

G-Cloud-13 Framework Service Definition Document

Testing and QA Service for Cloud ERP
Implementations for Oracle Fusion, Workday,
ServiceNow and Microsoft Dynamics 365
Service Id – TGI_QA_004

1. Summary

Established in 2012, TIGERSi Technologies has been providing IT Consultancy services to customers across sectors including Non-Profit, Manufacturing, Government, Media, Insurance, and software services.

Our core service offering - Testing and Quality Assurance is our core service offering and we specialise in CRM, ERP, Digital Platforms and Data Migration/Integration Projects. This covers Test Strategy and Delivery, Test Automation and Non-Functional Testing.

Our QA practice is complemented by Design and Build expertise in Microsoft Cloud and Pentaho technologies. We provide consultancy services for Dynamics 365 CRM, Azure Solutions and Complex Data Projects. These services span across Design, Development, System Admin, DevOps and QA.

2. Service Overview

With rapidly changing Customer expectations, technology innovation and amounts of data collected, it is critical for Business to implement omnichannel Customer Relationship Management covering all touchpoints.

With the advent of Cloud based ERP, customers are moving their complex and large ERP operations to Cloud. Moving to cloud offers advantages like rapid delivery, integration with modern technologies like IoT, easy of managing rapidly increasing data and analytics capabilities. With these advantages there are some challenges of implementing Cloud ERP products. Below are some key QA challenges of Cloud ERP Implementation –

System and User Acceptance Testing	<ul style="list-style-type: none">A. Out Of the box functionality and customisations.B. Business Process Transformation issues.C. Testing Time and effort.D. Test Data ManagementE. Change Management issuesF. Deliver incremental changes to production.
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Data Migration Testing	<p>A. Data Quality Issues - Volumes, Integrity, Transformation issues.</p> <p>B. Complex and Time intensive Data Reconciliation Tests.</p>
Integration Testing	<p>A. Legacy and Cloud Integration.</p> <p>B. Data Integrity issues across systems.</p> <p>C. Increased Costs from of Late Defect detection.</p>
Non-Functional Testing	<p>A. Degrading Performance with increased users.</p> <p>B. Security Requirements.</p>
Regression Testing	<p>A. Keeping up with Monthly/Quarterly SAAS Upgrades.</p> <p>B. Managing Regression scope and costs.</p> <p>C. Reduce Testing Cost but maintain Quality.</p> <p>D. No Roll-back options.</p>

Considering above challenges a fit for purpose Test Strategy is key for the success of Cloud Implementation Projects and post Go-Live adoption.

TIGERSi provides Cloud ERP Testing service which comes with product expertise, wealth of experience and automation tools. With this we are able to offer cost efficient, high quality Testing solutions to our customers. We offer Test Strategy, Test Management, Test Automation Tools and Frameworks for Functional, Data Migration, Non-Functional and Regression Testing.

3. Service Description

Cloud Testing and QA Service – Oracle Fusion, ServiceNow, Microsoft Dynamics 365 and Workday.

TIGERSi's Testing and QA service covers end end Testing lifecycle from Test Strategy, Test Management to Test Design and Execution.

Testing service for complex Cloud ERP implementation projects for Oracle Fusion (SCM, Sales Cloud, Service, Finance and PPM), Workday HR, Unit 4, ServiceNow and Microsoft Dynamics 365.

Our service spans across software delivery lifecycle from Requirements and Design Reviews, Unit Testing, System Testing, Data Migration Testing, Performance Testing and User Acceptance Testing. We offer both Manual and Automated Test solutions for Data Migration, Functional and Regression Testing, Performance Testing. Proven track record and strong experience in complex ERP projects in Private and Public Sector. Inhouse Test Data management solutions for test data generation for complex data structures. We have developed a QA methodology and tools for Cloud Migration Projects.

UK based delivery teams with required security clearance ranging from BPSS, SC to DV as needed.

