G-Cloud 14
Cloud Support Services

Acceptance Testing Support

Service Definition

Prolifics **Testing**

+ Consult   + Transform   + Deliver

SERVICE OVERVIEW

User Acceptance Testing (UAT) plays a crucial role in the software development lifecycle, applicable to both internally developed systems and those acquired off the shelf, customised and integrated with other applications.

Application owners, subject matter experts and business users are increasingly asked to take on UAT activities in addition to their usual day jobs. This is a valuable and important part of the software testing pyramid and provides an important level of independence, utilising SME's knowledge and experience.

Providing testing guidance to Business SME's performing UAT, to get the best out of their valuable time.

While in-house business users have the context and knowledge of business processes, they often do not have the testing expertise alongside it, which is where we can help. They also have their day jobs. Prolifics Testing can help support UAT, by providing management support, structure, rigour and a consistent approach based on industry standards.

Providing a layer of experienced UAT management with supporting team members can have a hugely positive impact on the quality of UAT when implementing or modifying a Cloud based application.

Acceptance Testing support can help SME's confirm business requirements are met and instil confidence that testing adheres to industry benchmarks, while being diligently overseen by our testing specialists. This often involves onsite collaboration to enhance communication and teamwork. The following activities are typical:

- Establishment of process and structure
- UAT briefing and lightweight training to business users
- Test management and planning
- Defect management, reporting and triage
- Regular project reports
- Liaison with suppliers to ensure deliverables are achieved and timelines are managed
- Consulting on contractual terms with suppliers and management of the defect escalation and agreement process

Value Proposition

Our service can alleviate the pressure of hectic schedules and relieve the testing burden on business users, while ensuring a carefully controlled and managed UAT phase. Business critical systems can be promoted to production environments with the confidence that requirements have been delivered and the software fulfils the business needs and objectives it was designed for.

Key benefits:

Production-Readiness Verification

Validates software's readiness for real-world application, ensuring it supports daily operations and is user-centric.

Assured Quality & Alignment

Ensures systems meet business requirements and align with business objectives and processes.

Enhanced User Experience

Improves the end-user experience by ensuring applications are intuitive, responsive, and error-free.

Combines Expertise

A powerful combination of testing know-how and business knowledge provides a meaningful independent view of the quality of software and whether a system is fit for purpose.

Why Prolifics Testing?

Experience

Working with a range of customers in HE, Finance and Not for Profit has given our team deep experience working with users and programme teams on Acceptance Testing projects.

Training

Our in-house 'Introduction to UAT Training Course' is a useful addition and can provide in entirety, or in modules, to help get users up-to-speed with testing.

Management and Analysis

As well as test management, our experienced test analysts can support users with testing, providing support for scripting, execution of tests and logging defects.

Planning Expertise

The part of the process that has the most impact on the quality of testing is the Test Plan. Our team can provide expertise, workshops and guidance to maximise the quality of output at this stage.

HOW WE WORK

Tailored Project Communication

Dedicated Account Management - Each client is assigned a dedicated account manager to serve as the primary point of contact, ensuring a personalised service experience.

During onboarding, we customise our communication and reporting to align with client preferences, such as reporting frequency and data requirements, utilising weekly and test completion reports, dashboards, and defect status updates. Information is shared through emails and collaboration tools like Teams, Slack, Jira, and Sharepoint.

We emphasise that effective, continuous, and transparent communication is essential for project success. By partnering closely with our clients, our Collaboration & Reporting framework ensures stakeholders are thoroughly informed and engaged throughout the testing process, enhancing collaboration and report value.

Agile Integration

Embedded Team Members - Our testers and management team will integrate seamlessly with your agile teams, participating in sprints, stand-ups, and retrospective meetings to ensure alignment and adaptability, at all levels.

Comprehensive Reporting

Detailed Test Reports - After each testing phase, we provide detailed reports that include test coverage, details of defects found and recommendations for improvement.
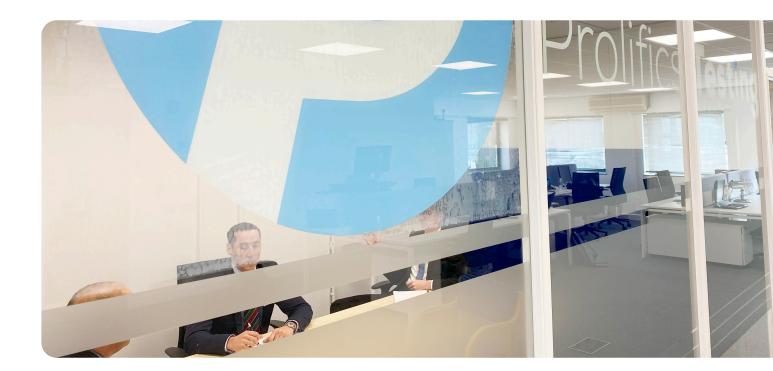
Actionable Insights - Our reports not only highlight issues but also provide actionable insights for optimisation, helping improve the quality of future releases.

