



Problem Definition And Roadmapping

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.





Problem Definition And Roadmapping

By bringing together business, policy, IT/Digital and user perspectives Netcompany support effective problem definition and service roadmapping to ensure transformation activities align to real opportunities and deliver optimum benefit. This also ensures a shared view of the scope and objectives of the work, setting projects and programmes up for success.

Service Features

1. Gather and synthesise data/insight from a wide range of sources.
2. Identify and engage relevant stakeholders, SMEs and governance.
3. Create and test problem statements and vision statements.
4. Problem definition workshops and challenge sessions.
5. Build strategic logic/benefits models to develop rationale for change.
6. Cost benefit analysis in-line with HMT Green Book guidance.
7. Impact assessment covering people, processes and technology.
8. High-level scoping and roadmap to frame delivery.
9. Identification of likely delivery phases, accounting for dependencies.
10. Phased approach to change and benefits realisation.

Service Benefits

1. Create and communicate a robust evidence base for change.
2. Identify and prioritise real business problems and underlying causes.
3. Create robust scope and rationale for business cases.
4. Build understanding and buy-in to change from stakeholders.
5. Create clear problem statements as the basis for planning.
6. Link high-level roadmaps to business and user value.
7. Create a clear line-of-sight from problem definition to delivery.
8. Create quantifiable and measurable success criteria.
9. Identify, document and test assumptions.
10. Frame problems correctly to enable effective solution design.



Problem Definition And Roadmapping

Who is this for?

Problem definition and road mapping helps teams and organisations get to grips with complex delivery challenges. It is particularly valuable in complex service and operational environments and where there are a range of significant internal and external stakeholders who need to be involved in planning, design and delivery.

Our structured, analytic approach brings discipline and rigour to the process of agreeing goals, success measures and the path to meeting them, resulting in services and delivery that delivers real benefits to users and organisations.

How do we do it?

We deploy small, experienced teams of product and design experts to understand your organisational context, challenges and stakeholders.

We use best practice problem definition and roadmap approaches and templates to shape discussions and outputs, helping to focus discussion and information gathering.

We work collaboratively with your teams and across your organisation, running workshops and playing back progress regularly to ensure robust outputs and buy-in to the process.

The team

An engagement lead will be responsible for the overall delivery of the work and for deploying a team with the skills and capacity to undertake problem definition and road mapping including:

Product Manager: responsible for identifying / defining goals, aims and problems to be solved, shaping and leading information gathering and analysis, creating and iterating roadmaps and engaging with stakeholders to ensure all perspectives are reflected in the process and that the outcomes enjoy support and buy-in.

Researcher/Analyst: responsible for gathering and analysing information on business and user needs, supporting the product manager to create problem statements and roadmaps, and for identifying and quantifying benefits and outcomes.

Outputs and deliverables

The key artefacts that we create are:

Problem definition: we create clear, understandable problem statements that include context, causes and outcome measures. These also capture the impact and importance of the problem and how we will measure and demonstrate when problems have been solved successfully.

Roadmap: visual, easy to understand and use roadmaps show the path to addressing business and user problems and delivering successful service outcomes. This includes the sequencing / phasing of activities, the themes or aims of each phase, the user and business needs that will be met, success measures, the problems to be solved, and delivery questions to be addressed in each phase.



Case Study

GP Registration

Background

The NHS faced the challenge of GP practices suffering a high degree of burden related to manual processing of paper registration forms, leading to poor data quality and onerous registration processes.

Netcompany was selected as the strategic partner to deliver a Digital GP Registration Service, replacing manual processing of GMS1 paper forms with a digital portal, where patients provide their registration details online. This was a national scale service incorporating an externally facing user interface.

Solution

Netcompany deployed a multidisciplinary team, including a product owner and data analyst, and used a variety of User Centred Design (UCD) disciplines to capture User Needs and business requirements to shape a roadmap of features, prioritising key value and alignment with strategic objectives.

