

Service Definition Document

Quality Assurance and Test Automation

Supplier	Francioni Limited
Service ID	FRAN-QA-013
Framework	G-Cloud 15
Lot	Lot 3: Cloud Support
Version	1.0
Date	January 2026

1. Service Summary

Comprehensive testing services to ensure software quality, security, and performance. We implement automated testing strategies that integrate with CI/CD pipelines, catching issues early and reducing defect costs.

2. Service Categories

- Cloud Support Services
- Set Up and Migration

3. Service Features

- Functional test automation with Playwright, Cypress, Selenium
- API testing and Pact contract testing
- Performance and load testing with k6, JMeter
- Security testing and vulnerability scanning
- Accessibility testing with axe and WCAG audits
- Mobile test automation for iOS and Android
- CI/CD integration for automated testing

4. Service Benefits

- 80% reduction in production defects
- Automated regression suites in under 15 minutes
- Test coverage reports in pull requests
- Deploy with confidence nothing is broken
- 10x cheaper early defect detection
- Verified accessibility compliance

5. Technologies

Playwright, Cypress, Selenium, k6, JMeter, Postman, Pact, axe, WAVE

6. Delivery Model

Remote-first delivery using industry-standard collaboration tools. On-site presence available within the UK when required (London at no extra cost, other locations at travel cost).

- Agile delivery with regular demos and feedback cycles
- Flexible engagement: full-time embedded, part-time, or project-based
- Knowledge transfer to your team throughout engagement

7. Security

- BS7858:2019 personnel screening for all staff
- Security Clearance (SC) available for eligible projects
- Cyber Essentials Plus certified organisation
- GDPR compliant data handling

8. Support

Standard support included with all engagements:

- Email response within 4 business hours (Mon-Fri, 9am-5:30pm UK)
- 30-day warranty on delivered code

Extended and Premium support tiers available - see Pricing Document.

9. Constraints

- Minimum engagement: 5 days
- Notice period: typically 2-4 weeks
- SC cleared staff: limited availability, confirm at call-off
- Services delivered in English

10. Contact

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