



Zensar's Service Definition Document for Quality Engineering and Testing as a Service

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1 Introduction

Zensar's Testing and Quality Engineering (QE) Services empower organisations to deliver reliable, secure, high-performing digital experiences across cloud, enterprise and customer-facing platforms. With 20+ years of QE expertise and a global team of over 2,000 quality engineers, Zensar provides comprehensive assurance services that span functional, non-functional, automation, performance, security and digital experience testing-ensuring end-to-end quality across complex technology landscapes.

Our services combine deep engineering capability with modern, AI-enabled platforms to accelerate test cycles, reduce delivery risk and enhance software reliability. Zensar's Intelligent Quality Engineering ecosystem is built on two core accelerators **ZTAP (Zensar Test Automation Platform)** and **ZTAF (Zensar Unified Automation Framework)** - which offer tool-agnostic automation, real-time analytics, integrated cloud device labs and AI-powered decision engines to optimise every phase of the testing lifecycle.

We support organisations across industries with a rich portfolio covering enterprise applications testing, intelligent automation, performance engineering, DevSecOps driven continuous testing, test data management and advisory services for testing transformation. Our domain-specific accelerators, reusable assets and prebuilt test packs enable rapid onboarding and faster time-to-value for large transformation programmes.

Zensar's testing services are delivered through flexible, consumption-driven models that provide scalability, transparency and cost-efficiency-supported by intuitive quality dashboards and multi-shore delivery capabilities. Whether modernising legacy estates, validating cloud migrations, or assuring digital citizen services, Zensar brings a holistic, engineering-led approach that consistently elevates quality outcomes and strengthens digital resilience.

2 Zensar's Intelligent QE Platforms (ZTAP & ZTAF)

Two platform accelerators are extremely relevant for your G-Cloud proposition:

ZTAP – Zensar Test Automation Platform

A **one-stop AI/ML-enabled automation platform**, supporting:

- Full test lifecycle automation.
- Real-time analytics dashboards.
- Cloud device/browser labs.

AI-driven test generation, impact analysis, test data packs.

ZTAF – Unified Automation Framework

A **tool-agnostic automation framework** supporting:

- Web, Mobile, API, Desktop, Legacy.
- Multi-language scripting (Java, Python, C#).
- Auto Page Object Factory.
- Integration with CI/CD and configuration management tools.

3 Testing Services Proposition for G-Cloud 15

Zensar's **Cloud Testing & Quality Engineering Services** provide end-to-end assurance for cloud-hosted, cloud-native and SaaS applications across the UK public sector.

The service supports organisations adopting cloud platforms under G-Cloud 15, aligned to CCS guidance that cloud solutions must be off-the-shelf, scalable, transparent and compliant with baseline standards such as Cyber Essentials, Cyber Essentials Plus and ISO-aligned practices.

Our Cloud Testing service ensures that public sector buyers can accelerate cloud adoption, reduce risks and achieve continuous delivery across digital services using modern engineering, automation and AI-enabled assurance.

- Proven accelerators for cloud testing automation and performance engineering.
- Multi-cloud capabilities and strong experience in digital transformation assurance.
- Continuous improvement driven by analytics, dashboards and AI-assisted tooling.

4 Comprehensive QE & Testing Services Portfolio

Full-spectrum Testing & Quality Engineering portfolio, highly aligned to G-Cloud 15's Cloud Support categories (e.g., assurance, migration testing, automation support).

Key propositions:

- Intelligent Test Automation (including **AI-led automation**, self-healing, no-code platforms).
- Performance, Load & Security Testing.
- Digital Assurance (UX, Digital 360, real device & real network testing).
- Enterprise Applications Testing (SaaS, COTS, Cloud apps).
- QE Advisory & Consulting (test transformation, TMMi-style organisation assessments).
- Test Data Management, Test Environment Management.

4.1 Integrated Performance Engineering

The PPT highlights a **build-once, execute-many** approach via integrated test & load framework:

- API/Selenium integrated with JMeter for accelerated load scripting.
- Workflow-driven automation + NFR validation.
- Execution across Web, API & Mobile via pipelines.

This aligns to **Cloud Support (Performance/Resilience Testing)** under G-Cloud 15.

