

MINDERA Public Sector

Quality Assurance and Performance Testing

OVERVIEW OF MINDERA'S QUALITY ASSURANCE AND PERFORMANCE TESTING

Mindera's Quality Assurance and Performance Testing service supports public sector organisations in delivering reliable, secure, and high-performing cloud services.

Mindera uses automated testing, monitoring, and load simulation to validate Cloud architectures against SLAs, embedding quality gates to ensure early issue detection, compliance, and cloud-native best practices that reduce risk and optimise investment.

Mindera delivers **tailored cloud test strategies**, CI/CD-integrated automated test suites, and performance benchmarks measuring response times, throughput, and resource utilisation. Load, failover, disaster recovery, accessibility (WCAG 2.2), and infrastructure-as-code testing validate system resilience and configuration integrity.

Buyers receive prioritised defect reports, capacity planning guidance to prevent overprovisioning, executive dashboards with quality metrics, and knowledge transfer to support ongoing quality assurance within cloud operations.

OUTCOMES

- **Reduces deployment times** by embedding automated testing across the delivery lifecycle and streamlining release pipelines, enabling faster, more reliable releases with fewer defects, minimal rework, and increased confidence in production deployments.
- **Lowers operational costs** by proactively identifying performance regressions and capacity misconfigurations, reducing rework, avoiding overprovisioning, and minimising the risk of costly incidents in production.
- **Improves service reliability** through proactive performance engineering and continuous infrastructure tuning, ensuring systems remain stable, resilient, and responsive under varying workloads and peak demand.
- **Enhances user satisfaction** by delivering faster, more accessible, and standards-compliant digital services that provide a consistent, inclusive, and high-quality user experience.
- **Accelerates incident resolution** through enhanced observability, advanced diagnostics, and actionable performance insights that enable rapid root-cause analysis and effective remediation.
- **Reduces business risk** and costs by providing measurable, prioritised remediation roadmaps that guide targeted improvements and prevent critical failures.
- **Increases development productivity** by embedding “shift-left” testing within integrated CI/CD pipelines, catching issues early, reducing rework, and accelerating release cycles.
- **Shortens procurement cycles** by delivering evidence-based performance benchmarks, enabling faster, more informed vendor selection and contract decisions.
- **Strengthens compliance posture** by ensuring digital services meet WCAG 2.2 accessibility standards and relevant governance requirements.
- **Improves capacity planning accuracy**, minimising over provisioning and reducing unnecessary cloud spend.

SERVICE LEVELS

Our service ensures cloud applications and infrastructure are reliable, resilient, and secure through comprehensive quality assurance and performance testing.

We ensure cloud applications and infrastructure are reliable, secure, and high-performing, delivering resilient digital services for the public sector through comprehensive QA and performance testing.

Availability

Standard SLA targets 99.9%–99.99% uptime for testing services, with higher levels available per project. High availability is achieved through redundant and failover systems, ensuring QA and performance activities continue uninterrupted.

Recovery Time Objective (RTO)

Typically 15 minutes to 4 hours, depending on service criticality, defining the maximum acceptable downtime to restore testing services. Rapid recovery ensures minimal disruption to QA and performance activities.

Recovery Point Objective (RPO)

Typically 1–4 hours, defining the maximum acceptable data loss. Test data, results, and relevant configurations are backed up frequently—at least hourly—to protect insights and ensure continuity of QA and performance activities.

Data Redundancy

Geo-redundant storage with automated failover across multiple regions ensures continuity of QA and performance testing activities, maintaining access to test data and results even during regional outages.

Backup/Integrity

Test data, results, and configurations are backed up hourly with regular integrity checks, ensuring minimal data loss and reliable recovery of QA and performance testing environments.

Monitoring

Real-time monitoring and automated anomaly detection proactively identify issues, ensuring resilient and reliable QA and performance testing.

Incident Response

Critical incidents are addressed within 30 minutes and non-critical within 1 hour, ensuring rapid mitigation and minimal downtime.

Scalability

Resources automatically scale to handle peak loads, ensuring uninterrupted QA and performance testing even during high-demand periods.

Performance

Sub-second latency for most real-time services ensures smooth operations and fast, reliable QA and performance testing decision-making.

The service includes Disaster Recovery (DR) and Business Continuity (BC) arrangements

to ensure QA and performance testing environments remain available and operational during disruptive incidents, protecting test data and maintaining continuity of critical testing activities.



Cloud Hosting and Redundancy

Testing environments are hosted on cloud platforms with geo-redundancy and failover, ensuring high availability, resilience, and uninterrupted QA and performance testing even during regional outages.