4. Service Features

- 4.1 Customer Journey driven approach for Test design and execution.
- 4.2 Product expertise in Workday, Oracle Fusion Cloud, Service and Microsoft Dynamics 365/F&O to support Agile collaboration and recommending design improvements.
- 4.3 Test Strategy focused on improving the success of Cloud delivery and business outcome.
- 4.4 Test Methodology and Tools for Test Management and Reporting.
- 4.5 Test Coverage – Functional Test, Data Migration Test, Performance Testing and User Acceptance Testing.
- 4.6 Regression Test Automation Frameworks for Oracle ERP Cloud, Microsoft Dynamics, Workday.
- 4.7 Risk based test approach for Test Planning and Execution.
- 4.8 Test teams with strong Agile delivery and DevOps experience.
- 4.9 Automated Performance Testing Frameworks.
- 4.10 Automated Testing frameworks for Data Migration and ETL Testing.
- 4.11 Test Data Management solutions for Test Data generation and Bulk verification.
- 4.12 E2E Test Services Test Analysis, Test Design and Test Execution.
- 4.13 Oracle ERP Cloud coverage – SCM, PPM, Finance, Sales and Service Cloud.
- 4.14 Workday HR, Unit 4, Microsoft Dynamics 365 ERP Cloud Applications.

5. Service Benefits

- 5.1 Improved Data Quality and user experience for Cloud Migration Projects.
- 5.2 Early test coverage to reduce defects in UAT and Production.
- 5.3 Automated Regression reducing Testing costs and improving quality.
- 5.4 Identify and eliminate defects entering in Production.
- 5.5 Improved delivery cycles for regular SAAS Upgrades.
- 5.6 Agile expertise delivered continuous improvements.
- 5.7 Reduced costs and delivery time using Test Automation.
- 5.8 Risk based approach to prioritise key business risks.
- 5.9 Test Automation solutions to test early and test often.
- 5.10 Test Data management improves GDPR compliance.
- 5.11 UK based skilled QA practitioners offering quick ramp up and data security.
- 5.12 Simple management structure with excellent service management.
- 5.13 Flexible ramp-up and ramp-down to meet project demands.

6. Why Us - TIGERSi Service Advantage

A. Our Skills and Expertise –

TIGERSi's Service portfolio spans across a range of Cloud Technologies and Applications. We have developed skills and experience in various tools and frameworks used for Test Automation, Data Migration and Performance Testing.

We have the expertise and the team ready to deliver Testing for complex customer projects using modern cloud and Legacy technologies. Below table outlines our delivery experience –

Cloud Platforms	Amazon Web Service, Microsoft Azure Microsoft Partner for Azure Services.
CRM Applications	Microsoft Dynamics 365 CRM / CE, Oracle Siebel, Oracle Sales Cloud, Salesforce.

ERP Applications	Microsoft Dynamics 365, Oracle ERP (SCM, Fusion, PPM) Cloud, Oracle eBiz, Workday HR Cloud, Unit4.
Data Integration and Analytics	Pentaho DI, Informatica, Talend, Tibco, Azure Data Factory, Power BI, Azure Databricks, Oracle BI.
Big Data	Spark, Hadoop, Kafka,
Database Platforms	Oracle, MS SQL, My SQL, Mongo DB, Azure Cosmos DB.
Test Management Tools	HP ALM, JIRA, Zephyr, Panaya, Azure DevOps, Test Rail, Mantis.
Test Automation Tools	Selenium, HP UFT, Pytest, Appium, Calabash, TestCafe, Cypress
Test Automation Approaches	Behavioural Driven Development (BDD), Test Driven Development (TDD), Data Driven.
Performance Test Tools	HP Loadrunner, Jmeter, Blazemeter, Neoload, Test Plant.
CI/CD Tools	Jenkins, Teamcity, GitHub, Azure DevOps

B. Case Studies – for recent projects delivered.

Industry Sector	Project Delivered	Size and Complexity
Non-Profit	Data Migration from multiple legacy databases to a Single CRM and Data warehouse platform.	Circa 20 million customer records and associated transactions. Complex migration with multiple legacy data structures.
Non-Profit	Data Migration from multiple legacy databases to a Microsoft Dynamics CRM and Azure Data warehouse platform.	Circa 1 million customer records and associated transactions.

