



## Crown Commercial Services G-Cloud 15 Framework

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Service Definition | Lot 3 – Cloud Support Services

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## Non-Functional Testing and Performance Engineering

## Introduction to Stellarmann

**Bespoke built, expert led, delivery driven**

**Stellarmann is a specialist technology and business transformation consultancy, supporting public and private sector organisations to deliver complex change with confidence.**

We launched in 2020 to help clients access exceptional expertise while putting stronger accountability behind delivery, supported by clear governance in a rapidly evolving delivery landscape.

Since then, we've supported multi-million-pound programmes for major government departments and organisations, including HMRC and The Crown Estate, by building and leading high-performing outcome-focused teams matched to each engagement.

Our shared-risk commercial approach keeps delivery anchored to agreed outcomes and measurable progress, while our Engagement Delivery Management team provides hands-on oversight shaping robust Statements of Work, maintaining alignment to deliverables and acceptance criteria and reducing the operational burden on client-side leaders.

### Trusted Supplier for Change & Innovation

Crown  
Commercial  
Service  
Supplier

TS4  
DOS7  
DALAS  
G-Cloud 15



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## Non-Functional Testing and Performance Engineering

### Service Description

Digital services fail when performance is unpredictable, capacity is unclear, or systems degrade under sustained load. These issues often surface late in delivery, when remediation is costly and disruptive. Teams face user dissatisfaction, production incidents, expensive cloud consumption and operational strain when services cannot scale or remain stable over time.

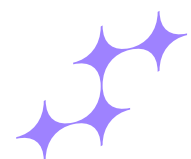
Stellarmann brings performance engineering discipline into the delivery lifecycle early. We begin by assessing the current landscape: architecture, cloud infrastructure, APIs, data flows, integration points, monitoring coverage, workloads and expected usage patterns. We identify bottlenecks, constraints and failure points that impact reliability, scalability and cost efficiency.

We design a practical non-functional test approach based on real user behaviour and operational needs. We define scenarios for volume, soak, scalability and capacity testing, and establish meaningful KPIs that reflect service expectations. We run rehearsals, simulate peak and sustained loads, measure degradation, and validate resilience and recovery behaviour against agreed criteria.

We work across engineering, architecture, security and operations to tune bottlenecks, right-size cloud resources, improve code paths and strengthen infrastructure patterns. We embed observability, define performance dashboards, and improve alerting so issues can be diagnosed faster in production. We develop performance runbooks, readiness checks and decision evidence to support go-live approvals.

We coordinate suppliers and internal teams, ensuring performance risks are visible, prioritised and addressed before users are impacted. Our approach is repeatable, predictable and aligned with cloud-native engineering practices, enabling smoother releases and more confident go-live decisions.

The outcome is a service that behaves predictably under real-world demand—scalable, resilient, cost-efficient and ready for growth.

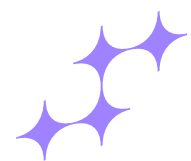


### Features

- ✦ Volume testing using realistic production scale loads
- ✦ Soak testing to identify degradation over time
- ✦ Scalability testing across cloud and hybrid architectures
- ✦ Capacity modelling and planning for growth scenarios
- ✦ Infrastructure performance testing and bottleneck analysis
- ✦ Workload modelling and transaction profiling
- ✦ Tuning of applications, databases and cloud services
- ✦ Performance dashboards and trend reporting
- ✦ Non-functional requirements definition and coverage
- ✦ Knowledge transfer and performance runbook handover

### Benefits

- ✦ Confident performance at peak demand
- ✦ Early identification of scaling risks
- ✦ Reduced incidents under sustained load
- ✦ Lower costs through right sizing
- ✦ Improved resilience and reliability
- ✦ Evidence supporting go live decisions
- ✦ Clear capacity assumptions for planning
- ✦ Faster root cause diagnosis
- ✦ Better end-to-end user experience
- ✦ Sustainable internal performance capability



How this enables better outcomes

Performance engineering underpins reliable, scalable digital services. It connects with architecture, cloud platforms, engineering, DevOps, operations and change to ensure systems behave predictably under real world demand making services stable, cost-efficient and resilient without unnecessary complexity.

