

ntegra

Service Suite Brochure

Core Services

Leading Edge Engineering

CLOUD NATIVE APPLICATIONS

Ntegra has a full-stack development capability, working with a preferred set of technologies that are aligned to market prevalence for supportability and longevity. Our architecture approach allows us to create performant, responsive applications that focus on a consumer-grade, pixel-perfect experience for the web and mobile platforms.

[View More....](#)

MICROSOFT APPLICATION CENTRE OF EXCELLENCE

Ntegra's Microsoft Application CoE specialises in building enterprise applications by leveraging an existing Microsoft environment. We prioritise an out-of-the-box approach to developing Microsoft 365 solutions including SharePoint and Teams, utilising the latest technology such as the SPFx framework to build custom components and enhance functionality. Enabling customers to unlock the data available from within the organisation to derive actionable insights that drive business growth.

[View More...](#)

CLOUD CENTRE OF EXCELLENCE (CCoE)

Ntegra leverages its extensive expertise in designing and constructing cloud-based systems to implement optimal platform deployment strategies. Our team seamlessly integrates with your existing teams, fostering collaboration by sharing best practices, proven architectural insights, and innovative engineering solutions. This collaborative approach enables us to effectively address and overcome common challenges, ensuring the successful development and deployment of robust cloud-based systems that align with your organisation's goals.

[View More...](#)

Partnering For Success

DIGITAL START

Ntegra's Digital Start Programme is an activity we offer at the beginning of our engagements. Appropriate to the project size, we take the time to ensure an overall agreement on deliverables and that these are realistic within the allocated timeframe. We also ensure stakeholder buy-in and an understanding of roles and responsibilities between Ntegra and the business going forward.

[View More...](#)

NTEGRA FLEX

Ntegra offers flexible service options that include resource augmentation, the creation of managed hybrid teams up to full in-service management. We tailor our service offer based on the needs of the engagement with key stakeholders and budget constraints.

[View More...](#)

INNOVATION PROGRAMME

Ntegra's Innovation Programme is our technology scouting and strategy insights generation tool that we ourselves use and make available to all our strategic partners. Fuelled by innovation discovered at our Silicon Valley Technology Summits, delegates and corporate clients tap into a continual pipeline of innovation and insights according to their priorities and own business agendas.

The Ntegra team are on-hand to facilitate and help validate these discoveries through PoC execution and integration support.

[View More...](#)

Cloud Native Applications

The development of cloud-native applications is the preferred option for organisations in the creation of customer engagement platforms (CX), internal portals and web applications. This is where portability across platforms or where bespoke and complex UI is required.

The focus on features and functionality in developing cloud-native applications can sometimes lead to issues around architecture, security and maintenance (both front and back-end developments) being overlooked. Additionally, modern agile software development practices can be at odds with existing governance models and management practices.

THE TECHNOLOGY

The core of our preferred technology stack centres around React and Python, which we typically deploy on cloud platforms like Azure or AWS. These choices are grounded in our extensive experience and expertise in these technologies. However, our capabilities extend beyond this core, encompassing a broad spectrum of technologies that are commonly encountered in the enterprise IT landscape. This flexibility enables us to adapt to diverse client requirements and seamlessly integrate with existing, legacy systems.

The architecture approach we adopt allows us to create performant, secure and responsive applications focusing on a consumer-grade, pixel-perfect experience for the web and mobile.



"Our technology stack and architectural approach reflect our commitment to providing versatile, high-quality solutions. We bring together the right tools, the right expertise, and the right design principles to create performant, secure, and user-friendly applications that meet the demands of modern businesses."

Andy Halkerston | Head of Product Engineering
andy.halkerston@ntegra.co.uk

Product and Platform Solutions



Bespoke Cloud-Native Solutions

Design and build tailored applications, including internal portals, CRM-based websites, and custom tools, ensuring scalability, performance, and a seamless user experience.



Data-Driven Applications

Build applications with RDBMS and NoSQL databases to enable real-time data interactions and smarter decision-making.



Robust Development Processes

Utilise CI/CD pipelines, test automation, pre-commit checks, and a mature Scrum process to ensure efficient, high-quality, and reliable application delivery.



Internal Portals & CX Platforms

Deliver modern, secure portals, intranets and responsive web applications that enhance collaboration, streamline workflows and deliver a consumer-grade experience.