	Data Integration using Azure data factory.	
Public Sector	Multiple Legacy to Cloud data migration projects. Big data analytics projects.	Complex data structures with multiple legacy platforms circa 3 – 6 million customer records and associated transactions.
Public Sector	Automated System and Performance Testing for a Data tokenisation solution for Big Data projects.	Variety and Volumes associated with NHS Data that required to undergo tokenisation.
Financial Services	Big Data Archival and Analytics solution for improved GDPR compliance.	Numerous source databases and data structures.
Global Media Company	QA Services for a global rollout for Microsoft Dynamics AX.	Multi-country ERP implementation.
Global B2B Print and IT Service Provider	Non-Functional Testing for complex Oracle Fusion Implementation programme.	Multi-country ERP implementation.

C. Lean Delivery Model –

Over the years, we have developed a Lean operating model using a flat organisation structure and a strong associate and partner network of CRM and QA professionals.

Our core team is supported by the associate networks of Development and QA professionals have been involved in over 40+ Technology projects. These projects span across CRM, ERP, Data Migration, BI/Bigdata, Digital and Cloud Migration for our customers and partners in NFP, Public, Manufacturing, Media and Insurance sectors. TIGERSi brings together our core and associate teams in our customer engagements offering single point of accountability to our customers.

Our Core Team + Associate model allows us to provide flexible ramp up and ramp down to customers. With the Lean operating model we offer competitive pricing models to our customers.

Our size and structure supported by our technology experience enabled us to successfully delivery some of the complex projects for large enterprise customers in Private and Public sector. We have established ourselves as a trusted partner for CRM, Data and Cloud implementations.

7. Service - Delivery Approach and Methodology

We have developed our Testing and QA methodology to support large and complex Cloud ERP projects for our customers. Below is a high-level outline for our Test Methodology used as a reference for Test Planning, Test Design, Test Execution and Sign-off.

- **Discovery** – To understand detailed scope, solution architecture, timelines, and current status for the project. This will support planning and delivery for Test Strategy and subsequent phases i.e. Test Design and Test Delivery. This is carried out at the start of the project by our QA Consultants through discovery and planning workshops with the client stakeholders.
- **Design** –
 - Test Strategy Design to develop a Programme Level Test Strategy outlining the following for a successful delivery of the programme. This is an iterative process aligned with project delivery model like Agile or Waterfall.
 - Testing Scope for various Test stages required for the project.
 - Test Methodology and Processes for Test Prep, execution and reporting across all Test Stages.
 - Test Data and Test Environments requirements.
 - Estimate Testing effort, resources and skills required for Test delivery.
 - Test Tools for Test Management, Test Automation and Performance Testing as appropriate.
 - **Test Scenario Design** – This will involve Test Scenarios and Test Script Design.
- **Delivery** – This phase will involve Test Execution, Defect Reporting and Retest and Test Closure and Sign-off.

Listed below are key elements of our Test Methodology.

- Test design focused on improving end user experience for functionality and system performance.

- Risk Based Testing approach.
- Collectively agreed Quality Gate entry and exit criteria for all Test stages.
- Structured Test Tools for managing Test repository and defect management process.
- Open source tools and frameworks.
- Early engagement of QA teams in project lifecycle.
- Automation driven Continuous testing model.
- With our technology experience, our teams work with development team to provide Design improvements and Performance tuning solutions.
- Consistent Delivery approach and Knowledge retention - We have defined templates for Test Journeys, Test Scenarios and Test Scripts providing consistent method for defining and capturing Test information. Our onsite Test leads will be responsible for reviewing Test deliverables and implementing continuous improvement processes for our Test Teams.
- We adopt knowledge sharing and knowledge retention approaches like using wiki/confluence to capture business and technology knowledge outside Test scenarios and scripts. Test Team members swap roles and project scope where possible to maintain business knowledge across the team.

