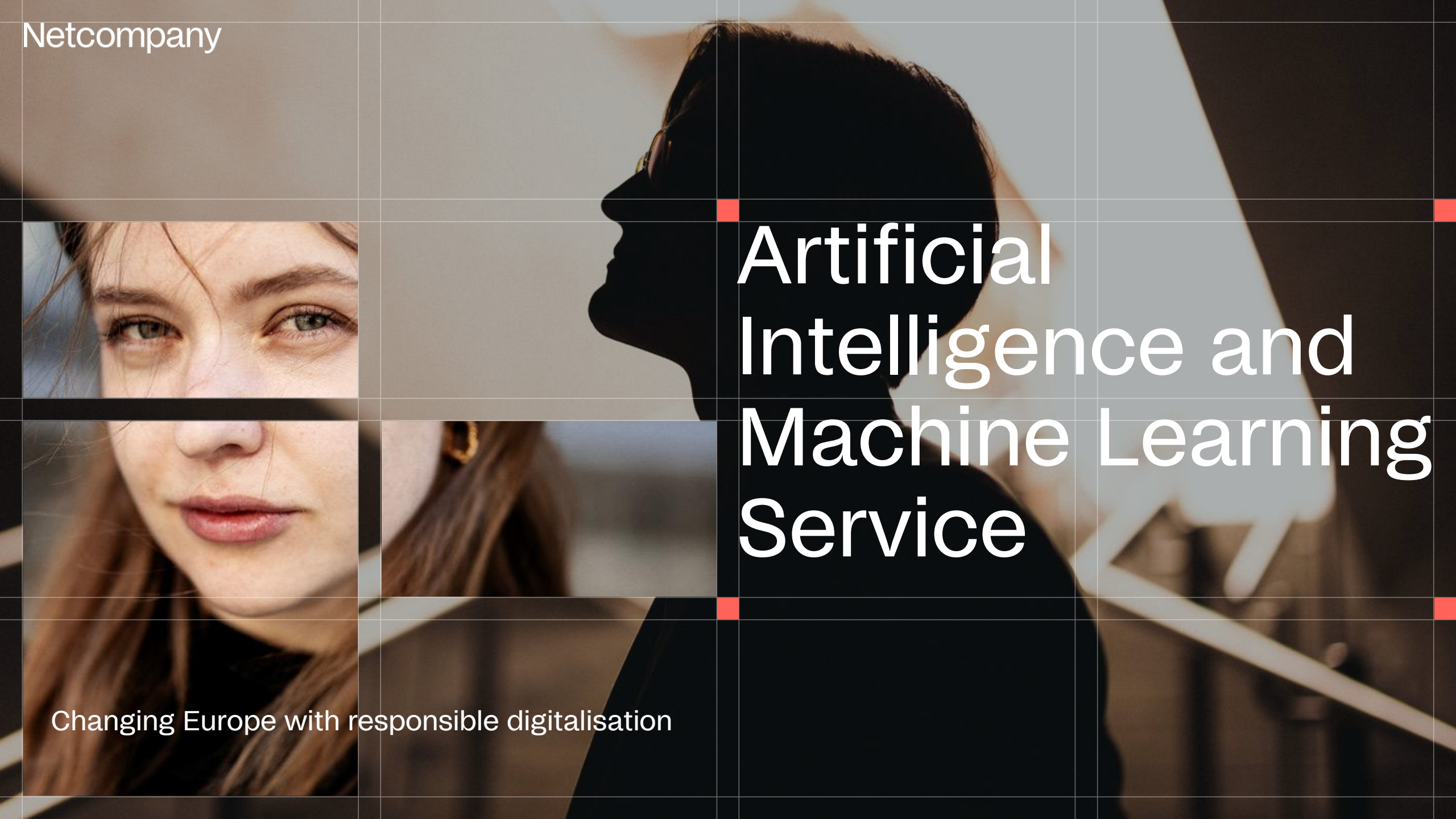


Netcompany



Artificial Intelligence and Machine Learning 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.

