

Service Definition

Cloud Support Services - Quality Assurance and Performance Testing

We deliver automated and manual quality assurance and performance testing services across cloud environments. The service covers functional and non-functional testing, including load, stress, volume, soak, and scalability testing, alongside capacity planning, infrastructure and operational readiness testing, accessibility validation, and test assurance design.

The service ensures that cloud-hosted systems are secure, resilient, accessible, and capable of meeting performance, compliance, and enterprise standards prior to live deployment or major change.

Service scope and outcomes

We help buyers assure the quality, performance, and readiness of their cloud-hosted systems by delivering measurable testing and assurance outcomes, including:

- Assurance that systems meet defined functional and non-functional quality requirements
- Verified system behaviour and stability under expected and peak user loads
- Evidence-based understanding of performance, capacity, and scalability thresholds
- Early identification of defects, bottlenecks, and reliability issues
- Reduced risk of service degradation or failure at go-live or during major change
- Confirmation that infrastructure and operational components perform as expected
- Verified compliance with accessibility standards to support inclusive user experiences
- Clear, actionable recommendations to remediate quality, performance, and compliance issues prior to deployment

Test design and preparation

We design test scenarios aligned to functional and non-functional requirements, including workload models, test data needs, tooling, and success thresholds. Where required, we support configuration of test environments and automation frameworks.

Test Automation Strategy and Frameworks

We design and implement cloud-aligned test automation strategies and frameworks that support continuous delivery and DevOps operating models. This includes selecting automation tooling, defining reusable frameworks, establishing automated

test pipelines, and integrating automated quality gates into CI/CD workflows to ensure efficient, repeatable, and scalable assurance outcomes.

Test execution

We execute manual and automated tests across agreed environments, covering functional assurance, performance, scalability, capacity, and accessibility as required. Testing is performed in controlled phases, aligned to release or readiness milestones.

Complex Integration Testing

We design and execute complex, large-scale integration testing across multi-system, multi-vendor, and multi-environment cloud landscapes.

This includes validation of interoperability, interface behaviour, data flows, and end-to-end service reliability across dependent services and platforms.

Analysis, reporting, and assurance

We analyse results to identify defects, bottlenecks, risks, and constraints. Findings are captured in clear reports, including evidence, impact assessment, and prioritised recommendations. Results support decision-making, remediation planning, and go-live assurance.

Deliverables

Depending on scope, deliverables may include:

- Test strategy and test plans
- Performance and non-functional test designs
- Automated and manual test scripts
- Test execution reports and evidence
- Performance, scalability, and capacity assessment reports
- Accessibility testing results and compliance findings
- Defect, risk, and issue logs
- Assurance summaries supporting governance and readiness decisions
- Knowledge-transfer and handover documentation

Service delivery approach

Initial consultation and testing discovery

We begin with an initial consultation to understand the system under test, delivery objectives, release timelines, quality risks, and assurance requirements. This includes confirmation of functional and non-functional scope, performance and

capacity expectations, accessibility obligations, security and compliance considerations, and success criteria.

We assess the application architecture, cloud hosting model, integrations, data flows, and operational context to ensure testing activity is aligned to the buyer's environment and delivery lifecycle. Based on this discovery, we agree a statement of work defining the testing strategy, scope, environments, tooling, milestones, and assurance deliverables aligned to the buyer's objectives.

Test readiness and current-state assessment

We undertake a structured assessment of test readiness to confirm that environments, data, access, and dependencies are in place to support effective testing. This includes evaluation of existing quality practices, test coverage, automation maturity, performance monitoring capability, and operational readiness.

Outputs provide a clear, evidence-based view of current testing capability, constraints, and risks that must be addressed to enable reliable and meaningful quality and performance testing.

Test strategy and assurance design

We define a proportionate test strategy aligned to delivery risk, system criticality, and release confidence requirements. This includes design of functional, performance, scalability, capacity, and accessibility test approaches, workload models, test scenarios, entry and exit criteria, and success thresholds.

Where required, we design or refine automation frameworks and performance testing configurations to ensure repeatable, defensible, and scalable assurance outcomes.

Test execution and monitoring

We execute manual and automated tests across agreed environments, aligned to delivery milestones and change activity. Testing may include functional assurance, regression testing, load and stress testing, volume and soak testing, scalability validation, and accessibility assessments as required by scope.

Testing is conducted in controlled phases with active monitoring of results to identify defects, performance bottlenecks, stability issues, and operational risks at the earliest opportunity.

Analysis, reporting, and assurance

We analyse test results to identify root causes, risk severity, and potential business impact. Findings are documented in clear, evidence-based reports that include prioritised recommendations and remediation guidance.

Outputs support informed decision-making at key governance points, including release readiness, go-live approvals, and major change assurance.