Feedback Loops

Regular Check-Ins - Scheduled meetings and reports ensure that clients are always up-to-date and that any feedback is promptly addressed. Feedback is added to a quality log, used by our team for each project.

Continuous Improvement - Feedback from our clients is requested regularly and allows us to refine and improve our testing services continuously.

WHO WE ARE

Prolifics Testing is part of Prolifics, a global Digital Transformation company with 1,800 employees and 40 years of experience.

Prolifics specialises in aiding organisations with cloud migration, implementing modern API Integrations, utilising AI-enabled Analytics for trapped operational data, and ensuring Quality Engineering. Our key partnerships include Microsoft, AWS, MuleSoft, IBM, Red Hat, Talend, and Salesforce.

Using our own methodology and frameworks, we work meticulously to understand the unique requirements of each organisation before designing and implementing tailored solutions to match project needs and corresponding levels of business risk.

Whether you work in an Agile, Waterfall or DevOps environment, our team of experienced Consultants can help. Tests can be managed and run remotely from our UK test lab, offshore test labs in India or the USA, on customer sites, or a combination of all four. This capability allows us to deliver testing services on demand, using hybrid models and Accelerators to achieve significant cost savings and efficiencies, particularly in Test Automation and Performance Testing.

WHO WE ARE

Prolifics Testing are the UK testing arm of Prolifics, Global IT Services company, in business for 40+ years

UK and Offshore delivery capability

1800 global employees, of which around 500 are QA specialists

ISO 27001, ISO 9001 and CMMI Level 5 Certified

Strong commitment to social value, with ongoing ESG initiatives

OUR RANGE OF SERVICES

1. Web and Mobile App Testing

Ensures usability and error-free software.

2. Performance Engineering & Performance Testing

Uncover bottlenecks, enhance scalability.

3. Accessibility Testing

Compliance with WCAG 2.2 AA standards.

4. Test Automation

Accelerate and automate precise testing.

5. Managed Testing Services

Flexible, on-demand testing support.

6. Functional Testing

Verifies stringent software requirements.

7. Test Process Improvement

Scrutinises and improves testing efficacy.

8. Acceptance Testing Support

Facilitates smooth system-user integration.

9. QA and Software Testing

Improves software efficiency and cuts costs.

10. Integration and API Testing

Validates system compatibility and optimisation.

11. Cloud Migration for Higher Education

Custom, effective cloud testing for universities.

12. GenAI Application Testing

Reliable, innovative GenAI system testing.

13. SAP S4HANA Migration Testing

Ensures smooth transition, reduces defects, and maintains system integrity.

OUR PREVIOUS EXPERIENCE

We have worked on many public sector projects for a diverse range of customers, including 25+ of the UK's leading universities, Defra, Ministry of Defence, and the Department for Health and Social Care.

Some of our clients:

CASE STUDIES

Available on request.

WHAT OUR CLIENTS SAY...

"Prolifics has been a game-changer for the HE industry and their testing services have not only helped us overcome some of our major testing challenges but have helped us achieve success."

Jason Lopez
Test Manager, Queen Mary University of London

"The team at Prolifics worked flexibly and within our timescales to achieve their objectives and provided valuable support to the programme. We continue to work together, expanding our automation packs and customising Quality Fusion functions for SITS."

Suki Samra
Test Manager, Arden University

"...Working with Prolifics went a long way to providing confidence in our KentVision system and also contributed to a very successful 2023 Clearing round from a technical perspective."

Carl Swaffer
Corporate Systems Manager, University of Kent

ENGAGING WITH US

Engagement and contracting is via the G-Cloud portal, projects are specified using our standard rates and scope agreed and signed off via a Statement of Work. We provide non-disclosure agreements and utilise only our permanent staff, who are subject to background, reference and credit checks before joining our firm. On engagement, we will provide staff details for onboarding where access to customer systems is needed.

DATA PROTECTION

Prolifics Testing is an ISO 27001 certified company; we prioritise data protection through comprehensive Information Security processes, to ensure our clients' date is secure and that we are fully GDPR compliant. We always safeguard data in transit using encryption and secure transmission channels. When data is in use, stringent access controls and monitoring systems are in place to ensure its integrity and confidentiality. For data at rest, we utilise encrypted storage and conduct regular security assessments against potential threats. When testing, our team always recommend our clients provide test data. We can help with generating anonymised data as a part of our service, using our in house, AI enabled tooling. When projects are completed, our team always ensure any data used within the testing is deleted, as a part of project closedown.

CONTACT US

Head Office:

3 Penta Court, Station Road, Borehamwood, United Kingdom WD6 1SL

+ +44 (0) 20 8905 2761

+ info@prolifics-testing.com

+ www.prolifics-testing.com