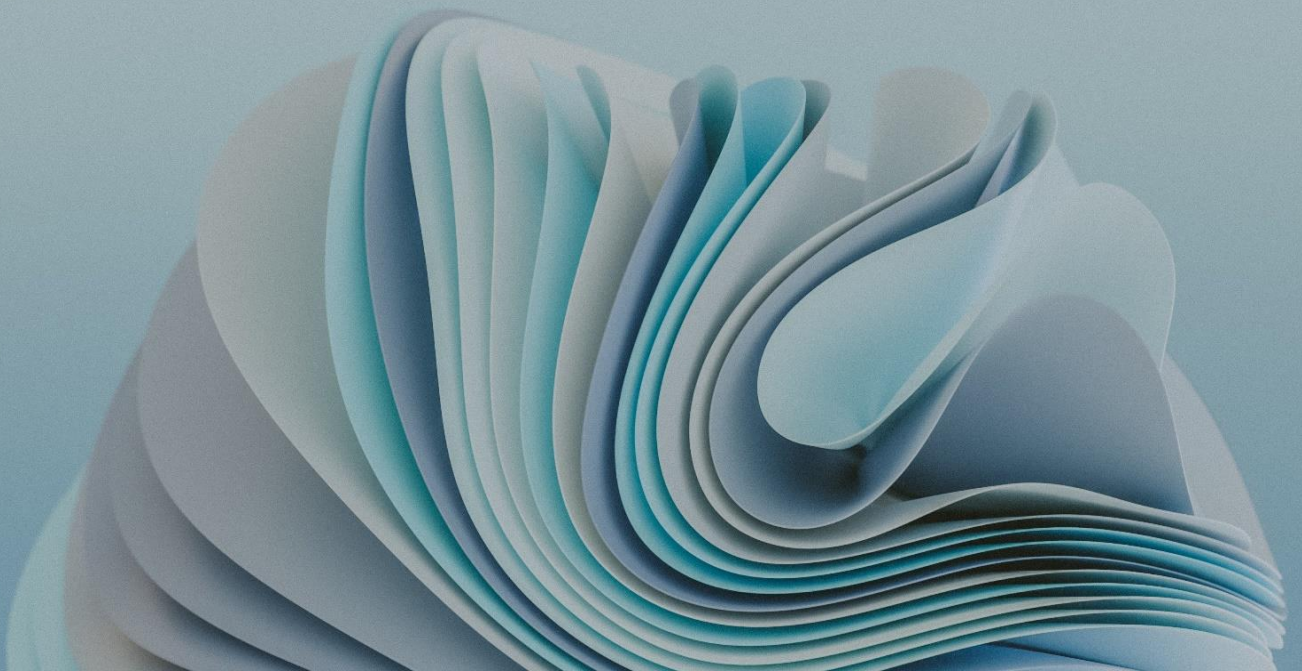zoonou

G-Cloud 13

Software Testing & QA Services

Service Definition Document

Crown
Commercial
Service
Supplier

Managed QA Services

Zoonou is a full-service software testing and QA solutions partner. Combining technical delivery and advisory services, we deliver world-class QA solutions to over 300 clients every year. For more than 15 years, we have been a trusted partner for both private and public sector organisations.

We provide services in:

- **Manual functional testing**
- **Compatibility testing**
- **Accessibility testing**
- **Usability testing**
- **Penetration testing**
- **Load testing**
- **Test automation**
- **QA consultancy**

Functional Testing Services

Zoonou's managed functional testing solution aims to verify that a digital service works according to its requirements and meets user needs. We identify areas where quality and performance doesn't meet expected outcomes. Enabling our clients to release updates or new applications with confidence.

We have over 15 years' experience deploying effective QA strategies across a range of software platforms and industry verticals:

- Websites and web applications
- Learning Management Systems
- eCommerce builds
- Mobile apps
- CRM / ERP /CMS systems
- Data communication visualisations

- Healthcare and Wellbeing
- Financial services
- Location and mapping services
- Content aggregators
- Publishing platforms
- Funding portals

We can provide both **scripted** and **exploratory** approaches to functional testing and we integrate with our clients' preferred development methodology and tools. Our delivery models are highly flexible and scalable to match the variations in our clients' testing requirements – ensuring a cost-effective solution.

Scripted Functional Testing

A structured and documented approach to manual testing. Test suites are generated containing test cases addressing each of the functional requirements of a piece of software.

A formal scripted approach ensures the test process is **measurable**, **traceable** and **repeatable**

Planning & Test Case Creation:
Our team will take the time to understand the scope of the testing requirement by reviewing project documentation and specification, such as designs, UX, wireframes, functional or technical spec as well as any defined user or business requirements.

