



January 26, 2026

Helix QA – GCloud Service Definition (SaaS)

Vanessa Pieterse  
Pi Digital Solutions

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## 1. Service overview

Helix QA is a licensed Software-as-a-Service (SaaS) platform that provides automated quality assurance and testing capabilities to support digital service delivery. The service enables organisations to generate, execute and maintain automated tests directly from structured work items (e.g., user stories, requirements) within supported tools. This significantly reduces manual testing effort and improves coverage across development and test environments.

Helix QA is designed for public sector buyers seeking an AI-enabled, low-overhead test automation platform that integrates with existing workflows and toolsets without requiring bespoke development or long-term commitments.

## 2. Service features

Helix QA provides the following core features (subject to licence tier):

- Automated test generation from structured work items and requirements
- Execution of automated tests across supported application environments
- Adaptive automation for ongoing test maintenance
- Integration with supported development, CI/CD and test management tools
- Centralised dashboarding and visibility of test execution and results
- Configurable test suites aligned to buyer environments and pipelines

### Out of scope

The standard SaaS subscription does **not** include:

- Hardware or third-party software licences
- Custom software development or code-level feature changes
- Fully managed QA or managed test execution services
- Consultancy, programme delivery or resource augmentation
- Any service element not expressly included in the purchased licence tier

## 3. Service provision

Helix QA is delivered as a remotely accessible SaaS platform hosted on secure cloud infrastructure.

Access is provided for the duration of the subscription term and limited to the scope of the selected licence tier (e.g., number of applications, environments, or monthly test runs).

Optional onboarding, configuration assistance or training may be purchased separately.

### **Hosting and data residency**

- The service is hosted in UK-based cloud infrastructure to support public sector data residency requirements.
- All data remains within UK regions unless otherwise agreed in writing.

## **4. Security and data handling**

Helix QA operates in line with good practice for information security and data protection.

- Access to customer data is restricted to what is necessary for service operation
- Data processing is limited to the scope defined in the Call-Off Contract
- Controller/processor roles follow the G-Cloud Framework Agreement
- Operational and security logs are retained in accordance with platform monitoring and audit requirements
- Customer data is never used outside the agreed service scope

### **Backup, restore, disaster recovery and continuity**

- Daily platform backups are performed with secure, encrypted storage
- Restoration capability supports platform recovery within reasonable timeframes
- RTO/RPO values are not guaranteed as part of the standard SaaS service unless explicitly agreed in the Call-Off Contract
- Business continuity and disaster recovery are the responsibility of the platform provider for the SaaS components only
- Buyers remain responsible for continuity of their own systems, integrations and data sources

## **5. Support**

Support is provided in line with the purchased licence tier.

### **Support availability**

- Support is provided via email during UK business hours (09:00–17:00 UK time, Monday–Friday)
- No formal SLAs or uptime guarantees are included unless specified in the Call-Off Contract

## **Maintenance & outage management**

- Scheduled maintenance is carried out outside UK business hours where possible
- Planned maintenance windows are communicated to buyers with reasonable notice
- Occasional downtime may occur during maintenance windows
- Outage notifications and service updates are issued via the agreed support channel

## **6. Pricing**

Pricing is based on a subscription licence model as defined in the G-Cloud pricing document.

- Charges apply per licence and per subscription period
- Optional onboarding, configuration or training services are priced separately
- Only services explicitly agreed in writing are included

## **7. Dependencies and assumptions**

The Buyer is responsible for:

- Providing and maintaining access to required environments and systems
- Ensuring compatibility with supported tools and platforms
- Managing authorised users and usage in line with the agreed licence tier
- Ensuring suitable network connectivity and permissions for integrations

The service assumes reasonable cooperation from the Buyer to support integration and ongoing use.

## **8. Technical requirements**

To use Helix QA, the following requirements apply:

- Modern browser (Chrome, Edge or equivalent – most recent versions supported)
- Network access allowed to the Helix QA SaaS endpoints
- Optional API integrations may require firewall rule updates or service accounts
- Supported environments include web applications, APIs and selected mobile frameworks (exact list provided in onboarding)
- Supported tool integrations include common agile delivery and CI/CD tooling; buyers must maintain access credentials and compatibility

## 9. End of service

At the end of the subscription term:

- Access for Buyer users is removed
- Any customer data held for service operation is returned or securely deleted as per G-Cloud and contractual requirements
- No ongoing retention of customer data occurs beyond the agreed period

## 10. Accessibility

This document has been prepared in line with the Public Sector Bodies (Websites and Mobile Applications) (No.2) Accessibility Regulations 2018. It follows GOV.UK guidance on creating accessible documents and is compatible with assistive technologies.