

VelocityAI Testing: GenAI-Powered Automated Quality Assurance

SERVICE DEFINITION DOCUMENT - VERSION 1.0

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1. Detailed Service Description

1.1 Overview

GlobalLogic VelocityAI Testing is a GenAI-powered Quality Assurance solution designed to accelerate the Software Testing Life Cycle (STLC). Leveraging artificial intelligence into the QA process, VelocityAI Testing enables a "Shift-Deep" and "Shift-Up" approach, analyzing requirements to generate test cases and automating code generation for functional testing. This service focuses on functional automation, indexing documentation (BRDs, PRDs, Wireframes) and using Retrieval Augmented Generation (RAG) to output ready-to-execute scripts for Web, Mobile, and API environments. It effectively reduces manual effort by 40-50% while ensuring high-quality coverage across Sanity, Smoke, and Regression cycles.

1.2 Scope of the Service

The service covers the following functional QA capabilities:

- **Automated Test Generation:** Creation of manual and automated test cases directly from user stories and subtasks.
 - **Test Data Management:** Generation of synthetic test data to ensure privacy and reduce third-party dependencies.
 - **Automation Scripting:** Automatic generation of scripts for industry-standard frameworks (e.g., Selenium, Playwright).
 - **Defect Management:** Automated bug logging in management tools with AI-driven root cause analysis.
 - **Shift-Left Implementation:** Early testing integration to predict defects and target testing efforts.
 - **Self-Healing Automation:** Capabilities to maintain script stability and reduce maintenance overhead.
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1.3 Delivery Approach

GlobalLogic utilises the VelocityAI Testing orchestration engine to integrate directly with the buyer's existing SDLC:

1. **Ingestion:** The GenAI orchestrator picks up backlog items from the client's backlog management tool.
 2. **Generation:** Creates test cases in test management tools and checks automation feasibility.
 3. **Validation:** Human-in-the-loop (HITL) review to ensure quality and relevance of generated tests.
 4. **Execution:** Scripts are executed via CI/CD pipelines.
 5. **Reporting:** Results and metrics are published to governance dashboards.
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1.4 Tools, Methods & Standards

- **Orchestration:** VelocityAI Testing Agentic Solution.
 - **Test Management:** Compatible with major platforms (e.g., Jira, QMetry, Azure DevOps).
 - **Automation Frameworks:** Supports standard libraries such as Selenium, Playwright, and GTAF (GlobalLogic Test Automation Framework).
 - **Infrastructure:** Docker, Kubernetes, Solenoid (for containerised execution).
 - **Methodology:** Agile, Shift-Left, Shift-Right, Shift-Up.
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1.5 Deliverables

- Functional Test Cases (Manual & Automated).
 - Synthetic Test Data Sets.
 - Automated Test Scripts (UI, API, Mobile).
 - Defect Reports with Root Cause Analysis.
 - Test Metrics and Coverage Reports.
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1.6 Dependencies & Constraints

- **Access:** Requires access to the buyer's backlog, documentation (Confluence/Sharepoint), and running application environments for execution.
 - **Deployment:** Can be deployed in the client's VPC, GlobalLogic VPC, or On-premise (air-gapped) depending on security requirements.
 - **Execution:** VelocityAI Testing generates scripts but does not host the target application; execution requires a running environment.
 - **Exclusions:** This service listing explicitly excludes Performance, Load, and Stress testing services.
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1.7 Customer Responsibilities

- Provide access to Product Owners (POs) and Developers for test case review and sign-off.
 - Ensure relevant documentation (coding standards BRDs, PRDs Wireframes) is available for Context-Aware ingestion.
 - Provision access to CI/CD pipelines for integration.
 - Define acceptance criteria for "Go / No Go" quality assessments.
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1.8 Quality Assurance & Governance

- **Human-in-the-loop (HITL):** Mandatory review of AI-generated assets to improve quality and accuracy.
 - **Quality Gates:** Enforcement of criteria such as >85% code coverage and 100% requirements coverage before release.
 - **Governance Dashboards:** Real-time tracking of KPIs, coverage, and defect metrics.
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1.9 Security, Data Protection & Compliance

- **Data Privacy:** Synthetic Data as a Service ensures no PII is used in testing environments.
 - **Deployment Security:** Supports deployment within Client VPCs to align with enterprise security policies.
 - **Security Scanning:** Integration of security scans at the unit testing phase.
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- **Standards:** Aligns with ISO 27001 and Cyber Essentials Plus standards (as per GlobalLogic corporate standards).
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2. Onboarding & Offboarding

2.1 Onboarding

- **Kick-off:** Definition of backlog, release planning, and integration of STLC into existing SDLC.
- **Setup:** Configuration of VelocityAI Testing agents, access provisioning to repositories, and initial ingestion of documentation.