Flexible Cloud Deployment

Deploy applications on AWS or Azure, optimised for reliability, scalability, and security to meet evolving business needs.

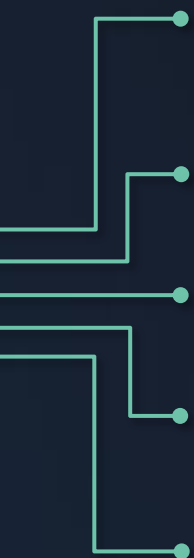


Modern Technology Stack

Leverage React for front-end and Python or Node.js for back-end, enabling fast, secure, and intuitive digital solutions.

With expertise in **Cloud Native Applications**, we offer tailored product solutions for diverse industries, including media, finance and retail. Whether modernising legacy systems or enhancing customer engagement, Ntegra provides the tools and expertise to support your digital transformation at any stage of maturity.

OUR APPROACH



We offer **flexible service options** to support and develop according to your preferred operating model.

Azure DevOps pipelines **automate deployments** of vetted and tested code, ensuring enterprise-ready applications.

We continuously **prioritise product backlogs** to identify changes in business value and dependencies early.

Our delivery teams use a proven Scrum process for **consistent, incremental delivery** of assets and documentation.

Azure DevOps serves as our central hub, hosting code repositories and backlogs. This provides a **single source of truth**.



Proven Delivery

With experience across multiple sectors, we apply best practices to ensure robust, high-quality software outcomes.



Agile by Design

We embed modern agile methods to foster collaboration and empower your in-house teams through skill and knowledge transfer.



Technology-Driven

We bring forward-thinking solutions and introduce emerging technologies where they add the most value.



Built for Longevity

Our enterprise-grade applications are designed for long-term support and seamless integration into your business.

Wavemaker

CHALLENGE

Wavemaker employs over 8000+ people worldwide. Their challenge was keeping everyone informed and connected with access to relevant and current organisational information, without slowing momentum in a fast-paced environment.

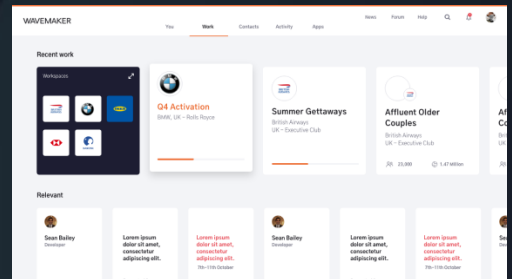
SOLUTION

An 'Operating System' for the Agency was the solution. The platform was designed as an enterprise wrapper built to include several individual component services such as Teams, an employee and skills directory, a comms hub, a bespoke Knowledge Search and a Chatbot.

OUTCOME

Every employee now has access to a central location for their profile information, a list of employees to identify the right contacts, a bank of content based on client and industry and their own bespoke search engine able to access data based on simple search terms.

This led to increased transparency across the business and the ability to consistently and reliably utilise their in-house business knowledge and better communicate practices across the internal global network.



TECHNOLOGY STACK

Angular
NgRx
Microservices and Micro Frontends
Kubernetes
MS Azure
Python
Django REST Framework
Celery
PostgreSQL
MS Graph API
Docker

OTHER USE CASES

HR Systems
Finance Systems
Knowledge Management
Customer Service Systems
Automation and Testing

Microsoft Applications CoE

Current MS application development demands encompassing collaboration tools, document storage, business process optimisation, and the emerging role of citizen developers and self-service automation. Enterprises also require MS applications for compliance, workflows, data hubs, intranets, reporting, and analytics.

However, a common challenge faced by many companies is the underutilisation of Microsoft software due to a lack of internal expertise. This inefficiency can lead to the software's full potential going unrecognised, resulting in hesitance to expand or rely on vendors. Poor visibility across the business and duplicated 'point solutions' within IT compound this problem.

THE PROGRAMME

Our team has extensive experience in leveraging the value of Microsoft's suite of tools, such as Power Apps, Power Automate and PowerBI, hosted on the Microsoft 365 platform. Enabling customers to unlock the data available from within the organisation to derive actionable insights that drives business growth.

In addition to building point solutions, our offer can include the capability to provide practical advice to business users, (empowering the citizen developer) and working to an agreed governance model to illicit further demand for development projects.