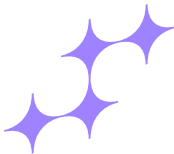
| Common triggers                                  |
|--------------------------------------------------|
| ✦ Services must handle high or variable demand   |
| ✦ Unexpected production performance issues       |
| ✦ Major new features need scalability validation |
| ✦ Cloud costs rising under load                  |
| ✦ Capacity planning unclear or outdated          |

Service Constraints

Requires access to performance environments, datasets, monitoring telemetry and configuration. Production-scale testing may require client-provisioned infrastructure. Code changes or refactoring delivered under separate call-offs.

Remote-first delivery; onsite support by agreement.

Out-of-hours testing available by agreement.



## Engaging Stellarmann

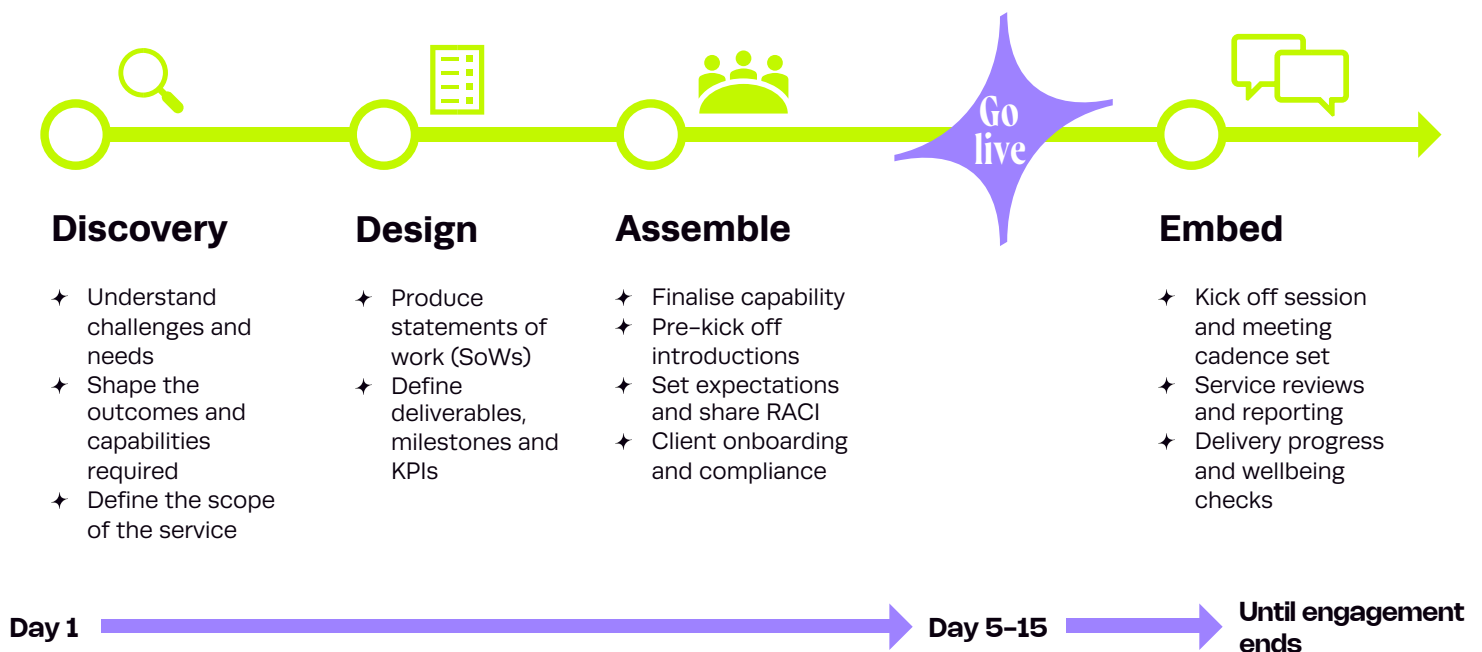
### Ordering

Our services can be engaged inline with the G-Cloud 15 framework call off terms. Please get in touch initially by emailing [gcloud@stellarmann.com](mailto:gcloud@stellarmann.com)

### Service Delivery

We assign each of our clients a dedicated, free of charge engagement delivery manager who will be responsible for shaping the services, outcome and deliverables as well as for ensuring the quality-of-service delivery.

We will guide you through our comprehensive four stage service delivery process that takes our buyers from initial discovery to the end of the engagement.

