

Netcompany



ServiceNow Consulting and Implementation

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.





ServiceNow Consulting and Implementation

Netcompany, as a ServiceNow Partner, excels in secure, adaptable ServiceNow deployments. We specialise in digital transformation, offering comprehensive ITSM, ITOM, HRSD, CSM, SecOps, GRC, ESG, and AI solutions, underpinned by robust integration skills and aligned with CSDM and the ServiceNow Global Solutions Framework for multiple industry sectors.

Service Features

1. Customised ServiceNow consulting and implementation.
2. Advanced security in ServiceNow deployments.
3. Cross-sector digital transformation proficiency.
4. Wide-ranging ServiceNow application capabilities.
5. ServiceNow ITSM and ITOM optimisation.
6. ServiceNow CSM for maximising customer satisfaction.
7. ServiceNow SecOps and GRC framework.
8. ServiceNow integrated ESG initiatives.
9. Chatbot and AI implementation.
10. Standardised CSDM utilisation to maximise platform value.

Service Benefits

1. Reduced associated costs of implementation and operation.
2. Accelerated timelines, enhancing time to value.
3. Integrated enterprise-wide risk and compliance streamlining.
4. Automates processes, spurring innovation.
5. Cloud-based cybersecurity and SecOps best practices.
6. Agile, flexible program delivery methods.
7. Automated enterprise risk and control management.
8. Dynamic, real-time reporting capabilities.
9. Tailored, out-of-the-box implementation readiness.
10. Seamless integration with technology-agnostic efficiency.



ServiceNow Consulting and Implementation

The Planning Service

Netcompany's planning service meticulously aligns with client objectives from the outset. We begin by establishing a clear vision and defining the scope of activities needed to meet engagement goals, with success criteria set from the start.

Utilising GDS Agile tools and techniques, our approach incorporates daily stand-ups, sprint planning, show and tells, and retrospectives, alongside user story creation and backlog refinement. This ensures that Agile methodologies are integrated throughout our planning processes and align as industry standard.

Our planning phases—Discovery, Alpha, Beta, and Live—are guided by the GDS Service Manual. This approach allows us to effectively understand client needs, explore innovative solutions, develop these solutions in a real-world setting, and prepare for a successful live implementation.

Internally, Netcompany leverages its Centres of Excellence in data, UX, SecOps, application development, architecture, ITSM and DevOps to ensure each project is supported by cutting-edge expertise and technology. This internal capability allows us to deliver comprehensive, industry best practice, seasoned experts with a commitment to delivering tailored solutions that ensure operational excellence and align seamlessly with business priorities.



ServiceNow Consulting and Implementation

Setup and Migration

Netcompany offers a robust setup and migration service for ServiceNow implementations, tailored to suit organizational needs. Our proven methodology encompasses various approaches including greenfield installations and transitions from legacy systems. We begin with a thorough discovery phase, identifying critical business outcomes to ensure ServiceNow integration supports continuous service with minimal disruption.

Our migration strategies are flexible, employing both phased and Big Bang approaches to go live. A phased rollout may involve geographical, functional, or departmental segments, while the Big Bang approach shifts the entire organisation to ServiceNow on a predetermined date. For each strategy, a clear baseline, or Minimum Viable Product (MVP) is established, ensuring readiness for the go-live date.

Integral to our process is the careful planning of data migration and system integrations, guaranteeing data integrity and seamless functionality in the new environment. Our approach is designed to be solution-agnostic, allowing for a smooth transition whether the scope involves IT Service Management, Operations, Business Management, Human Resources, Customer Service Management, or Security Operations.

With Netcompany, clients benefit from a structured yet adaptable migration path, expert guidance, and strategic planning that pave the way for a successful transformation to the ServiceNow platform.



ServiceNow Consulting and Implementation

Training Service

Netcompany provides a comprehensive training service designed to support the successful adoption and operation of your ServiceNow implementation. We are committed to knowledge sharing and cross-training with your in-house teams, emphasising collaborative work to enhance your ServiceNow capabilities.

By engaging directly with clients throughout the service lifecycle to assess and address specific training needs Netcompany provides a seamless transition and maximises the effectiveness of the ServiceNow platform within your operations.

We offer a variety of training options, including:

Accreditation Paths: We evaluate and recommend ServiceNow accreditation courses that equip your team with essential skills for effective platform management.