Zoonou's ISTQB certified Test Analysts create manual test scripts, containing test suites broken down by features of the application.

Each test suite is populated with test cases covering functional requirements, written in gherkin format (to ease latter stage automation if required). Each test suite and individual test case is assigned a priority, based on risk and impact for the project.

Scripted Test Execution:
Zoonou's approach is geared around efficiency. We identify a primary test device or browser, on which we execute every test case for full coverage of your application.

We will assess the compatibility and consistency of the application across a range of desktop browsers and real mobile/tablet devices. This will include core functional tests, user journeys and visual rendering checks.

Test cases are marked as PASS, FAIL or BLOCKED, depending on the result of the test.
Issue Reports are added to the shared online tracker throughout each day of test for every unique issue or bug observed.

A Test Report is provided to the client team at the end of each day of test or at agreed milestones.

Retesting & Regression Testing:
After each phase of testing, once fixes and updates have been rolled out by the development team, our Test Analysts will retest all issues that have been addressed to ensure that fixes have been successful and that no unintended regression issues have been introduced.

Regression testing of the wider application will be carried out including smoke tests of the essential features and functionality.
.

Exploratory Functional Testing

Exploratory testing considers testing from an end user's perspective, focusing on key user journeys and the user experience throughout the software.

Exploratory testing can be used to compliment and support other more formal testing methodologies but is a valid approach to testing by itself, particularly for smaller applications or projects where budget and timings are limited. As well as positive user flows, the test team will conduct disruptive and edge case testing, negative scenarios and will employ out-of-the-box thinking to attempt to break the application.

The software will be divided into major areas of functionality with an appropriate amount of test time allocated. More time will be spent looking and focusing on the higher risk areas of the application.

Exploratory Planning:
Unlike scripted testing, planning is kept to a minimum for an exploratory approach, where we put as much time into the execution as possible. But that doesn't mean the test approach does not have a structured plan in place.

At the start of a test session Zoonou's Test Analyst will review the scope of the application and any documentation available. A test plan is created, detailing the key focus areas of the application with a timing schedule applied to each based on priorities and risk.

Exploratory Test Execution:
Test Analysts use their professional expertise and experience to test around boundaries, limits and expected points of failure. The test plan is used to document observations during testing, and ensure the session remains on track with project timings.

For every unique issue or bug observed, we raise a ticket in the online issue tracking management tool as and when they are identified. At the end of each day of test, a summary Daily Test Report will be written and shred with key stakeholders in the client team.

Retesting & Regression Testing:
After each phase of testing, once fixes and updates have been rolled out by the development team, our Test Analysts will retest all issues that have been addressed to ensure that fixes have been successful and that no unintended regression issues have been introduced.

Regression testing of the wider application will be carried out including smoke tests of the essential features and functionality.

Compatibility Testing Services

The goal of compatibility testing is to ensure the user experience is consistent and seamless. Zoonou's compatibility testing service provides our clients with the confidence that web and mobile applications work across a range of devices, operating systems (OS) and browser combinations.

We have one of the largest device libraries in the UK – home to over 500 real devices including: mobile, tablet, desktop, smart TVs, wearables, VR sets and voice technology.

We cover the latest OS and display resolutions available, including beta versions of upcoming OS releases. and maintain a collection of legacy hardware and devices on older OS versions.

Our functional and compatibility testing is always conducted on real devices, in real environments to replicate the experience of end users.

We never use emulators or simulated test environments.

Reporting and Deliverables

Issue Reporting / Defect Tracking

- Issue logged in real-time throughout days of test via a web-based issue tracking software solution.
- Zoonou operate a standardised approach to writing issue reports to ensure consistency and continuity.
- Highly detailed issue reports to ensure developers and other testers can understand and recreate with ease.
- Supporting details will typically include: environment tested on, steps to recreate, annotated screenshots and videos.

Issue tracking tools

- Integration with existing client issue tracking tool and process.
- Able to provide access to a web-based issue tracking platform used at Zoonou if required at no charge on any project we're working on.
- We can work to a standard test/fix/retest workflow, or discuss any specific workflow requirements with you.

Issue trackers our test team use include:

Test Reports

- Summary Test Report delivered to all key stakeholders at the end of each day or test or at agreed milestones.
- Template based to maintain consistency and continuity across each day and every project.
- The report will detail what testing has been completed, keys areas of concern and metrics on issues raised and test progress completion.
- Reports are written and structured in a clear and easy to understand format to ensure that both technical and non-technical stakeholders understand the current status of the project.

