G-Cloud 14
Cloud Support Services

Test Process Improvement

Service Definition

SERVICE OVERVIEW

Run by consultants with 20+ years of testing experience, our test process improvement experience applies a structured audit and scoring method, to provide rapid, actionable, independent recommendations for increasing the quality of testing within your organisation, especially for Cloud-based applications.

Our Test Process Improvement service examines the effectiveness of your test process to help ensure that projects are delivered on time, with confidence. Based on our extensive experience, we conduct audits and assessments of people, process and tools to assess where improvements might be made.

Examine the effectiveness of your current test process, assess vs best practice and identify areas for improvement.

A Testing Audit covers the entire testing process, tools, metrics, and team throughout the SDLC, aligning with both agile and sequential approaches. Usually a five-day assessment, it can extend to ten days for bigger or more intricate projects.

A Principal Consultant will typically review:

- QA methodologies and procedures
- Documentation, standards, and templates
- Defect tracking systems, metrics, and KPIs
- Testing tools: management, automation, performance, API testing, security etc
- Test team composition and competencies
- Essential test stages, test and release schedules, and testing scope
- Development methodologies (e.g., Agile, Waterfall, Hybrid, V-model)
- Unidentified historical defects and their root causes
- Test Process Improvement (TPI) maturity level

On completion, we present a report of findings, which include prioritised recommendations on areas for improvement with suggested fixes. Industry standard benchmarks are also used to provide a formal measure of maturity of the test process.

Value Proposition

Our Testing Process Improvement service enhances QA efficiency and delivers rapid improvement strategies. We have run Testing Health Checks for public sector organisations and institutions, Our targeted reports include prioritised recommendations which once implemented can significantly improve software quality, with the exercise quickly paying for itself.

Key benefits:

Cost Efficiency

Identifies opportunities for long-term financial savings in your QA process, ensuring your testing efforts are both effective and budget-friendly.

Quality Impact

Tailored to elevate the effectiveness of your current testing, our service ensures a notable enhancement in application quality, addressing areas that need improvement.

Measurement against Industry Standards

Obtaining a measurement against a benchmark of industry best practice can provide a meaningful way of prioritising improvements in process, automation and team structure.

Rapid Improvement Ideas

Our approach is designed for swift delivery of actionable improvement suggestions, helping your organisation quickly adapt and refine its testing processes for better outcomes.

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.
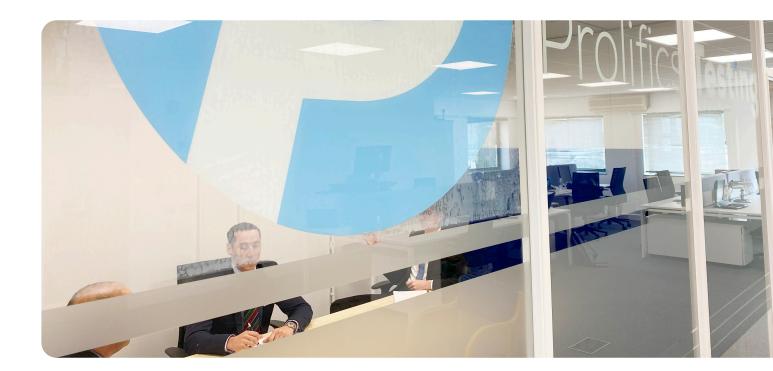
Actionable Insights - Our reports not only highlight issues but also provide actionable insights for optimisation, helping improve the quality of future releases.

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