

Netcompany



User Experience Audit (Expert Review)

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.





User Experience Audit (Expert Review)

Netcompany's Experience Audit identifies opportunities to boost the uptake and performance of customer-facing digital services. It ensures digital products meet their intended purpose, adhere to regulatory requirements and meet customer needs – identifying changes and improvements to address issues, and pain points, increase user satisfaction, drive adoption, and realise business benefits.

Service Features

1. Review of user feedback and performance data.
2. Stakeholder interviews to understand context and goals
3. Competitor analysis of agreed comparable services and products.
4. Feature analysis, including differentiators and integrations.
5. Content Audit covering all formats (e.g. images/video/audio/text).
6. Accessibility review against WCAG 2.2 standards.
7. Heuristic analysis (user problems, tasks and needs).
8. Design review (including targeted user research and testing).
9. Technology review (existing technology landscape and issues).
10. Detailed recommendations for improvement are ready for implementation.

Service Benefits

1. Improve service and business outcomes.
2. Improve customer satisfaction and trust.
3. Increase service take-up and successful completion.
4. Decrease failure demand and customer contact.
5. Optimise business processes and improve service delivery.
6. Increase performance and sustainability and reduce operational cost.
7. Improve service functionality, accessibility and regulatory compliance.
8. Reduce risk and improve service quality.
9. Improve stakeholder engagement and buy-in to the service.
10. Identify future roadmap and options for service improvement.



User Experience Audit (Expert Review)

What is the service?

A user experience audit (expert review) is an assessment of an existing digital product conducted by our user experience experts. It is focused and rapid (usually taking 2 weeks) and identifies tangible improvements for implementation.

Where a product or service is failing to meet business objectives and delivering a poor user experience an experience audit is a great place to start the improvement journey.

How do we do it?

A user experience audit starts with a kick-off to set the scene. We meet the product team, agree ways of working, make practical arrangements for the audit (e.g. access to systems, time with stakeholders) and agree the plan.

We use stakeholder interviews to understand the purpose of the product and the development story so far, then dive in deep to a product review to identify opportunities for improvement:

- Competitor analysis
- Feature analysis
- Content audit
- Accessibility review
- Heuristic analysis
- Design review
- Review of how technology supports UX

We create an audit report with a summary and detailed recommendations and benefits and present it to key stakeholders.

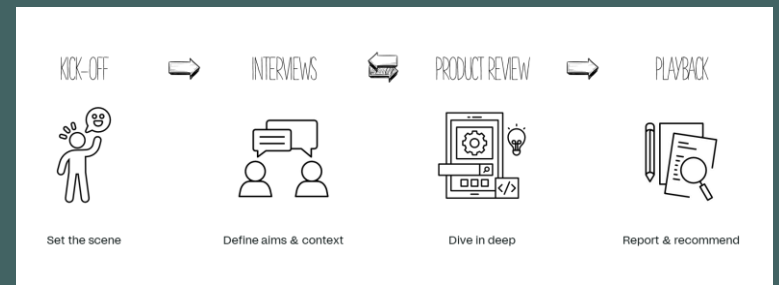
The team

A user experience audit is lead by a senior UX specialist who is responsible for the overall delivery of the work and runs stakeholder interviews, product analysis and creates the recommendation report.

A content designer conducts content reviews and a technical architect reviews as-is technology constraints and identifies improvements.

