

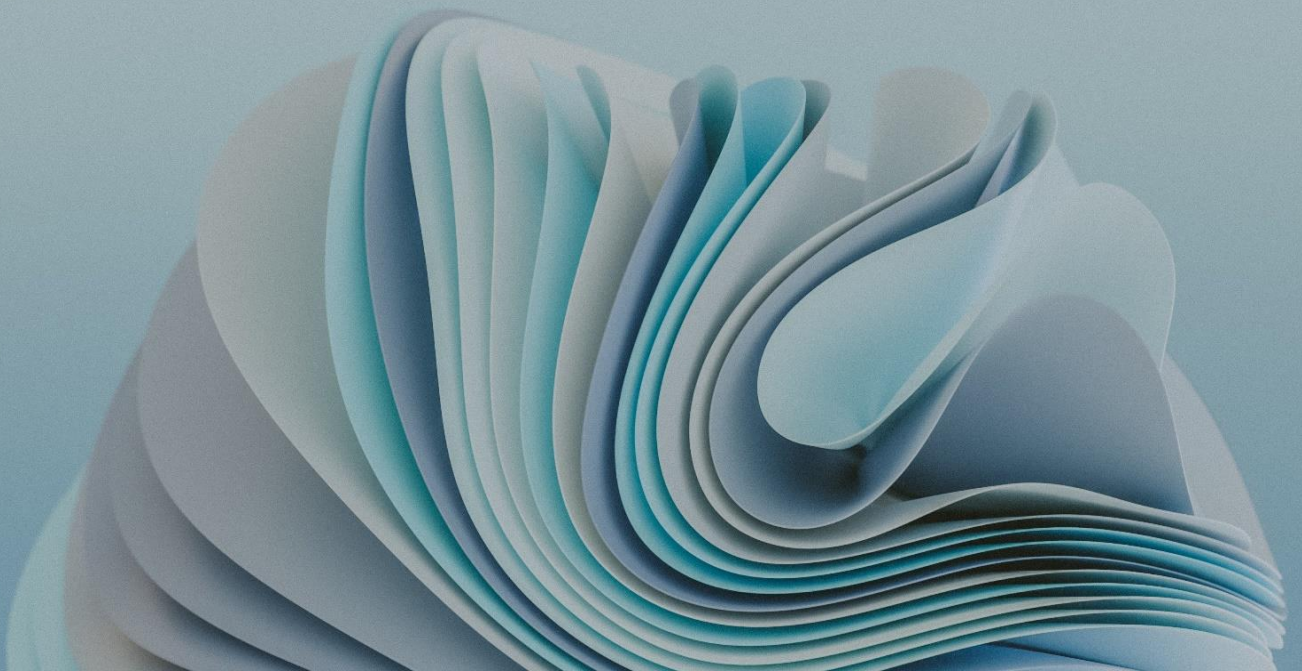
ZOONOU

**G-Cloud 13**

# **QA Consultancy Services**

**Service Definition Document**

Crown  
Commercial  
Service  
Supplier



# Our QA Consultancy Services

As an ISTQB Gold Partner, Zoonou provides quality assurance and test consultancy enabling our clients to make genuine and lasting improvements in their digital test strategy.

Our consultant-led solutions improve QA structures in the organisations we work with.

We've been in the testing business for over 15 years and delivered over 4,000 projects. By providing advice on QA structures, test processes, tools and best practice, we can help improve your QA strategy.

- Discovery and analysis sessions with our consultants and service leads.
- Assessment of your existing approach to quality assurance and testing.
- Identification and recommendations for QA models including Agile test support.
- Tool analysis: issue tracking, user stories, test case management.
- Cloud-based application Security and Penetration requirement analysis.
- Identification of Performance and Load challenges and requirements.
- GDS and regulatory compliant Accessibility advisory and testing services.
- Assessment of Usability requirements of your systems, involving real users.
- Workshops and training provided in specialist areas such as Accessibility.
- Test automation feasibility, advisory and ROI analysis.

**Practical advice returning quick gains and long-term improvement.**

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# QA and Test Consultancy

## Evaluation and Assessment

From the very beginning of our relationship, we'll take the time to gain a detailed understanding of your current approach to quality assurance and testing and what processes, resources and structures you have in place. Meetings will be held with Zoonou's ISTQB certified consultants and our dedicated heads of service.