Test Scripts

- For scripted test approaches, our team will share the full test script documentation detailing the PASS/FAIL results and metrics for tests executed.

Our Accessibility Services

We are experts in public sector accessibility regulations and GDS best practise; our accessibility services empower our clients to create digital public services that are efficient, cost-effective and work for everyone.

Our accessibility services include:

01. WCAG Auditing

02. Assistive Technology Testing

03. Compliance Statements

04. Disabled User Testing

05. Training and Workshops

06. PDF Auditing

Our services integrate with all stages of the digital lifecycle, from discovery and alpha to beta, live and maintenance.

01. WCAG Auditing

Our WCAG audits go beyond identifying and logging issues - we'll show you how they impact your users, help you prioritise fixes and provide remediation advice.

We manually test your web or mobile application for compliance against The Web Content Accessibility Guidelines (WCAG) 2.1. and 2.2. We test to all levels of conformance – A, AA and AAA. Our manual testing is supplemented by automated scanning to increase speed and coverage.

Identified issues will be logged into your preferred issue tracker and we produce a final report that sets out an executive summary and the WCAG pass/fail results.

Throughout the process, our Consultants are on hand to discuss findings and provide support to your development team to help resolve issues. Once fixes have been implemented, we will verify each issue and publish an updated report.

02. Assistive Technology Testing

Our manual WCAG compliance checks are complimented by testing user journeys with assistive technologies.

Combining our extensive mobile device library with screen readers, magnifiers and speech recognition software, we test components and templates to identify issues that affect your users. Our device list is defined to meet Government Digital Service (GDS) standards.

Assistive technology testing helps to ensure your website or mobile app is usable by everyone no matter how they are accessing or using it.

03. Compliance Statements

After auditing your service, we can provide you with an accessibility statement. This is an open declaration of your current level of conformance and commitment to accessibility.

It outlines the overall accessibility of your service based on WCAG 2.1 /2.2 and provides advice on how to achieve desired outcomes when faced with accessibility barriers.

To comply with current legislation, you must publish an accessibility statement on your website.

04. Disabled User Testing

User testing is a fundamental part of web design. Including users with disabilities provides real-world insight into your website based on lived experience.

In partnership with the Royal National Institute for Blind People (RNIB), we recruit a diverse range of disabled users to provide feedback on your key user journeys and highlight any potential barriers or user experience issues.

The test sessions are moderated by our consultants; we will analyse the findings and produce a report that summarises the issues and provides recommendations on how to resolve them.

All sessions are recorded and can be delivered as part of the final report; however, we encourage our clients to observe the live sessions.

05. Training and Workshops

Our training and workshops are designed to build knowledge and skills within your teams. Increasing their confidence and empowering them to put accessibility at the centre of their work.

Whether you're looking to introduce the fundamentals of digital accessibility to your organisation or train a particular team or department, our training is tailored to your needs and goals.

The workshops include interactive exercises, Q&As and can be delivered on-site or remotely - giving your teams access to the same expert training no matter where they are located.

06. PDF Auditing

We can support your accessibility journey beyond your website, mobile or digital application; our PDF auditing service will identify issues within your documents and demonstrate how these impact your users.

Our Usability Services

With methods based on the Government Service Standard (GDS), our usability services empower our clients to create digital public services that support users in efficiently and effectively achieving their goals.

Our usability services include:

01. Usability Testing / User Testing

02. User Research

03. Expert Reviews

To maximise return-on-investment, we tailor our approach based on

the context, goal and service of our client.

Our services integrate with all stages of the digital lifecycle, from discovery and alpha to beta, live and maintenance.

01. Usability Testing / User Testing

Zoonou's moderated usability testing service helps our clients understand how real users are engaging with their digital services. We recruit a pool of representative or target users to assess the ease-of-use, intuitiveness and effectiveness of web and mobile applications.

Our user testing service is an end-to-end managed solution and includes:

01. Discovery and planning sessions with client stakeholders to identify goals and objectives.

02. Recruitment screener to identify characteristics, demographics and profiles of participants.

03. Recruitment and scheduling of selected participant groups.

04. Test planning and scripting of user journeys, timings and desired outcomes.

05. Test feasibility verified by running a pilot study using the test scripts.

06. Test sessions with participants via screen sharing on desktop and mobile devices. All sessions are recorded and can be delivered as part of the final report; however, we encourage our clients to observe the live sessions.

07. Data analysis and a report is delivered back to client via presentation/workshop. Our comprehensive report details the areas tested and issues observed that should be addressed in order to improve the user experience.

