



G-Cloud 15: Service Definition

Quality Assurance and Performance Testing

January 2026

About Pixel Group

Pixel Group is a specialist supplier of cloud projects and services across all sectors, with particular expertise within Government. Pixel has extensive experience supporting government departments through mission-critical cloud transformation programmes and services including legacy, inherited and heritage platform application replacements, remediations and modernisation and all related technology/digital supplier migration and transition initiatives.

We have successfully supported our customers in developing and delivering Cloud Adoption strategies aligned to their objectives across Hybrid Hosting and multi-cloud environments, leveraging a combination of the following:

- Multi Cloud Hyperscale Hosting models based on general-purpose, specialist or commodity cloud platforms
- Infrastructure as a Service (IaaS), Platform as a Service (PaaS) and/or Software as a Service (SaaS) as appropriate
- With on-premise and private Cloud where compliance, financial or operational needs require it

We are highly experienced in helping our customers select the most appropriate path for Cloud adoption based on an optimised approach, i.e. Rehost (Lift and Shift), Replatform, Refactor / Rearchitect, Repurchase, Retire or Retain.

Our track record has helped our customers achieve significant benefits ranging from:

- Increased flexibility, improved innovation, greater operational agility, reduced time-to-market
- Improved security posture and compliance
- Increased service availability, performance and enhanced system resilience
- Price-performance with lower and more flexible costs (i.e. capital expenditure cost – CDEL avoidance and operational – OPEX cost reduction in excess of £100m)
- Technical debt reduction
- Increase Workforce productivity
- Carbon and sustainability benefits

We provide highly experienced and capable practitioners to lead Cloud adoption planning, business analysis, service mobilisation, programme management, change management, technical set-up, delivery and migration activities, as well as commercial and procurement activities such as tender planning and execution, supplier negotiation and selection, and supplier relationship management structuring and delivery.

Our team has a proven track record of operating inclusively as part of multi-disciplinary teams to support complex Cloud transformation programmes and transactions, including service set-up, transition and migration. We balance commercial and risk objectives to ensure the solution implemented is enduring and value-adding throughout the solution lifecycle.

We are passionate about continuously evolving the Cloud adoption capability (technical, delivery, management and commercial) of the customer teams we support through knowledge transfer and coaching. We believe this is key to ensuring enduring, constructive and continuously improving supplier relationships.

Pixel Group has three areas of focus:

1. Mission-Critical Platform Replacement

We work alongside legacy platform replacement Programme and delivery teams to ensure platform setup, transition and migration activities and associated supply chain and procurement complexities are managed efficiently and effectively

2. Execution of Key Sourcing Programmes

We lead complex sourcing and procurement initiatives for you, working with your key stakeholders and suppliers to mobilise, transition and onboard services, achieving the outcome you need in the timescales you've committed

3. Capability Enablement

We provide on-demand change, programme and procurement professionals to fill interim gaps in your team, support service set up and transition, build your capability or support you when you need additional specialist expertise for a key initiative or strategic priority

Why Pixel is Different

Pixel differentiates itself through its ability to operate seamlessly at the intersection of technology, delivery, commercial and procurement disciplines and transformation management within complex public sector environments.

We do not provide generic Cloud advisory or delivery services; instead, we embed experienced practitioners who have led mission-critical cloud transformation programmes and services including legacy, inherited and heritage platform application replacements, remediations and modernisation and all related technology/digital supplier migration and transition initiatives.

Our teams combine deep hands-on experience of Multi Cloud Hyperscale Hosting models based on general-purpose, specialist or commodity cloud platforms, with strong commercial, financial and supplier-management expertise, enabling us to balance delivery pace, risk, compliance and value for money. This integrated approach allows us to help customers make informed, optimised Cloud adoption decisions, deliver sustainable outcomes, reduce technical and commercial risk, and build enduring in-house capability rather than long-term dependency on suppliers.

For Quality Assurance and Performance Testing, Pixel applies the same integrated, risk-led approach, embedding experienced practitioners who have assured mission-critical systems operating at scale. We focus on assuring outcomes that matter in live public-sector environments, including service resilience, performance under peak demand, data integrity, security controls and operational readiness. Our testing approach is tightly aligned to cloud architecture, service management and commercial commitments, ensuring performance, scalability and non-functional requirements are validated in the context of real operating conditions rather than isolated test environments. This enables earlier risk identification, informed go-live decisions and sustained service confidence throughout transition and BAU operation.