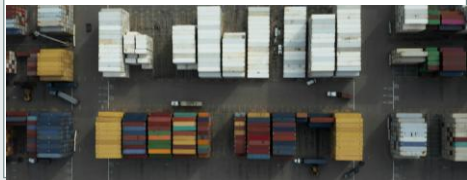


Streamlining UK-EU Trade with NCTS5



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



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.



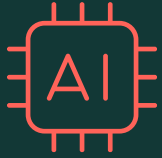
Migrating 47 Mission-Critical Applications to the Cloud



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.





Artificial Intelligence and Machine Learning Service

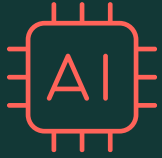
Netcompany has a proven Artificial Intelligence (AI) and Machine Learning (ML) framework. We support our clients in enhancing customer experience, increasing employee productivity, and enabling innovation through Artificial Intelligence (AI) and Machine Learning (ML). We take AI/ML beyond Proof of Concept (POC) and into production for faster value realisation.

Service Features

1. AI strategy, strategic planning, and business case development
2. Proven Artificial Intelligence (AI), Machine Learning (ML) Life Cycle Framework
3. AI/ML End-2-End Architecture, Design, Model Build, Tune, Test, and Evaluate
4. Data Science, exploratory data analysis, data profiling, and data visualisation
5. Data Engineering for AI/ML workloads, data ingestion and data cleansing
6. Operational Excellence with DevOps, and MLOps, monitoring and observability
7. Responsible AI, Ethics, Explainability, and Security Best Practices
8. Augmented Analysis of unstructured data such as notes, emails, voice
9. Virtual Personal Assistants, Chat Bots, Conversation AI, Generative AI Applications
10. Cloud-agnostic solutions for Microsoft Azure, and Amazon Web Services (AWS)

Service Benefits

1. Business process optimisation to reduce bottlenecks and inefficiencies
2. Augmentation of human and artificial intelligence for faster insight
3. Personalisation and recommendations to enhance citizen satisfaction
4. Sentiment Analytics to identify areas for improvements
5. Chatbots and Virtual Assistance for 24/7 support, and issue resolution
6. Demand Forecasting for capacity planning and prevent service failure
7. Predictive maintenance and analytics to prevent failure
8. Anomaly detection for fraud prevention and mitigating risks
9. Robotic process automation (RPA) for automation of repetitive work
10. Natural Language Processing (NLP) for data classification and increased quality



Artificial Intelligence and Machine Learning Service

Who is this for?

As a UK Government organisation, you've been at the forefront of providing services to citizens and other government agencies for many years. This continual need to adapt and address to new demands has provided your organisation with a wealth of information, often contained or restricted within silos of people, processes and tools.

Like any organisation, you've recognised that the power of your business is driven based upon what data you hold and can exploit for you to become data-centric. Artificial Intelligence (AI) and Machine Learning (ML) are used increasingly by organisations to gain competitive advantage from insights in data, helping to align business processes more closely and empathetically to customer's needs.

AI and ML have grown significantly due to their success in providing advanced insight, higher security, time savings and cost reduction. AI/ML is evolving rapidly with new techniques, such as Generative AI, Prompt Engineering, and Large Language Models (LLMs) to uncover even faster insights from data and provide augmented tools for efficient processes and productivity.

What is the Service?

AI/ML plays a significant role in addressing various challenges and improving government operations.

- Policy analysis and decision support, analysing large data sets related to citizen services to provide insights and recommendations for policymaking.
- Fraud detection and prevention: Analysing unusual patterns and detecting anomalies to prevent the abuse of government resources.
- Citizen engagement and service delivery via AI-powered chatbots and automatic access to required information.
- Cybersecurity and threat detection by monitoring network traffic and identifying potential system vulnerabilities.

- Generative AI is used for productivity and enhances citizen satisfaction with services.