4.2 Digital Experience Assurance

Highlighted capabilities include:

- Real-device testing across networks & locations.
- Experience analytics & user journey validation.
- Visual testing plugins for client-side performance.

4.3 AI-Powered Assurance

AI-driven Quality Engineering, including:

- Test Case Optimisers.

- User Story Validators.
- Change Impact Analysers.
- Scriptless/AI-assisted automation.

4.4 Functional & Non-Functional Testing

- End-to-end functional testing for cloud software (SaaS, PaaS, Custom Apps).
- Non-functional testing including performance, stress, volume, accessibility (WCAG 2.2), usability, compatibility and security testing.

4.5 Cloud Migration Testing

- Workload migration validation for IaaS/PaaS platforms.
- Pre-migration baseline testing, cloud platform readiness checks, post-migration verification.
- Data migration ETL/ELT validation.

4.6 Automation & Continuous Testing

- Test automation frameworks for web, mobile, API and microservices.
- Integration with CI/CD pipelines to support DevSecOps practices.
- AI-assisted test generation, impact analysis and defect prediction.

4.7 Cloud Environment Testing

- Validation of cloud infrastructure deployments, environment provisioning and configuration compliance.
- Testing containerised workloads (Docker/Kubernetes).
- Observability and monitoring validation.

4.8 Security & Compliance Testing

- Security posture assessments aligned to NCSC guidance.
- API security, identity & access testing, vulnerability scanning.
- Supports public sector compliance (Cyber Essentials/Cyber Essentials Plus, ISO 27001).

4.9 User Acceptance Testing (UAT) & Business Readiness

- Full UAT management, planning, script creation and execution support.
- Go-live readiness assessment for public sector programme governance.

5 Key Features and Benefits

5.1 Service Benefits

- **Reduced delivery risk:** Comprehensive test coverage de-risks digital change and cloud adoption.
- **Accelerated cloud programmes:** Automation and CI/CD integration reduce release cycles.
- **Assurance for complex multi-vendor ecosystems:** Validation across SaaS, legacy and cloud-native components.
- **Cost efficiency:** Scalable cloud-based test environments reduce infrastructure cost.
- **Improved citizen-facing service quality:** Testing ensures resilience, security and reliability of public digital services.
- **Compliance-ready:** Supports public sector procurement demands under G-Cloud (documentation, transparency, security alignment) as highlighted in G-Cloud updates.

5.2 Service Onboarding

A structured onboarding process aligned with CCS expectations that G-Cloud services must be easy to understand, off-the-shelf and quick to procure.

- **Kick-off & Requirement Mapping**
Review service scope, applications, test environments, data and compliance requirements.
- **Onboarding Plan**
Creation of a test strategy, environment requirements, security alignment and delivery plan.
- **Environment Integration**
Secure integration with customer cloud platforms, repositories and delivery pipelines.
- **Knowledge Transfer**
Stakeholder alignment, training and documentation handover.

5.3 Service Offboarding

- Data and artefact transfer (test cases, reports, automation scripts).
- Environment teardown from customer cloud platform.
- Knowledge transition to customer teams or successor suppliers.
- Final compliance summary including vulnerabilities, risks and remediation logs.

5.4 Service Constraints

- Customer must provide access to required environments, code repositories and test data.
- Performance/security testing may require elevated privileges or pre-approved windows.
- Dependencies on third-party SaaS vendors may affect test cycle duration.

5.5 Technical Requirements

- Access to cloud platforms (AWS, Azure, GCP) if applicable.
- Access to code repositories (GitHub, GitLab, Azure DevOps).
- Secure VPN or identity federation (Azure AD, Okta, etc.).
- Test data and test accounts provided by the customer.