Our Overall Services

Pixel Group supports customer organisations with Cloud adoption through migration planning, set-up and migration delivery, and ongoing cloud support. Our service spectrum covers:

- Ongoing Support
- Cloud Migration Planning
- Set Up and Migration
- Cloud Financial Management Services
- Quality Assurance and Performance Testing
- Security Services
- Project, Programme and Portfolio Management
- Change Management
- Business Analysis
- Technical architecture, design, build and testing
- Independent verification testing (including business verification)
- Procurement and Commercial Services
- Contract Management Services
- Service Integration and Management

Quality Assurance and Performance Testing Service

Service Description

- Provides specialist Quality Assurance and Performance Testing services to assure the reliability, scalability, security and accessibility of cloud and digital services. We support Buyers across the delivery lifecycle, embedding automation-led testing, performance engineering and assurance practices to reduce risk, enable confident release and sustain high-quality live services.

Features

- Testing strategies aligned to DevOps pipelines and continuous delivery
- Assessment of legacy/inherited/heritage cloud platforms and black-box systems
- Quality and performance requirements definition for cloud procurements
- Early quality assurance embedded across engineering delivery lifecycles
- Non-functional testing assurance aligned to contracts and supplier obligations
- Sourcing and test-strategy planning for current and target operating models
- Capacity planning and performance modelling for peak and future demand
- Risk-based testing and independent third-party test assurance
- Testing across applications/hosting/networks/desktop/service-management/ERP estates
- Operational readiness and accessibility assurance aligned to government standards

Benefits

- Confidence services meet functional, performance and user requirements
- Reduced risk of live service failure or performance degradation
- Early defect detection reducing rework, delays and release risk
- Improved service resilience, stability and availability under load
- Stronger assurance of third-party suppliers and system integrations
- Risk-based testing aligned to business-critical services and outcomes
- Improved release confidence through automation-led testing practices
- Reduced operational and business risk during change and migration
- Embedded quality and testing capability within buyer delivery teams
- Reduced long-term reliance on external testing suppliers

Service categories

- ✓ Test Automation
- ✓ Performance testing
- ✓ Assurance/testing design
- ✓ Infrastructure performance testing
- ✓ Operational readiness testing
- ✓ Quality engineering and continuous testing
- ✓ Non-functional testing (NFRs)
- ✓ Accessibility testing and assurance
- ✓ Live service assurance and monitoring

Delivering The Service

Our service delivery can be flexibly aligned to individual client requirements, including:

- Time and Material – Day Rate per resource against the SFIA matrix
- Fixed Price Work Package – based on outcome-based deliverables
- Hybrid approach based on individual requirements

The day rates for our services are based upon the SFIA framework and can be found in Pixel Group's G-cloud 15 Pricing Document.

Standards for Consultancy Day Rate cards

Normal Working Week	Monday to Friday excluding national holidays
Consultant's Working Day	8 hours exclusive of travel and lunch
Normal Office Hours	Monday to Friday from 09:00 – 17:00
Outside of Normal Working Week	Consultants can be provided to cover non-Working Week support based on the Standard Rate Card x 1.5
Outside of Normal Office Hours	Consultants can be provided to cover out of Out of Hours support based on the Standard Rate Card
Travel and Subsistence	Included in day rate within M25 and 30-mile radius from Manchester, Leeds and Birmingham. Payable at Buyer's standard T&S rates outside these locations.
Professional Indemnity Insurance	Included within day rate.

Service Levels and Support Model

A. During Normal Working hours / Working days

- Non-urgent response: Within 1 business day
- High-priority / time-critical queries: Within the business day and typically within 1 working hour

Both of above will aligns with delivery governance, decision cycles, and senior stakeholder availability.

B. Outside of Normal Working hours and Normal Working Days

- Non-urgent response: Next business day
- Urgent / critical issues: By prior agreement only (e.g. for delivery milestone, go-live, or cutover activity)

Out-of-hours support can be provided for agreed milestones, critical events, or live service transitions, subject to prior agreement.

C. Support Levels Provided

- Normal working service hours (Monday to Friday 9am-5pm, excluding public holidays), support is aligned to the service delivery: with non-urgent ad-hoc Buyer queries responded to within 1 business day, and high-priority / time-critical queries are responded to within 1 working hour
- Outside of working hour weekends, or non-working days, queries are responded to on the next business day and out-of-hours support can be provided by prior agreement for critical activities such as key milestones, go-live events, or transition periods.

