Performance dashboards and reports providing transparent insight into service health
- Value and impact assessments for releases, policy changes, or transformation initiatives
- Root cause analysis and prioritised improvement recommendations
- Governance and assurance artefacts, including metrics definitions and reporting cadence
- Templates and documentation to embed consistent performance analytics within teams



Case Study

HMRC Performance Analytics

Background

HMRC's customer compliance group (CCG) and customer service group (CSG) deliver high-volume, public-facing services that support citizens in meeting their tax obligations and enable HMRC to collect revenue for public services. As services continued to modernise, HMRC needed stronger performance analysis capability to ensure outcomes were measurable, benefits were realised, and decisions were driven by reliable insight across the product lifecycle.

Solution

Netcompany delivered its solution performance analytics service by fulfilling senior and lead performance analyst roles across multiple frontline HMRC services. We provided a structured, repeatable approach to performance measurement, benefits tracking, and assurance, enabling teams to assess the impact of change and drive continuous improvement using trusted data.

Netcompany Role

Netcompany embedded multidisciplinary performance analytics capability across CCG and CSG, acting as a central point of accountability for service performance insight. We aligned performance objectives to business outcomes, ensured data quality and governance, and upskilled delivery teams to embed performance thinking into day-to-day decision-making.

Delivery Approach

We applied a structured performance analytics methodology aligned to HMRC's delivery and governance model. This included defining KPIs, establishing service baselines, integrating operational and delivery data, and tracking performance and benefits across the full lifecycle of change. Insight was delivered through regular dashboards and reporting, enabling teams to identify issues, prioritise improvements, and move from reactive reporting to proactive, insight-led service improvement.

Outcomes

- Established consistent, auditable performance frameworks and KPIs across multiple HMRC services
- Enabled benefits realisation tracking linked to strategic outcomes, improving accountability and prioritisation
- Embedded an insight-led, continuous improvement culture, supporting more effective tax collection and improved citizen experience



Case Study

Aula

Background

Aula is a communication and learning platform for public schools in Denmark with a target audience of 900,000+ students (ages 7+) their parents, guardians, grandparents and 50,000 education professionals.

Solution

To ensure accessibility and inclusion for the communication and learning platform, we engaged subject matter experts and diverse user groups to identify and address accessibility needs iteratively. This included people with

- Auditory impairment – Partial hearing loss, complete hearing loss etc
- Motor impairment – Cerebral palsy, Arthritis, loss of limb(s) etc
- Neurodiversity – Autism, ADHD, Dyslexia etc

Involving users and testing concepts to find solutions using an iterative method allowed us to fully identify the accessibility needs of the application and incorporate them into each iteration of the design.

Netcompany role

Netcompany took charge of designing and delivering an accessible digital service aligned with W3C standards and WCAG guidelines. We facilitated user engagement sessions, usability tests, and stakeholder workshops to gather insights and prioritise accessibility features. Technical expertise enabled the integration of technologies like screen readers and keyboard functionality to enhance accessibility

Delivery Approach

Netcompany took accessibility-by-default approach for the Aula platform. We conducted usability tests to ensure an intuitive service, interpretable by assistive technologies and facilitated 120+ stakeholder workshops including: interviews, focus groups, questionnaires, prototypes and observation. We incorporated technologies and processes such as screen reader capabilities, text layout, use of colour and keyboard functionality. We conducted thorough audits after each iteration, employing manual and automatic testing tools to validate conformance to WCAG standards. Real-world scenarios were simulated to assess usability in diverse environments.

Outcomes

The platform achieved a WCAG2.1 (AA) conformance level, ensuring compliance with accessibility standards. With over 2m daily users, Aula has become a valuable tool for students, educators, and families, fostering a more inclusive learning environment in Danish public schools.