We'll carry out discovery and briefing sessions to find out more about the products and online services you manage or those that are in development.

We'll build a picture of the tools you use, your development approach (whether agile or more traditional waterfall; manual or automated), and whether you have mechanisms in place to measure and improve the performance, security, accessibility, usability and of course, the quality of your products or services.

## Analysis and Planning

Following this evaluation, we'll support you by putting in place plans and proposals for our recommended model of support. This may range from initial project-based testing to help you with an immediate launch, to a longer-term strategic model for ongoing iterative test support.

We'll provide advisory on the test approach and methods that should be implemented and help you to move from unplanned ad hoc exploratory testing to a solution that is formalised, documented and measurable.

## Outcomes and Solutions

Led by one of our Test Managers or specialist Head of Service consultants, we'll guide you through the process of rolling out our recommended solution. This may include:

- Ongoing agile or project based Functional and Compatibility Testing
- Performance and Load Testing
- Security and Penetration Testing
- Accessibility Audits
- Usability and testing with real users
- Test Automation

We'll continue to monitor and advise throughout our engagement, with regular account management reviews and consultant sessions, providing you with a structure for ongoing refinement and process improvement.

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# Who we are

Zoonou is one of the UK's leading software testing and QA services companies. With a comprehensive portfolio of specialist testing services, the UK's largest device library and over 15 years' experience, we are the QA partner of choice for over 250 public and private sector clients every year.

We solve project-specific testing needs and look at how QA and testing can be improved more widely; helping our clients deliver measurable efficiency gains and improved business outcomes.

We use consistent methodologies and proven approaches in building robust testing processes while being flexible to respond to our clients' unique needs and priorities.

We have proven experience in testing cloud-based applications in line with GDS service design standards.





# What we do

Combining technical delivery and advisory services, we provide our clients with cost-effective QA solutions that are independent, measurable and robust.

We offer a broad range of services across all QA and testing capabilities:

## 01. Functional Testing

Verify your services meet expected requirements through manual scripted and exploratory testing.

## 02. Cross-Device Testing

Test across multiple devices and browser combinations to ensure users can access services from a broad range of hardware.

## 03. Accessibility Testing

Ensure services work for everyone, meet WCAG guidelines and comply with Government regulations.

## 04. Usability Testing

Identify unmet user needs and make data-driven decisions with real feedback from your service users.

## 05. Penetration Testing

Optimise your information security and ensure a secure service for your users.

## 06. Load Testing

Ensure consistency of service during critical times by verifying stability and responsiveness.

## 07. Test Automation

Release updates faster, reduce costs and improve efficiency.

## 08. Advisory & Consultancy

Improve your software testing and QA strategy with advice on best practise, tools and process.

# Our values

Our values shape our culture and define our character. They serve as a foundation for the mindsets we embrace, the choices we make and the actions we take; they provide the backbone to our company culture and underpin all our client relationships.

## 01. Observance

We observe our own and collective behaviours – we choose to reflect instead of reacting. Taking a step back helps us to maintain our focus and self-awareness, so we make thoughtful and intentional decisions.

## 02. Curiosity

Curiosity is at our core. We see the potential in ourselves and in others; nurture inquisitive ways of thinking through exploration, investigation, and learning; we embrace a growth mindset. We tackle challenges head-on, seeing them as opportunities to learn and grow.

## 03. Positivity

Bring optimism and enthusiasm. Positivity in all things is not always possible but we strive to approach every interaction or situation with a positive outlook, assuming the best of every person we interact with. Attitude and energy are infectious – be the catalyst for happiness.

## 04. One Team

We are our people. Our shared goals build bonds that create trusted and open spaces where our team can bring their whole selves – authentic and diverse. We are accountable to one another, value each other's opinions and communicate with clarity and kindness.

# Our credentials



Zoonou is certified to ISO 27001 and ISO 9001; Cyber Essential Plus accredited; a CREST member company. All Zoonou employees have BPSS (Baseline Personnel Security Standard) as a minimum level of clearance.

These certifications demonstrate Zoonou's commitment to information security and provide assurance on our approach to risk management.

More information on how we use and process data can be found in our [privacy policy](#).

We are a Gold Partner with the International Software Testing Qualifications Board (ISTQB) and a Crown Commercial Service (CCS) Supplier.