D. Cost of Support Levels

- Standard support during working hours is included within the agreed project or service delivery fees.
- Enhanced or out-of-hours support is provided on a planned or exception basis and subject to prior agreement.
- Any additional costs are agreed in advance and documented through the relevant statement of work or change control.

E. Support Roles Provided

- A Technical Account Manager is provided as part of the project or service delivery for coordination, stakeholder management and commercial oversight, these cost of this role is included in the project or service costs as agreed between the parties based on the rate card as set out in Pixel G15 Pricing Document.
- A Cloud Support Engineer is provided where hands-on technical support is required to support specific phases of delivery. The provision of this role is determined by the customer need and service scope, and is confirmed as part of the agreed engagement in accordance with the Pixel G-Cloud 15 rate card.

Pixel Delivery Enablement and Embedding Capability Approach

Planning

Pixel works closely with Buyer stakeholders to plan, QA and performance test activities that align with delivery objectives, risk appetite and service criticality across cloud and digital programme. Planning activities include:

- Assessment of existing testing maturity, tooling and delivery approaches across internal teams and third-party suppliers.
- Definition of QA strategy aligned to programme plans, release schedules and DevOps models to support controlled and frequent delivery.
- Identification of quality risks, dependencies and assurance gaps that could impact service performance, resilience or live service readiness.
- Integration of testing activities into programme governance, reporting and assurance frameworks to support transparent decision-making and effective risk management.
- Alignment with architecture, security, information governance and operational teams to ensure non-functional requirements are fully understood and addressed.

Our planning approach ensures that quality and performance assurance is proportionate, targeted and fully embedded within the wider delivery lifecycle.

Continuous Quality Assurance and Service Assurance

Pixel provides continuous quality and performance assurance throughout delivery and live service operation, ensuring risks are identified early and managed proactively rather than retrospectively. This approach maintains confidence in service quality while supporting controlled change, operational stability and ongoing improvement.

- **Risk-based assurance aligned to service criticality** - Pixel applies risk-based quality and performance assurance techniques to validate functional and non-functional requirements at key delivery, transition and release checkpoints. Assurance activity is prioritised based on service criticality, user impact and risk exposure, ensuring effort is focused where failure would have the greatest operational or reputational impact.
- **Integration of assurance evidence into governance and decision-making** - Quality, performance, resilience and operational readiness evidence is integrated into programme and service governance, providing decision-makers with clear, objective insight into service health, readiness and residual risk. This supports informed go/no-go decisions, release approvals and prioritisation of remediation activity.
- **End-to-end visibility of service health and readiness** - Pixel provides clear, traceable visibility of service quality across development, migration and BAU operation, including performance under load, stability, accessibility and operational readiness. This enables early identification of emerging issues and reduces the risk of late-stage defects or post-go-live incidents.
- **Proportionate assurance aligned to delivery pace and operating constraints** - Assurance activities are tailored to delivery cadence, operating models and organisational constraints, ensuring quality and performance assurance remains effective without introducing unnecessary overhead or slowing delivery. This balance enables frequent, controlled releases while maintaining confidence in live service performance.

Through continuous quality and service assurance, Pixel helps organisations sustain resilient, high-performing cloud and digital services while enabling ongoing change, optimisation and innovation with confidence.

Setup and Migration

Pixel supports Buyers during setup, transition and migration phases by ensuring quality and performance are maintained throughout change and service transformation activities. Activities include:

- Establishing QA environments, tooling and automation frameworks to support effective testing across development, transition and live environments.
- Supporting quality assurance during cloud migrations, platform replacements and supplier transitions to minimise service risk and disruption.
- Integration testing across legacy, hybrid and cloud services to validate end-to-end service behaviour and data flows.
- Performance validation of new cloud architectures before and after migration to confirm scalability, resilience and capacity assumptions.
- Assurance that migration activities do not degrade service reliability or user experience during transition or post go-live.

Pixel works collaboratively with outgoing and incoming suppliers, delivery teams and internal stakeholders to ensure continuity and controlled transition while maintaining assurance over service quality and performance.

Training

Pixel provides tailored training and capability uplift to ensure Buyers can sustain quality assurance practices long term and reduce reliance on external support. Training includes:

- QA and test automation fundamentals for DevOps environments.
- Performance testing techniques and interpretation of results.
- Accessibility testing awareness and inclusive design principles.
- Training for product, engineering, delivery and assurance teams.
- Coaching and mentoring to embed best practice testing approaches into live teams.

Training is delivered through workshops, hands-on sessions, shadowing and knowledge-transfer activities aligned to Buyer maturity and needs.