Diverse Training Formats: Options include on-site one-to-one coaching, group training sessions, video tutorials, and remote video conference training.

Mentoring and Support: Continuous knowledge transfer to in-house staff and stakeholders through daily interactions.

Shadowing Programmes: We provide real-time, on-the-job support to individuals, aiding them in their day-to-day responsibilities and helping them adapt to new roles.

Knowledge Repository: Creation and maintenance of a centralised knowledge base containing valuable resources.

In addition to our extensive expertise in ServiceNow, Netcompany is well-versed in providing high-quality training across various technologies. Our commitment to excellence in training is further demonstrated by initiatives like Tech Vets.

Case Study – NHS England COTS Contract

Netcompany are providing ongoing consultancy within NHS England to support their catalogue maturity and the services they offer, the processes that support them, and where improvements can be made in their deployment of ServiceNow.

- This work has involved the following:
- Working with stakeholders to analyse processes and creating workflows to remove old processes (i.e. working via emails and spreadsheets) to automate where possible.
- Educate service owners to the benefits of adding items to the catalogue
- Onboarding new teams to ServiceNow to benefit from using the service catalogue, enhancing the experience for the teams - streamlining processes and ways of working.
- Creating automated flows with integrations, for example an AD integration to add users into AD groups once the requests are approved, reducing / removing manual effort and quicker fulfilment time for users. Ensuring search capabilities are efficient and create a category structure that is easy to use, supported by user research.
- Finding other improvements to the portal and catalogue journeys, potentially with supporting knowledge.
- Follow ServiceNow best practice and streamline processes to ensure it is easy to maintain.

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

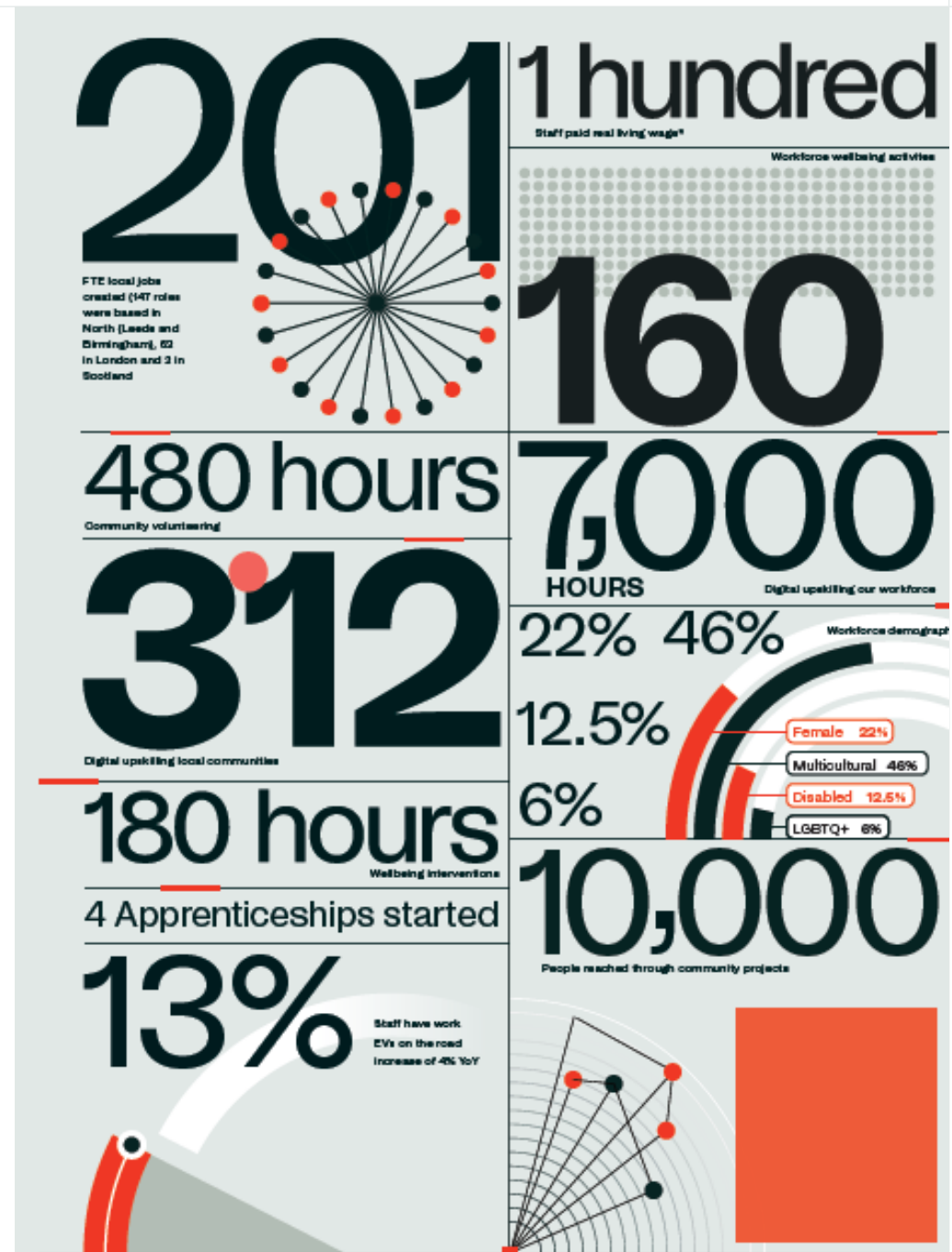
Netcompany partners with schools, charities and SMEs to build digital skills, improve access to technology and create inclusive opportunities. Through volunteering, mentoring and targeted programmes, Netcompany reached **10,000 people** across **480 hours of volunteering** in 2024, running and contributing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