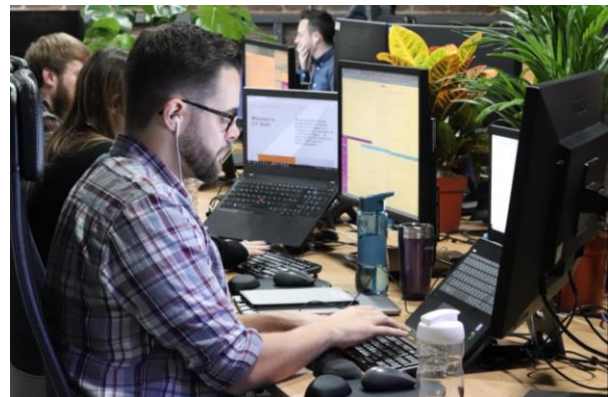
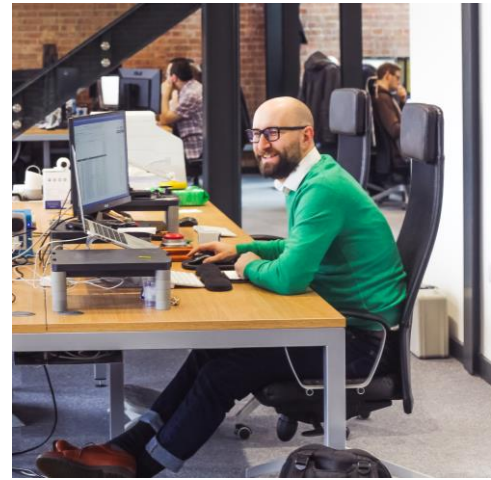
# How we work

We work in multi-disciplinary teams, bringing together the skills and experience needed for each project. Our teams are permanent, UK-based, Zoonou employees and bring with them varied and extensive industry experience that adds value to all client engagements. **We are not affected by changes to IR35 regulations.**

Adopting a 'one team' mind-set, we work collaboratively with our clients. This helps to transfer knowledge and develop their own internal capability – we leave our clients in a great place when the project ends.

We are experts in working remotely with our clients and colleagues across the UK. Testing can also take place at our Sussex head office, or when required, at our client's location.

Our services support both Agile and Waterfall projects and programmes. We can adapt our QA methodologies seamlessly to our clients preferred working practise.





# Our project delivery

## 01. Client onboarding

We appoint a dedicated Account Manager who will take care of the initial commercial documents, including a mutual NDA.

## 02. Discovery and scoping

We review the software under test and supporting documents such as wireframes, designs, functional specification and user journeys.

## 03. Test proposal & project deliverables

Your Account Manager will provide you with a proposal for the test requirement, detailing the approach, methodology, plan, schedule and estimated costs.

## 04. Project kick-off

A dedicated Project Manager will be assigned to the engagement. They will be your main point of operational contact to ensure that everything runs smoothly, and we have everything we need to carry out the agreed activities.

## 05. Test execution

Our Test Analysts and Technical Service Specialists will carry out all planning, scripting and execution activities.

## 06. Reporting

Detailed issue and defect reports are submitted in real time on each day of test using your online tracking management system (or we can provide one if you don't have one). Your Project Manager will collate and share a Testing Report at the end of each day of test or at agreed milestones.

## 07. Project offboarding

Upon delivery of a final report, our Project Manager will advise you of any recommended next steps. Your Account Manager will follow up to arrange a review meeting to discuss the project and we will also automatically distribute a questionnaire to gather further feedback.

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# Our clients

Zoonou has over 10 years' experience of working with public sector organisations, ranging from central government departments and agencies through to local authorities, housing associations and the energy sector.

Our clients include:



The  
Electoral  
Commission

Helping users to find and access  
independent research with a  
frictionless user experience.



Prince's Trust

Raising money and getting fit  
with a responsive and scalable  
mobile application.



Avoiding downtime and  
creating efficiencies across  
business critical applications.



Making it easier and faster  
for residents to access local  
services online.



# What our client say...



The team at Zoonou were integral in our efforts to build a new accessible website particularly in line with the new regulations. The team is easy to work with providing a friendly, reliable, and professional service, with excellent communication and very good quality work throughout. We see them as a trusted partner and the perfect extension of our development and content teams.