Netcompany collaborated with NHS England and NHS Digital to create a streamlined and efficient onboarding registration service for GP practices, complete with a new online registration portal option for patients replacing manual processing of GMS1 paper forms.

Netcompany role

We successfully led GP Registration through Discovery to Beta and continue to support the service in Live operation driving increased digital take-up. Alongside a patient-facing portal, Netcompany also delivered a GP

facing portal, which supports practices in self-serve onboarding. Online GP Registration Service has been in live operation since August 2022.

Delivery Approach

We incorporated UCD into the discovery and build by embedding our UCD specialists into multi-disciplinary delivery teams. We deployed service design, user research, content design and interaction design roles alongside product management, business analysis and engineering resources, to form product teams fully equipped to engage with users, understand their challenges, and design a service which meets their needs.

Outcomes

Our key to success was user centred design and research to ensure that all UIs were simple to use for patients/GPs and proactive provision of teams to support and encourage sign up. Patient data quality has improved, resulting in better engagement, patient outcomes, and **annual savings to the NHS of £25m.**

- After failings twice in developing a digital registration service with other suppliers, Netcompany Launched the service 4 months ahead of schedule
- We onboarded 2,000 GPs onto digital registration service by November 2023, 7 weeks ahead of Ministerial Commitment
- Exceeded all onboarding targets, processing 500,000+ registrations to date

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.