8. Tools

We support a wide range Test tools and can design our solutions based on the chosen technology platform for a project. Our teams have developed test frameworks based on Open Source technologies supporting cloud ERP implementations. We offer Test Automation and Performance Test solutions for Cloud ERP implementations.

We have developed Test Data Management and Test Automation solutions integrated with DevOps processes.

Our teams have implemented and managed Test Management tools like Jira, HP ALM, Panaya.

9. Engagement Models –

We offer following engagement models for our Testing and QA service –

9.1 Managed Test Service – Outcome based end to end Testing service.

9.2 Resource Augmentation to support customer projects for specific QA skills.

9.3 Hybrid working model where TIGERSi Consultants are embedded within Customer Project team or with other implementation partners involved in the project.

10. Pricing Overview

We have mapped our Consultancy Role tiers with the SFIA rate card template as explained in the table below. Each SFIA Level maps to one or more Consultancy Roles within TIGERSi Professional services team.

SFIA Level	Consultancy Role
1. Follow	Functional Tester Regression Tester
2. Assist	Functional Test Consultant Test Automation Engineer Functional Test Analyst
3. Apply	Senior Test Consultant Senior Functional Test Analyst Senior Test Automation Engineer
4. Enable	Test Lead Test Automation Lead
5. Ensure or advise	Test Manager Test Strategy Consultant
6. Initiate or influence	Programme Test Manager Senior Test Manager
7. Set Strategy and inspire	Head of Testing Test Architect

- Discounts/Rebates – at this stage we may not be able to offer any discounts or rebates given current requirements. However, as the engagement develops further TIGERSi can offer outcome-based pricing providing cost savings. In addition, TIGERSi commits to provide senior management engagement on weekly basis for forward planning with the client and to assess progress of our teams.
- Fixed Price options – Based on the project requirements, we can offer fixed price options for specific work packages like Automation framework development, regression pack preparation and execution.
- Cancellation Charges: We would appreciate sufficient heads-up for any cancellations to allow us to redeploy our resources to other projects. For the contract this can be considered as 2 weeks' notice for ongoing engagements and one-week notice for newly commenced work.

11. Service Management and Governance

At TIGERSi we provide our customers a simple governance model and direct access to our leadership teams. This has provided swift resolution for any issues and escalation. We plan to have weekly or fortnightly review meetings with client stakeholders to assess progress and impediments. This is based on the project structure and access to client team.

- TIGERSi practice lead will publish weekly reports providing progress reporting, risk and issues impacting testing. This will be discussed on weekly operations catch up with client Lead and PM.
- A Monthly/fortnightly meeting is suggested to discuss and address account level/programme level issues.
- We suggest TIGERSi account manager / Test Practice lead to be included in programme management meetings and communications.

12. Service Hours, Availability and Location

Our services are delivered on time and materials basis where the service is charged at a day rate for a professional day. Professional Day covers TIGERSi Consultants working onsite at Client office or offsite from TIGERSi offices to deliver the service.

13. Onboarding and Offboarding

- Our Core Team + Associate model allows us to provide flexible ramp up and ramp down to customers.

- For onboarding resources on projects we require 3 weeks' turnaround time to ensure skilled resources are allocated as per project requirements.
- We carry out necessary DBS checks for our resources before onboarding them on the project.
- TIGERSi practice lead will support the resources in conjunction with Customer's operational team for logistics and technical needs.
- We would require 2 weeks' notice for offboarding resources post completion of their scope or changes in project circumstances.

14. Company Overview –

TIGERSi Teams bring together years of experience in CRM and complex Cloud and Big Data projects across various industries.

