



Service Definition - Strategic Test Consultancy

Date : 30/01/2026

Version : 1.0



1 Overview

Transform quality into a strategic enabler that protects critical citizen services and demonstrates responsible use of public funds. 2i's award-winning Strategic Test Consultancy service provides senior leadership with the visibility, architectural alignment, and accountability needed to make confident decisions about service delivery while reducing operational risk and improving outcomes for citizens.

We deliver independent strategic risk management consultancy underpinned by our risk management framework. Through comprehensive assessment of governance, testing capability, resourcing, and environment management, we identify risks and opportunities across five critical areas: Operational Risk, Regulatory Risk, Reputational Risk, Financial Risk, and Technology Risk. We provide risk heatmaps, mitigation plans, and solution roadmaps that align with your governance cycles, equipping leadership to make evidence-based decisions with senior stakeholders while demonstrating measurable progress and value for public investment.

Our value-for-money approach is designed to drive measurable improvements in effectiveness, efficiency, and productivity, supporting your accountability to citizens and demonstrating responsible use of public funds. Through strategic maturity assessment and roadmap development, we deliver measurable outcomes within the first 3 months, with progressive improvement over 12-18 months. This reduces operational and delivery risk while delivering clear, auditable evidence of value.

Our approach enables your organisation to move faster with reduced operational risk while maintaining the high standards of service delivery citizens expect. By establishing consistent standards and risk-based frameworks, your organisation can reduce change lead times, increase deployment frequency, and confidently deploy services that prevent defects from affecting citizens rather than detecting them late in the cycle.

2i's Strategic Test Consultancy service ensures quality becomes a strategic enabler, transforming fragmented practices into coherent capability that delivers predictable outcomes and protects critical citizen services, service users, and your organisational reputation.

2 Benefits

- Prevent quality issues reaching production and affecting critical citizen services
- Demonstrate responsible use of public funds through measurable outcomes and auditable evidence
- Reduce costly rework and service failures through earlier defect prevention
- Enable confident evidence-based decisions at senior leadership and governance levels
- Build sustainable internal quality capability reducing dependency on external suppliers
- Reduce operational and delivery risk through consistent quality standards and frameworks
- Accelerate service delivery to citizens while maintaining expected quality standards
- Improve team confidence and clarity through modern practices and transparent governance

3 Features

- Comprehensive quality maturity assessment aligned to service criticality across delivery programmes
- Strategic improvement roadmap aligned to organisational priorities and operational risk mitigation
- Risk-based testing frameworks aligned to compliance requirements reducing low-value activities
- AI-powered waste identification and efficiency analysis throughout delivery lifecycle

- Defect prevention strategies embedded into development processes to protect citizen services
- Standardised quality practices ensuring consistency across all teams and suppliers
- Senior leadership dashboards providing visibility of quality effectiveness and public value
- Knowledge transfer programs building internal capability and reducing supplier dependency
- Governance frameworks meeting regulatory compliance and audit requirements
- Quick win delivery within first 30-90 days demonstrating measurable value and building momentum

4 Deliverables

Our deliverables provide the evidence and documentation you need:

- Quality Maturity Assessment Report
- Financial Impact Analysis and ROI Model
- Strategic Quality Roadmap
- Strategic Quality Consulting Completion Report
- Risk-Based Quality Strategy
- Senior leadership Quality Dashboard Framework
- Architectural Risk Assessment Report
- Quality Governance Framework
- Capability Development Plan

5 How it Works

To deliver consistent, high-quality Strategic Test Consultancy, 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 Strategic Test Consultancy 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 strategic consulting starts with strong relationships. Before assessing maturity or defining strategies, we invest time in understanding the people behind the organisation: delivery leaders, operational stakeholders, and senior leadership decision-makers.

We proactively engage with stakeholders, supporting leaders 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 strategic recommendations are aligned to real organisational 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 current quality practices, organisational maturity, architectural reality, and strategic business objectives.

Through structured workshops, interviews, and one-to-one discussions with technical and business stakeholders, we uncover both technical and organisational factors that influence quality outcomes. This includes understanding current testing investment, capability gaps, architectural dependencies, and the realities of operational delivery.

By listening first and analysing comprehensively, we identify root causes of quality challenges and opportunities for measurable improvement, ensuring the Strategic Test Consultancy approach is proportionate to organisational scale and focused on what truly matters to your organisation and the citizens your services support.

5.3 Solution – Co-creating the Strategic Test approach

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

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

- Quality maturity baseline and target state aligned to business strategy
- Measurable quality outcomes and success criteria with clear ROI
- A risk-based strategic quality roadmap
- A balanced approach of quick wins and longer-term capability building

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 transformation that demonstrates value for public investment.

5.4 Mobilise – Turning strategy into action

Once the strategic 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 strategic quality initiatives are integrated smoothly into ongoing delivery.

5.5 Deliver – Evidence, assurance, and lasting confidence

Delivery focuses on measurable outcomes and meaningful impact.

Strategic quality initiatives are executed with clear milestones and progressive value delivery. Results are presented through senior leadership dashboards and reporting that supports fast decision-making, strategic planning, and ongoing business improvement.

Outcomes typically include:

- Reduced risk of quality issues affecting critical public services, protecting citizen welfare and your organisational reputation
- Clear evidence of quality maturity and capability gaps
- Senior leadership visibility into testing ROI and business impact
- Measurable reduction in defects, rework, and change failure rates
- Increased confidence in go/no-go decisions through evidence-based assurance
- Improved collaboration and quality awareness across delivery teams

Beyond delivery, we leave behind increased capability, clarity, and confidence. The true measure of success is not just strategic recommendations, but the certainty and assurance clients gain to deliver critical public services safely, sustainably, and with demonstrable value for public investment.

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 strategic test consultancy services that enable critical outcomes to be delivered on time with reduced risk. This includes work with organisations managing complex, multi-programme portfolios across disparate technologies and approaches, including Critical National Infrastructure where the risk to citizens is highest.

In one engagement, we collaboratively created a Quality Assurance Framework based on our risk management framework, AssureRMF™, establishing stronger governance and controls throughout the route to live. Using ISO25010 quality characteristics, we worked with product teams, supplier partners, and business owners to identify risks and opportunities for improvement. The framework was implemented as a continuous service with dashboard-based reporting to senior governance boards. This reduced financial risk through less costly rework, shifted operational and delivery risks left to prevent issues impacting critical national infrastructure in production, and enabled stakeholders to focus on higher-value strategic work by reducing reactive and costly audit requirements.

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.