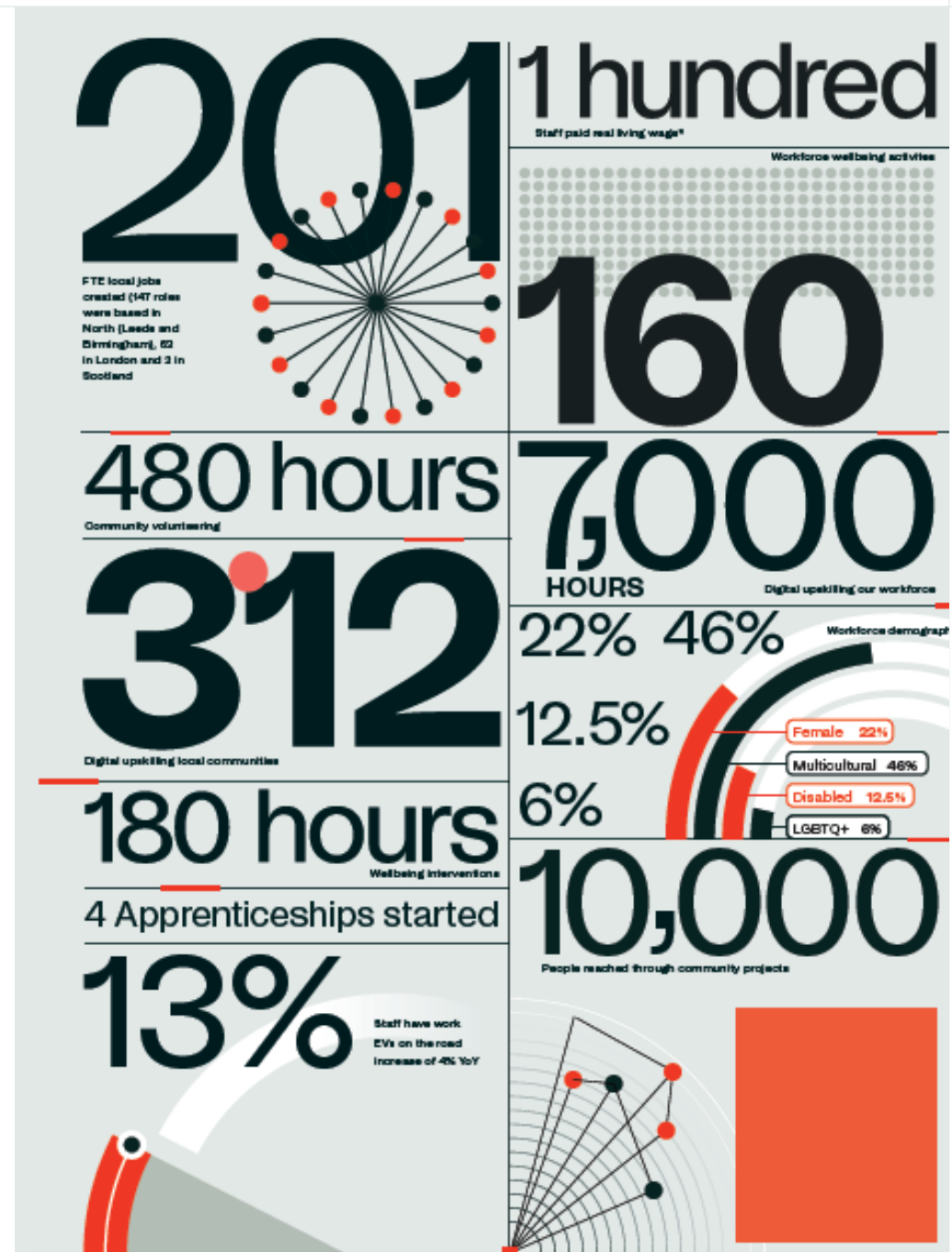


EMPLOYER
RECOGNITION SCHEME

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.

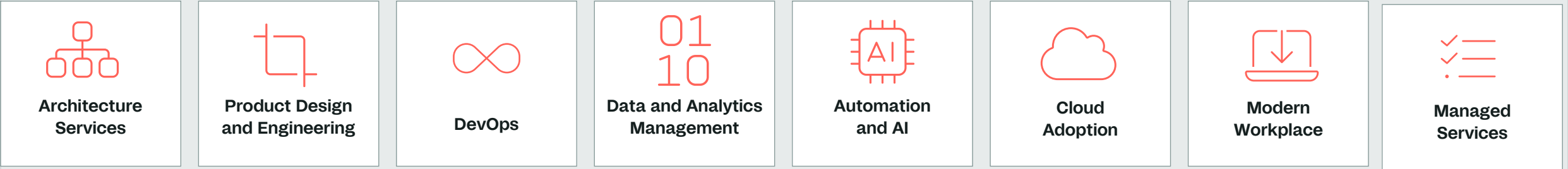
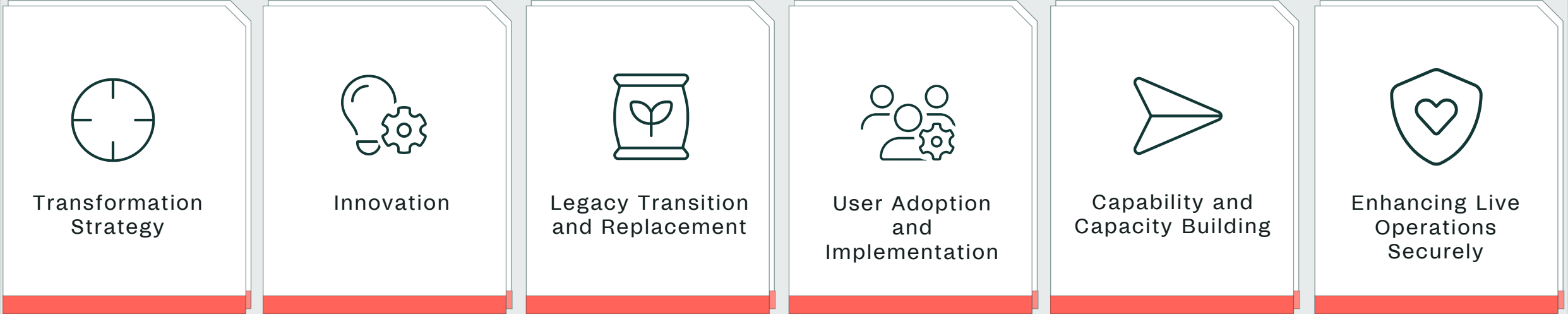
With expertise in all modern technologies and industry-targeted digital tools, we guide you through your options, combining components and software with the goal of finding the right balance between needs, agility and operating costs.