14.1 About Us —

- A. Microsoft Cloud Solutions Partner.
- B. Niche Consultancy specialising in Quality Assurance, CRM, ERP and Data Migration/integration Projects.
- C. Cloud native with our tools and methodology.
- D. UK based team supported by our offshore team.

14.2 Our Team –

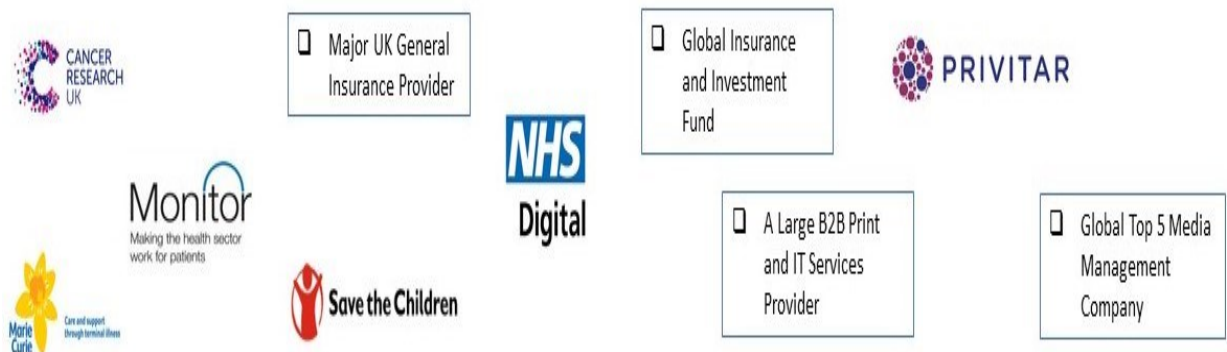
- A. Dedicated UK Team enabling rapid mobilization.
- B. Leadership team – Certified Scrum Masters with agile delivery and Test Automation experience.
- C. Sector experience - Private, Not-for-Profit and Public Sector Projects within EMEA.
- D. 40+ complex projects delivered.
- E. Onsite presence for effective Agile collaboration.
- F. ISTQB/ISEB Certified Test Professionals with Technology expertise in Web and CRM.

14.3 Our Security Credentials –

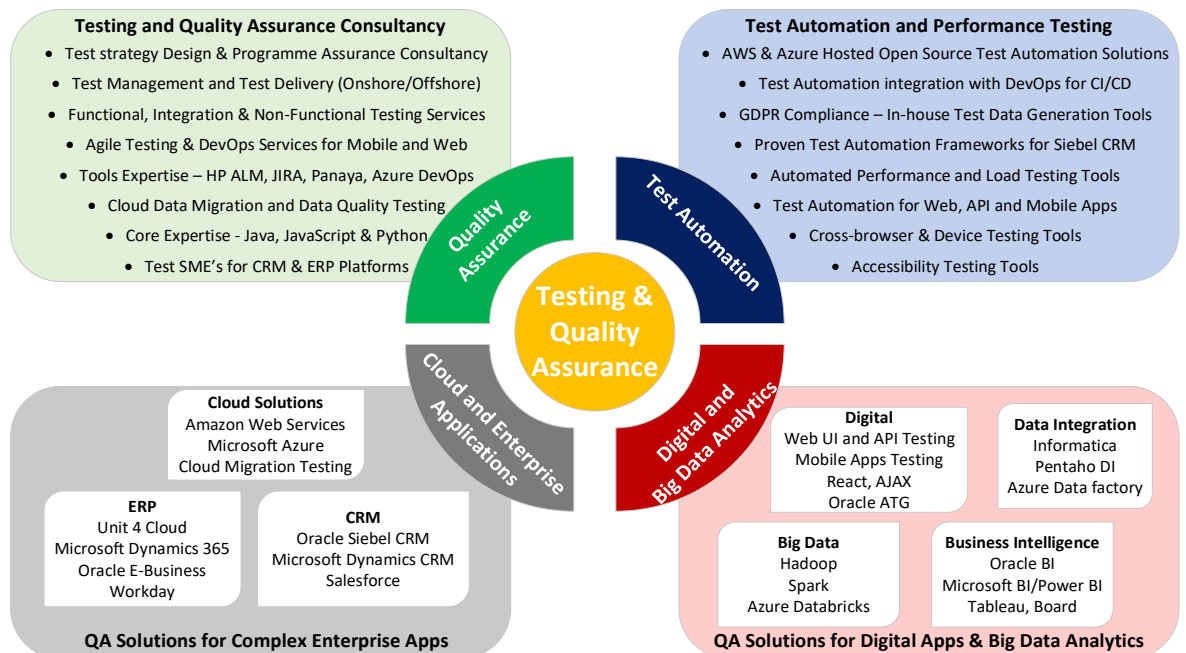
- A. Cyber Essentials Certified.
- B. DBS Cleared.
- C. BPSS and SC Clearance as needed.
- D. Experienced in GDPR Compliance and Data Security.
- E. Expertise in Azure Security Services.

