



G-Cloud 15

Service Definition Document

Aaseya Quality Assurance and Testing Services

1. Overview

Aaseya Quality Assurance and Testing Services provides comprehensive, automation-led quality engineering capabilities to ensure digital applications are reliable, secure, performant, and compliant throughout their lifecycle. The service supports organisations across functional, non-functional, and specialised testing needs, enabling early defect detection, reduced delivery risk, and improved release confidence across complex application landscapes.

Aaseya brings a dedicated quality engineering practice with an **80+ strong experienced testing team**, supporting engagements and contributing to 180+ successful go-lives across public sector and regulated industries. With a strong focus on low-code testing, over 85% of the testing team has hands-on experience validating applications built on low-code and digital process automation platforms, enabling effective testing of rapidly evolving, configuration-driven solutions.

The service covers end-to-end testing across web, mobile, API, and integration layers, including functional, regression, performance, security, accessibility, and compatibility testing. Aaseya applies a shift-left testing approach, embedding quality early in the delivery lifecycle to minimise downstream defects, rework, and operational disruption.

Automation is a core pillar of the service. Aaseya leverages auto-healing and self-healing test automation frameworks, reusable test assets, and DevTestOps practices to reduce test maintenance effort, improve test reliability, and accelerate delivery cycles. Industry-standard tools such as Selenium, JMeter, NeoLoad, and enterprise test management platforms are used alongside proprietary accelerators to provide scalable and repeatable testing outcomes.

Aaseya Quality Assurance and Testing Services is delivered through flexible engagement models, including managed QA services, dedicated test teams, and project-based testing. The service is designed to align with Agile and DevOps delivery models, support cloud and low-code platforms, and meet the quality, security, and compliance expectations of UK public sector organisations.



2. Scope of Services

Aaseya Quality Assurance and Testing Services provides a comprehensive set of testing and quality engineering capabilities designed to support organisations across the full application delivery lifecycle. The service covers core, non-functional, and specialised testing services, enabling consistent quality, reduced delivery risk, and predictable outcomes across cloud, low-code, and enterprise application environments.

Core Functional & Regression Testing

- Functional testing across web, mobile, and UAT scenarios
- Regression testing to ensure stability across releases and upgrades
- API testing for service behaviour and integration validation
- End-to-end validation of business workflows and user journeys
- Test case design, execution, and results reporting

Automation & DevTestOps Testing

- Automation testing for web, mobile, and API layers
- Auto-healing and self-healing test automation to reduce maintenance
- Reusable automation frameworks and test asset libraries
- Integration of testing into CI/CD and DevTestOps pipelines
- Continuous testing to support frequent and incremental releases

Non-Functional & Compliance Testing

- Performance testing including load, stress, and scalability
- Security testing to identify vulnerabilities and configuration gaps
- Accessibility testing aligned to WCAG standards
- Cross-browser and cross-device compatibility testing
- Validation of non-functional requirements and service levels

Low-Code, Data & Integration Testing

- Low-code application testing for Pega, OutSystems, and Camunda
- Validation of rules, workflows, integrations, and configurations
- Data migration testing for accuracy, completeness, and integrity
- Data transformation, mapping, and reconciliation testing
- End-to-end integration testing across internal and third-party systems

