



SAILOTECH[®]
Transform Forward, Faster

Service Definition Document

Service Name: **Test Automation**

Supplier: **Sailotech UK Limited Document**
Service Type and Lot: **Lot 2b: Software as a Service (SaaS)**

Date: 28th January, 2026

Copyright Notice

© Copyright Sailotech UK 2025. All Rights Reserved. This document is exclusively for the individual or entity to whom it is directed, and it may include information that is privileged, confidential, or excluded from disclosure under applicable law. If you are not the intended receiver of this disclaimer, you are thus advised that any dissemination, distribution, or copying of this document is strictly forbidden. If you got this document in error, please call us immediately and return the original to us at the address shown below. If you have received an electronic copy of the document, please delete it as soon as you have read this disclaimer.

Table of Contents

1. Service Overview.....	3
2. Service Description	3
3. Service Categories.....	3
4. Multi-Cloud Support	3
5. Service Scope	3
Included.....	3
Exclusions	4
6. Service Features	4
7. Service Benefits.....	4
8. Deployment Model	4
9. Add-ons and Extensions.....	4
10. System Requirements	5
11. User Access and Interface.....	5
12. API Access	5
13. Customisation	5
14. Onboarding and Training	5
15. Support Model	6
Support Channels	6
Support Availability	6
Support Levels.....	6
16. Accessibility.....	6
17. Data Management	6
Data Storage and Processing	6
Data Import and Export	6
18. End-of-Contract Arrangements.....	7
19. Security and Compliance	7
20. Availability and Resilience.....	7
21. Governance and Assurance	7
22. Pricing and Trials	7
23. Supplier Type	7



1. Service Overview

The Test Automation service provides a secure, scalable, and cloud-based automated testing capability to help organisations improve software quality, reduce delivery risk, and accelerate release cycles. The service enables automated functional, regression, integration, API, UI, and backend testing, integrated seamlessly into modern CI/CD pipelines and DevOps workflows.

2. Service Description

Our Test Automation service designs, builds, operates, and maintains automated testing frameworks that support continuous testing across applications and systems. The service integrates with widely used CI/CD, DevOps, and quality assurance tools to enable fast, repeatable, and reliable validation of software changes. By reducing reliance on manual testing, the service helps organisations detect defects earlier, improve consistency across environments, and deliver software more efficiently.

The service supports multi-cloud and hybrid cloud deployments and can be used as a standalone SaaS solution or as an extension to existing development and testing platforms.

3. Service Categories

- Application Development and Deployment
- Application Platforms
- Robotic Process Automation

4. Multi-Cloud Support

Yes. The service supports testing across environments hosted on AWS, Microsoft Azure, Google Cloud Platform, and hybrid cloud configurations.

5. Service Scope

Included

- Automated functional, regression, and integration testing
- API, UI, and backend test automation
- Design and maintenance of reusable test frameworks
- CI/CD pipeline integration
- Parallel test execution for faster feedback
- Real-time dashboards and reporting
- Test data management and environment configuration support
- Secure execution aligned to enterprise security controls



Exclusions

- Manual testing services unless separately agreed
- Remediation or code fixes for identified defects
- Support for unsupported or end-of-life tools and platforms

6. Service Features

- Automated functional, regression, and integration testing frameworks
- Multi-cloud and cross-browser test execution
- CI/CD integration with leading DevOps tools
- API, UI, and backend automation coverage
- Reusable and modular test frameworks
- Parallel execution for faster test cycles
- Real-time reporting and dashboards
- Test data and environment configuration support
- Scalable automation using open-source and enterprise tools
- Secure test execution aligned to enterprise controls

7. Service Benefits

- Reduces manual testing effort and cost
- Accelerates release cycles through rapid feedback
- Improves software quality and early defect detection
- Ensures consistent testing across environments
- Increases deployment confidence
- Enhances collaboration between QA, development, and operations teams
- Minimises production defects and rework
- Scales with system growth
- Improves visibility of quality metrics and risks
- Supports continuous testing aligned to DevOps practices

8. Deployment Model

Hybrid cloud SaaS delivery model, supporting cloud and on premise integrated environments.

9. Add-ons and Extensions

The service can be used standalone or integrated with CI/CD and QA platforms including Jenkins, GitHub Actions, GitLab CI, Azure DevOps, Jira, Selenium, Cypress, Playwright, Appium, Postman, and major cloud platforms.



10. System Requirements

- Modern web browser (Edge, Chrome, Firefox, Safari)
- Supported CI/CD tools for integration
- Valid licences for selected automation tools
- Secure network connectivity to test environments
- Role-based access credentials
- Stable test environments aligned to production
- Test data compliant with security and data protection requirements

11. User Access and Interface

The service is accessed via a secure, web-based interface optimised for desktop and mobile devices. Users manage test suites, executions, dashboards, reports, and integrations through an intuitive dashboard with role-based access controls.

Accessibility standards: **WCAG 2.2 AA**

12. API Access

A RESTful API enables automation of test management, execution, scheduling, reporting, and CI/CD integration. Authentication and role-based access controls restrict actions to authorised users. API documentation is provided in OpenAPI (Swagger) and HTML formats, with a sandbox environment available.

13. Customisation

Users can customise test suites, execution schedules, dashboards, reports, notifications, integrations, and access permissions. Customisation is available through the interface or API, with all changes logged for audit purposes.

14. Onboarding and Training

A structured onboarding programme includes documentation, live and recorded training sessions, role-based guidance, sandbox access, and assisted setup. Onsite onboarding and training are available at additional cost.



15. Support Model

Support Channels

- Email and online ticketing
- Phone support
- Web chat and AI chatbot

Support Availability

- Phone: 9am–5pm (UK time), Monday to Friday
- Web chat: 9am–5pm (UK time), 7 days a week
- Out-of-hours support available under enhanced or premium plans

Support Levels

- **Standard Support:** Business-hours support included
- **Enhanced Support:** Faster SLAs, extended hours, priority handling
- **Premium Support:** 24×7 support, highest SLAs, proactive reviews, dedicated Technical Account Manager (TAM)

16. Accessibility

All user support channels and interfaces meet **WCAG 2.2 AA** standards and have been tested with assistive technologies including screen readers and keyboard-only navigation.

17. Data Management

Data Storage and Processing

- Data stored and processed in the United Kingdom
- Users retain full ownership and control of their data

Data Import and Export

- Import/export formats: CSV, ODF
- Data can be exported via the interface or API in standard machine-readable formats



18. End-of-Contract Arrangements

At contract end, users can extract all data in standard formats. We provide secure data handover, documentation, and controlled service decommissioning. Additional transition support is available at extra cost.

19. Security and Compliance

- ISO/IEC 27001 certified security governance
- Staff screening compliant with BS7858:2019
- Government security clearance supported up to SC
- Regular penetration testing by CREST-approved providers
- Encryption of data in transit (TLS 1.2+) and at rest
- Secure data sanitisation and disposal processes

20. Availability and Resilience

- 99.9% service availability backed by SLAs
- Built-in redundancy, autoscaling, and failover
- Regular backup and disaster recovery testing
- Transparent outage reporting via dashboards, alerts, and reports

21. Governance and Assurance

- Named board-level security responsibility
- Formal incident, change, and vulnerability management processes
- Continuous monitoring, auditing, and service improvement

22. Pricing and Trials

- Educational discounts available
- Free 14-day trial with core functionality

23. Supplier Type

The service is delivered directly by the supplier and is **not a reseller**.

