

SERVICE OVERVIEW

Roq provides a managed service to mitigate the risks of the roll-out of MacOS and application updates and patches. Roq's bespoke approach provide efficient, multi-device testing and core business application test automation to ensure updates do not negatively impact your business.

SERVICE FEATURES

- Full coverage Managed Service including exploratory, manual, automation, and performance
- Rigorous regression of MacOS and application updates, e.g. Office 365
- Integrated service that works alongside existing teams and suppliers
- Ensure test environments and data in place to avoid downtime
- Performance testing for different device types
- Meticulous defect management process, including workflows, SLA's and triage meetings
- Delivery remotely or on-site as required
- Clear reporting on the status of testing and quality
- Testing planned for each upgrade, grouping releases together where possible
- Testing of laptops, workstations, devices and peripherals

SERVICE BENEFITS

- Automated test suites save time on release testing
- Expertise in configuration provides consistent and robust test environments
- Assurance of smooth global deployment process
- System metrics provide confidence in device performance
- Test before taking an update into production, eliminating users' frustrations
- Leverage repeatable processes and solutions to reduce costs
- Pragmatic reporting to support informed decision making
- Deliver faster and with confidence through Roq's automation approach
- Business critical updates can be delivered faster and with confidence

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.