14.4 Our Customers –

Below are some of our customers in the UK where we have delivered complex projects and have established trusted long term relationships.



14.5 Our Testing Services

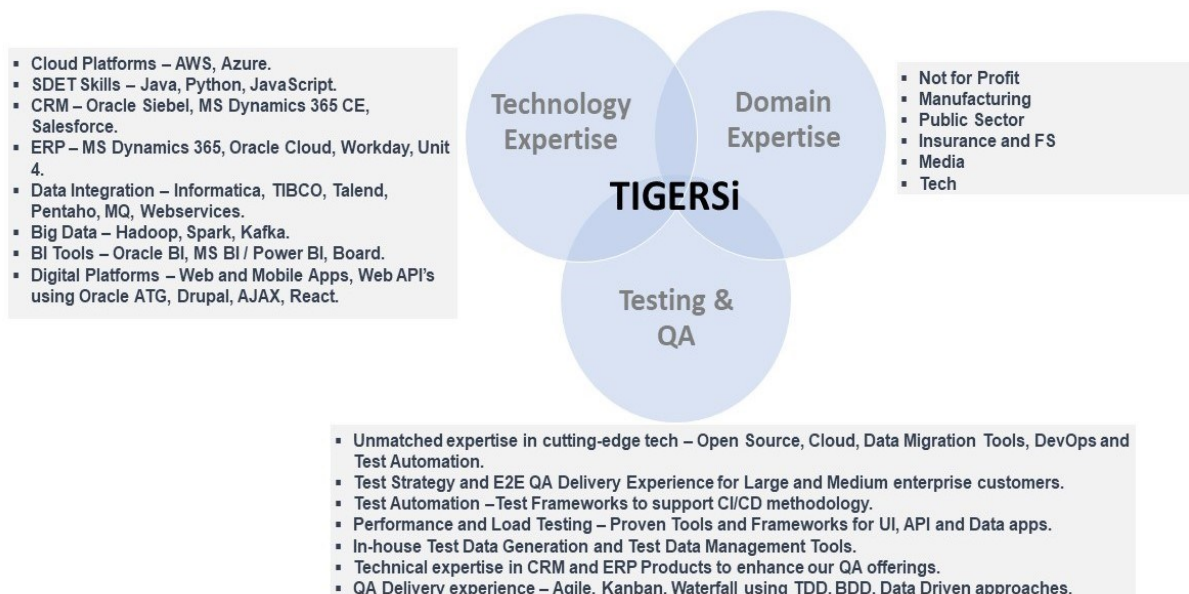


Our Consulting Offerings span across 2 key areas as below:



14.6 Our Differentiators

Our unmatched Technology Experience, Domain Knowledge combined with a practical implementation strategy is core to our value proposition.



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