We have experience in all these areas, and our consultants, architects, engineers, and managers have delivered solutions across these areas for both government and large multi-national organisations.

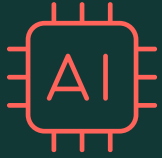
What does it do?

AI and ML cover a spectrum of sophistication.

We have proven frameworks, methodologies, and accelerators and support the government in leveraging the power of AI and ML by providing:

- Just-in-time discovery and strategy development, working with a variety of stakeholders to understand specific challenges, pain points and objectives and developing a roadmap for delivery.
- Exploratory data analysis, evaluating data quality, availability and relevance.
- Model build, tune, evaluate and test using ML/AI's state-of-the-art and fit-for-purpose algorithms.
- Proof of Concept (POC) and iterative approach to build solutions and gather end-user feedback
- Support building governance frameworks and policies to ensure explainable, ethical, and responsible AI.
- On-going support for maintenance, monitoring and operations

Outsourcing the work to Netcompany will shorten the time to solution while increasing the solution quality and facilitating full agility and control.



Artificial Intelligence and Machine Learning Service

How do we do it

In order to commence our Artificial Intelligence (AI) and Machine Learning (ML) Service, we will engage with you to understand your business requirements and goals. We kick off our engagement by setting up sessions with key stakeholders from C-Level to Line of Business and Product Managers to understand your current AI, data and analytics strategy and related Data, Data Science, Artificial Intelligence and Machine Learning capabilities, analyse the gaps, and understand your requirements. We ask targeted questions to dive deeper, and we use whiteboarding to keep track of the conversations and promote collaboration. Our Artificial Intelligence (AI) and Machine Learning (ML) Service will always be aligned with your overall business, AI, data and analytics strategy.

Assessing Requirements

Our data consultants will work with you to identify areas of your business that may benefit most from AI /ML initiatives. We use a data-driven approach and learn and bring our success stories from the existing case studies.

Pre-Development

We help our customers understand the solutions options and how they may be applied to areas of their business. This is a key part of preparation to building any strategy, to educate and empower our customers.

This simplifies the building of any AI/ML application and improves engagement across the organisation, by enabling the conversations that need to take place to be both informative and understood. We achieve this through strategy discussions and prototyping.

Data Assessment and Understanding

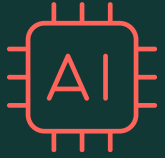
We will work with you to understand your data, and their availability for building the right solutions.

Our data team will work with your Subject Matter Experts (SMEs) to analyse and prepare data for building Models and AI Applications.

Data Analysis and Engineering

Our Data team would assess the quality and volume of the current data to quantify if it would provide enough coverage of the sample population for building the AI/ML solution and gather and prepare the data for building the AI/ML solutions. Where the population coverage by the data is too small, the team would identify this and supplement or advise alternative approaches.

We provide recommendations for further improvements for data storage and processing based on best practices. Suitable solutions designs would be identified, and options will be recommended to best fit your short and long-term objectives.



Artificial Intelligence and Machine Learning Service

Data Security and Compliance

We take data security seriously and have a dedicated team managing data protection and compliance to GDPR. Our team of cybersecurity experts are also available to audit any solution for adherence to regulation and best practice.

Algorithm Selection

It is important to select and try most suitable algorithm based on the required output. We select and test the best algorithms for building AI/ML solutions.

Model Explicability and Bias

We acknowledge that government projects and working with citizen data and providing public services requires transparency. We include model explainability as integral part of our ML/AI development process. Our team would assess data for biases that may skew the results in an inappropriate manner.

