



## **MANAGED TEST SERVICE**

Quality Engineering like no other

## SERVICE OVERVIEW

Roq's Managed Test Service focuses on project delivery and successful quality outcomes. We support clients with services across large-scale integration programmes to critical BAU updates. Managed against defined deliverables, KPIs and SLAs, Roq provides a full range of specialist services from Roq's Test Lab, remote or on client site.

## SERVICE FEATURES

- Fully Managed Test Service including functional, automation and performance testing
- Practical solutions to make testing fast, effective, and efficient
- Integrated service that works alongside existing teams and suppliers
- Independent challenge against cost, time, and quality constraints
- Focused dashboards and project KPI reporting
- Flexible resourcing with broad technology and business domain experience
- UK Test Lab option for cost efficient service provision
- Efficient knowledge transfer processes for accelerated onboarding
- Flexible, proactive, and scalable resourcing options
- Strong background in testing large enterprise-wide solutions

## SERVICE BENEFITS

- Significant increase in throughput of projects delivered in parallel
- Experts on test strategy and delivery on large complex projects
- End to end service from test strategy to test closure
- Experience of wide range of platforms and technologies
- Experience in a wide variety of delivery methods
- Extensive experience of market leading test tools
- In-house developed frameworks to support test automation
- Pragmatic reporting to support informed decision making
- Highly skilled teams with a range of experience
- Innovation focus to support continuous improvement

## 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.