"Ntegra's Microsoft Application CoE specialises in building enterprise applications by leveraging an existing Microsoft environment. Microsoft 365 solutions including SharePoint and Teams are developed out-of-the-box using the latest technologies, such as the SPFx framework, for enhanced functionality and adoption."

Sean Bailey | Senior Developer, Head of R&D
sean.bailey@ntegra.co.uk

Product and Platform Solutions



Enterprise Applications in SharePoint

Unlock seamless collaboration with tailored SharePoint solutions. Enhance productivity, automate workflows, and integrate effortlessly with Microsoft 365—all while ensuring security and compliance.



Integrated Workflow & RPA

Existing workflows are streamlined, and repetitive tasks are automated using Power Automate, delivering simple, maintainable low-code solutions.



Custom Apps & Forms in Power Apps

Low code/no code solutions are designed and supported to be easily managed, updated and scaled for your business needs.



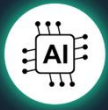
Dashboard Reporting in Power BI

Interactive dashboards connect directly to your data, providing real-time shareable insights across your organisation.



Integrations in Microsoft Teams

Collaboration is centralised in Microsoft Teams through custom-built chatbots and Teams applications.

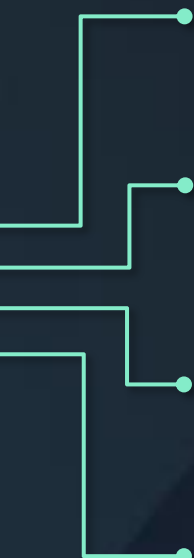


AI & Cognitive Services

Intelligent applications, including chatbots, image recognition and natural language processing are created using advanced AI tools.

Leverage Ntegra's **Microsoft Centre of Excellence**. We deliver tailored solutions for CX platforms, internal portals and applications. By integrating Microsoft technologies with our proven methodologies, we drive innovation and measurable success at any stage of digital maturity.

OUR APPROACH



We prioritise 'out-of-the-box' solutions in development, enhancing only when needed with SPFx and Fluent UI custom components.

We refine our product backlogs to adapt to business changes, with Azure DevOps as our central hub for code, collaboration and project integrity ensuring a **single source of truth** for our projects.

For ongoing development needs, our **MS CoE service** wrap provides governance, support and advocacy, ensuring seamless response to business requests.

Our **flexible service options** enable choice for addressing your ongoing support and development needs to match your preferred operating model.



Microsoft Expertise

With deep cross-sector experience in Microsoft development and business change, we help bridge in-house gaps and support team upskilling.



Smart Configuration

We prioritise low-code, no-code and configuration-first approaches to reduce complexity and ease long-term support.



Balanced Perspective

Our understanding of both the strengths and limitations of the Microsoft suite helps accelerate time to value and avoid common pitfalls.



Maximised Investment

Through Ntegra's Microsoft Application CoE, we ensure your existing Microsoft tools deliver more—*without* unnecessary sprawl or customisation overhead.

NWG

living water

CHALLENGE

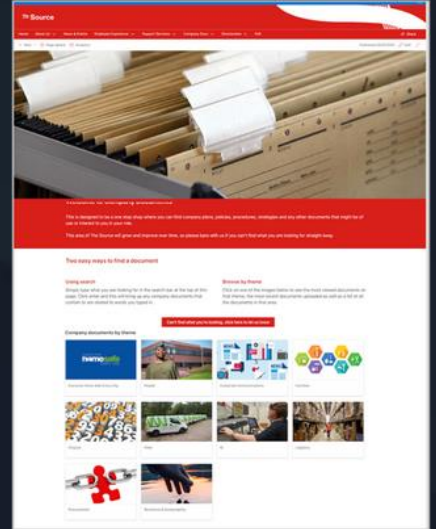
Ntegra was approached to create an improved SharePoint Intranet. The organisational need for the application was created by having no single point of communication across the business where there are a variety of roles and locations. The Ntegra team were tasked to create an out-of-the-box solution that included ways of defining content ownership as well as a hub for knowledge management tools and processes.

SOLUTION

An OOTB Intranet solution called 'The Source' was created. This new application acts as a one-stop-shop of information that is personalised to viewers needs including specific departmental hubs, owned and updated by content owners meaning that the content each user is seeing is relevant to them and their role. The visually refreshing site was optimised for mobile users and includes content such as news, live social feeds, video and documents with set permission levels.