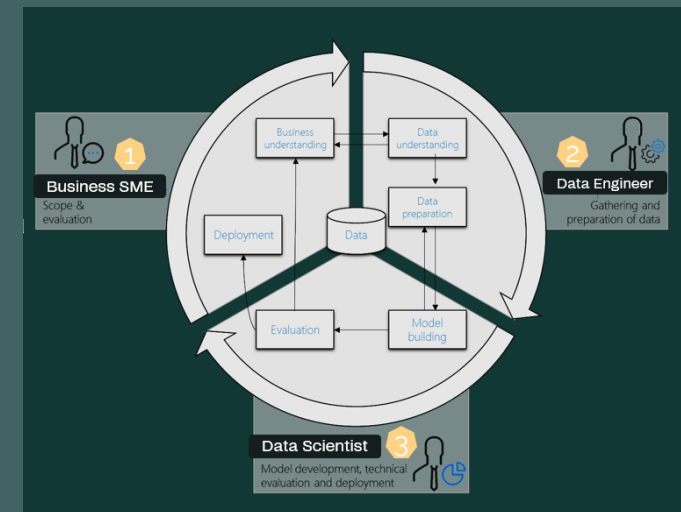
Development & Delivery

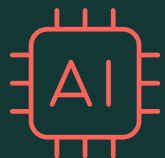
As a company we use an Agile approach to deliver our solutions. This enables our clients to receive regular reports on progress and help shape any alterations to the delivery. They can view the development as it exits each phase and measure our progress

Business SME: helps with continuous understanding of data and normal workflows and in prioritising the identified use cases/hypothesis and evaluating the model outcomes

Data Engineer: gathers, cleans and prepares data and can generate new synthetic data for model development.

Data Scientist: is building and validating the AI models. The results are continuously evaluated before a decision is made on whether to proceed or move on to the next use case.





Artificial Intelligence and Machine Learning Service

Choosing the Right Skills

AI and ML draws on statistics, mathematics, probability and programming expertise as well as a great deal of subject matter expertise in the business domain. We use a data-driven approach and learn and bring our success stories from the existing case studies. We will work with you to structure interdisciplinary and cross-organisational rainbow teams with the right blend of skills and experience to cover all delivery areas from strategy to detailed execution. By using our proven “Agile with Control” and AI/ML frameworks, we build confidence by delivering value faster and gather continuous user feedback to promote improvements to upcoming delivery iterations.

Team Structure

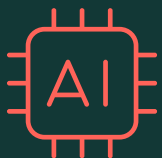
To be successful it's important that the AI and ML teams have the skills, capability and knowledge required to identify, gather and provide the right solution aligned to your business needs. Dependent on the specific requirement of the project, our team of highly skilled professionals can help you along the journey.

The following provides an overview of the roles and related expertise that we would deploy to optimise the success of the projects.

Data Scientists: Experts in data exploration, algorithm selection, feature engineering, build, tune, evaluate and test Machine Learning models
Data Engineers: Experts in collection and data preparation.

BI/Data Analysts: Experts in data analysis, data visualisation and building BI solutions such as reports and dashboards.

Data Architects : Experts in architecting secure, feasible, maintainable and responsible AI/ML solutions, with all major cloud solution providers.



Case study

Copenhagen airports (CPH)
modernisation of bag arrival
operations



Problem

CPH is the largest airport operator in the Nordic countries with more than 30 million passengers annually and approximately 25,000 people working on-site. It is perceived as one of the world's most welcoming and efficient traffic hubs due to a strong retail and customer experience. Seamless operations including efficient baggage claim is a major element in the customer journey.

With current capacity for handling bag arrivals being pushed to the limit, particularly during peak seasons, CPH (Copenhagen Airports) faced the challenge of optimizing current bag arrival processes or modernize the bag arrival operations for a double digit million investment.

Solution

Using artificial intelligence, Netcompany has developed an advanced data driven baggage service that estimates baggage arrival times with 99 percent accuracy.

This allows for a significantly improved use of resources, negating the need to modernize operations though large investments, and passengers can now spend their time in the retail area instead of waiting at the baggage carousel.