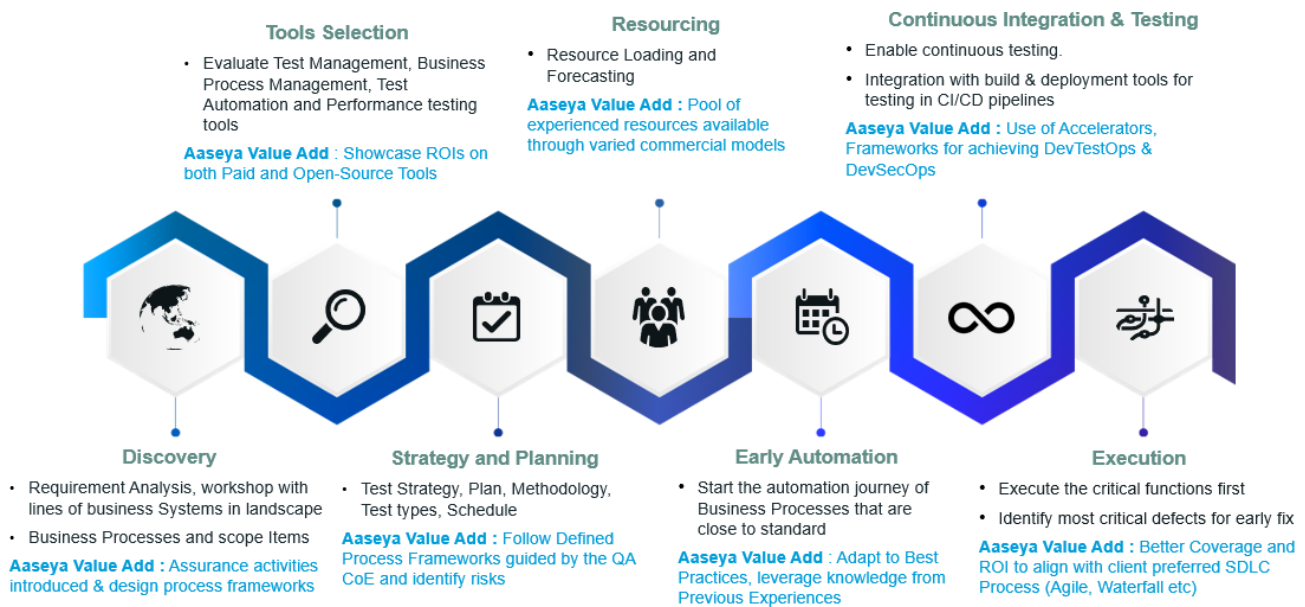
Test Consulting, Governance & Post Go-Live Assurance

- Test strategy definition and shift-left quality planning
- Test governance models, entry/exit criteria, and reporting
- Defect management, triage, and acceptance support
- Post go-live quality checks and stabilisation support
- Transition to managed QA or ongoing quality assurance services

3. Methodology

Aaseya Quality Assurance and Testing Services are delivered using a structured, outcome-focused methodology that embeds quality across the application delivery lifecycle. The approach combines early assurance, automation-first execution, and continuous testing practices to reduce delivery risk, improve efficiency, and ensure predictable quality outcomes across cloud, low-code, and enterprise applications.

The methodology is flexible and can be applied across Agile, DevOps, and hybrid delivery models. It supports both project-based testing and long-running programmes, adapting to customer delivery cadence and governance requirements.



The Testing Journey Roadmap illustrates Aaseya's end-to-end quality engineering approach, starting with early discovery and strategy definition, progressing through planning and automation enablement, and culminating in continuous testing and execution. Each stage is supported by defined governance, accelerators, and experienced QA resources to ensure consistency and scalability.

Key Characteristics of the Approach

- Shift-left quality assurance, introducing testing and assurance activities early in the delivery lifecycle
- Automation-first testing strategy, prioritising early automation of stable and high-value business processes
- Auto-healing and self-healing automation, reducing test maintenance and improving reliability as applications evolve
- DevTestOps and CI/CD integration, enabling continuous testing within build and deployment pipelines
- Scalable resourcing models, leveraging a pool of experienced QA professionals aligned to delivery demand

Quality governance is embedded throughout the methodology, with defined entry and exit criteria, test metrics, and reporting. Progress, risks, and quality outcomes are tracked through regular reviews and dashboards, enabling transparency and timely decision-making.

The methodology supports continuous improvement through reuse of automation frameworks, refinement of test assets, and optimisation of testing coverage over time, ensuring sustained value and long-term quality assurance.

4. Tools, Frameworks & Accelerators

Aaseya Quality Assurance and Testing Services leverages a combination of industry-standard tools, reusable automation frameworks, and proprietary accelerators to deliver scalable, reliable, and efficient quality engineering outcomes. Tooling and frameworks are selected based on application architecture, delivery methodology, and customer preferences, ensuring flexibility and alignment with existing ecosystems.