Outputs and deliverables

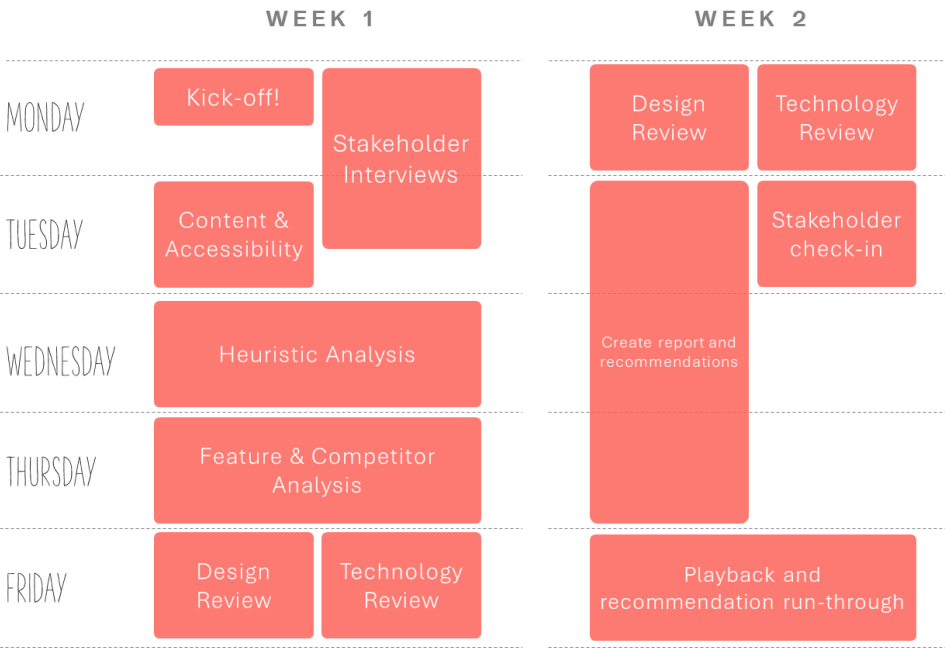
At the end of the audit, we run a playback and run through session to share findings and recommendations with the product team and stakeholders and issue a detailed written report with an executive summary.





User Experience Audit (Expert Review)

Example audit plan





Case Study

GP Registration

Background and Problem

NHS England wanted to streamline GP registrations across England. The goal was to reduce the time and effort required for patient registration by creating a simple, standardised GP Registration service for patients and GP Practices.

Many GP Practices process registration manually using local systems. This led to inefficiency and inconsistent registration processes. The new service aimed to free up GP Practice time and improve patient experience.

Solution

During Alpha, we collaborated with NHS England as part of a multidisciplinary team including user researchers, service designers, business analysts, technical architects, and developers. Through rigorous testing and prototyping, we developed a user-centric solution ready for Beta. This involved identifying and testing assumptions about Practices wanting to move from paper to digital, the questions asked in the digital form to patients, how to integrate with existing GP systems, and system and user interface designs, including building stakeholder buy-in.

Netcompany role

Netcompany is the delivery partner for GP Registration, responsible for service development, iteration, and performance. Our team played key roles in delivery management, performance analysis, and technical architecture to ensure the new service integrates well with existing systems and processes and continues to

perform effectively in the long run.

Delivery Approach

Netcompany took a thorough approach to the Alpha phase, including ideation, prototyping, user testing, service design, and technical testing. Working closely with stakeholders, we prioritised accessibility, testing, and established a framework to measure success. At the end of the Alpha, Netcompany delivered a detailed report outlining the testing process, findings, recommendations, and development-ready Beta backlog.

Outcomes

Alpha created validated service designs tested with real users and ready for Beta development.

This covered the end-to-end process, including patient-facing services, GP admin interfaces, and NHS data validation and processing.

As a result, the project moved smoothly into Beta development and launch and is used by 2,100+ GPs practices, with 850k+ digital applications processed and ~81k GP admin hours saved.

The service achieves high user satisfaction (96% in Dec 2023).