OUTCOME

Within 90 days of launch, NWG saw over 239,000 site visits. The new contextual search functionality using Microsoft Intelligence and infrastructure architecture built to showcase each section of the business means that NWG users have minimal clicks the reach their desired destination or find the answers they were looking for.



TECHNOLOGY STACK

SharePoint Modern
PowerBI
Power Automate
PowerApps
Microsoft Intelligence
Azure DevOps
Agile Methodology

OTHER USE CASES

HR Systems
Finance Systems
Knowledge Management
Customer Service Systems
Other Internal Systems
Automation and Testing

Cloud Centre of Excellence (CCoE)

Adopting public cloud-based technology enables organisations to have increased flexibility in the systems they deploy, whilst benefiting from developments in technology, reduced maintenance and improved collaboration amongst their partners, customers and suppliers.

To benefit from the speed, scale and elasticity of cloud infrastructure, companies must thoroughly understand their existing IT landscape and be willing to adopt more dynamic cloud design principles that support successful deployments. However, an insufficient grasp of these areas often results in increased costs, poor functionality, more technical debt or even failure.

THE PROGRAMME

Ntegra excels in designing and constructing cloud-based systems, offering expertise in platform deployment strategies. We collaborate seamlessly with your existing teams, extending our support through the sharing of best practices, advanced architectures, and engineering solutions to overcome common challenges.

Ntegra's CCoE team is well-versed in the latest cloud technologies and can provide continuous support and guidance during the entire cloud journey. We ensure that your cloud project is completed in a timely, cost-effective and reliable manner that allows you to scale and adapt to changing business requirements.



"Our approach ensures the development of innovative and resilient systems, fostering collective expertise for sustained success in the dynamic landscape of cloud computing."

Paul Cantle | Head of Platform Engineering
paul.cantle@ntegra.co.uk

Product and Platform Solutions



Custom Platform Expertise

Operating in Azure, AWS and GCP, our tailored solutions leverage the capabilities of leading cloud providers.



Custom Dashboarding Solutions

Custom dashboards are crafted using Grafana, Prometheus, and bespoke code, delivering intuitive visualisations tailored to your needs.



Orchestration & Automation Tooling

Advanced orchestration and automation solutions enable the rapid build and delivery of virtual infrastructure.



Security Hardening Services

Comprehensive security hardening services strengthen the protection of your virtual infrastructure.



Administrative Automation with Custom Code

Repetitive and time-consuming administrative functions are automated with custom code, saving time and reducing human error.



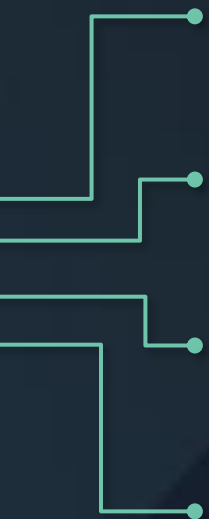
Platform Integration

Automation seamlessly integrates with platforms like JIRA and Slack, enhancing collaboration and streamlining task execution.

Ntegra's **Cloud Centre of Excellence** drives cloud-first innovation, modernising systems, scaling applications and enhancing engagement. We enable seamless cloud adoption, accelerating digital transformation across industries.

Cloud Centre of Excellence (CCoE)

OUR APPROACH



We work alongside your teams to understand the current architectural landscape, digital strategy and business demand to produce your **bespoke roadmap and backlog**.

We then produce the required architectural assets to underpin your strategy and **garner stakeholder agreement**.

All engineering work is performed by best practices and leverages tooling to support the automated building and monitoring of environments. This allows for **faster, standardised deployments**, with uniform and simplified administration and ongoing maintenance.

We work with you to help integrate your new cloud platforms into your IT service catalogue ensuring your business can consume these services in **accordance with your policies**.



Independent Insight

We provide an impartial assessment of your infrastructure, identifying opportunities to enhance security, performance, reliability and cost-efficiency.



Collaborative Enablement

Working alongside your in-house team, we share knowledge to build long-term capability or fully manage your cloud platforms if needed.



Cleared for Action

Our Security Cleared engineers and project staff accelerate onboarding and ensure readiness for government and high-assurance environments.



