



Service Definition - Test Automation



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1 Overview

Transform testing into a strategic enabler that accelerates delivery and strengthens quality. 2i's Test Automation service removes the constraints of traditional manual testing and enables organisations to release rapidly, reliably, and repeatedly even under the pressure of high-frequency deployment models. Test automation is essential to shortening delivery lead times, increasing deployment frequency, and preventing risks from becoming issues that adversely affect critical citizen services. 2i replaces the constraints of manual testing with scalable intelligent automation that delivers immediate value, getting it right first time, every time.

Our value-for-money automation framework is designed to improve effectiveness, efficiency, and productivity across the entire delivery pipeline, supporting your accountability to citizens and demonstrating responsible use of public funds. By aligning automation directly to your engineering, architectural, and operational environment, we ensure every automated test provides measurable return. Early identification of quality risks within target environments reduces business and operational risk while delivering clear, auditable return on investment.

Our approach enables your organisation to move faster, at lower cost, with reduced operational risk while maintaining the high standards of service delivery citizens expect. By reducing manual regression effort and decreasing automation-related failure rates, your organisation can shorten change lead times, increase deployment frequency, and deliver new features with confidence rather than anxiety. Teams regain time to innovate while maintaining a consistent and reliable flow of high-quality software that serves citizens effectively.

2i integrates Artificial Intelligence (AI) capabilities including AI-driven test generation, self-healing automation, and predictive analytics to expand coverage, reduce maintenance overhead, and identify defects before they reach critical public services. These AI-enabled techniques strengthen delivery velocity, stability, and overall quality assurance while ensuring automation remains resilient and future-proof.

2 Benefits

- Prevent quality issues reaching production and affecting critical citizen services
- Protect critical citizen services and your organisational reputation through automated quality assurance
- Demonstrate effective use of public funds through clear ROI and auditable evidence
- Reduce costly deployment rework through automated defect detection and regression testing
- Reduce change lead times and increase deployment frequency through CI/CD automation
- Build internal capability and reduce supplier dependency through knowledge transfer and upskilling
- Enable data-driven decisions on release quality through automated reporting and evidence
- Reduce ongoing testing costs and improve long-term sustainability of digital services

3 Features

- AI-powered Test Automation Framework design and implementation aligned to service criticality
- Test Automation Architect and Engineer capability with public sector delivery experience
- Consultants with development background enabling deep technical insight and collaboration
- AI-powered test automation of functional and non-functional requirements aligned to compliance
- Integration of automated tests into CI/CD pipelines to enable continuous quality validation
- Test tool selection, detailed planning, and implementation aligned to operational risk

- Broad expertise across test automation tools and frameworks for public sector environments
- Expertise in UI Web automation to validate citizen-facing digital service interfaces
- Expertise in API and Service Testing to ensure reliable system integration
- Expertise in Mobile automation for iOS and Android across public service applications

4 Deliverables

Our deliverables provide the evidence and documentation you need:

- Automation Strategy
- Automation Framework & Tooling Setup
- Test Automation Health Check and Risk Assessment
- Test Automation Adoption and Maturity Assessment
- Test Automation Roadmap
- Risk & Coverage Analysis
- Automated Test Suite (incl. functional, regression, API, and integration tests)
- CI/CD Pipeline Integration
- Test Plans, Execution Reports & Evidence
- Maintenance Guidelines & Capability Uplift Documentation
- Test Automation Completion Report

5 How it Works

To deliver consistent, high-quality Test Automation, we take a proactive, structured approach with strong stakeholder engagement, underpinned by deep technical delivery expertise. This ensures all relevant information such as technical, operational, and organisational is captured, analysed, and translated into a Test Automation approach that all stakeholders can understand and use to make evidence-based decisions with certainty and confidence.

5.1 Engage – Establishing trust and shared intent

Effective automation begins with meaningful relationships. Before designing strategies or building frameworks, we invest time in understanding the people behind the service: engineers, delivery teams, product owners, and operational stakeholders.

We proactively engage with stakeholders, supporting teams to be open about constraints, frustrations, delivery pressures, and quality concerns. By building trust from the outset, we establish a collaborative partnership where challenges can be discussed openly, and objectives are aligned clearly.

This early engagement ensures Test Automation is aligned to real delivery challenges and shared objectives, forming the foundation for effective collaboration throughout the engagement.

