

Netcompany



Cisco CUCM to Microsoft Teams Migration 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.





Cisco CUCM To Microsoft Teams Migration Service

Netcompany will migrate your on-premises Cisco Call Manager (CUCM) to Microsoft Teams. The post-Covid hybrid workplace has become more dependent on collaboration/inclusion; CUCM is unable to integrate in a way that reinforces this evolution. The pandemic made on-premises telephony irrelevant, forcing organisations to migrate to a new way of working.

Service Features

1. Current Telephony estate review (including SBCs and dial plan).
2. Technical analysis of existing user personas, licensing, and assets.
3. Persona/use case discovery and documentation.
4. Discovery of business requirements and Stakeholder engagement.
5. Architectural design based on industry best practice and security templates.
6. Review of Microsoft Teams adoption, security, governance, and policies.
7. Target operating model update.
8. CUCM to Microsoft Teams Migration and User Adoption service.
9. Proof of Concept testing prior to migration
10. Dedicated support team for migration.

Service Benefits

1. Migrating telephony to Teams offers streamlined decision-making.
2. Low risk approach based on proven methodology and extensive experience.
3. A strong dual capability with Cisco and Microsoft.
4. Proven track record delivering projects within budget and approved timescales.
5. Reduces reliance on on-premises technology, supporting hybrid working.
6. Focused delivery aligning cloud-based services to business objectives.
7. Remove dependence on Capex finance models in favour of Opex.
8. Reducing data centre/comms room space reduces cost and improves net-zero.
9. Enhanced user experience across unified communications.



Cisco CUCM To Microsoft Teams Migration Service

The Service

Netcompany will migrate your Cisco Call Manager (CUCM) to Microsoft Teams. The Modern Workplace has become increasingly dependent on collaboration/inclusion; CUCM cannot integrate in a way that reinforces this evolution. Modern Communications changes the way organisations operate, and a need to migrate to a modern way of working.

We work with our customers to understand their specific needs, assess their current environment, showcase the art of the possible, and, with that understanding, paired with years of experience in cloud technology, design an implementation / migration plan tailored to the desired outcomes.

Your organisation will require an experienced partner to guide you through the decisions required to implement the migration to Teams, and Netcompany has the skills to deliver your ambition.

Netcompany offers the following services:

- User & Service Migration / Adoption
- Modern Communication Design & Implementation / Migration

What does it do?

Our migration service enables the customer to embark on a digital transformation journey to a modern collaboration platform.

Taking a cloud-first approach highlights opportunities to reduce the total cost of ownership associated with on-premise solutions.

By working with Netcompany, our services provide your organisation a feature-rich environment that allows for external collaboration, enhanced meeting experiences, flexible working, and a coherent and standardised approach to document management and communication.

Designing a cloud-based Modern Unified Communications environment also introduces security through Microsoft 365 integration for online document storage, data governance, DLP, and identity security.

Associated Services

Contact Centre Design, Migration, and Optimisation

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



Cisco CUCM To Microsoft Teams Migration Service

How we do it

Netcompany uses a tried-and-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 migration approach tailored to your unique needs.

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 Microsoft Teams Calling, catered to the unique needs of your organisation. We can cover a number of workshops to help you make informed decisions on your Modern Communications 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 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 migrating the service, we aim to demonstrate an environment that is ready for testing and ensure that it remains fit for purpose with resources scaled appropriately.

Pilot

Following the design, a Pilot (or Early Adopter/Champion) phase is held to ensure that the service meets the expectations: making and receiving telephone calls. 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 remains on track to meet the agreed objectives. Once feedback is received and the Pilot is signed off, the project can then proceed.

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 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.