Built for Success

We ensure every factor for successful cloud deployment is covered—supporting both immediate programme goals and long-term operational needs.

[dstl]

CHALLENGE

Dstl grappled with the utilisation of multiple cloud hyper scalers, resulting in a lack of governance, guidelines and best practices. The absence of standardised procedures hindered productivity, while the lack of a robust dashboard for monitoring and visualisation lacked clarity.

SOLUTION

Strategic automation was implemented across various fronts, streamlining user administration and environment manipulation. An advanced reporting system was established to provide enhanced insights into billing, empowering the team to make informed financial decisions. The introduction of frameworks for onboarding and offboarding marked the inception of end-to-end solutions, facilitated by a refined system architecture. The implementation of formal documentation and consultations on best practices resulted in efficient operations. An enriched support mechanism, featuring an agile helpdesk and ticketing system, bolstered communication and collaboration while swiftly resolving user issues. The establishment of secure access methods fortified Dstl's infrastructure.

OUTCOME

Once manual tasks were executed with a 90% increase in efficiency. The leadership team experienced heightened visibility, equipped with comprehensive financial insights and improved risk management tools. Dstl is now able to swiftly produce and deploy solutions with heightened efficiency and security through standardised deployments.

TECHNOLOGY STACK

SharePoint Modern
PowerBI
Power Automate
PowerApps
Microsoft Intelligence
Azure DevOps
Agile Methodology

OTHER USE CASES

HR Systems
Finance Systems
Knowledge Management
Customer Service Systems
Other Internal Systems
Automation and Testing

Digital Start

Everyone is impacted by Digital. It requires continuous learning and adaptation in order to stay ahead of the competition.

Although the principles are common to many organisations, there needs to be contextualisation to a specific project, at a specific time, which considers wider organisational needs in order to garner stakeholder support and make actionable plans.

The process of transformation and change can be complex. It impacts and depends on a complicated web of business governance and finance, operational context, people and technology strategy.

THE PROGRAMME

Ntegra's Digital Start Programme is an activity we offer at the beginning of our engagements.

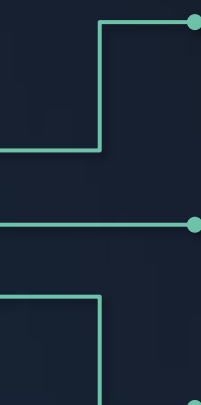
Appropriate to the project size, we take the time to ensure there is an overall agreement on deliverables and that these are realistic within the timeframe. We also ensure that there is credible stakeholder buy-in and an understanding of roles and responsibilities between Ntegra and the business going forward.



"Our comprehensive approach combines strategy, technology and change management to create innovative solutions that drive performance and growth. We provide our clients with the tools and guidance they need to achieve their goals and make sure their business operations are streamlined and efficient."

Tiffany Berry | Commercial Account Director
tiffany.berry@ntegra.co.uk

OUR APPROACH



The activity undertaken includes **interviews and workshops** with stakeholders, collating relevant information on the existing IT landscape and reviewing project business cases.

The output is a **prioritised backlog**, an agreed methodology and in some cases, communication assets or some initial design work or wireframes generated to help the business understand the planned outcomes.

The intent is to validate the plan and ensure there is a **clear vision** for what will be delivered as a product or service.



Digital Transformation Insight

With cross-sector experience and deep technical expertise, we offer a fresh perspective to shape and strengthen your transformation journey.



Stakeholder Alignment

We help identify key impacts and success factors to drive consensus, engagement and momentum from the outset.



Vision-Led Governance

We support organisations in defining a clear vision that meets governance expectations before resource commitments are made.



Strategic Foundations

Ntegra's Digital Start Programme builds a holistic strategy that aligns business objectives and sets the course for long-term success.



CHALLENGE

The programme for Infinite CFO was to establish a streamlined front-end interface for the internal capture, mapping and validation of data into a single application. This included the integration with the Xero API for seamless ingestion of diverse client accounting data. The project encountered setbacks, prompting Ntegra's onboarding to conduct a comprehensive evaluation of the existing project status.

SOLUTION

The solution entailed a series of strategic measures to revitalise the project. Commencing with extensive workshops involving internal business stakeholders, a deep understanding of the essential requisites for constructing an efficient internal platform was gained. A thorough review and audit of the existing code base was executed, revealing multiple areas in need of enhancement. Analysis brought to light a range of improvements necessary to optimise the project's performance.