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

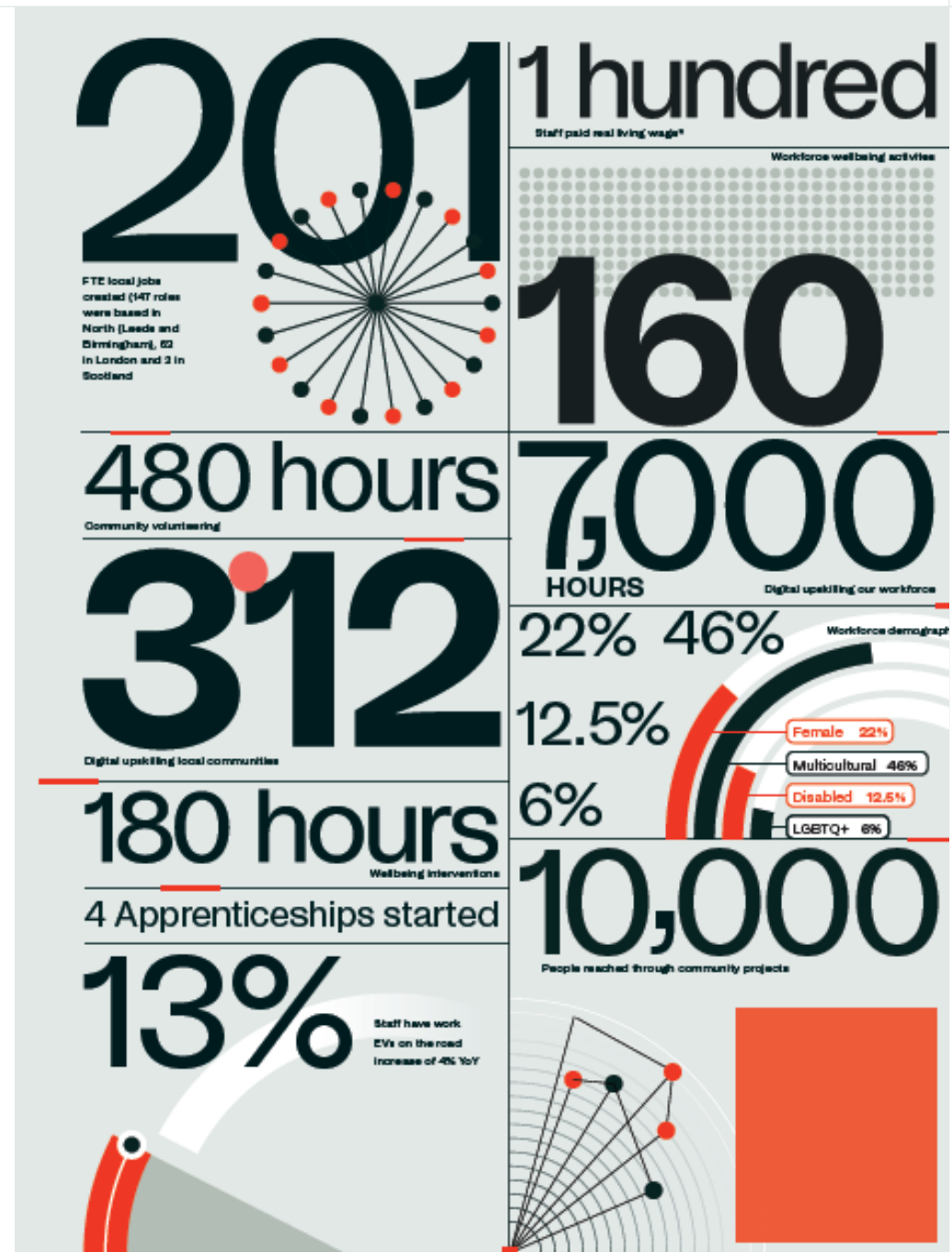
Netcompany partners with schools, charities and SMEs to build digital skills, improve access to technology and create inclusive opportunities. Through volunteering, mentoring and targeted programmes, Netcompany reached **10,000 people** across **480 hours of volunteering** in 2024, running and contributing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



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.

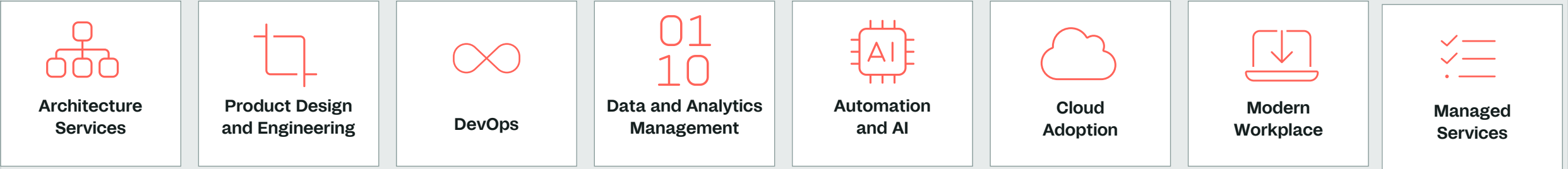
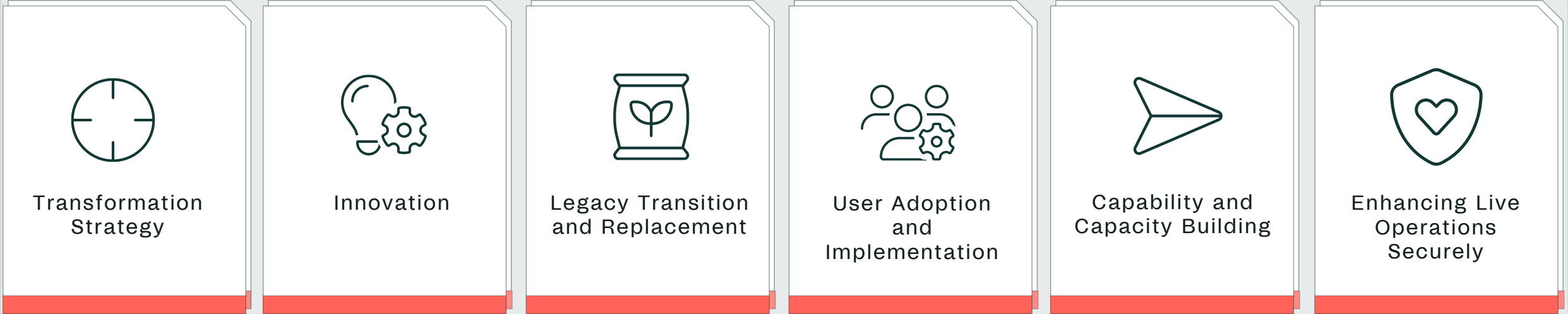
With expertise in all modern technologies and industry-targeted digital tools, we guide you through your options, combining components and software with the goal of finding the right balance between needs, agility and operating costs.