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

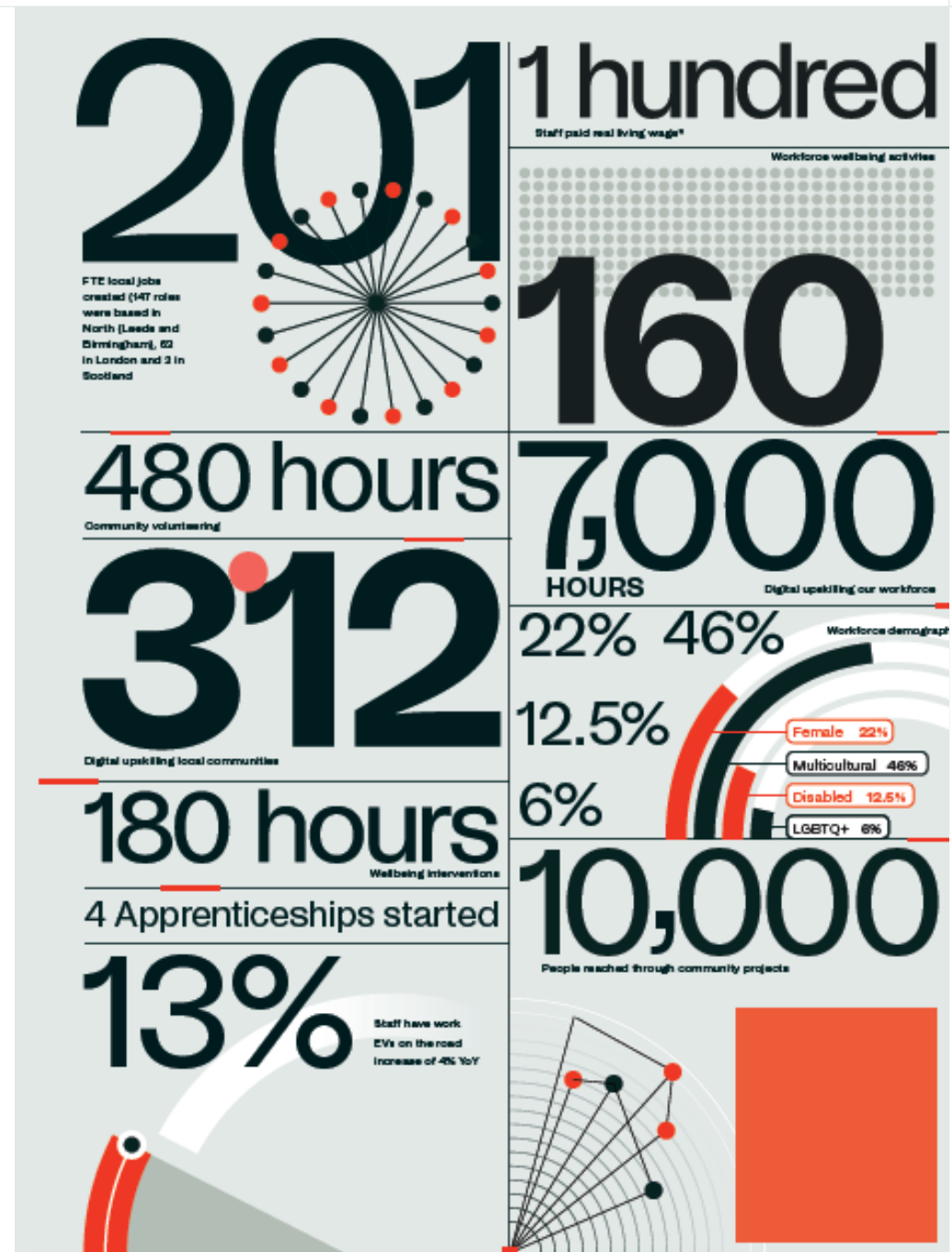
Netcompany partners with schools, charities and SMEs to build digital skills, improve access to technology and create inclusive opportunities. Through volunteering, mentoring and targeted programmes, Netcompany reached **10,000 people** across **480 hours of volunteering** in 2024, running and contributing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