OUTCOME

As a result of the Digital Start programme, the identified areas for improvement were aggregated into a prioritised backlog. This strategic roadmap subsequently served as a tool to aid the project sponsor in articulating a business case to the CEO and board members. Demonstrating how a comprehensive assessment and a strategic roadmap can empower the translation of challenges into opportunities

TECHNOLOGY STACK

Azure DevOps
Project Management
Solution Architecture
UI UX Design
Software Developers
Stakeholder Management
Change Management and Governance
Agile/Scrum Methodology

OTHER USE CASES

Digital Audit
Digital Transformation
Programme
Application Development
Digital Design Transformation
Branding and Product
Transformation
Internal Communications

NtegraFlex

Resourcing digital programmes often involves reallocating staff and introducing new skills to an organisation, both during the initial design and deployment phase and for ongoing support. Successful management of this process entails assessing in-house capabilities and considering the potential benefits of external resources.

Developing digital programmes and systems without experience can result in unrealistic objectives, inadequate governance and underperforming systems. In-house teams may also struggle to balance day-to-day operations with the adoption of new methods and technologies, while third-party resources may not be effectively managed, leading to a lack of knowledge transfer.

THE PROGRAMME

Ntegra provides a spectrum of flexible service options, ranging from resource augmentation and the formation of managed hybrid teams to comprehensive in-service management. Our approach is characterised by a commitment to tailoring our offerings to align seamlessly with the needs of each engagement. By collaborating closely with key stakeholders and understanding financial and time constraints, we ensure a customised solution that optimally addresses the specific requirements of the client. This adaptability enables Ntegra to deliver services that not only meet industry standards but also align precisely with the evolving dynamics of the business landscape.



“With NtegraFlex, organisations can create a collaborative environment between internal and third-party teams, which is essential for successful project delivery. We aim to provide a platform for continuous learning and upskilling to keep up with the ever-changing digital world.”

Tiffany Berry | Commercial Account Director
tiffany.berry@ntegra.co.uk

OUR APPROACH

Augment Your Digital Team | Build Your IT Capability

Share your role requirements and Ntegra will connect you with skilled IT professionals from our established network. We suggest qualified candidates, but you have the final say in the selection.

Scale Your Digital Team | Team Management Partnerships from Ntegra

Take charge of your project's workload while Ntegra assumes responsibility for ensuring the team fits into your company culture. We also manage their performance and ongoing support to ensure optimal results.



Seamless Collaboration

We integrate effortlessly with your in-house teams, sharing responsibility to drive delivery and outcomes together.



Hybrid Flexibility

Our adaptable model gives you access to specialist skills when and where you need them — optimising resources and accelerating progress.



Scalable Expertise

Tap into a trusted network of professionals to fill capability gaps and support long-term programme success.



Future-Proofed Delivery

Combine internal strengths with external insight to maximise value, enhance resilience and build for the future.



CHALLENGE

Waitrose was embarking upon two large, complex, multi-region transformation programmes to improve the tools with which Partners and suppliers manage data and to completely overhaul the systems Partners use to manage the stock flow. The mission was to get the right products to customers at the right price, at the right time and in the right channel, through managing availability, wastage and stock efficiently. This complex project meant that our client quickly established the need for a PMO to help govern, track and support the delivery.

SOLUTION

Working in conjunction with both the Waitrose internal teams and the lead delivery SIs, Ntegra deployed a team of delivery specialists from a PMO background to augment the client team to assist with establishing the baseline of the programme and then provide knowledge and capability transfer.

OUTCOME

A new operating model across finance, retail, commercial, product supply, distribution and IT is on track which will ultimately involve 2,300 suppliers and over 50,000 product lines. A robust governance model and detailed planning have made a significant contribution towards the fact that both programmes are predicted to be delivered on time and within budget.

TECHNOLOGY STACK

Project Management
PRINCE2
Agile / Scrum Methodology
Programme Management
Testing and Automation
Technical Architecture
Software Development (multiple languages)
Business Analysts
Cloud Engineering
UI/UX Design

OTHER USE CASES

Backlog Prioritisation
Stakeholder Management
Resource Allocation
Support Business Strategy
Resource Augmentation

Innovation Programme

The need to ensure an organisation's capability to adapt to changing market and business demands, we believe leaders need clear intent to explore and adopt new technologies as an integral part of any digital strategy.