5.2 Discover – Understanding the service and its risks

Discovery is driven by listening and evidence gathering. We work closely with teams to understand service behaviour, delivery patterns, architectural complexity, and the realities of day-to-day engineering.

We explore:

- current testing processes and regression cycles
- existing automation, coverage, quality, and maturity
- architectural and integration complexity
- historic fault patterns and failure modes
- delivery bottlenecks and quality risks

Through structured workshops, interviews, regression analysis, test asset reviews, and architecture walkthroughs, we identify where automation will deliver the greatest value and what is required to ensure it is sustainable and cost-effective.

By listening first, we identify root causes, coverage gaps, and automation risks early, ensuring the Test Automation approach is proportionate to service criticality and focused on what truly matters to your organisation and the citizens your services support.

5.3 Solution – Co-creating the Test Automation approach

Based on shared understanding and insight, we work side by side with clients to co-create a tailored Test Automation solution.

Rather than imposing predefined models, we collaboratively define:

- automation scope and objectives aligned to service risk
- measurable quality outcomes and success criteria
- a value-led, risk-informed Automation Strategy
- a balanced roadmap of early automation gains and longer-term capability development

All decisions are evidence-led and expressed in clear, accessible language, ensuring alignment across technical and non-technical stakeholders and supporting transparent, accountable decision-making. This collaborative approach builds ownership and ensures the solution delivers practical, relevant automation that elevates confidence in every release.

5.4 Mobilise – Turning strategy into action

Once the approach is agreed, we align roles, responsibilities, and governance to support effective delivery from day one. We integrate pipelines, tooling, standards, and ways of working to ensure automation begins adding value rapidly.

As stakeholders have shaped the solution from the outset, teams move forward with clarity, confidence, and shared ownership. This mobilisation phase transforms strategy into a reliable, predictable delivery engine that strengthens flow and supports continuous improvement.

5.5 Deliver – Evidence, assurance, and lasting confidence

Delivery focuses on measurable outcomes and meaningful impact.

Our automation engineers build, refine, and execute automated test suites within production-like environments and integrated pipelines, generating reliable, repeatable evidence.

Results are presented through clear, accessible reporting to support fast decision-making, release assurance and continuous quality improvement.

Typical outcomes include:

- Reduced risk of quality issues affecting critical public services, protecting citizen welfare and your organisational reputation
- significant reduction in regression cycle time
- improved release confidence
- earlier detection of defects
- reduced rework and fewer production escapes
- strengthened engineering culture and capability

Beyond delivery, we leave behind increased capability, clarity, and confidence. The true measure of success is not just in automated tests executed, but the certainty and assurance clients gain to operate and change their digital services safely and sustainably in live operation.

6 Pricing

Services are priced based on client requirements and delivery model. Engagements can be delivered on a **Time & Materials** or **Fixed Price** basis, depending on scope, risk profile, and complexity.

Pricing is designed to demonstrate value for money through risk reduction, delivery efficiency, and improved service outcomes. Please contact us for any further information.

7 Why 2i

2i is a multi-award-winning, independent QA and testing consultancy headquartered in Edinburgh, with UK-wide teams and capacity in Coimbatore, India. Since 2005, we've delivered confidence through assurance, reducing risk, accelerating delivery, and embedding quality with strategic test consultancy, AI-enabled test automation, and lean delivery alongside client and multi-supplier teams.

In late 2024, we strengthened our position by acquiring nFocus, combining two leading consultancies into one of the UK's largest testing teams: 400+ professionals, including 240+ focused on test automation. This scale enables rapid mobilisation across major UK locations and flexible resourcing as needs change.

We operate across highly regulated sectors and major public sector programmes, leading on quality engineering and AI assurance where required. Clients gain a trusted partner that integrates quickly, upskills in-house teams, and delivers predictable outcomes, strengthening quality and operational confidence.

We're people-first and Great Place to Work® accredited for three consecutive years. As a Scottish based company, we also commit to community benefits, Fair Work First practices, above-living-wage pay, 4% revenue reinvested in learning, and a carbon reduction plan supporting net-zero goals.

8 Client Value

We are a trusted partner of several public sector clients in the UK with a strong track record of delivering test automation services that enable business outcomes to be delivered on time with reduced risk at a lower cost. This includes building test automation into CI/CD pipelines on some the largest, most complex cloud environments in Europe.

9 Contact

Call +44 (0) 131 220 6888 or email info@2itesting.com to discuss your technology challenge and learn how 2i can help you.