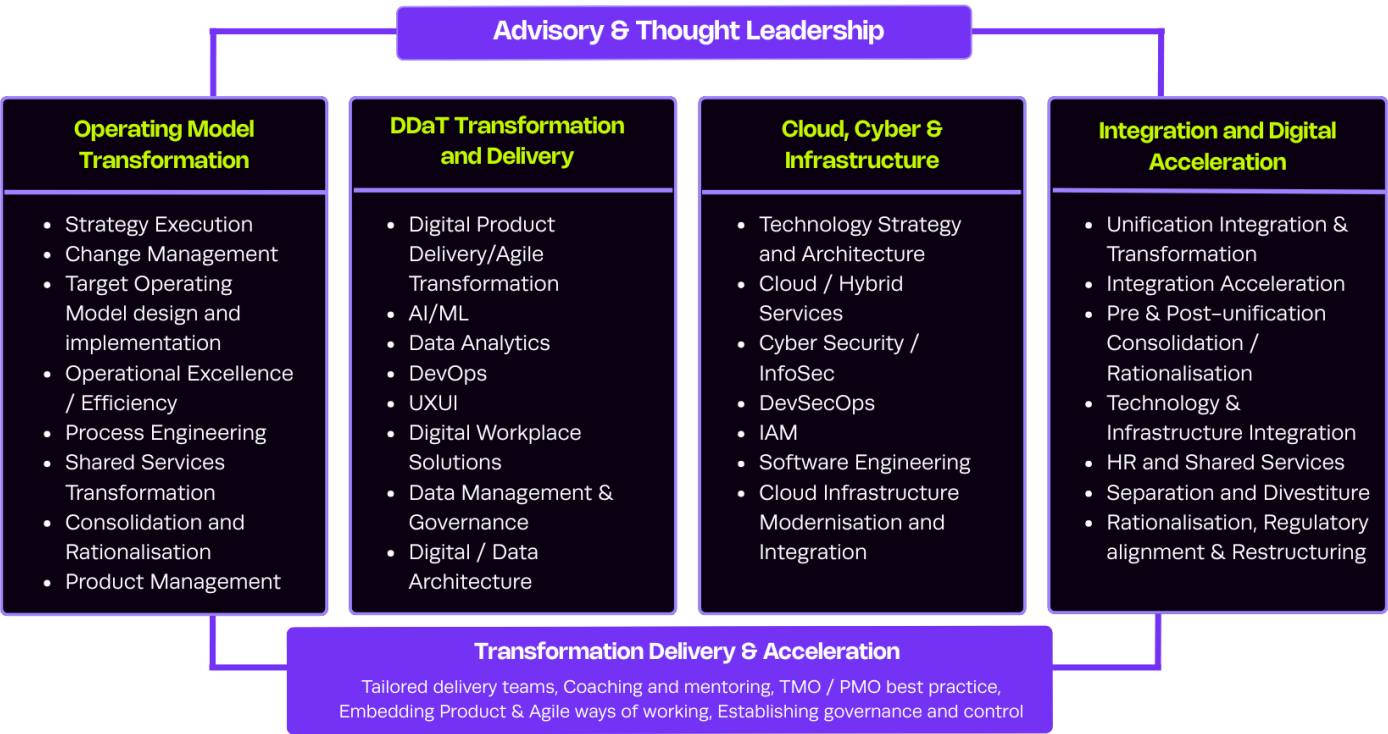


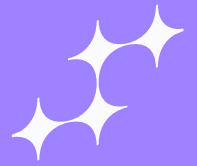
Stellarmann Services Overview

Our breadth of capability across technology and business transformation enables us to build long-term partnerships and support customers in achieving strategic outcomes, whether you need targeted expertise for a critical workstream or end-to-end delivery across a complex programme. We help organisations lean on exceptional expertise while putting stronger accountability behind delivery, supported by clear governance in a rapidly evolving delivery landscape.

Services are designed to accelerate progress while minimising unnecessary complexity: we mobilise quickly (often within 10–15 working days) embed as “one team” with client and supplier stakeholders and transfer knowledge so capability remains with your organisation. Every engagement involves a shared-risk commercial approach, anchored to agreed deliverables and acceptance criteria, supported by dedicated Engagement Delivery Management to provide delivery assurance, governance and clear reporting.

We do the hard yards of delivery alongside you. Bringing clarity, momentum and execution to every stage of the journey.





## Get in touch

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To find out more or request our public sector  
reference case studies

Email | [gcloud@stellarmann.com](mailto:gcloud@stellarmann.com)

Call | 0203 393 6960

Visit | [www.stellarmann.com](http://www.stellarmann.com)



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