At Ntegra, we recognise that corporate innovation has a poor track record; too many missed opportunities, failed projects and lack of engagement or impact create a valley of death between ideas and successful outcomes. Attempting to navigate market and technology trends through the use of advisories and prime vendors risks standardised strategies and a lack of genuine alignment.

THE PROGRAMME

Ntegra's Innovation Programme is our technology scouting and strategy insights generation approach that we ourselves use and make available to all our strategic partners.

Fuelled by innovation discovered at our Silicon Valley Technology Summits, delegates and corporate clients tap into a continual pipeline of innovation and insights according to their priorities and own business agendas.

The Ntegra team are on hand to facilitate and help validate these discoveries through PoC execution and integration support.



"The core engine of our Innovation Programme, the SVTS is Ntegra's flagship event that drives our Tech Discovery, Solution Exploration and CoLab services. We bring you the latest innovative technologies from world-leading start-up ecosystems and exclusive market insights from some of Silicon Valley's most prestigious Venture Capital firms."

Ben Parish | Head of Innovation
ben.parish@ntegra.co.uk

Innovation Programme

MEMBERSHIP

The programme is made up of three different levels of membership:

TIER 1

Tech Discovery membership is ideal for executives wanting to begin gaining access to exclusive events to identify significant technology trends as they are emerging. This includes the Silicon Valley Technology Summit and access to other centres of innovation.



Be the first to receive cutting edge news.

TIER 2

Solution Exploration is intended to support teams in broadening their horizons in understanding new technologies, methodologies and personalised approaches.



Get the personal experience you desire.

TIER 3

CoLab is our highest level of membership which offers support in designing and deploying PoCs and implementing Innovation Hub capacity.



Foster a purposeful, innovative culture.

The programme is customisable and can extend to advisory and mentoring services.

[Contact us](#) to find out more.



Early Mover Advantage

Gain early access to cutting-edge technologies through global start-up ecosystems – stay ahead of trends and plan with confidence.



Hands-On Insight

Engage directly with innovators and industry peers to shape your own views, challenge assumptions and spark fresh thinking.



Culture of Innovation

Inspire your teams by creating space for curiosity, collaboration and continuous learning – embedding innovation with intent.



Future-Ready Strategy

Ntegra's Innovation Programme helps your organisation explore what's next while staying grounded in today's operational needs.



CHALLENGE

MoD Defence Digital is the MoD CIO's organisation and is responsible for making sure that effective technology is put into the hands of the military and business front line. The Innovation team lead a vital part of the technology R&D agenda, as the MoD attempts to drive Digital Transformation through the organisation.

SOLUTION

The MoD joined Ntegra's cross-sector group of institutions subscribing to the Innovation Programme. This flexible programme provides access to disruptive technology start-ups and insights into innovation, technology and business transformation trends. The programme entails participation in Ntegra's exclusive Silicon Valley Tech Summit, plus research on topics and technologies critical to MoD's strategy, visualised in the format of a tech radar.

OUTCOME

The MoD have gained significant value from the programme and have continued to invest and participate for over 6 years. During this time, the MoD has continued engagement with numerous tech start-ups and performed PoCs on technologies sourced via the SVTS. This in turn has led to strategic investment and full-scale production deployment of technologies helping to enable MoD digital transformation efforts.

SILICON VALLEY TECH SUMMIT

As the core engine of Ntegra's Innovation Programme, the SVTS flagship event drives our services by bringing the latest innovative technologies and market insights from world-leading venture capital firms and Silicon Valley's dynamic start-up ecosystem.

PROGRAMME HIGHLIGHTS

- Early Mover Advantage
- Fuel for Your Innovation Pipeline
- Horizon Scanning
- Technology Scouting
- Comprehensive Reports
- Personalised Tech Radars
- Regular Events
- PoC Delivery Partner
- Access to an exclusive network



Ntegra and delegates of 2022 Spring SVTS, after receiving a presentation from OpenAI before the public release of DALL·E and ChatGPT.

Product Research & Design

Uncovering deep user and market insights

Our research phase is dedicated to dismantling assumptions and replacing them with data-driven truths.