Rapid Validation and Fail-Fast Approach

Pixel adopts a pragmatic, fail-fast approach when delivering our transformation services, enabling customers to validate assumptions quickly, reduce delivery and commercial risk, and accelerate decision-making through structured early-stage validation activities. We apply a suite of progressive validation techniques Proof of Value (PoV), Proof of Technology (PoT), Proof of Concept (PoC) and Path Finder, to support informed investment decisions and controlled scaling:

- **Proof of Value (PoV)** - Pixel uses PoV activities to test and evidence the expected business, operational, financial and service outcomes of a proposed Cloud solution. We work with stakeholders to define success measures, value hypotheses and benefits, and assess whether the proposed approach delivers tangible value aligned to customer objectives. This includes benefits articulation, cost modelling, risk assessment and alignment to wider programme and portfolio priorities, enabling early go/no-go decisions.
- **Proof of Technology (PoT)** - Through PoT engagements, Pixel validates that selected technologies, platforms or services are technically viable within the customer's existing or target architecture. We assess compatibility, performance, security, integration and operational considerations across

private, public and hyperscale cloud environments. This ensures technology choices are robust, compliant and capable of supporting future scale before committing to wider implementation.

- **Proof of Concept (PoC)** - Pixel delivers PoCs to demonstrate that a proposed Cloud solution can be practically implemented and operated in a real-world context. We design and execute controlled PoCs that test functional, non-functional and operational requirements, including resilience, security, data handling and service management considerations. PoCs are used to de-risk delivery, refine scope and confirm readiness for migration or wider rollout.
- **Path Finder-** Path Finder activities are used to shape and confirm the optimal route from current state to target Cloud architecture. Pixel works with customers to assess multiple delivery and migration options, sequence activities, identify dependencies and define an achievable roadmap. This approach supports informed decision-making, prioritisation and phased adoption, ensuring that subsequent mobilisation and migration activities are efficient, controlled and aligned to strategic objectives.

Supplementary Services

Pixel also offers the following supplementary services as an integrated part of delivering this service.

SUPPLEMENTARY CLOUD PROCUREMENT AND COMMERCIAL SERVICE

SUPPLEMENTARY - Commercial and Procurement Strategy Enablement

Pixel works alongside Programme teams to embed cloud commercial and procurement technology and digital industry expertise to ensure supply chain, commercial and procurement complexities are managed efficiently and effectively.

We lead complex sourcing, commercial and procurement initiatives for you, working with your key stakeholders and suppliers to achieve the outcome you need at pace and in the timescales you've committed.

Our commercial leads provide the 'glue' linking your procurement and commercial teams with other critical internal stakeholders including technology/digital, commercial, finance, legal and human resources. We see this as fundamental to ensuring controlled, simplified delivery.

We provide on-demand commercial procurement professionals to fill interim gaps in your team, build your capability or provide additional specialist expertise for a particular programme.

We support buyers with the most appropriate routes to market and to structure flexible, agile and adaptable contracts and services, establish simplified target operating models, get full pricing and cost transparency from their supply base, clearly express and articulate liabilities so risks are understood and build internal capability. This all contributes towards significant savings and efficiencies.

We facilitate knowledge transfer to build and leave behind improved internal Buyer capability.

SUPPLEMENTARY - Commercial Mobilisation and Supplier Assurance

Pixel structures arrangements with third parties/partners to ensure risk managed migrations with clear time and cost commitments (via fixed price outcome-based contracts). We work with customers to construct comprehensive delivery paths, leveraging our end-to-end procurement expertise and covering everything from legacy supplier sourcing models, financial & legal constructs, supply base navigation, route to market optimisation, and exit arrangements including disputes and service issues.

Our commercial leads bring deep industry/technology experience across all disciplines (including private and hyperscale cloud, application services, environment, On Premise Hosting (OPH), desktop, software, network, telephony and security) ensuring a robust migration approach.

Our approach is inclusive of all key stakeholders plainly communicating between Human Resources, Technology/Digital, Commercial, Finance and Legal.

We can achieve ongoing 'buy-in' by early involvement at strategy phase with our buyer technology/digital and commercial teams.

Our consultants are highly experienced in transformational delivery at pace and provide the experience to influence migration programme delivery, assure commercial outcomes and deliver under challenging time frames.

We have deep experience in programme health checks assessing progress and 'step-in' to correct project trajectory and implement routes to green initiatives as appropriate

We provide full post phase and programme closure reviews and reporting with lessons learned implementation throughout.