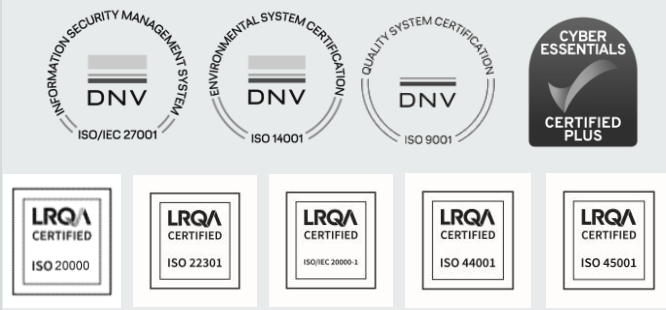
- With vast technology experience and deep public sector specific knowledge, we quickly create innovative solutions tailored to your goals, delivering outcomes to address the intricate challenges currently facing governments.
- Through our innovative delivery approach, true client partnerships and exceptional 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.

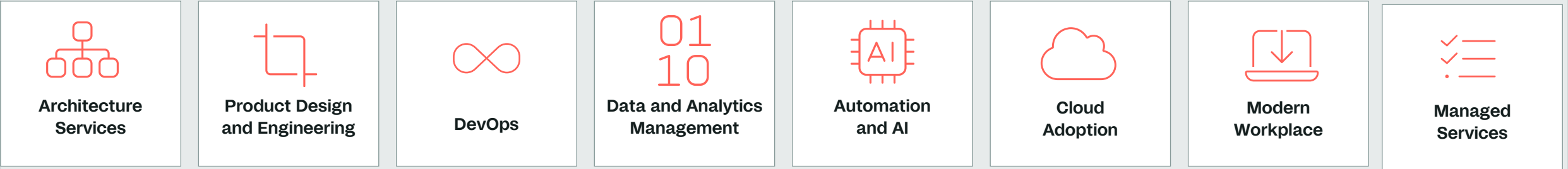
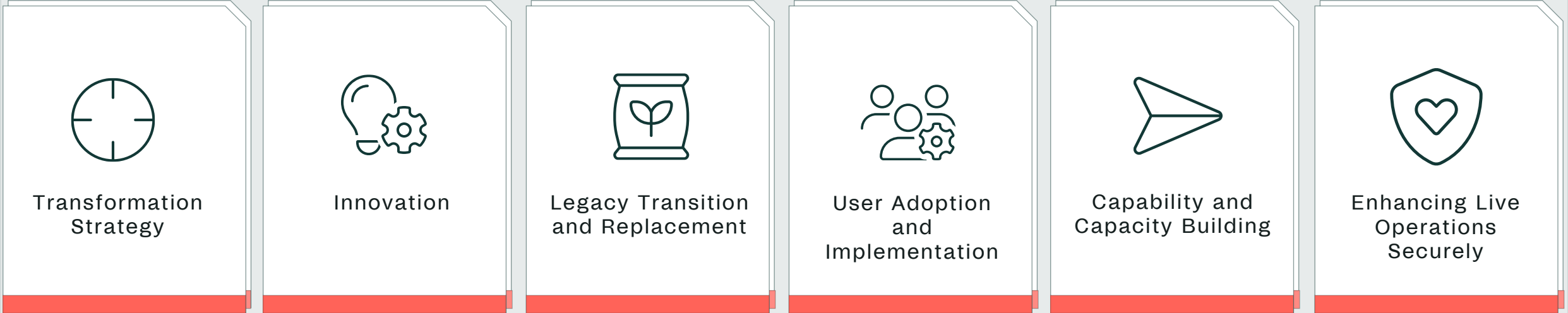
With expertise in all modern technologies and industry-targeted digital tools, we guide you through your options, combining components and software with the goal of finding the right balance between needs, agility and operating costs.