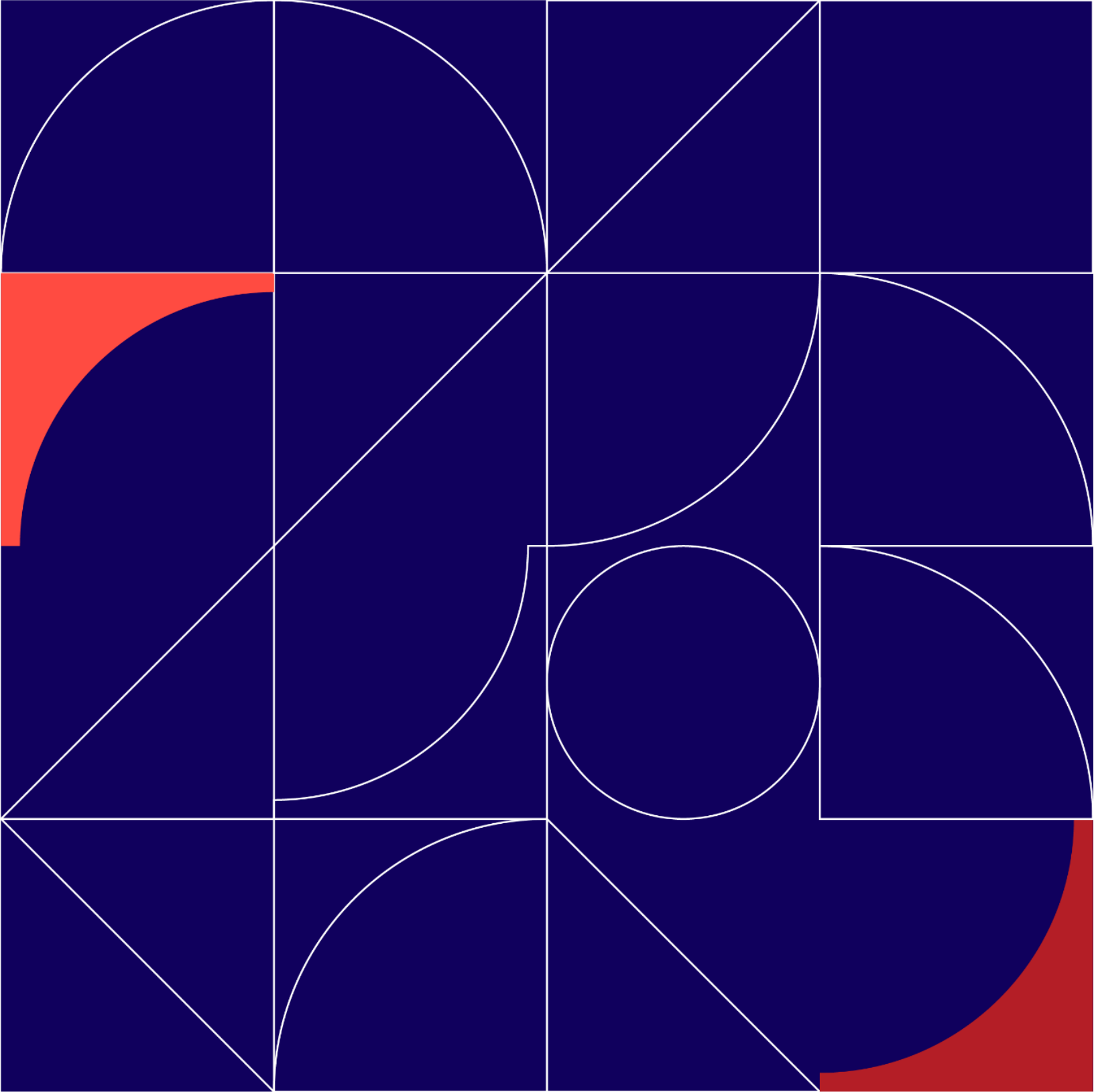
5.6 Security & Data Protection

- Aligned to Cyber Essentials, Cyber Essentials Plus, ISO 27001 and NCSC cloud security principles.
- Data processed only within UK-approved environments unless otherwise agreed.
- Role-based access control, encrypted storage and transmission, audit logging.
- Supports OFFICIAL and OFFICIAL-SENSITIVE workloads depending on customer needs.

5.7 Consumption-Driven, Flexible Delivery Model

Modern commercial and delivery model highly suitable for G-Cloud.

- Consumption-based testing services.
- Unit pricing + on-demand resource allocation.
- Scalable, low-risk, multi-shore capability (2,000+ engineers; 20+ years).
- KPI dashboards for full transparency.



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