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.



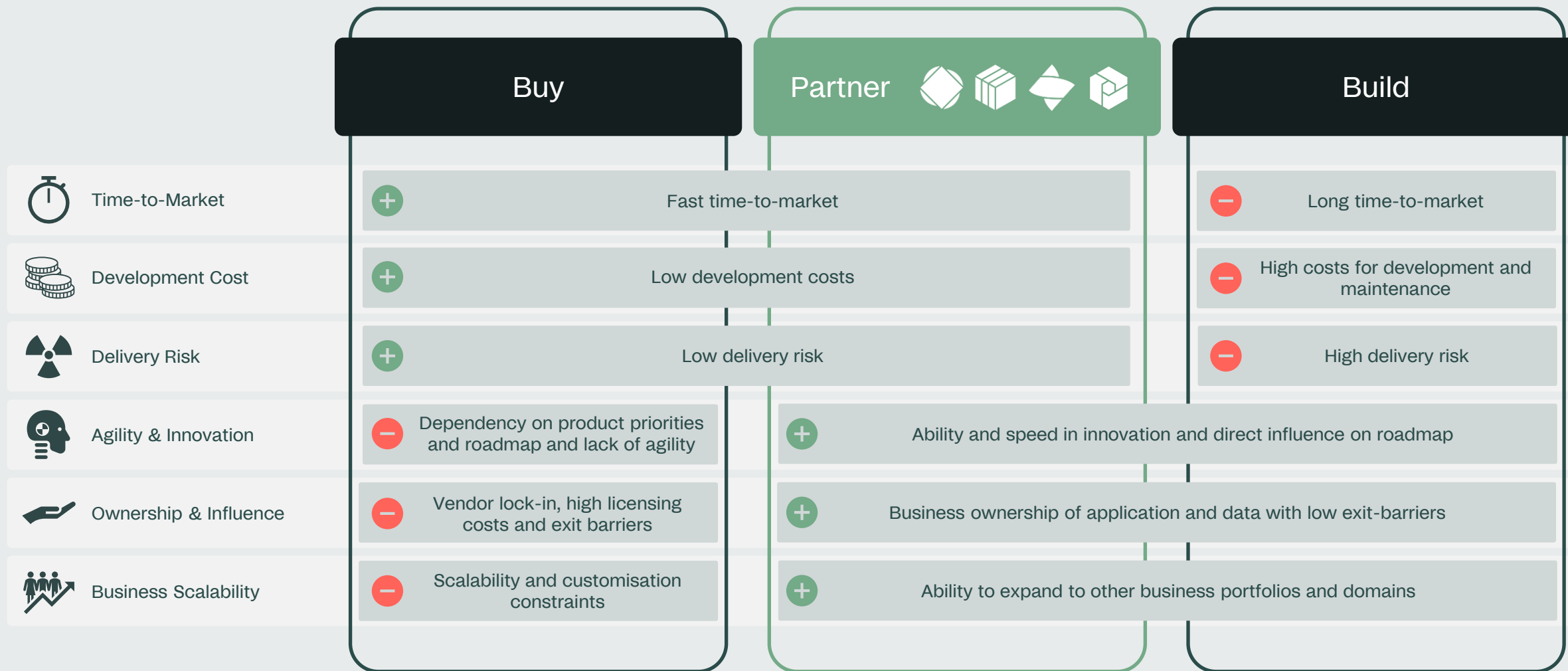
GENERATIVE AI PLATFORM

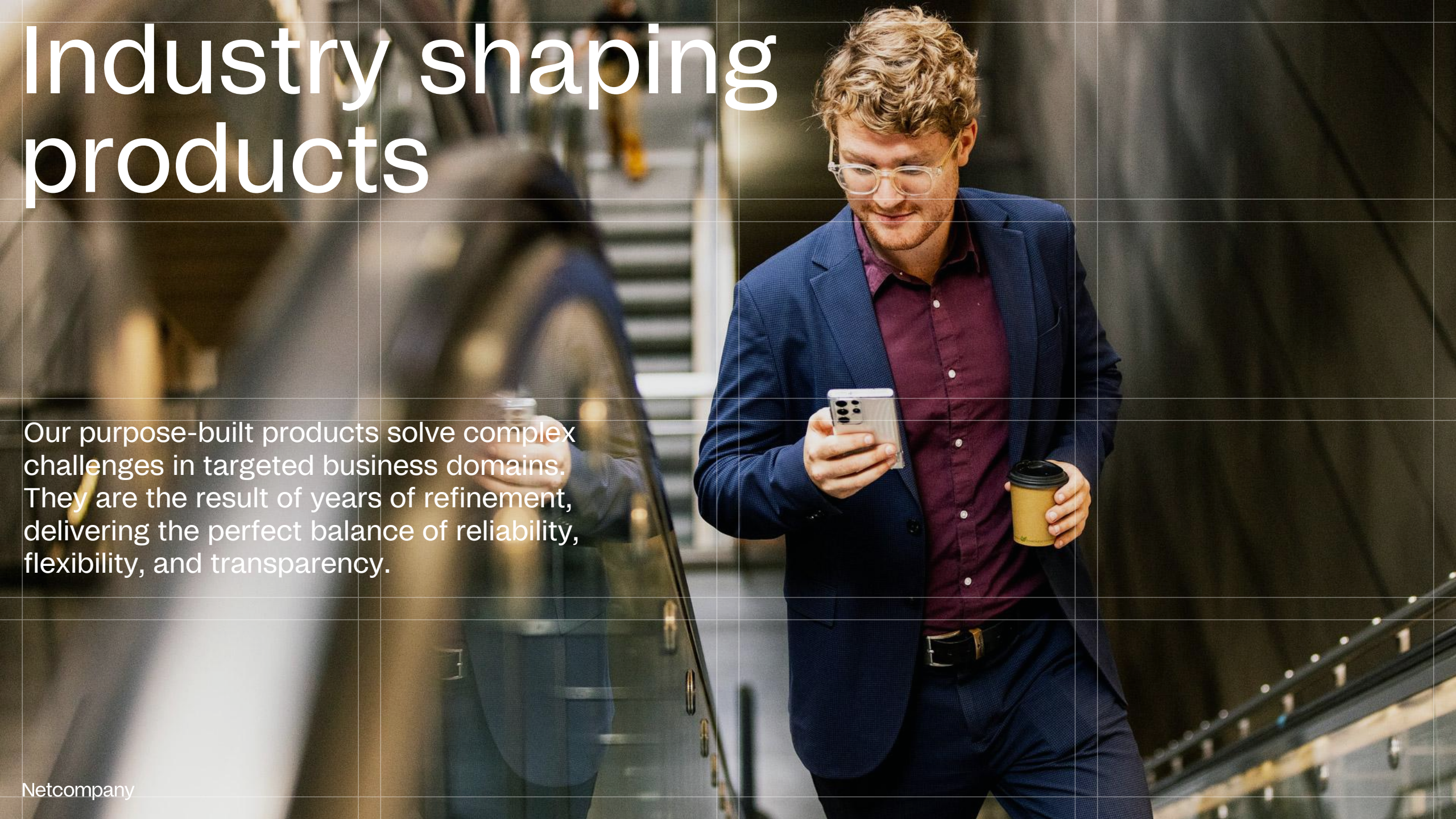


EASLEY AI™ orchestrates and leverages existing AI models, quickly connecting them to your unique business data, tools, and processes, centralising and storing data securely within EASLEY – not with the model provider – to ensure full transparency and governance of AI.



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)