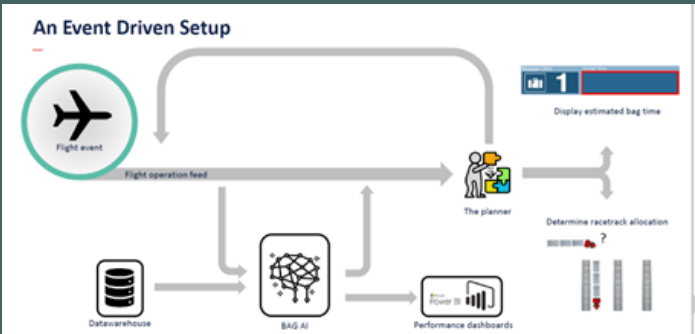
Netcompany investigated whether the baggage system at Copenhagen Airports could be optimised rather than require investment to meet an imminent expansion and increased number of passengers.

Netcompany developed a model (utilising streaming) that predicts based on complex data the estimated time for

arrival of luggage through the baggage system. The model and associated baggage-handling process changes were developed and implemented in close collaboration with stakeholders using the CRISP-DM method.

Benefits

- The solution eliminates the need to modernise the baggage arrival operations, saving CPH millions in new investments
- Capacity and allocation of resources have been optimized for 40 million passengers
- Increased customer service through more accurate estimation of baggage arrival, and better distribution of load on the racetracks in the arrival hall, resulting in increased customer satisfaction
- More precise estimates of baggage arrival allows the passengers to spend time in the retail shops as opposed to waiting at the racetracks, resulting in increased retail revenue



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.

