



WINDOWS UPDATE SERVICE

Quality Engineering like no other

SERVICE OVERVIEW

Roq provides a Managed Test Service to mitigate the risks of the roll-out of new Windows versions and subsequent updates and security patches. Roq provide multi-device testing, core business application automation and has a revolutionary 'End Point' device performance testing capability, to mitigate the risks associated with these on-going updates.

SERVICE FEATURES

- Full coverage Managed Test Service including functional, automation, and performance
- Rigorous automated regression, focusing on critical applications, e.g. Office 365
- Integrated service that works alongside existing teams and suppliers
- Ensure test environments and data in place to avoid downtime
- Unique End Point automated performance testing for different device types
- Meticulous defect management process, including workflows, SLA's and triage meetings
- UK Test Lab option for cost-efficient service provision
- Clear reporting on the status of testing and quality
- Testing planned for each upgrade, grouping releases together where possible
- Testing of workstations, devices, peripherals and virtual machines

SERVICE BENEFITS

- Pre-built automation assets save time on release testing
- Expertise in hosting provides consistent and robust test environments
- Assurance of smooth global deployment process
- Roq's End-Point solution provides confidence in device performance
- Test before taking an update into production, eliminating users' frustrations
- Leverage repeatable processes and solutions to reduce costs
- Delivery from off-site UK Test Lab or on-site as required
- Pragmatic reporting to support informed decision making
- Deliver faster and with confidence through Roq's automation first approach
- Business critical updates can be delivered faster and with confidence

ABOUT ROQ

Roq is an independent, outcomes-focused quality engineering company with extensive experience in providing services to Public Sector organisations. We partner with some of the world's largest organisations in the Education, Health, Transport, Policing, Fire and Passport Services sectors, who trust us to lead quality initiatives on their most important technology initiatives.

We succeed by applying our core 'straight-talking, passionate, excellence and commitment' values to everything we do; from how we support our people, through to how we approach the delivery of complex technology change programmes for our clients. Our flexible and responsive approach and expert range of adaptable quality engineering services and accelerators deliver performance improvements, reduce development costs, improve customer experience and mitigate business risks.

We have gained an excellent reputation for providing skilled consultants, at all levels of security clearance, to deliver exceptional services to the Public Sector. Our clients value our flexible approach and ability to work professionally from our Test Lab, remotely, on-site, or as a hybrid model.

We work across all areas of the development lifecycle, from design through to production, to ensure the quality of the technology solutions meets the needs of the business. Whether it's Functional Testing, Test Automation, Performance Testing, Managed Test Services, Quality Assurance or Test Consultancy, we listen to what our clients want, help them understand what they need and add genuine value and continuously achieve world-class Net Promoter Scores (NPS) across our delivery team. We make technology work.

OUR VALUES

Straight Talking - We say it how it is, using open, honest and direct communication. We challenge situations where needed, to drive the best outcomes for your business and your customers.

Excellence - We always strive to be the best, constantly looking at ways to improve. We consistently attain over 90% on our quarterly client satisfaction survey and maintain a world-class NPS.

Passionate - We care about what we do, which drives the energy and enthusiasm we bring to our work. We endeavour to fully understand your business objectives and use them as a driver for achieving success in every project we deliver for you.

Commitment - We see it through, and deliver on our promises, whilst surpassing expectations. Where there are opportunities to do things better, we will always look to adopt these to benefit our clients.