We deploy a mix of qualitative and quantitative methodologies including user interviews, competitive benchmarking, and cognitive walkthroughs to deeply understand your audience's unmet needs and behavioural patterns. By uncovering these critical insights early, we mitigate market risk, validate product placement, and ensure your engineering roadmap is built on a foundation of genuine user demand.

Crafting intuitive and scalable digital experiences

We translate complex user insights into seamless, high-fidelity digital interfaces that impress users and drive measurable business outcomes. Our iterative design process bridges the gap between form and function, utilising wireframing, rapid prototyping, and rigorous usability testing to refine every digital interaction.

Whether building a complex SaaS ecosystem from scratch or modernising a legacy enterprise system, we craft experiences that are user-centred, fully accessible, and engineered to scale seamlessly alongside your technology stack.

Offering a selection of customisable design services

Ntegra provides a spectrum of flexible collaboration options, ranging from immediate resource augmentation to the formation of fully managed, hybrid design-and-dev teams. Our approach is characterised by a commitment to tailoring our creative and research processes to align seamlessly with your internal product workflows and sprint cycles.

By collaborating closely with your engineering and product leaders, we ensure a customised design solution that optimally addresses your specific technical constraints, bringing industry-best design practices that adapt fluidly to the evolving dynamics of the tech landscape.



"At Ntegra design philosophy is all about eliminating pain points for the user, and providing clarity, utility and engineering for scalability. Design is more than what's visible, it's about turning every loss via user frustration into user approved wins.

Cat Mellors | Product Design Lead
cat.mellors@ntegra.co.uk

Product Research & Design

OUR APPROACH

Get to know your customers | Product Research for Customers & Competitors

At Ntegra, we help you cut through assumption and get closer to the people who matter most — your users and customers. Through structured product research, we uncover what your users need, how they behave, and where your competitors are falling short, giving you the insight to make smarter design and product decisions with confidence.

Build apps based on behaviours | Product Designed on Facts

At Ntegra, we translate research into real product decisions. Using behavioural insights and validated data, we design and build apps that reflect how your users think and act — not how we assume they do.

**Research-Led Design**

Every design decision is grounded in real user insight. Ensuring what we build is intuitive, purposeful, and built for the people who matter most.

**Accessible by Default**

We design to WCAG AAA standards as standard, creating experiences that work for everyone regardless of ability, device, or context.

**Behaviour-Driven UX**

We go beyond aesthetics to understand how users think and act. Translating those patterns into interfaces that feel effortless to navigate.

**Design That Delivers**

Our work bridges design and development, ensuring that what's crafted in pixels translates seamlessly into a polished, functional product.



CHALLENGE

Chailey Heritage Foundation supports children and young people with complex needs, providing a safe and nurturing environment where they feel genuinely included. When they came to us, their existing site needed a comprehensive overhaul – but this was far from a straightforward compliance exercise.

The platform had to serve a genuinely diverse audience: young people with physical and cognitive disabilities, their families, and professional caregivers, all interacting with the site in fundamentally different ways. It also carried a critical safety function, needing to surface the right information quickly in high-risk or emergency situations, all without losing Chailey's warmth and sense of welcome.

SOLUTION

We set WCAG AAA compliance as our baseline, not our ceiling. Every decision from colour contrast and typography to interactive states and focus indicators was built with the full spectrum of users in mind from the outset.

Research sessions with staff, caregivers, and young service users shaped the visual direction: bold colour, clear typographic hierarchy, and generous spacing to reduce cognitive load while keeping the experience warm and approachable. For emergency-adjacent content, we designed clear information pathways with persistent, prominent access points so critical support is never more than a step away.

OUTCOME

The Chailey Heritage Foundation team continue to commend the work, and the site delivers on its core promise – giving young adults and their support networks a digital environment that is accessible, empowering, and keeps them safe.

"Working with Cat and the Ntegra team was a genuine pleasure. They designed and built our new intranet page, a Young Person profile application, and a Learning & Development profile application for our colleagues. The designs struck exactly the right balance – on brand, intuitive, and easy to maintain. It is still highly in use today, which speaks for itself. In fact, just a few weeks ago we received specific compliments about the Young Person profile app."

Head Of Technology | **Chailey Heritage Foundation**



Thank you



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