02. User Research

Clients use Zoonou's user research services to identify who their users are and understand their behaviours, needs and how they would like to engage with them. Our in-house usability team utilise quantitative and qualitative user experience (UX) research methods including interviews, focus groups, diary studies, ethnographic studies, analytics and surveys.

User research provides insight into users' behaviours and attitudes; the findings can be used to improve user experience, validate or evaluate digital service prototypes and make data-driven decisions based on objective user feedback.

03. Expert Reviews

An expert review is a usability audit based on user experience (UX) best practice, usability and design heuristics. Expert reviews can identify usability issues with navigation, layout, visual design, learnability or be used to test hypotheses during product discovery. They are a cost-effective and quick way to evaluate cloud-based digital services.

Our expert review methodology:

01. Discovery and planning sessions with client stakeholders to identify goals and objectives.

02. Cognitive walkthrough testing is carried out by a usability expert, followed by a more detailed heuristic evaluation.

03. Competitor evaluation of up-to two competitor sites using a core set of heuristics.

04. A comprehensive report highlighting areas reviewed and issues observed ordered by priority is delivered back to the client via presentation/workshop..

Penetration Testing

Zoonou's penetration testing is a core component of a good risk-management strategy and a proactive approach to combating modern cyber security threats.

To maximise your return-on-investment, we tailor our approach based on your organisations business, compliance and security goals.

Our penetration testing methodology is CREST certified and delivered in-line with ISO27001 and ISO9001 standards. Our in-house penetration testers hold industry certifications such as Certified Security Testing Professional (CSTP) and Certified Application Security Tester (CAST).

We can complement our penetration tests with vulnerability assessments. The automated nature of vulnerability scanning allows organisations to identify and fix security weaknesses on a continuous, periodic, or on-demand basis.

CREST.

ZOONOU

Web & mobile app penetration testing

Zoonou's penetration testing services are designed to help safe-guard your web and mobile applications from cyberattacks. Our penetration testers will simulate a real-world attack, using the attack vectors and tools available to attackers, to uncover exploitable vulnerabilities and weaknesses within the application.

We use a combination of manual expertise and cutting-edge tools with tests derived from, but not limited to, the **OWASP Top 10** web application security risks:

1. Broken Access Control
2. Cryptographic Failures
3. Injection and Cross-site Scripting
4. Insecure Design
5. Server-Side Request Forgery

6. Vulnerable and Outdated Components
7. Identification and Authentication Failures
8. Software and Data Integrity Failures
9. Security Logging and Monitoring Failures
10. Security Misconfiguration and XML External Entities (XXE)

Once the test is complete, we present the results in a comprehensive report. The report is broken down into two sections: an executive summary and a technical breakdown. The technical breakdown includes a list of identified vulnerabilities, ordered by severity, with steps to reproduce and our remediation recommendations.

Vulnerability Assessments

Between penetration tests we can also run automatic periodic vulnerability scans as part of a vulnerability management strategy. Where penetration testing attempts to actively exploit an application through manual attacks, vulnerability scanning is a cloud-based tool that searches an application for known vulnerabilities.

Our Methodology

1. Scoping and defining the boundaries and expectations of testing.

2. Test planning, setup and auditing of the test surface to guide the test approach.

3. Test execution will target the application with manual & automated test cases to identify vulnerabilities.

4. Reporting and test debrief consisting of a detailed report with remediation recommendations.

5. Vulnerability scanning* is performed to routinely monitor the application's security posture.

CREST.

Load & Performance Testing

Zoonou's load and performance testing service gives clients confidence that web and mobile applications meet their non-functional requirements when under high and peak user demand.

If a digital service can't handle expected (or unexpected) levels of traffic it may slow down or completely stop working resulting in a negative user experience.

By simulating various scenarios of user traffic, testing will identify performance bottlenecks that could prevent an application from scaling to meet demand.

Our load and performance testing methodology is delivered in-line with ISO27001 and ISO9001 standards.

We can combine our load testing service with periodic application performance monitoring. Our monitoring tools regularly monitor, track and alert against an application's performance KPIs.

Web & mobile performance testing

Zoonou's managed load and performance testing service is designed to verify the responsiveness, throughput, speed, reliability, and scalability of an application under a workload. We use a custom in-house built solution that extends the functionality of **Apache JMeter** and is powered by **Amazon Web Services** to ensure the ability to perform large scale load tests.

Load testing: assesses how an application performs when a large number of concurrent virtual users perform transactions over a certain period of time.

Soak testing: will ensure an application can handle a growing number of users or increasingly taxing tasks over an extended time period.