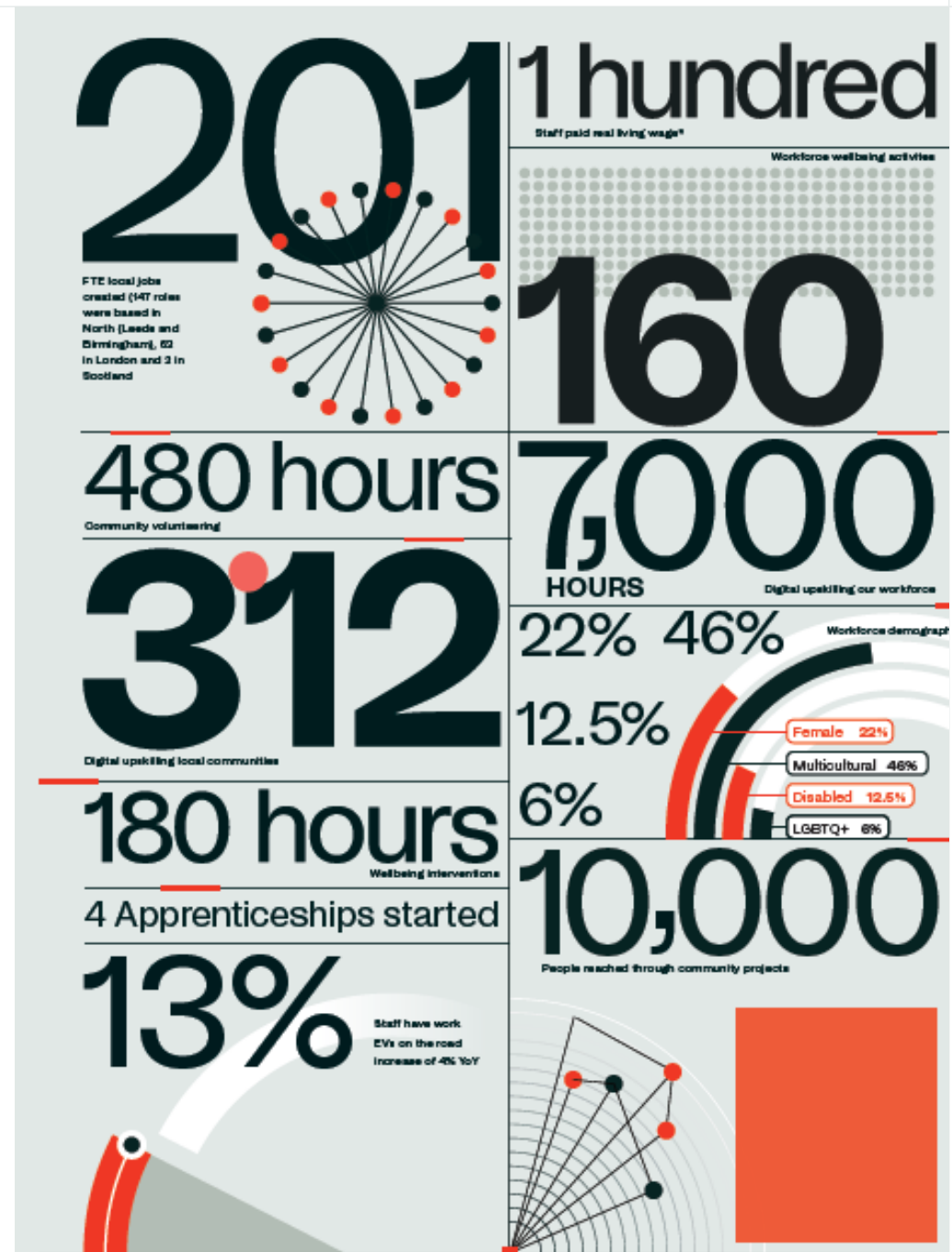


EMPLOYER
RECOGNITION SCHEME

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.

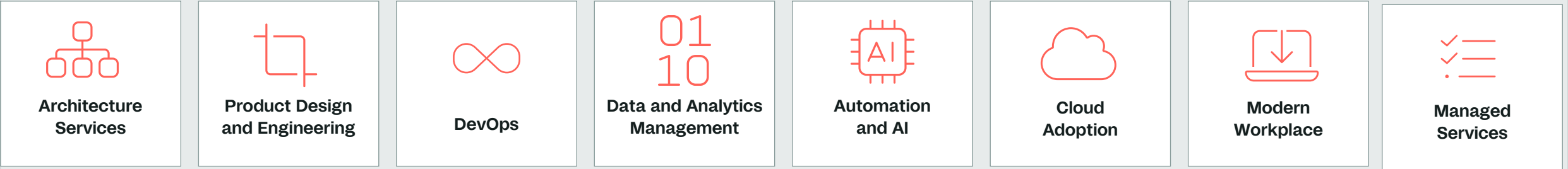
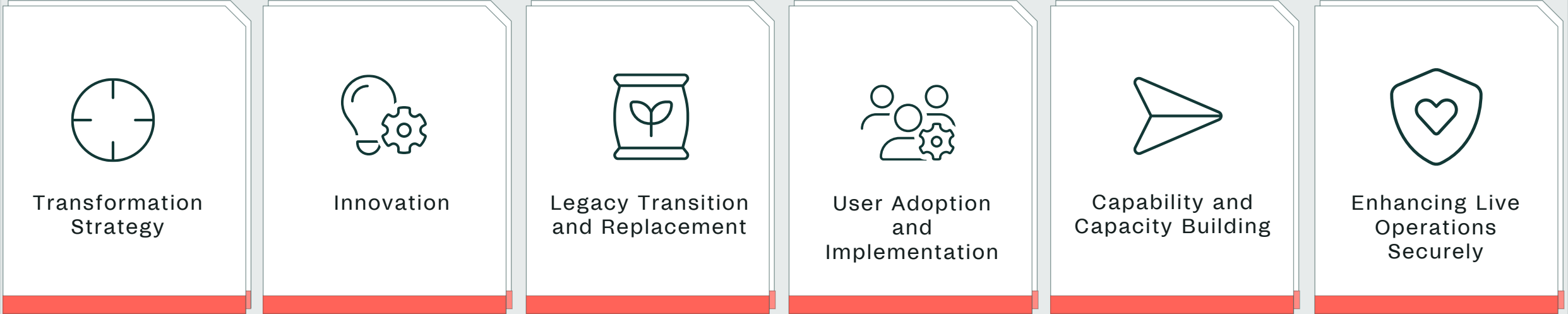
With expertise in all modern technologies and industry-targeted digital tools, we guide you through your options, combining components and software with the goal of finding the right balance between needs, agility and operating costs.



