



Service Definition - Performance & Load Testing

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1 Overview

Build unshakeable confidence in your system's ability to perform under pressure. 2i's award-winning Performance & Load Testing service provides independent assurance that digital services will perform reliably when demand is at its highest. We enable organisations to make critical delivery and operational commitments with confidence by validating that systems can handle peak user demand, scale for future growth, and operate consistently across target environments, getting it right first time, every time.

Our value-for-money framework is designed to drive measurable improvements in effectiveness, efficiency, and productivity, supporting your accountability to citizens and demonstrating responsible use of public funds. By identifying performance risks early within target environments, we help reduce business and operational risk while delivering clear and auditable return on investment.

Our approach enables your organisation to move faster with reduced operational risk while maintaining the high standards of service delivery citizens expect. By lowering performance-related change failure rates, your organisation can shorten change lead times, increase deployment frequency, and confidently deploy services that you know can be effectively monitored, supported, scaled, and recovered during live service.

2i's Performance & Load Testing service ensures public-facing digital services perform when citizens depend on them most, under real pressure, at real scale, and with real user demand.

2 Benefits

- Prevent performance issues reaching production and affecting critical citizen services
- Protect critical citizen services and your organisational reputation by avoiding performance-related service failures
- Demonstrate effective use of public funds through clear ROI and auditable evidence
- Enable faster, more frequent delivery with improved predictability
- Deploy digital services with clear, evidence-based performance assurance
- Reduce change failure rates and performance-related deployment rework
- Reduce ongoing support costs and improve long-term sustainability of digital services
- Increase stakeholder confidence and trust in delivery outcomes

3 Features

- Defined, evolving Performance Test Strategy aligned to change delivery
- Embedded performance capability through Architecture and DevOps collaboration aligned to service criticality
- Shared ownership of performance outcomes across delivery teams
- Early stakeholder engagement defining performance and non-functional requirements
- AI-assisted, risk-based prioritisation and scoping of performance testing aligned to operational risk and compliance requirements
- Automation-first, performance testing with AI-optimised CI/CD pipelines
- AI-supported performance risk identification with clear metrics and reporting

4 Deliverables

Our deliverables provide the evidence and documentation you need:

- Performance Test Strategy
- Performance Tooling Assessment and Setup
- Performance Test Plan
- Change Impact Analysis and Risk Assessment
- Performance Test Scenarios
- Test Execution Results and Evidence
- Performance Metrics and Reporting
- Performance Test Completion Report

5 How it Works

To deliver consistent, high-quality Performance & Load Testing, 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 Performance & Load Testing 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 performance assurance starts with strong relationships. Before defining strategies or executing tests, we invest time in understanding the people behind the service: delivery teams, operational stakeholders, and decision-makers.

We proactively engage with stakeholders, supporting teams to be open about constraints, risks, and operational pressures. Through early conversations, we build trust and establish a collaborative partnership rather than a supplier relationship.

This early engagement ensures performance testing 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 collaborate with stakeholders to understand service objectives, user demand profiles, architecture, operational models, and non-functional requirements.

Through structured workshops, interviews, and one-to-one discussions, we uncover both technical and organisational factors that influence performance. This includes peak demand scenarios, scalability assumptions, resilience expectations, and the realities of operational support.

By listening first, we identify root causes and performance risks early, ensuring the Performance & Load Testing 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 Performance & Load Testing approach

Based on shared understanding and insight, we work side by side with clients to co-create a tailored Performance & Load Testing solution.

Rather than imposing pre-defined models, we collaboratively define:

- Scope and aims aligned to service risk

- Measurable performance outcomes and success criteria
- A risk-based Performance Test Strategy
- A balanced roadmap of early assurance and longer-term capability

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 assurance.

5.4 Mobilise – Turning strategy into action

Once the approach is agreed, we align roles, responsibilities, and governance to enable effective delivery from day one. We establish clear communication channels, outcome-focused reporting, and proactive risk management to ensure transparency and confidence throughout execution.

As stakeholders have been involved in shaping the solution, teams move forward with clarity and ownership. This clearly defined, adaptable mobilisation approach transforms uncertainty into confidence and ensures Performance & Load Testing is integrated smoothly into ongoing delivery.

5.5 Deliver – Evidence, assurance, and lasting confidence

Delivery focuses on measurable outcomes and meaningful impact.

Performance & Load Testing activities are executed within production-like environments to generate reliable, repeatable evidence. Results are presented through clear reporting that supports fast decision-making, assurance activities, and ongoing service improvement.

Outcomes typically include:

- Reduced risk of performance-related service disruption to critical public services, protecting citizen welfare and your organisational reputation
- Clear evidence of system performance under peak demand
- Early identification and mitigation of performance risks
- Increased confidence in go/no-go decisions
- Improved collaboration and performance awareness across teams

Beyond delivery, we leave behind increased capability, clarity, and confidence. The true measure of success is not just performance test results, but the certainty and assurance clients gain to operate and change their digital services safely, sustainably, and at scale 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 currently deliver performance and load testing services to several clients in the Scottish Government and UK Central Government, including on critical national infrastructure projects where we have de-risked some of the largest and most complex delivery programmes in Europe.

During our partnership with the Scottish Government, we won an award for the best non-functional automation project at the European Software Testing Awards in 2021.

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.