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.



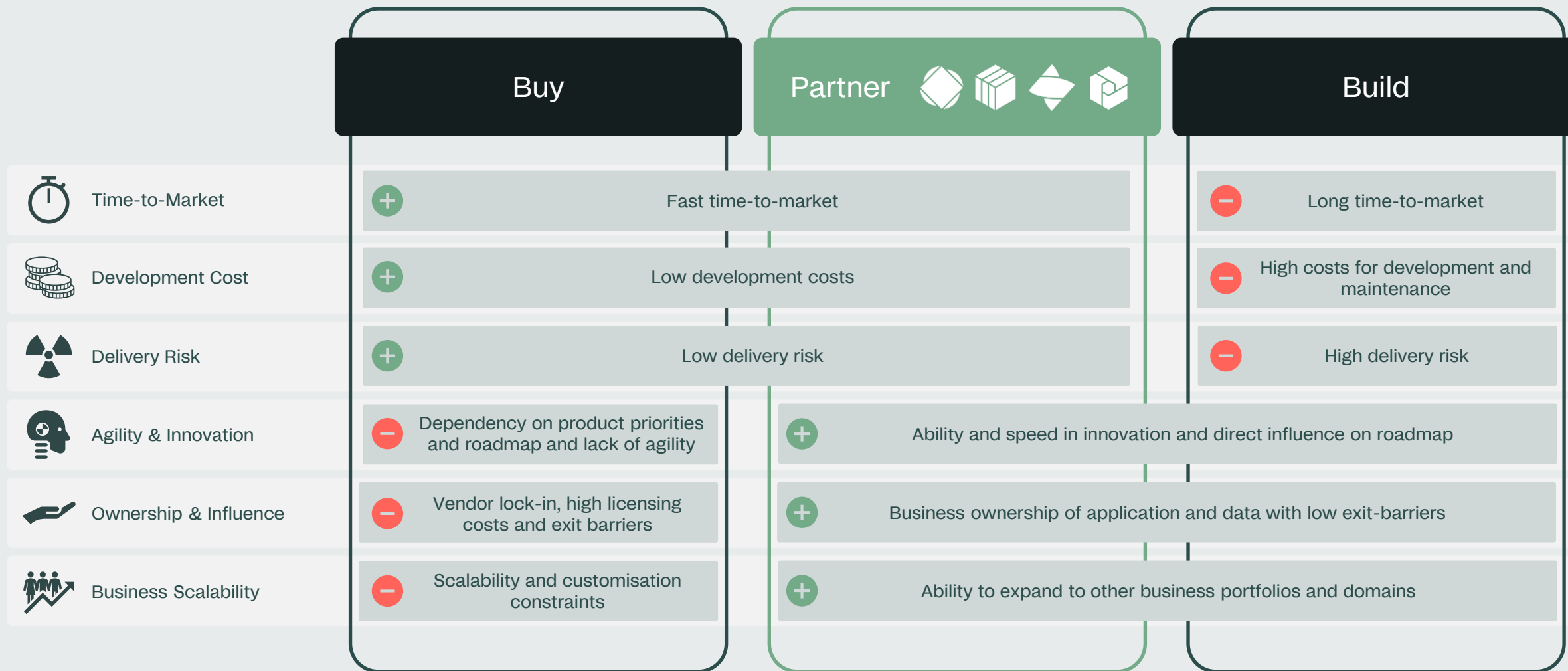
GENERATIVE AI PLATFORM

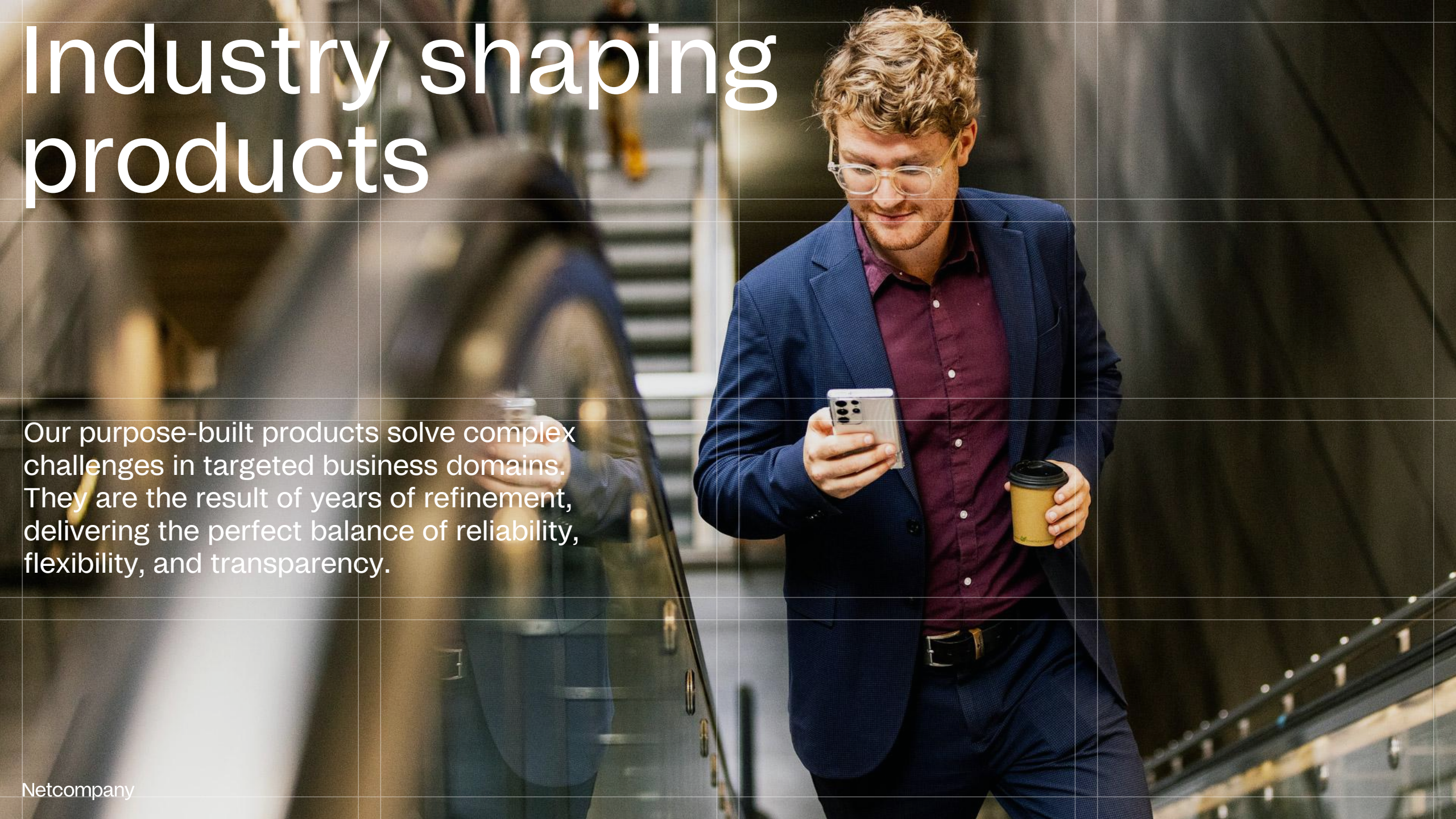


EASLEY AI™ orchestrates and leverages existing AI models, quickly connecting them to your unique business data, tools, and processes, centralising and storing data securely within EASLEY – not with the model provider – to ensure full transparency and governance of AI.



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?

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