

SERVICE OVERVIEW

Roq mitigates the risks associated with the implementation or upgrade of CRM systems. The strategy/approach is tailored to your specific CRM challenges. Roq has extensive experience testing Oracle, SAP, Salesforce, MS-Dynamics and Hubspot solutions and interfaces to the wider estate. Roq will deliver comprehensive testing services across your CRM programme aligned to your delivery framework.

SERVICE FEATURES

- Defining test strategy/approach tailored to circumstances and associated risk
- Develop achievable plans and schedules for the CRM testing tasks
- Provide transparent reporting for the key CRM stakeholders
- Work with key stakeholders to ensure test coverage is appropriate
- Select and configure testing tools to support the CRM process
- Test automation first approach for test scripting
- Ensuring CRM related defects are appropriately managed and resolved
- Ensure all testing results are accurately documented and auditable
- Design and deliver Performance testing to mitigate CRM risks
- Manage the closure of testing phases and schedule quality gates

SERVICE BENEFITS

- Testing closely aligned to risks associated with the project
- Provide an independent view thanks to our focus on testing/quality
- Resource required to deliver and support CRM testing clearly identified
- Ability to leverage experience working on major CRM implementations/upgrades
- Pre-built test automation frameworks and approaches
- Transition through CRM testing phases is eased
- Confidence of key stakeholders in value of CRM testing grows
- Reusable assets are produced including regression packs and performance packs
- Each testing phase/type mitigates the risk it's designed to address
- Stakeholders understand the exact situation thanks to test reporting

ABOUT ROQ

Roq is an independent, outcomes focused Quality Engineering consultancy. We give organisations the confidence to implement complex technology change through Quality Engineering, delivered by our brilliant people. By leveraging our comprehensive solutions, built upon our Q-Suite, a comprehensive collection of assets, AI and automation frameworks, and a consistent way of working, we keep focus on what truly matters to you.

Whether you are rolling out new platforms, modernising legacy technology, or delivering large-scale upgrades, we help you move at pace, without sacrificing quality. Partnering with us leaves your organisation in a better place for the future.

Our Quality Engineering solutions are tailored to build confidence into your technology delivery, no matter your sector. With proven expertise, innovative approaches, and deep industry insights, we ensure your technology consistently delivers exceptional performance and outstanding user experiences.

OUR VALUES

Straight Talking: We say it how it is, using open, honest and direct communication. You'll always have full visibility on progress, with clear, candid insights and independent guidance, so you are empowered to make informed decisions.

Excellence: We leverage our expertise to drive efficiency and deliver the best outcomes, maximising value for you at every step.

Passionate: We care about what we do. We're motivated by proactively identifying risks throughout the lifecycle, to help you prevent issues before they arise and stopping them from recurring.

Commitment: We see it through, and we deliver on our promises whilst surpassing expectations. You can be confident that we're committed to making measurable improvements that leave a lasting impact. We'll work closely with your team and implement sustainable practices to ensure long-term success.