Stress testing: will identify the maximum load an application can handle before it breaks.

Once testing is complete, we present the results in a comprehensive report. The report is broken down into two sections: an executive summary and a technical breakdown. The technical breakdown will include:

- System limits
- Overview of tests executed, and user journeys run
- Average response times
- Throughput rates
- Visual graphs and relevant statistics
- Error codes returned
- Identification of areas that are problematic under stress

Our Methodology

1. **Discovery, scoping and defining** the boundaries and expectations of testing.

2. **Test planning, setup** of automated test suites designed to replicate real-world behaviour.

3. **Load test execution** monitored in real time to identify major blocking issues.

4. **Reporting and issues tracking** including performance statistics, metrics and graphical issues.

5. **Test Debrief** providing guidance on where issues occurred and remediation advice.

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Our Test Automation Services

Test automation can save time and money developing and deploying software products whilst encouraging reliability and repeatability as part of your QA process.

We work closely with our clients to analyse the requirement for and feasibility of test automation solutions, together with an assessment on their ROI (return on investment).

We're not tied to specific tool-sets. We create custom solutions to meet the needs of project and development strategies using popular open-source frameworks.

Automation of tests for websites, cloud software, web applications and mobile apps.

Reduce time, cost and resource, and increase reliability by implementing an automated test solution.

Test Automation

Zoonou's Test Automation service is flexible, scalable, and reduces the costs of testing. By increasing the frequency and coverage of regression testing, an automated approach lowers the risk of defects in releases.

Analysis & Feasibility

Our consultants will take the time to understand your products and development strategy. We will help you to identify where an automated testing solution can provide genuine improvements and efficiency gains. With this insight, we can recommend a suitable and effective automated regression testing solution.

Open-source tools

We will advise on tool-sets and approaches that are the most suitable for your organisation. Open-source tools such as **Cypress**, **Appium** and **Selenium** enable a fast, measurable ROI, with simple collaboration and clear handover processes.

Automated Solutions

We provide functional test automation at UI and API levels. Our automated solutions integrate well with manual exploratory test approaches.

We provide test automation of digital products for smoke and regression purposes as part of existing CI/CD frameworks (Continuous Integration / Continuous Delivery).

By understanding your products, we assess and prioritise business critical stories for focused coverage, which can then be targeted for creation as a suite of automated tests.

We automate repetitive and time-consuming tests, saving valuable manual resource time. Repeatable and scalable regression test suites vastly reduce the time required to test applications.

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.

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 IS0 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.
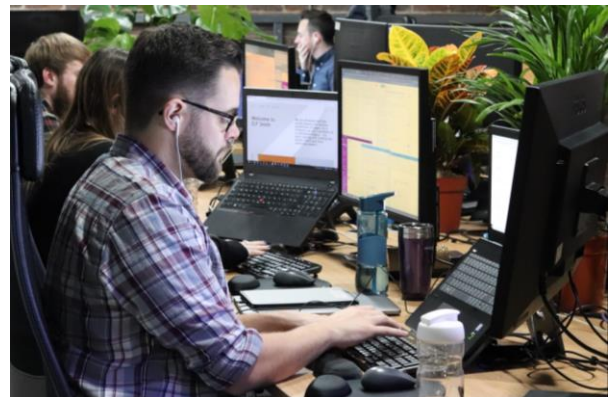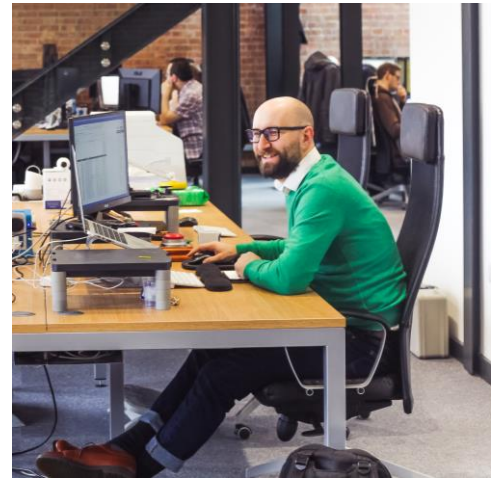
Our project delivery

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.

Cyfoeth Naturiol Cymru
Natural Resources Wales

Avoiding downtime and creating efficiencies across business critical applications.

Brighton & Hove City Council

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

ZOONOU

Contact us

For more information, please contact:

Rhodri Alexander

Head of Government Services
& Client Services Director

digitalgov@zoonou.com
01323 433700

www.zoonou.com

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 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.