**G-Cloud 13**
Cloud Support Services

# Web & Mobile Testing

Service Definition

# Service Overview

Our service is focused on testing websites and mobile apps, with an emphasis on ensuring compatibility with different devices, screen sizes and operating systems. We have access to a wide range of physical devices to test apps and their real world interaction with hardware and end-user activity, including movement trackers, GPS and hardware interactions not possible with virtual devices from the cloud.

Exploratory tests based on key user journeys, with positive and negative outcomes, provide the necessary confidence that your software is usable, error-free, and will not result in a frustrated end-user experience - so often the result of poor-quality software and insufficient testing.

# Value Proposition

Prolifics Testing's website and mobile app testing services ensure that digital platforms offer a seamless, intuitive, and error-free user experience. Our expert consultants employ a comprehensive approach to test across various devices and platforms, ensuring your digital products meet the highest standards of quality and usability.

Key Benefits
- Enhanced User Experience: Our testing guarantees that websites and apps are user-friendly, functional, and compatible across devices, enhancing user engagement and satisfaction.
- Market Reach and Reputation: Ensuring high-quality digital experiences boosts your brand's reputation and appeal in diverse markets.
- Risk Mitigation: Thorough testing minimises the risk of performance issues or user dissatisfaction, safeguarding your digital assets.
- Agility and Flexibility: We adapt to project methodologies, aligning with your project needs and working closely as a part of our customer's teams.

Why Prolifics
- Comprehensive Testing Scope: Includes accessibility, functional, system, user acceptance, performance, and security testing.
- Customised Solutions: Tailored testing strategies to meet specific project requirements.
- Advanced Tools and Techniques: Utilisation of the latest tools for manual and automated testing.
- Experienced Team: Our experts bring deep insights and best practices to every project.

Partnering with Prolifics Testing for website and mobile app testing means ensuring your digital platforms are not only functional but also deliver a superior user experience, contributing to your brand's success and customer satisfaction.

# Engaging with Us

Engagement and contracting is via the G-Cloud portal, projects are specified using our standard rates and scope agreed and signed off via a Statement of Work.  We provide non-disclosure agreements and utilise only our permanent staff, who are

subject to background, reference and credit checks before joining our firm. On engagement, we will provide staff details for onboarding where access to customer systems is needed.

# Data Protection

Prolifics Testing is an ISO 27001 certified company; we prioritise data protection through comprehensive Information Security processes, to ensure our clients' date is secure and that we are fully GDPR compliant. We always safeguard data in transit using encryption and secure transmission channels. When data is in use, stringent access controls and monitoring systems are in place to ensure its integrity and confidentiality. For data at rest, we utilise encrypted storage and conduct regular security assessments against potential threats. When testing, our team always recommend our clients provide test data. We can help with generating anonymised data as a part of our service, using our in house, AI enabled tooling. When projects are completed, our team always ensure any data used within the testing is deleted, as a part of project closedown.

# Previous Experience

We have worked on many public sector projects for a diverse range of customers, including 25+ of the UK's leading universities, Defra, Ministry of Defence, Public Health England and the Department for Health and Social Care.

We are happy to share testimonials and provide references on request. Many of our clients are repeat customers and will be happy to share their experience.

# Company Information

- Prolifics Testing are the UK testing arm of Prolifics, Global IT Services company, in business for 40+ years
- UK and Offshore delivery capability
- 1800 global employees, of which around 500 are QA specialists
- ISO 27001, ISO 9001 and CMMI Level 5 Certified
- Strong commitment to social value, with ongoing ESG initiatives

# Some of our Clients