2.2 Offboarding

- **Transfer:** Handover of all generated test repositories, automation scripts, and documentation.
 - **Data Removal:** Secure deletion of client data from the VelocityAI Testing instance (if hosted in GL VPC).
 - **Knowledge Transfer:** Final playback sessions and handover of test strategy artifacts.
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3. Pricing & Commercials

Pricing Models:

- **Time & Materials (T&M):** Based on the GCloud Rate Card for engineering and QA resources.
 - **Fixed Price:** For defined work packages (e.g., generating a specific regression suite).
 - **Unit-Based Pricing:** Pricing based on output units (e.g., per test case generated or per automation script delivered).
 - **Licensing:** VelocityAI Testing is an accelerator; usage fees (if applicable) or platform costs for underlying LLMs (e.g., Azure OpenAI) will be defined in the Call-Off Contract.
 - **Efficiency:** Designed to reduce QA operational costs by up to 57%.
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4. About GlobalLogic & Why We're the Right Partner

4.1 About GlobalLogic

GlobalLogic, a Hitachi Group Company, is a leader in digital product engineering. We helped create some of the most innovative and widely used digital products and experiences. We integrate experience design, complex engineering and AI & data expertise to help public sector organisations and commercial enterprises accelerate their transition into digital-first businesses.

Unlike traditional systems integrators that focus on maintaining legacy IT, we focus on **building the new**. We combine a "chip-to-cloud" software engineering mindset with user-centric design to create digital products that citizens and employees want to use.

- **Global Scale, Local Delivery:** We employ over 32,000 professionals across 23 countries. In the UK & Ireland, we operate major engineering and design hubs in London, Manchester, Edinburgh, and Newry.
- **The Hitachi Advantage:** Acquired by Hitachi in 2021, we bring the agility of a Silicon Valley digital native backed by the financial stability, R&D depth and 110-year heritage of a global industrial giant.
- **Core Capabilities:** Our services span the full digital lifecycle, including Digital Advisory, Experience Design (via our Method design arm), Software Engineering, Data & AI, and Cloud Platform development.

4.2 Why GlobalLogic

We bridge the gap between strategic intent and technical execution. For public sector buyers, we offer a distinct alternative to incumbent providers by focusing on **delivery velocity** and **engineering rigour**.

- **We Build, We Don't Just Advise:** Our roots are in product engineering. We apply the same rigorous standards used to build life-critical medical devices and global banking platforms to public sector challenges. We deliver working software, not just slide decks delivering >2000 product releases per annum.

- **Velocity AI – Accelerating Impact:** We do not just build AI; we engineer ecosystems where intelligence is orchestrated across the business. Using our Velocity AI strategy, we typically **achieve a 30% increase in productivity and a 25% reduction in time-to-market** for new digital services.
- **User-Centric, Security-First:** We align with GDS (Government Digital Service) standards by default, ensuring services are accessible and intuitive. Crucially, we embed security into the engineering lifecycle (Secure-by-Design), aligning with NCSC principles to manage data and risk effectively.
- **Proven in Regulated Environments:** We have two decades of experience delivering in highly regulated sectors, including Life Sciences, Healthcare, and Financial Services. We understand how to navigate complex compliance landscapes without sacrificing the pace of innovation and hold (amongst others) **ISO 13485 certification** and follow **IEC 62304 compliant** software development lifecycles.

4.3 Social Value & Ethical Impact

We believe that social innovation is as critical as technical innovation. GlobalLogic, as part of the Hitachi Group, operates with a deep commitment to creating positive impact for people and the planet. Our approach is grounded in measurable outcomes and global ethical standards.

- **World-Class Ethical Leadership:** In 2025, Hitachi was named one of the **World's Most Ethical Companies** by Ethisphere. This recognition reflects our commitment to integrity, compliance and high standards of governance in every public sector engagement.
- **Commitment to Diversity and Inclusion:** We are a signatory of the **CEO Action for Diversity and Inclusion**. We achieved the Hitachi Group 2030 goal of having **30% women in our workforce** in 2023, seven years ahead of schedule.
- **Sustainable Operations:** GlobalLogic holds an **EcoVadis Silver Rating**, placing us in the **top 15%** of companies assessed for sustainability in our sector. We report our own Scope I, II and III emissions and are fully aligned with Hitachi's target to achieve carbon neutrality at all business sites by 2030.
- **Proven Supply Chain Integrity:** Our **NQC Supplier Assurance** score exceeds the industry average by **25%**. This ensures that our delivery models are as responsible as they are resilient.
- **Talent Development and Wellbeing:** GlobalLogic is recognized as a global leader in talent development, receiving the **ATD Best Award in 2025**. This ensures our public sector teams are continuously upskilled in the latest technologies, including responsible AI and secure engineering practices.

5. Contact Details

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