

# Acutest (part of Trustmarque) Test Upskilling and Training Programme

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.

Acutest can help organisations who need fast recruitment of general and specialist resources. Individuals or teams can be sourced to meet peaks in demand or for the life of a project.

Additionally Acutest can upskill and train client resources engaged in QA activities. In this case Acutest performs a rapid assessment of your organisation's programme or projects to evaluate the skill and maturity level of the resources performing the testing function. In light of the assessment results Acutest will co-create a test process improvement plan/blueprint/roadmap to help bring your resources up to a consistent level with regards to QA skills – aligned to and informed by the Acutest practices and principles as well as relevant industry best practice and relevant standards.

Acutest place emphasis on knowledge transition back to the client when we are coming to the end of an engagement, to ensure that our experience is embedded in the organisation we are withdrawing from and that the benefits gained from our presence are not lost. This service commonly provides part of that transition plan.

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## Service Definition Details

Acutest's staff augmentation service provides staff to perform roles in our clients' project teams. We can provide individual roles and entire testing teams.

We can provide:

- Experienced Testing and assurance resources such as Test Manager, Test Lead, Test Analyst, Defect Manager
- Specialist testing resources such as Performance Tester, Test Automation Lead and Test Environment Manager
- Other project and programme roles including Project and Programme Managers, Business Analyst, PMO Manager and Scrum Master.

Acutest team members will implement techniques that we have used successfully with other customers.

Additionally, we can train and upskill our customers' teams in the most appropriate methods to enable your project to succeed. In this way, our customers can take full advantage of our ways of working.

In this case, Acutest helps companies understand their QA upskilling and training requirements through an accelerated assessment, followed by iterative and incremental delivery, to allow us to review and refine the improvement plan and associated activities. By employing a rapid, risk-based approach based on our established framework, we work collaboratively to identify areas of improvement, and implement quick prototypes/proof of concepts to, build confidence and identify quick win areas. Below are key activities that we support:

- We measure the existing process and resource maturity through a combination of reviewing the 'as-is' test processes, procedures, and deliverables via joint workshops, SMEs/stakeholder interviews to capture our insights and ideas for improvement.
- Benchmark the maturity of the test resources operating in the client's organisation against the industry best practices.
- Define a roadmap for upskilling success and create actionable plans that focus effort and value on business priorities and closing identified skill gaps.
- Leverage industry best-practice Accelerators to reduce cost and improve productivity.

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In our experience, investing in upskilling and training for software testing resources yields significant returns in terms of improved quality, productivity, employee satisfaction, and organizational success.

## Top Features

- Though augmentation ability to meet client needs Acutest can provide fast recruitment of general and specialist QA resources.
- Individuals, or teams can be provided to meet peaks in demand from a few weeks to longer-term engagement periods
- Through upskilling Acutest can provide a framework of training based on a set of established principles and practices to guide the test resource maturity assessment, and roadmap for improvements.
- Comprehensive Curriculum. The service covers a set of relevant topics to implementing the Acutest approach to QA and software testing practices and principles.
- Hands on practical experience. Incorporating hands-on exercises, real-world insight, and simulations allows reinforcement of theoretical concepts.

- Customization and Personalization: The service can be tailored to the specific organisational needs and roles of the participants, considering factors such as their current skill levels, job responsibilities, and career aspirations. Personalized learning paths and resources are designed to enhance engagement and effectiveness.
- Interactive Learning Methods: Utilizing interactive learning methods such as workshops, group discussions, case studies, and peer learning designed to promote active participation, collaboration, and knowledge sharing among participants.
- Expert Instruction and Mentoring: Experienced instructors and mentors should guide participants through the material, providing insights, feedback, and support. s can enrich the learning experience.

## Business Benefits

- Provision of upskilled, and more effective QA resources.
- Clear and improved insight into your level of testing maturity.
- Improved Quality: Well-trained testers are better equipped to identify defects, ensure comprehensive test coverage, and contribute to the delivery of high-quality software products.
- Increased Productivity: By streamlining testing processes, leveraging automation, and adopting efficient methodologies, upskilled testers can improve productivity and accelerate time-to-market for software releases.
- Cost Savings: Investing in training and upskilling can result in long-term cost savings by reducing rework, warranty claims, and the need for expensive post-release fixes.
- Adaptability to New Technologies: Upskilling programs enable testers to stay abreast of the latest technologies, tools, and trends in software testing, ensuring they remain relevant and adaptable in a rapidly evolving industry.
- Professional Growth and Advancement: By refreshing existing skills or acquiring new ones individuals can enhance their career prospects, pursue new opportunities, and take on leadership roles within their organizations.

## 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.