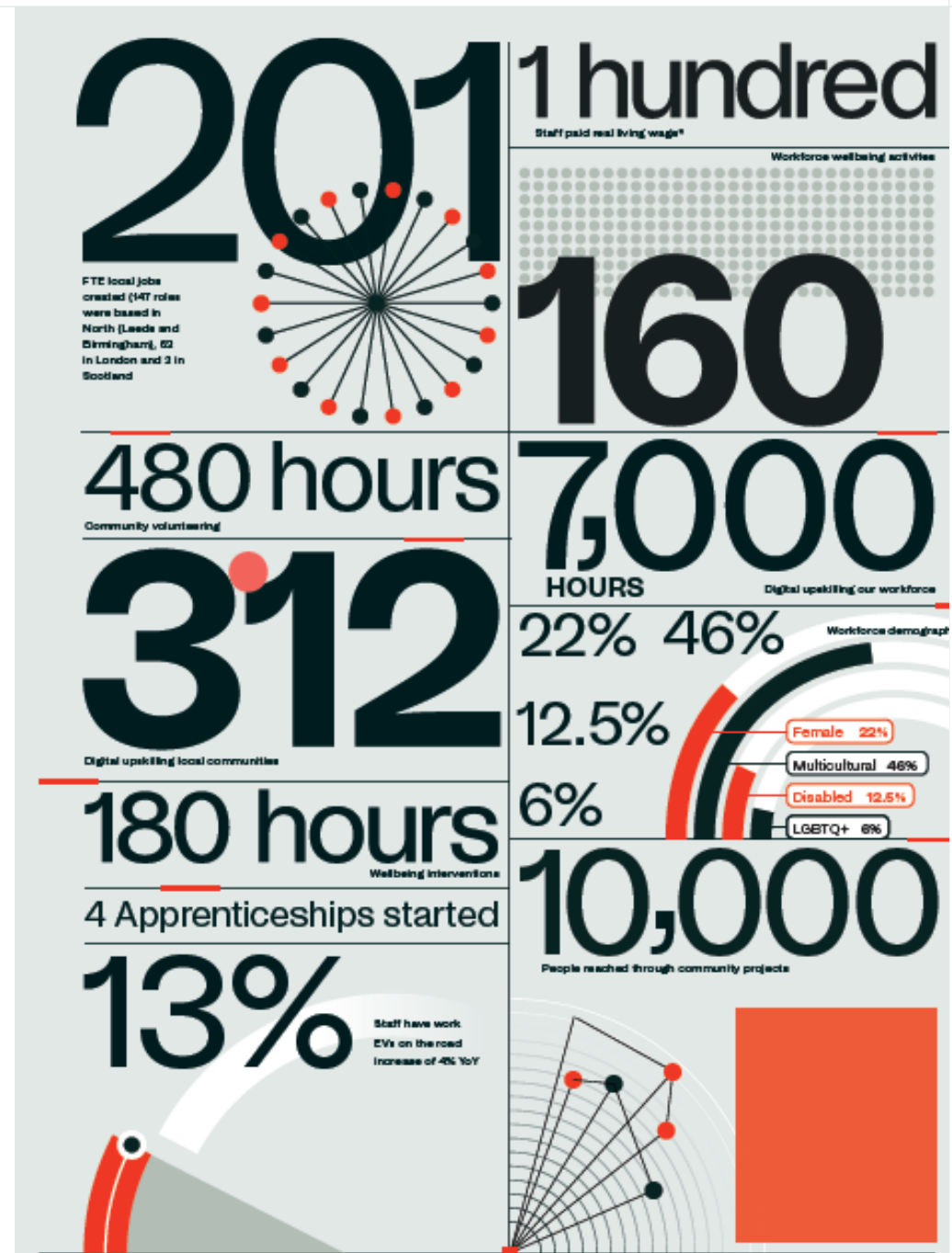


EMPLOYER
RECOGNITION SCHEME

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.

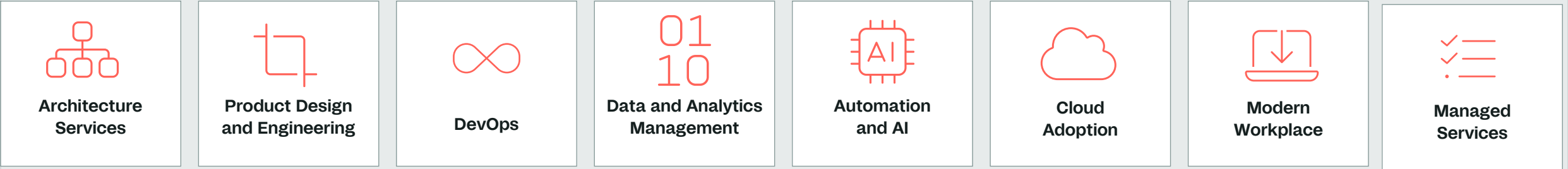
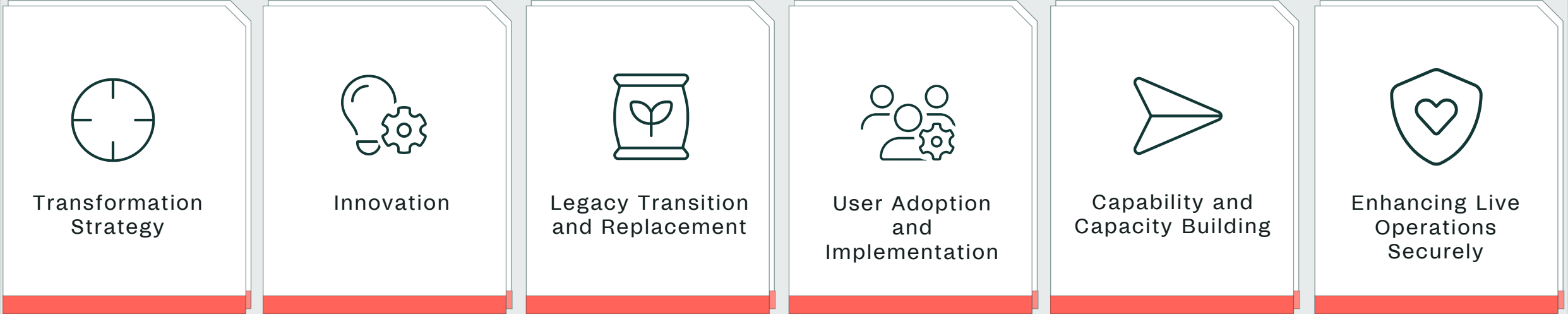
With expertise in all modern technologies and industry-targeted digital tools, we guide you through your options, combining components and software with the goal of finding the right balance between needs, agility and operating costs.