Automated Backups and Replication

Test data and configurations are automatically backed up and replicated across regions, ensuring integrity, minimal data loss, and rapid recovery for QA and performance testing.

High Availability Design

Redundant components and failover mechanisms ensure QA and performance testing environments remain continuously operational, minimising disruption during system or hardware failures.

Alignment with Industry Standards

The DR and BC arrangements are rigorously aligned with a comprehensive set of recognised national and international public sector standards and guidance.

- o ISO 22301 (Business Continuity Management)
- o ISO 27001 (Information Security Management)
- o NIST SP 800-34 (Contingency Planning)
- o UK Government Business Continuity Guidance
- o NHS Digital DSP Toolkit (for relevant health sector deployments)
- o GDPR Security Requirements
- o G-Cloud Service Continuity Requirements

ACCESSIBILITY, SECURITY, ETHICS, COMPLIANCE AND SOCIAL VALUE

Accessibility

- **Mindera supports accessibility:** Requirements are discussed and agreed with the Buyer, including reasonable adjustments and alternative documentation formats where required. Where applicable, services are designed to align with WCAG 2.2 AA standards, and accessibility considerations are reviewed throughout delivery.

Security, Ethics & Compliance

- **Secure operation:** QA and performance testing processes are conducted in line with UK GDPR and relevant public sector security requirements.
- **Data protection:** Test data is handled securely and in accordance with agreed policies and governance standards.
- **Responsible Testing:** Testing activities are designed to support transparency, auditability, and responsible use, ensuring reliable and compliant outcomes for all stakeholders.

Social Value

- Mindera has always contributed to our communities regardless of location. Activities include our school (we pay young adults to learn how to code for 10 months) and tech camps (for kids without any parents). We run Mindera Foundations (UK, Portugal and Romania) to channel our charitable activities in these locations, but also work with local communities across all our locations.
- We have measured our carbon emissions since 2021, developing an emissions reduction plan which aims to halve scope 1 & 2 emissions before 2030, reaching net zero before 2050, in line with the Government's 25 Year Environment Plan (25YEP)
- Progress is shared with staff, suppliers, and customers, and annual public communication will highlight achievements. We encourage sustainable practices in the supply chain via bi-annual supplier environmental surveys, and integrating climate-related targets and performance as a purchasing selection criterion.
- Explore more at https://mindera.com/foundation_global

At Mindera, we are more than just a global tech company.

We are a bunch of geeks, all 1,300 of us, who are innovative thinkers, problem solvers and application developers grounded by our sense of community..



Founded in 2014, our roots are deeply embedded in the passion for technology, the belief in the power of collaboration and to give back to society.

Today, we have a global presence in over 10 countries. Some clients like us on site, some want our best people across the world, and others seek the most affordable option. As such a hybrid approach is common, offering a balance of industry expertise, close collaboration and cost efficiency.

Constant technology evolution keeps us busy particularly in the UK Public Sector technology requirements, social value and ethics as we build in stronger security, focus on assurance by design, embed greater accessibility with a significant focus on giving back to the community.

Plus, from a technology perspective, we build more 'outcome driven' solutions maximising public benefit in line with the 2023 Procurement Act.

We stand as a beacon of technical excellence in the technology, software engineering and consultancy landscape.

Our journey began with a simple yet powerful idea: to create a space where collaboration, a people-first approach and self-organisation are not just encouraged but are the very foundations of how we operate.

This ethos has allowed us to not only build a strong internal culture, but also to foster lasting relationships with our clients.

At Mindera, every project is a shared endeavour; where the whole team takes ownership, ensuring that we're not just service providers but true partners in our clients' success.

As a Crown Commercial Services (CCS) approved supplier we extend this expertise and experience to our Public Sector buyers.

This service can be delivered as a standalone engagement or combined with other Mindera services available under G-Cloud Lot 2b and Lot 3.

Associated services support public sector organisations across the full cloud lifecycle, from planning and assurance through to implementation, optimisation, and ongoing operational support, enabling secure, resilient, and high-performing cloud solutions.

Contact us:

Please contact us if you would like to learn more about this service or any of our listings on G-Cloud, Technology Services 4, or Digital Outcomes 7, please email paul.brown@mindera.com

As all enquiries are initially handled through a single point of contact, please include your name, organisation, contact details, and the service you require support with.

Further information about our service capabilities is available on our website at www.mindera.com or on our blog at www.mindera.com/blog