Testing Tools

Aaseya utilises a broad range of open-source and enterprise-grade testing tools across functional, automation, performance, and non-functional testing domains.

- Test Management & Collaboration: Jira, Azure DevOps, Agile Studio
- Functional & Automation Testing: Selenium, Katalon, Tosca
- API Testing: Postman, SoapUI, REST-based automation frameworks
- Performance & Load Testing: JMeter, NeoLoad
- CI/CD & DevTestOps Integration: Integration with build and deployment pipelines for continuous testing

Tool selection is guided by test objectives, application complexity, and customer standards, with the ability to support both open-source and licensed tools.

Automation Frameworks

Automation frameworks form a core part of Aaseya's testing approach, enabling repeatable, maintainable, and scalable automation across platforms.

- Reusable automation frameworks supporting web, mobile, and API testing
- Frameworks designed to support Agile and DevTestOps delivery models
- Modular and configurable test assets to accelerate test creation
- Support for low-code platform testing scenarios
- Integration with test management and reporting tools

Auto-Healing & Self-Healing Accelerators

Aaseya applies auto-healing and self-healing test automation capabilities to address one of the most common challenges in automation—high maintenance effort due to frequent application changes.

- Automatic identification and recovery from UI and object-level changes
- Reduced manual intervention for script maintenance
- Improved stability and reliability of automated test suites
- Faster regression cycles with consistent test outcomes
- Better alignment with rapidly evolving low-code and digital platforms

These accelerators help organisations maximise return on automation investments while maintaining high test coverage.

Reusable Test Assets & Accelerators

To improve efficiency and consistency, Aaseya maintains a library of reusable test assets and accelerators.

- Reusable test scenarios and test cases across common business processes
- Standardised templates for test strategy, plans, and reporting
- Pre-configured test data and environment setup scripts
- Accelerators for regression testing, smoke testing, and sanity checks
- DevTestOps accelerators supporting continuous testing

Aaseya's tools, frameworks, and accelerators are applied within a controlled delivery model to ensure quality, security, and compliance. This approach ensures testing assets remain secure, auditable, reusable, and aligned to organisational and regulatory requirements throughout the engagement.

5. Roles & Responsibilities

The following key roles are engaged as part of Aaseya Quality Assurance and Testing Services to ensure effective quality governance, structured delivery, and predictable testing outcomes aligned to customer requirements.

Role	Responsibilities
QA Engagement Lead / Test Manager	• Own overall QA engagement delivery, planning, and governance • Act as the primary point of contact for quality assurance activities • Define test strategy, scope, and delivery approach • Manage timelines, risks, dependencies, and reporting • Ensure alignment with customer delivery methodology and standards
Test Architect / Automation Lead	• Define overall test architecture and automation strategy • Design and govern automation frameworks and reusable assets • Drive adoption of auto-healing and self-healing automation approaches • Select appropriate testing tools and frameworks • Provide technical oversight across automation and DevTestOps integration • Define and govern testing approaches for low-code platforms, including validation of rules, workflows, integrations, and configuration-driven behaviour
Senior QA Analyst / Test Lead	• Lead day-to-day test execution activities • Coordinate test planning, execution, and defect management • Review test cases, results, and defect quality • Support UAT coordination and acceptance activities • Escalate quality risks and delivery issues as required
QA Analysts & Automation Engineers	• Design and execute functional, regression, and non-functional tests • Execute functional, regression, and automation testing for low-code applications built on platforms such as Pega and OutSystems • Develop and maintain automated test scripts • Execute automated and manual test cycles • Log, track, and retest defects • Support test data preparation and environment validation
Performance, Security & Accessibility Test Specialists (as required)	• Execute performance, load, and scalability testing • Conduct security and vulnerability testing • Perform accessibility testing aligned to WCAG standards • Provide specialist analysis and recommendations

6. Governance

The below table shows the governance framework Aaseya recommend as part of the Aaseya Pega Managed Service offering:

