

Service Definition Document – End to End Comprehensive Testing Services

The service

QTM Global have extensive experience in providing fully tailored testing services into complex enterprise landscapes. A complete range of end-to-end functional and non-functional testing services using readily available or bespoke tooling. Through our award-winning collaborative client approach, we successfully deliver comprehensive managed test solutions in cloud, on premise, and in hybrid worlds. Effective test services require engagement across the business as well as the life cycle. QTM's experience of delivering test services in some of the most complex projects enable us to deliver cost-effective quality services for the benefit of our clients.

Working collaboratively with our clients, either as part of a larger organisation or taking full responsibility, we work together to understand our clients' businesses and ambitions.

Quality Assurance & business continuity

Testing plays a vital role in business continuity. As systems are developed or changed, it is necessary to ensure the quality of the software product or service under test, and that the component or system:

- meets the requirements that guided its design and development
- responds correctly to all kinds of inputs
- performs its functions within an acceptable time
- it is sufficiently usable
- can be installed and run in its intended environments
- achieves the stakeholders desired result

Onboarding and Off-boarding

QTM offer a full account management programme. This ensures we understand the complexities of changing resource demand, the need for rapid deployment of individuals or teams coupled with the possible reduction in capacity also

Our standard onboarding process is aligned to that of our clients, and we can also offer a BPSS clearance option too should that be required.

Flexible resource models

Advances in Information Technology mean that organisations need to continually review their business processes to keep up with competition and/or end user expectations. This leads to short to medium term increased demand for IT resources to service projects. Recruiting, vetting, and retaining permanent staff throughout peaks and troughs of demand can be time-consuming and costly. QTM can swiftly onboard vetted, contingent staff to complement our clients' permanent staff during the peaks and can offboard them during troughs. We are able to do this via our permanent capacity supplemented by a vast network of known associates, many of which we have worked with over many years.

QTM Key Benefits

- Cost savings through more effective project resource management.
- Maximise efficiency (cost saving) with full understanding of project methodologies.
- On-Time delivery, exceeding customer expectations.
- Fully comprehensive reporting enables better decision making.
- Complete range of testing services from a single source.
- Award winning service ensures we can be trusted to deliver.
- Promotion of developing talent, encompassing social values.

The ordering and invoicing process

This service is defined by a statement of work. This Statement of Work (SoW) details all necessary work required to deliver a consultancy agreement between the relevant parties. The purpose of this document is to set out the work and processes to be undertaken by QTM to ensure that we meet customer expectations.

Compensation if service levels not met

Failure to meet services levels and deliverables and consequences thereof will be fully documented in statement of work documentation.

Next Steps

To discuss our End-to-End Comprehensive Testing Services, please contact Colin Ledsom (colin.ledsom@qtmglobal.com) or Martyn Hatfield (martyn.hatfield@qtmglobal.com)