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



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.



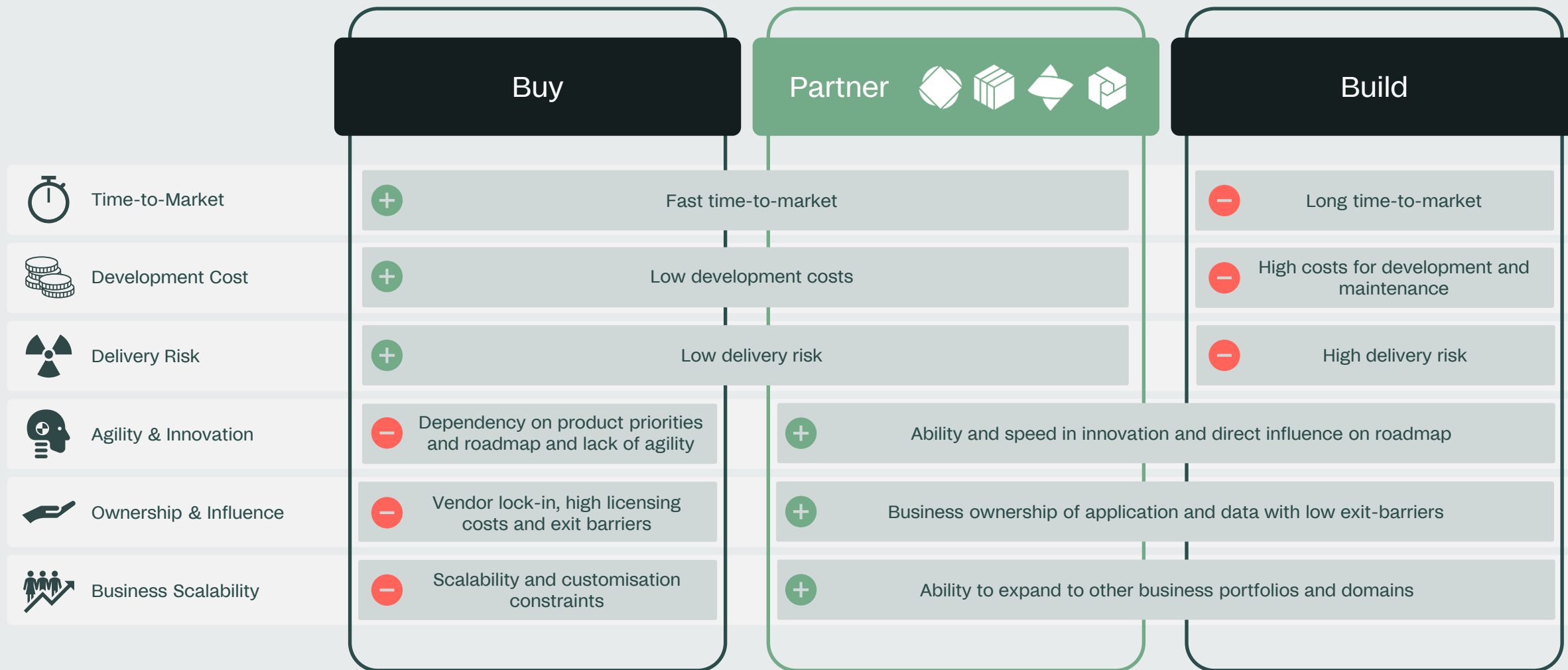
GENERATIVE AI PLATFORM

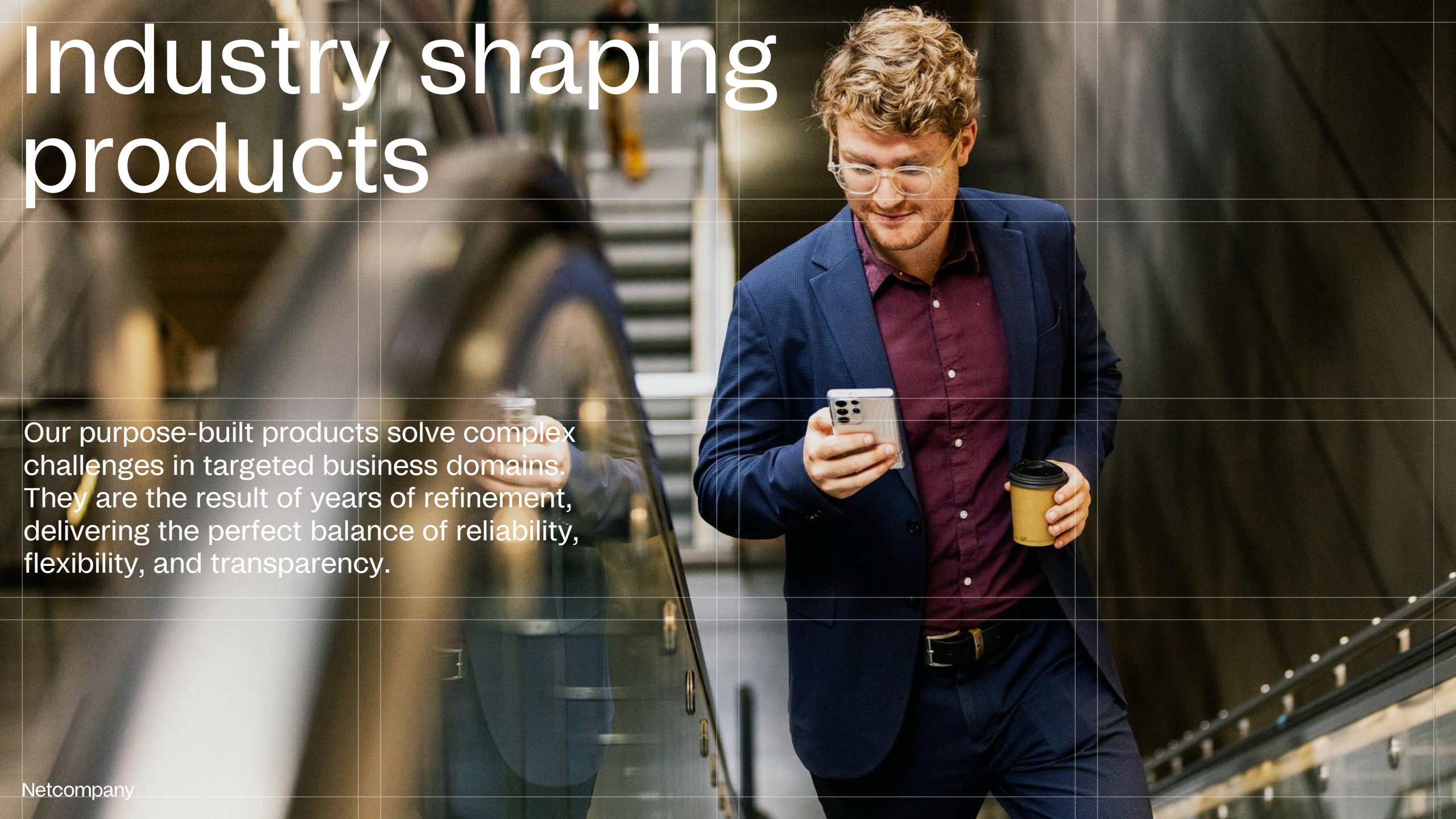


EASLEY AI™ orchestrates and leverages existing AI models, quickly connecting them to your unique business data, tools, and processes, centralising and storing data securely within EASLEY – not with the model provider – to ensure full transparency and governance of AI.



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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