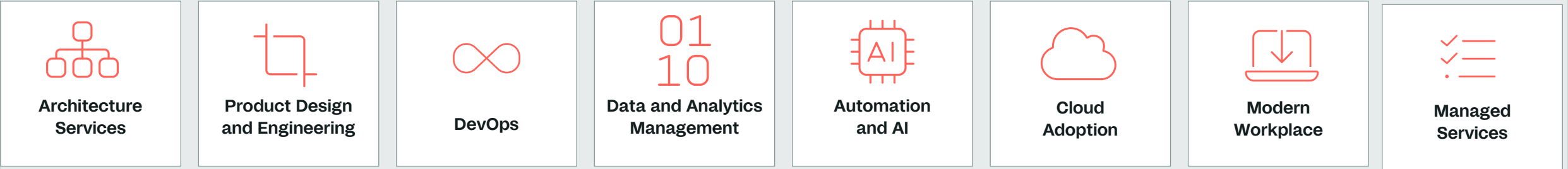
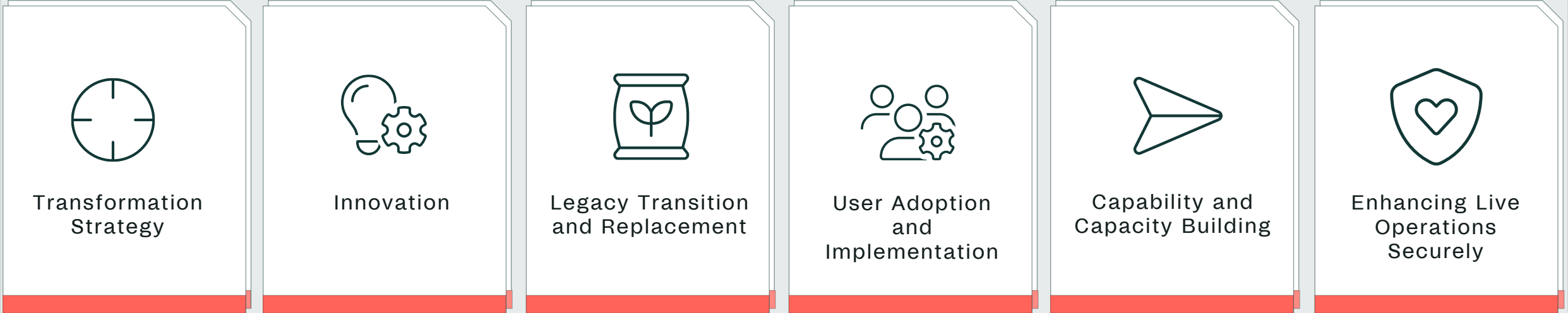
With expertise in all modern technologies and industry-targeted digital tools, we guide you through your options, combining components and software with the goal of finding the right balance between needs, agility and operating costs.



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.



