

# Acutest (part of Trustmarque) Test Assured Start Service

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.

With our Assured Start service Acutest we will deploy a team to get your quality assurance and testing on solid ground, making the best use of our 20+ years' experience deploying QA solutions into our clients, and underpinned by our proven principles and practices methodology. We can look to deploy Assured Start at a project, programme, or even an organisational level.

Working with our skilled and experienced consultants will enable you to streamline your programme and project deliveries, reduce your deployment costs, shorten timelines, and find significant issues sooner.

Working together, implementing our Assured Start service will put in place the rigorous governance to ensure you are in the position to make informed choices, and go live with confidence.

performs a rapid assessment of your organisation's programme or projects to evaluate the maturity level of their testing function. In light of assessment results Acutest will co-create a test process improvement plan/blueprint/roadmap to help overcome challenges relating to budget allocations, resource skills, and process inconsistencies in your QA department.

Acutest also help implement the steps that will achieve greater consistency in quality, greater control of test execution, and improved cost savings.

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*A common reason why testing is completed sub-optimally, or in such a way that a programme fails, is that the QA approach in terms of organisation, people, process, and governance is inappropriate from the start. You must plan for success to get the programme outcomes you desire.*

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## Service Definition Details

Our Assured start service is predicated by you being able to answer the following questions:

- Projects always take longer/cost more than originally planned.
- I never hear that there are problems in the project until it's too late.
- We don't meet our success targets when the system is finally in production/live operation.
- I don't know what our system integrators are doing.
- It's too difficult to negotiate a change with our suppliers.

And general concerns about...

- Do you have a dedicated team of test resources?
- Do you have the necessary staff in house with experience of managing and running testing and are they available to support your projects?
- Do you have a standard approach to testing that is followed by all your programmes?
- Do you have a set of test tools that are approved for use in your company?
- Have you found that your projects overrun the original budget and/or schedule?
- Does your test reporting allow you to identify a project that is in difficulties early?

If any of these issues ring true, then the Acutest Assured start service may well be of use.

We have used this service with clients when:

- An organisational review or reorganisation presents an opportunity to assess and improve the way QA is provided to the delivery of IT change programmes and solutions within the organisation.
- A large project/programme/transformation is planned or is about to start.
- A wide-reaching regulatory change is expected and will affect their business, normally with a deadline for implementation.

Acutest would deploy the service through an accelerated assessment, followed by iterative and incremental delivery, to allow us to review and refine the improvement activities. By employing a rapid, risk-based approach based on our established framework, we work collaboratively identify areas of improvement, implement quick prototypes/Proof of Concepts, to build confidence and identify pilot areas.

As part of this service, we generally would perform these activities:

- Rapid programme start-up with tried and tested assurance tools, templates, and governance the Acutest Accelerator.
- Deploy tried and tested test governance framework covering test strategy, risk management, reporting and resource management.
- Define and validate programme success factors.
- Put in place and optimise test processes, including test planning, scope management, test execution, and user engagement.
- Implement test organisation with clear roles, appropriate skills, and effective communication and training.
- Deploy and configure out-of-the-box test tooling, including enterprise-level test reporting suite, test repository, and test environment management.

## Top Features

- Standardised and structured framework based on established principles and practices to guide the test maturity provision in the organisation.
- Rapid assessment and collaborative -creation of a prioritized test process improvement backlog that helps optimise, structures, and refines your approach to testing.
- Put in place the rightsized QA organisation to meet your delivery needs – People, Process, Technology (e.g. automation and tooling).
- Can be carried out at any level organisational, programme, project.
- Provides targeted assessments with a view to define the next steps for key requirements for e.g. transformation to agile, overcome current project issues to deliver of time.
- At the end of the assignment, we leave a public domain implementation of our approach 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

- Clear and improved insight into your testing maturity
- A clear list of priority areas to focus on for improvements to re-align QA approach – people, process, and technology.
- Protection against budget overruns.
- Early warning of project issues that could cause failure.
- Significant defect reduction in later stages of testing.
- Significant defect reduction in live operation.
- Clear test reporting to inform go-live decisions.

## 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