**Thomas Davies**  
**Digital Communications Manager**  
**Brighton & Hove City Council**



Zoonou have been great in helping us add an extra level of security and stability to our web builds. We have a very small in-house testing team, but some very large projects; and Zoonou were able to step in, either at project kick-off, or to check some late feature additions, and adapted comfortably to all the testing challenges we threw at them.

**Dan Marsden**  
**Head of Production**  
**Numiko**



Since we started working with the Zoonou team back in 2019, we have seen a real benefit from our open and collaborative working relationship and Zoonou has become a key partner for helping us to deliver quality digital products to our clients.

**Julia Sang**  
**Studio 24**  
**Senior Project Manager**



Having Zoonou provide their advice and support for how to structure testing for our agile development process was invaluable. They're diligent and professional at all times, and their flexible approach is incredibly helpful when organising each sprint. Zoonou have proved to be an essential part of our delivery process.

**James Watson**  
**Senior Project Manager**  
**Kineo**



Our first project with Zoonou was extremely valuable in helping us develop an accessible new site; they clearly understood the nature of our organisation and our website. Their rigour, flexibility, and responsiveness made them an obvious choice for usability testing.

**Tim Crowley**  
**Head of Digital Communications**  
**The Electoral Commission**



We have been working with Zoonou for quite a long time now - they are really easy to work with, and everything is transparent and detailed. They work alongside our process seamlessly, and provide a great service. They have proved invaluable to us in the years we have been working together, and I would recommend them to anyone.

**Ben Franklin**  
**Technical Director**  
**Quba**



I'm a huge fan of Zoonou. QA is thorough, tickets are very clear, communication is always clear and timely, and initial engagement is always smooth, and there's flexibility when we need it.

**Tania Zemljak**  
**Senior Producer**  
**Google UK**



Our overall experience with Zoonou was excellent and I would highly recommend them to other small public-sector bodies working towards compliance with the Accessibility Regulations.

**Joe Chapman**  
**Freedom of Information Officer**  
**Scottish Information Commissioner**



We've found the level of professionalism and quality of testing from the Zoonou team to be of the very highest standard. The team are highly skilled at what they do, organised and thorough. Their collaborative and flexible approach has really helped ease through the delivery of the project and ensure the best possible experience for job seekers and employers nationwide.

**Scott Hunter**  
**Head of Government Services**  
**Adzuna**





# Contact us

For more information, please contact:

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& Client Services Director

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[www.zoonou.com](http://www.zoonou.com)

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# Additional Information

## 01. Details of the level of backup/restore and disaster recovery that will be provided

Not applicable for this service.

## 02. Training

To be defined in individual project Statement of Work (SoWs).

## 03. Any onboarding and offboarding support you provide

A dedicated Zoonou Account Manager will guide you through our onboarding and offboarding processes, as detailed in the 'How we work' section of this service definition document.

## 04. Your implementation plan if you're successful

We work with each Client to define a tailored implementation plan based on the Client's specific needs and project requirements.

## 05. A pricing overview, including volume discounts or data extraction costs

This is provided in the pricing document.

## 06. Service constraints like maintenance windows or the level of customisation allowed

Not applicable for this service.

## 07. Service levels like performance, availability, and support hours

Not applicable for this service.

## 08. How you'll repay or compensate buyers if you do not meet service levels

This will be defined in individual project SoWs and terms and conditions.

## 09. Data restoration / service migration

Not applicable for this service.

## 10. The ordering and invoicing process

To purchase our services email [digitalgov@zoonou.com](mailto:digitalgov@zoonou.com) or call us on +44 (0) 1323 433700. An SoW will be created to define the scope of the project, deliverables, timelines and cost. The SoW will be electronically signed by the relevant Client and Zoonou stakeholders. Unless otherwise agreed, invoices are issued with 30-day terms, payable by BACS transfer.

## 11. How buyers or suppliers can terminate a contract

These are specified in our Terms & Conditions document.

## 12. After sales support

Your assigned Account Manager will arrange regular reviews and catch-up meetings with you to ensure that you are happy with the services provided and to identify any areas where additional support is required.

## 13. Any technical requirements

To be defined in individual project SoWs.

## 14. Customer responsibilities

To be defined in individual project SoWs.

## 15. Details of any trial service

Not applicable for this service.