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



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.



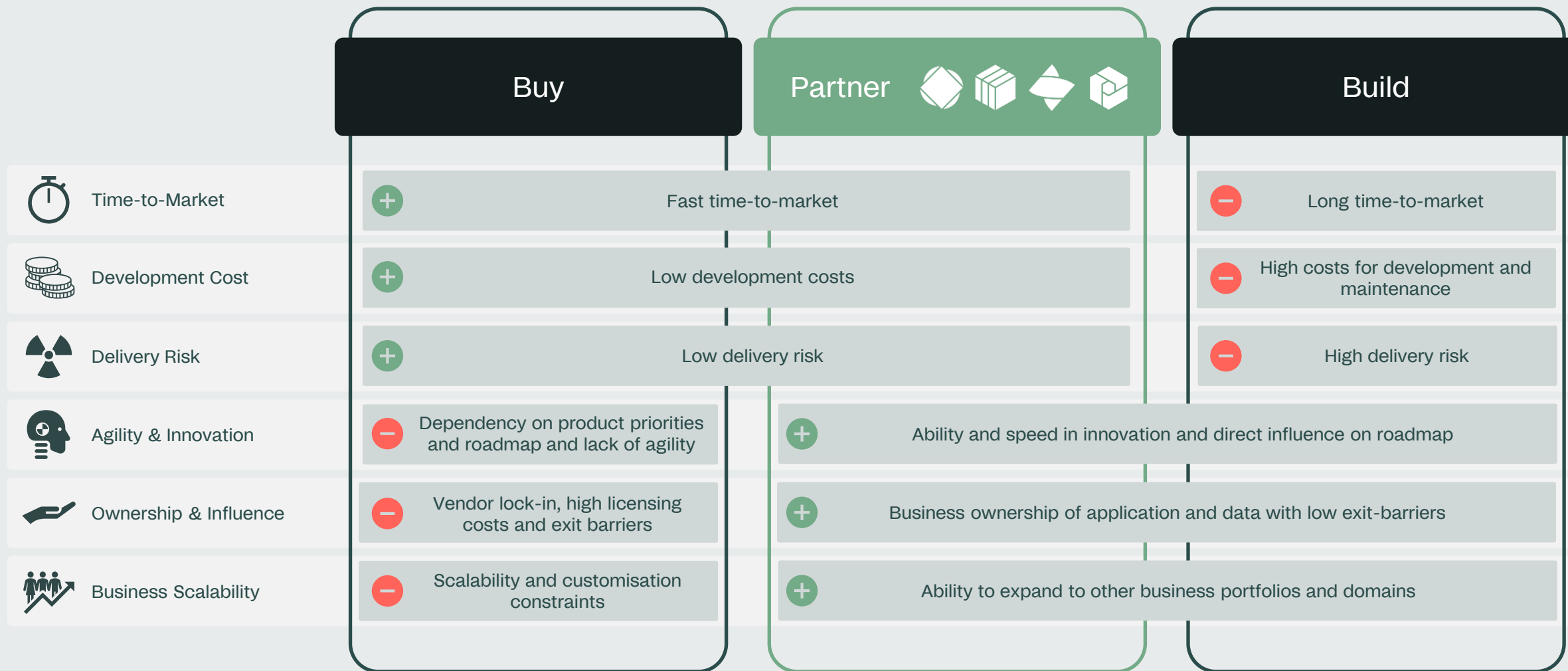
GENERATIVE AI PLATFORM

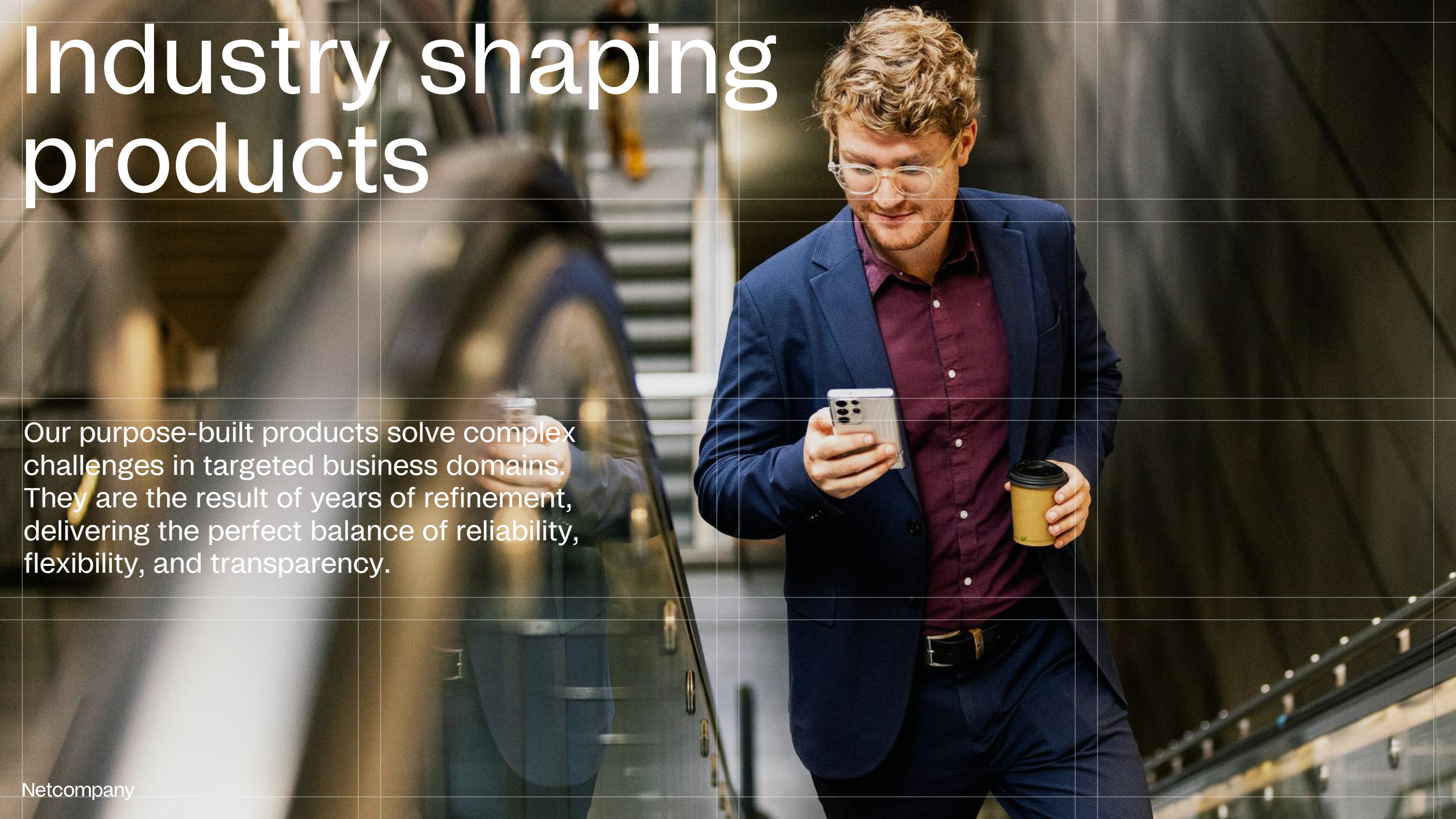


EASLEY AI™ orchestrates and leverages existing AI models, quickly connecting them to your unique business data, tools, and processes, centralising and storing data securely within EASLEY – not with the model provider – to ensure full transparency and governance of AI.



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
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info.uk@netcompany.com

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

