TSG

Services Overview

Abstract
This document provides potential clients with an overview of our core services offerings and how we engage with our clients.

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About TSG: "Giving you the confidence to go live"

TSG is a leading, specialist consultancy for Quality Engineering, Quality Assurance, Business Assurance and Software testing.

Since 2002, we have been collaborating with some of the most innovative organisations within the UK and Europe helping them to deliver their IT solutions for Business Change and Technology Transformation. We provide change assurance for business technology.

TSG People
Our people are industry leading consultants, mostly from the client-side, who are invigorated, creative and pragmatic. We understand the challenges clients face – the pace of globalisation, technological and regulatory change and the pressure to respond rapidly and efficiently.

TSG Shared Values
Integrity, inclusion, dedication and the courage to be your authentic self; these mean that clients get the best solutions in the context of their needs, from collaboration and innovation, and the energy and enthusiasm to deliver a successful outcome.

Guiding our clients through the world of technology transformation, where technology, people and techniques are constantly evolving, our core principles remain the same; strong leadership, in-depth experience, good communication and partnerships based on trust. These principles are embedded in TSG's culture, ensuring consistent focus on delivering value to its clients.

Our Services
We work hands-on with our clients to drive and execute IT transformation of their business software and systems to ensure certainty of outcome, protection of capital and prevention of reputational damage, driven by a variety of contexts.

We work across all the variations of solutions delivery, lifecycles – waterfall, Agile and DevOps – and technologies to deliver:

- static testing of the solution design and requirements.
- manual and automated functional testing including system and user acceptance.
- non-functional testing including load, stress, performance, security and usability.

TSG Data
Helping with understanding, assessment, and strategies for quality inefficiencies, protecting privacy, and aiding regulatory compliance such that data is maintained and valuable resources are not wasted. Data certainty when migrating data, digitally transforming, or assuring non-production data is compliant. Solutions are self-serving once in place.

TSG AI
Providing insights and confidence to integrate AI technology into systems with optimal efficiency and cost.

Helping shape AI use policy based on needs and changing landscape, improve data sets, and refine data quality, scalability, and privacy. Ensuring compliance with legislation and aiding in risk mitigation.

TSG Start

Cost-effective small-scale options for getting/staying live, with the option of moving to larger-scale/long-term solutions later on. We help plan, script, execute, lead, manage, and enable Quality Engineering, testing, and QA (manual and automated). Advising on strategy, execution, approach, method, and delivery, working with founders, boards, investors, regulators, and stakeholders.

TSG QE

Strategy, leadership, management, and execution through quick test automation, industrial automation, and quality engineering for my dynamic testing. Covering everything from small-scale automation, major frameworks, everyday repetitive tests, and 'disposable' quick tests.

TSG Enable

Establishing essential building blocks – correct environments, data, and tools to achieve successful change delivery through testing and Quality Engineering. Helping to understand needs and then implement them. Making change happen safely and predictably. Minimising downtime and maximising your ROI whilst testing. Empowering DevOps.

TSG Deliver

Delivering small-scale projects to major strategic change programmes, working with teams and other suppliers, or taking full responsibility for testing, migration, and other activities. Operating at the board level, with specialist/regular managers, supporting permanently, temporarily, or in the interim.

TSG Assure

Providing understanding, confirmation, and validation of what is going on and subsequent options as an outside party. Helping with whole lifecycles and organisations, or individual problems.

Our aim is to give clients the confidence to go live, by focusing on outcomes, working with speed and effectiveness, managing risk and building quality into your IT solutions, programmes and projects.

Our Clients

We are currently working with key organisations in Government, Banking and Financial Regulation, Payments, Legal, Insurance, Police, Local Authorities, Fintech and the Third Sector.

Our Specialisms

Test Services

We provide a broad range of Test Services, including Test Management, Test Analysis, Test Execution and Test Process Improvement. We lead, manage, strategise and do testing. We can align to all methodologies, supporting you to implement appropriate and effective software testing and assurance capability within your projects and programmes, to deliver safely and protect your live environment.

Automation

Our automation capability ranges through developing Proof of Concepts, building out automation frameworks, automation of IT solution implementations and ongoing service offerings for support and maintenance of test packs. We offer advice on tooling and approaches, strategic approaches to regression and automation, Continuous Integration, how to build, maintain and update frameworks, as well as training internal staff so that we can handover control to our clients.

Dev-Ops and Continuous Integration

Building on our test automation capability, we work to enable your process modernisation, improve levels of automation across your build process, create the Enablement to support your testing needs (environments, tools and process), improve quality in your release train and achieve an appropriate cadence for your deliveries.

Test Enablement

We offer practical advice and guidance on test tools, environment management and control, and data management. We can help you understand your needs, the options available to you, and work with you to put in place the people, tools and process for a successful Enablement capability.

Release Management

Whether you wish to assure the Path to Live or are working to bring together a range of products in to a release vehicle, we can help. We can assure the quality of the products heading for live and we can help you get them live safely, while protecting live service in the process.

Advisory

Our team have worked at the highest levels in some of the world's largest organisations. We have provided advice and guidance across the spectrum of organisations from start-ups and small businesses and we are comfortable working at all scales of size and complexity. We are highly familiar with regulated environments. We provide meaningful, lasting and practical transformation.

Why TSG?

- Easy to engage with - Our senior consultants, experts in their fields, can discuss and understand your technology and market issues and design services that meet your needs.
- Commercial flexibility - We operate under flexible commercial models, and we can provide individual capability through to complete managed services.
- Knowledge transfer - We work with your staff to increase their knowledge and capability, through coaching, mentoring, and knowledge transfer.
- Outcomes Focussed - Deliver a positive legacy exit, our philosophy ensures that at the end of your programme, we leave you in a better place.