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



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.



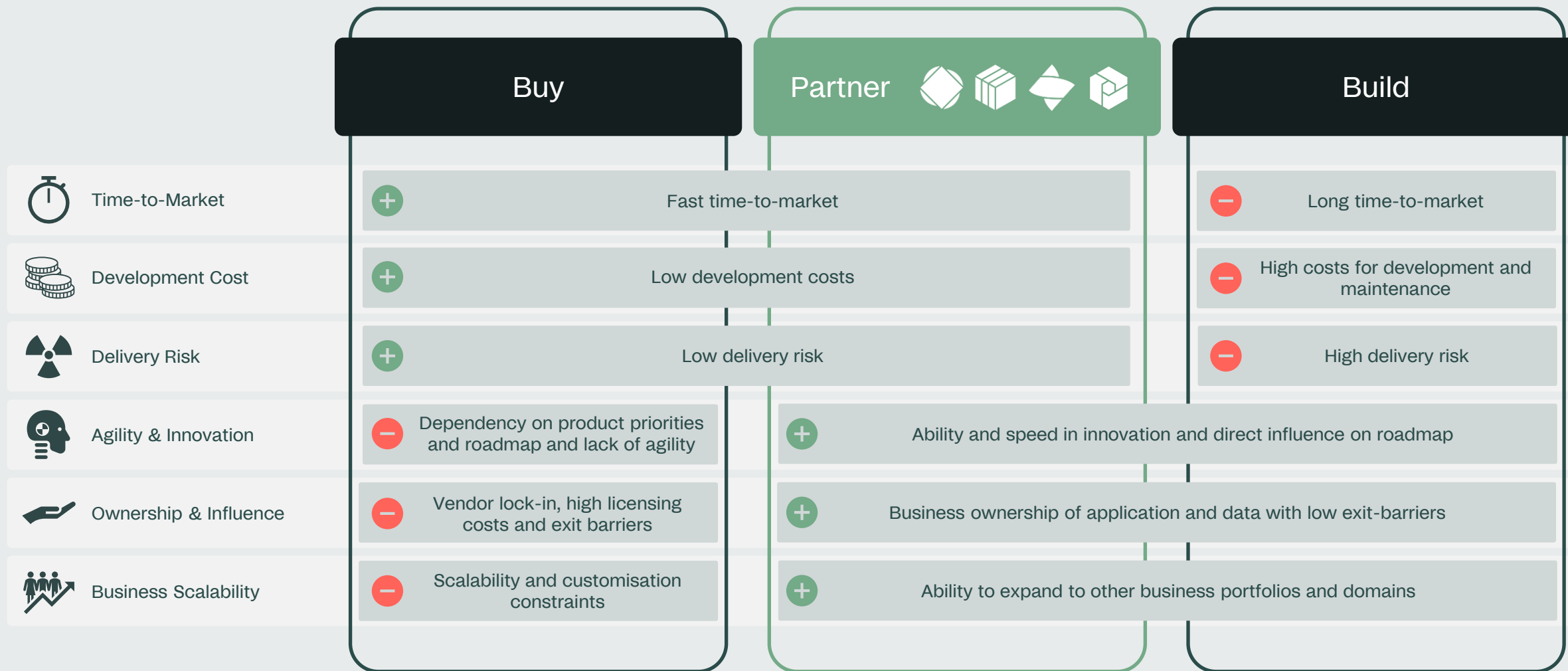
GENERATIVE AI PLATFORM

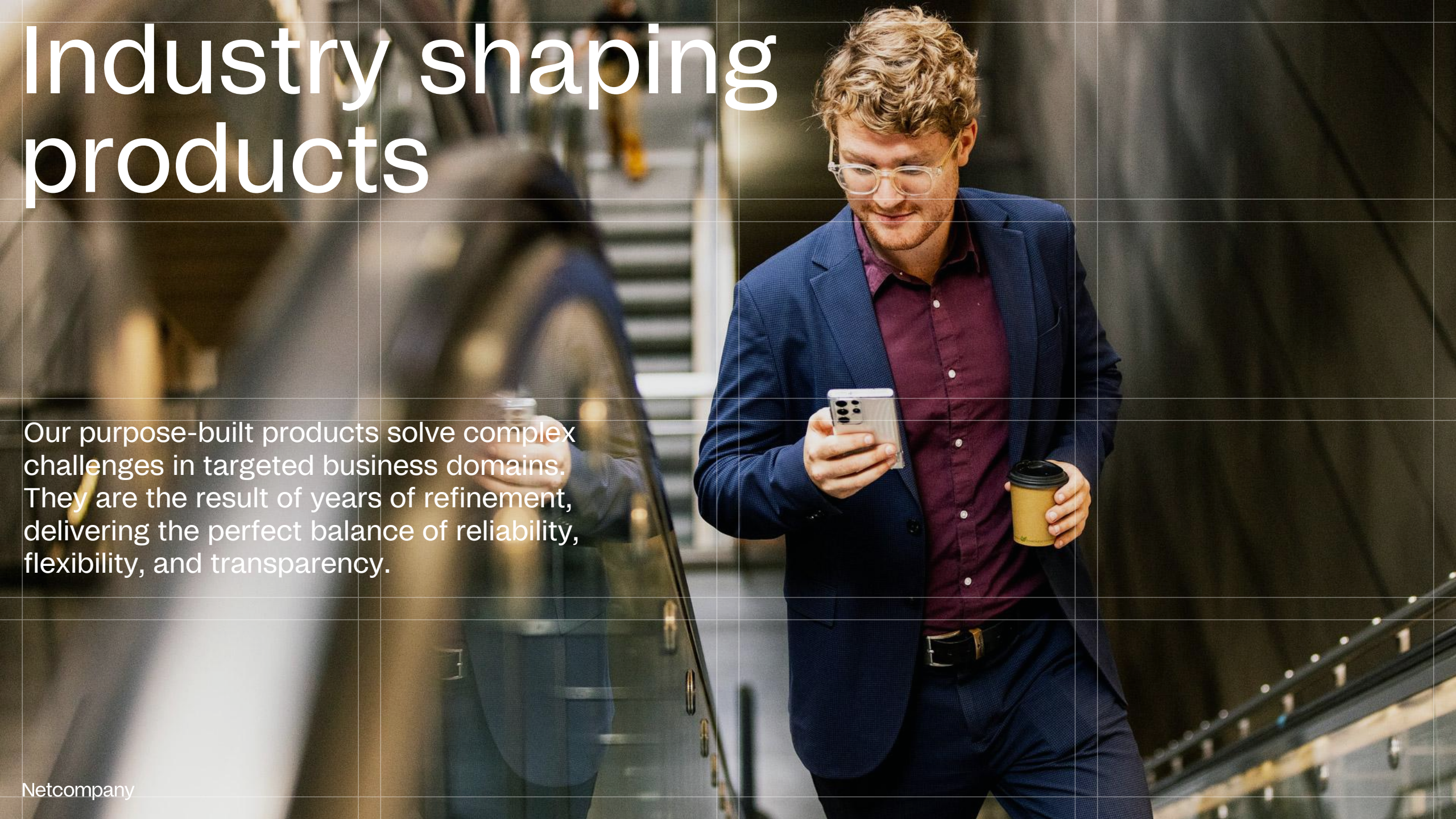


EASLEY AI™ orchestrates and leverages existing AI models, quickly connecting them to your unique business data, tools, and processes, centralising and storing data securely within EASLEY – not with the model provider – to ensure full transparency and governance of AI.



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

OLON 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)

