

# Acutest (part of Trustmarque) – Performance Testing

Acutest, a specialist software testing consultancy concentrating solely on testing software, business processes and IT; provides a full range of testing services, from simple test analysis services to test transformation using its' unique and proven Principles and Practices based approach to testing.

Regardless of the specific testing type the same approach is adopted for all testing, resulting in significantly better outcomes than traditional testing methods.

Our performance testing service focuses on understanding your needs, delivering tailored performance testing, insightful result analysis and remediation support.

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***Performance testing** is the crucial but frequently neglected test, with many projects suffering from vague or missing performance benchmarks. Without testing performance under user load how do you know your solution will work in the real world, when everyone wants access at the same time.*

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## Service Definition Details

Waiting to see if performance problems surface in the live environment is very risky. It will cost more to fix and worse, could seriously diminish business performance and harm your reputation.

Non-functional requirements and specifically those connected to the performance of the solution can typically be the most complex areas to test, poorly defined and left too late to test, leading to costly business damaging issues.

Our unique approach combines technical, testing and business expertise to focus on business value and allow you to make informed decisions at the right time. Our catalogue of non-functional requirements has been built over many years of experience and over 1000's of projects across various industries and technologies (as a tool) to help refine, improve, and fill in any gaps so that testing of solution performance becomes more valuable and risks of damaging issues in live is significantly reduced.

Acutest's Performance testing services cover all aspects of solution performance and includes:

- Benchmarking
- Concurrency Testing
- Destructive Testing
- Endurance Testing
- Fatigue Testing

- Latency Testing
- Load Testing
- Performance Testing
- Resilience Testing
- Scalability Testing
- Soak Testing
- Spike Testing
- Stress Testing
- Throughput Testing
- Volume Testing

If you want to deploy applications quickly and confidently then Performance Testing is essential for all but the most trivial applications.

Our Performance Testing services will address these risks by testing under simulated, realistic user load conditions and common project constraints. The focus of this service is:

- To provide confidence in the applications performance before deployment with objective data to support a go / no-go decision (for example end user response times).
- To determine the scalability of the application and the capacity levels that the application can achieve (for example number of users that can be supported, limits of infrastructure).
- To identify performance issues and bottlenecks and their causes. Where needed, provide detailed evidence that will speed up the resolution of problems.
- To establish performance baseline for service measurement, provide critical information prior to launch to optimise infrastructure and support successful service operation management (for example failure behaviour beyond performance boundaries).
- To monitor critical indicators so that you are quickly aware of any changes to your expected levels of performance.

Performance testing is a complex discipline that requires a combination of business, testing and technical skills with tight control of the many project variables to enable a successful outcome. Acutest use proven methods to achieve an accurate picture of the scalability of the system under tests to support project launch decisions. At Acutest we have specialist Load Testing services that can be tailored to the client's needs and are often a combination of different services but with the same principles.

Further, Acutest has extensive experience with a wide range of tools and solutions and are partners with a number of testing tool vendors. Our consultants have product certification with these companies and our partnerships allow us to gain fast track support and keep up to date with latest developments.

## Top Features

- The Acutest Accelerator – a tried and tested repository of collateral ready for fast deployment.
- Principles and Practices based approach, where the Principles are used to support the selection and implementation of the optimum Practices.
- Our 3 key Principles are:
  - Begin with the big risks - focus on what matters most.
  - Fail Fast - find defects as soon as possible after they are introduced.
  - See through the users' eyes - going beyond the formal specification to identify all things that really matter to the user.
- At the end of the assignment, when possible, we leave a public domain implementation of our tooling such that our customer may continue the work we have started.
- We have already delivered this service to numerous organisations of varying size.

## Business Benefits

- Reduced cost of testing.
- Increased speed of change through our unique principle based testing approach.
- Improved governance of change through better business alignment of the testing and management reporting.
- Go live faster with confidence.
- An approach that focuses on areas that matter most - enabling project teams to move quickly irrespective of methodology and technology.

## Onboarding and offboarding support you provide

Our ability to facilitate knowledge transfer, on-boarding and off boarding is of vital importance to us in delivering efficiencies across client projects.

Acutest is highly experienced in deploying and managing resource at different levels and sizes, across multiple programmes and projects. We draw on this experience, together with our on-boarding & knowledge transfer processes, to deliver clients the right resource(s), quickly and effectively.

Through our approach to testing, coupled with our proven industry experience and high quality of resource, we can:

- Reduce project overall time and cost through the adoption of our Practices and Principles.
- Provide clients with a strategic partnership by partnering with a proven supplier that has the required experience and is flexible and easy to do business with.
- Provide access to an extensive portfolio of services and resources with the capability to process, plan, and deliver complex output-based results.
- Help develop new ways of working based on best practice and industry standards.

- Shared expertise / innovation from working with similar clients / organisations over the past decades.

## Pricing overview, including volume discounts or data extraction costs

Pricing discounts may be available depending on the size and scope of the engagement / projects.

Prices exclude:

- Expenses (Travel and Subsistence)

## Service constraints

This service does not have any constraints however, this is subject to buyers/clients' requirements, environment, and technologies.

## Service levels like performance, availability and support hours

Our support hours 9 to 5 (UK time), Monday to Friday.

Clients have 9 to 5 access by email and telephone.

## How will we repay buyers if we don't meet service levels?

Please refer to our Terms and Conditions.

## Ordering and invoicing process

Please refer to our Terms and Conditions.

## How can buyers or suppliers terminate a contract?

Please refer to our Terms and Conditions.

## Why Trustmarque/Acutest?

- A specialist provider of testing, assurance and governance services, concentrating on testing IT processes and technology centred change.
- Our approach focuses on areas that matter most - enabling project teams to move quickly irrespective of methodology and technology.
- Strong and consistent track record of growth.
- Over 90% of our business comes from existing clients and referrals which is genuine confirmation that the approach enables our clients to derive real value from testing.

- Major cost savings by adopting the Acutest Accelerator Framework, a framework that contains all the tools, techniques and processes to test projects.
- Acutest has a skilled and flexible resource pool with global coverage.
- Our clients go live faster with confidence.
- We have a deep understanding of the market dynamics, the competitiveness, cost challenges as well as customer service needs that our clients face.
- We are a catalyst to programme success.
- A strong organisation and culture.
- We combine our expertise with technology to make processes smarter, organisations more efficient and customer experiences better.
- Highly diversified across private and public sectors