Review Type	Aaseya Participants	Customer Participants	Frequency
Project Kick Off Meeting	Aaseya CEO Customer Success Exec Project Manager Project Team	Programme Sponsor Programme / Project Manager Product Owner Team Members Client Representatives	Once
Daily Stand-up Call Meeting	SCRUM Master Project Manager Project Team	Project Manager Product Owner Team Members	Daily
Sprint Planning or Retrospection Meeting	SCRUM Master Project Manager Project Team	Programme Manager Project Manager Product Owner Team Members Client Representatives	Each Sprint
Status Review Meeting	Project Manager Business Change Consultant	Programme Manager Project Manager Product Owner	Weekly
Monthly Business Review	Customer Success Exec Project Manager Business Change Consultant	Programme Sponsor Programme Manager Project Manager	Monthly
Steering Committee Meeting	Aaseya CEO Customer Success Exec	Programme Sponsor Programme Manager	Bi-Monthly

The below picture depicts the sample escalation metrics:



7. Expected Outcomes

Aaseya Quality Assurance and Testing Services is designed to deliver sustained improvements in application quality, delivery assurance, and operational resilience by embedding structured, automation-led quality engineering practices across the application lifecycle.

Engaging Aaseya for Quality Assurance and Testing Services enables organisations to achieve the following outcomes:

- **Improved Application Quality:** Structured functional and non-functional testing ensures applications meet defined business, technical, and regulatory requirements.
- **Early Defect Detection:** Shift-left testing identifies defects earlier in the lifecycle, reducing rework, delays, and downstream delivery risk.
- **Faster Release Cycles:** Automation-led testing enables quicker validation of changes, supporting more frequent and predictable releases.
- **Reduced Test Maintenance Effort:** Auto-healing and self-healing automation minimises script failures caused by application changes, lowering ongoing maintenance costs.
- **Improved Stability and Performance:** Performance, scalability, and regression testing ensures applications remain stable under load and during peak usage.
- **Enhanced Security and Compliance:** Security and accessibility testing supports compliance with regulatory, audit, and accessibility standards, including WCAG.
- **Greater Release Confidence:** Defined test governance, metrics, and reporting provide clear visibility into quality and release readiness.
- **Assured Quality for Low-Code Platforms:** Specialised testing approaches ensure configuration-driven and low-code applications remain reliable despite frequent changes.
- **Predictable Quality Outcomes:** Consistent testing processes, reusable assets, and automation frameworks deliver repeatable and measurable results.
- **Scalable Quality Engineering Capability:** Flexible delivery models enable quality assurance capacity to scale in line with programme and business demand.

Overall, Aaseya Quality Assurance and Testing Services provides organisations with a controlled, compliant, and future-ready quality assurance capability that reduces delivery risk, improves release confidence, and supports long-term digital transformation across cloud, low-code, and enterprise application environments.

1. Company and Contact Information

Aaseya is a leading professional services company specialising in Low-Code, Digital Process Automation, and AI-driven transformation. With a team **of 600+ certified low-code and AI consultants**, Aaseya delivers rapid, high-quality implementations across leading platforms including Pega, OutSystems, and Camunda. Our agile delivery frameworks and deep domain expertise enable organisations to accelerate time-to-value, modernise legacy estates, and transform critical business operations.

Operating across **13+ countries**, Aaseya partners with enterprises in Banking, Insurance, Manufacturing, Public Sector, and Government to deliver innovative solutions in Customer Experience, Case Management, CRM, Business Operations, and Workflow Automation. The organisation has successfully achieved 180+ go-lives in just seven years, backed by a strong governance-led delivery model and consistent 4.8+ CSAT across engagements.

Aaseya is a subsidiary of **YASH Technologies**, a global system integrator with **9,000+ employees**, serving 450+ global clients, including more than 100 Fortune 500 organisations. This combined capability enables Aaseya to deliver enterprise-grade transformation at scale, supported by strong security and compliance foundations.

Security Accreditations:

- ISO 27001
- Cyber Essentials
- Cyber Essentials Plus

Websites:

www.aaseya.com, www.yash.com

Contact Information

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