Governance, reviews, and communication

Delivery is supported by regular progress reviews and transparent reporting aligned to agreed service levels. Review points are used to validate findings, confirm test coverage, reassess risks, and ensure alignment with delivery priorities and timelines. This approach provides buyers with confidence in testing outcomes, visibility of residual risk, and a clear audit trail supporting quality and performance assurance.

Knowledge transfer and handover

We provide structured handover of test artefacts, results, and recommendations, ensuring internal teams understand outcomes, risks, and next steps. This supports continuity of assurance, future testing activities, and operational readiness following project completion

Engaging with us

Once you have conducted your search on the digital marketplace and followed the appropriate process to identify us as a possible supplier, beginning your journey with us is simple. It starts with a conversation with one of our Partners to ensure that we can deliver to your needs; if we have any reservations about our ability to deliver then we commit to provide honest feedback without charge.

If both parties feel that we can establish a constructive working relationship, then we will move to support you as necessary with the completion of the G-cloud order form. We will complete any required paperwork in the timeliest manner possible to ensure that a call-off contract can be raised rapidly, along with the relevant terms and conditions.

Onboarding

Service onboarding will commence within a few days of the completion of paperwork, as we move to the implementation phase.

Implementation

During the initial consultation we will work to fully understand your strategic objectives, technology strategy and digital roadmap. Once we have a complete understanding of these areas, we will move to fully explore your in-house delivery and innovation capability to meet these objectives. From there we help you to understand your options, blending training and mentoring with targeted resources to

alleviate your delivery burden. Our services are delivered specifically against delivery objectives and specified clearly within a statement of works.

Performance reporting

At the outset of the project and whilst confirming the statement of works, we will additionally confirm the service levels and reporting regularity to ensure that you have continued peace of mind. You will have access to a Partner throughout the duration of your project with escalation accessibility to a Managing Partner if required. We would suggest weekly performance reporting for month one of the project, moving to fortnightly for month two and monthly for month three onwards.

Milestone confirmation and efficiency analysis

At the half-way point of the project or following the third month, we will invite you to undertake a review meeting with the Managing Partner. At this point and via an open and honest dialogue, we will reconfirm the delivery objectives within the statement of works with the intention of reducing timelines and costs. This crucial engagement also provides an excellent opportunity to highlight any areas of outstanding performance or concerns and to reconfigure service delivery if required.

Service constraints

Activities are typically delivered remotely, with communication dependent on stable internet availability.

Where delivery of services includes third-party dependencies (such as external suppliers, platforms, or environments), there is a risk of delay due to third-party availability and performance.

The service assumes timely access to required environments, documentation, and suitably authorised client representatives to support planning, testing, and assurance activities.

Security and assurance

Delivery is performed by experienced cloud and security professionals. Where projects involve sensitive environments (e.g., defence/justice), appropriately **security-cleared** personnel can be provided, operating within an agreed scope and timeframe. This service is a cloud support service and does not host, store, or process Buyer data within supplier systems.

Backup, Restore, Business Continuity & Disaster Recovery

The service does not provide platform/application backup, restore or disaster recovery capabilities.

Test artefacts (e.g., scripts, results, reports) are delivered into Buyer repositories; the Buyer remains responsible for environment and artefact backup/restore/disaster recovery.

Offboarding

Before exit, we review performance and deliverables against expectations and confirm transfer of physical or intellectual property belonging to the customer. Access to artefacts is provided to ensure continuity.

Data extraction and removal

The service does not retain Buyer data in supplier systems. All test artefacts are delivered into Buyer repositories during delivery. Upon exit, any temporary copies held by the supplier are securely deleted in line with Buyer instruction and applicable security policies.

Data storage and processing locations

No Buyer data is stored or processed within supplier-hosted systems as part of this service. Where our personnel access Buyer environments, all data remains within Buyer-controlled locations and governance.

Termination

Our standard termination period is 10 working days, however, subject to agreement and the operational practicalities of termination, we may accommodate shorter periods of notice where possible.

Customer contributions

We request the following of our clients:

- Prompt confirmation or approval of any deliverables, expenses or time and materials related documentation if applicable;
- Access to the required technology, systems, documentation, and team members to allow deliverables to be achieved;
- Holding or sponsoring any security clearances as may be required;
- Sufficient provision of time and/or data to allow deliverables to be completed;
- Timely access to non-production environments, accounts and documentation;

- Provision representative test data (or approve synthetic data);
- Confirmation of scope, entry/exit criteria and success thresholds;
- Implementation of any remediation or configuration changes arising from findings.

Technical requirements and dependencies

The Buyer provides suitable non-production test environments; secure remote access (e.g., VPN) for our team and/or tooling; relevant interface specifications; and permissions to deploy test agents as needed. Network bandwidth and latency should be representative of production to ensure valid performance results.