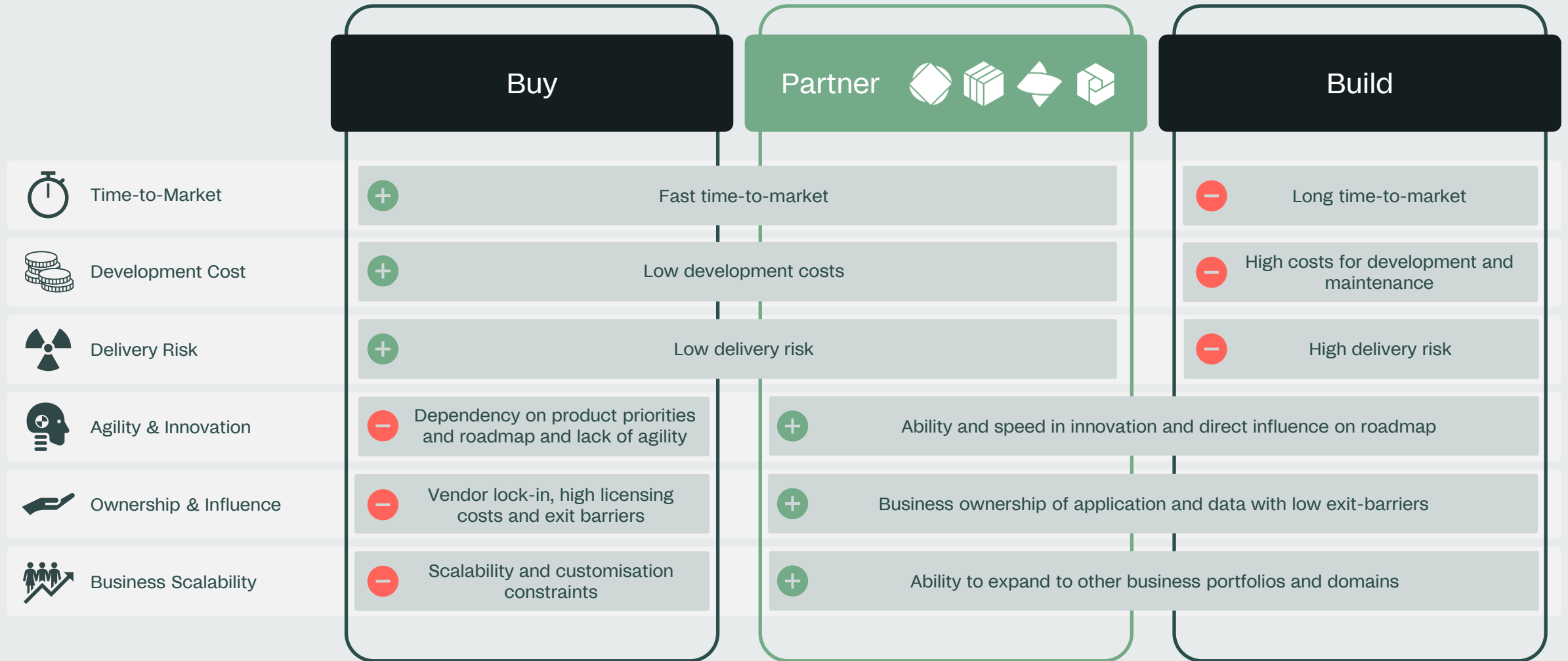
GENERATIVE AI PLATFORM

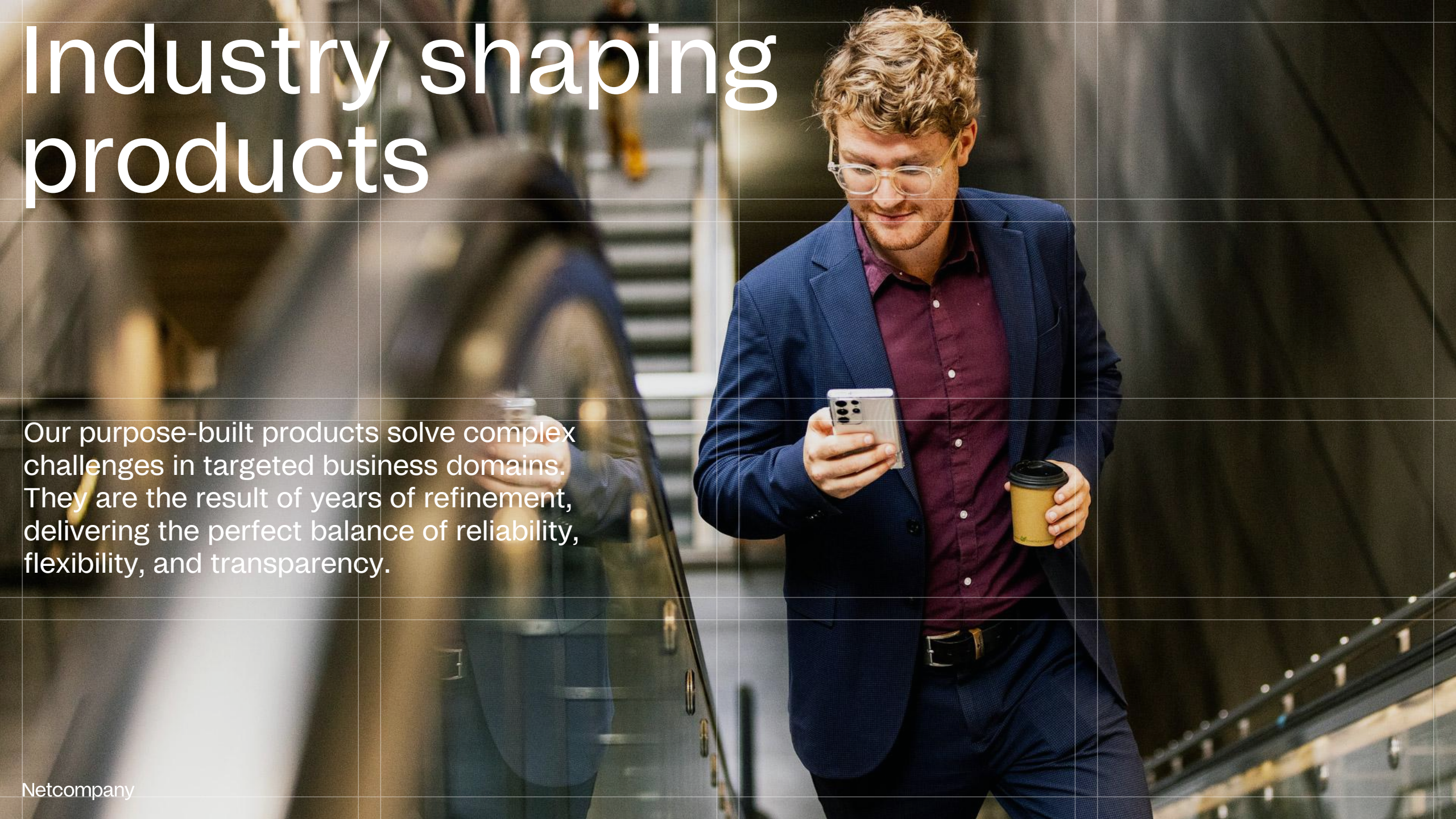


EASLEY AI™ orchestrates and leverages existing AI models, quickly connecting them to your unique business data, tools, and processes, centralising and storing data securely within EASLEY – not with the model provider – to ensure full transparency and governance of AI.



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.



Greater reliability



Lower costs



Fast deployment



Simple, transparent pricing scheme

Netcompany

Want to know more?

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