



G-CLOUD 15 SERVICE DEFINITION

End-to-End Testing Services

Transforming IT QA Services

Delivering secure, innovative and effective IT QA solutions tailored for client needs.



ISO 27001 Certified



Cyber Essentials Plus



ISO 9001 Certified



ISO 14001 Certified



88% KT retention



98% Client Satisfaction



| Service Overview & Purpose

End-to-End Execution

Provides end-to-end testing execution across complete business user journeys and integrated system flows for cloud-hosted digital services.

Service Validation

Validates service behaviour across components, suppliers and interfaces through coordinated execution of functional, integration and acceptance-level scenarios.

Governance Alignment

Operates under buyer-defined governance and decision arrangements without assuming authority for acceptance, release, or go-live decisions.

Structured Evidence

Delivers structured execution evidence to support buyer review and informed decision-making processes.



| Service Positioning Clarification

This End-to-End (E2E) Testing service is designed to validate complete business processes across integrated systems, ensuring that services operate cohesively from a user, operational and data-flow perspective. It focuses on verifying that interactions between components, suppliers and platforms function correctly across real-world journeys, rather than assessing individual systems in isolation.

Unlike **Test Governance & Management**, which provides oversight and assurance controls, it performs hands-on E2E validation of cross-system behaviour.

Unlike **Managed Testing Services**, this service does not assume full operational ownership of all testing activity, but instead delivers targeted E2E validation aligned to defined business journeys and acceptance outcomes.

- ✓ This service should be selected where buyers require confidence that end-to-end business processes function as intended across complex or multi-supplier environments, without transferring full testing management or delivery ownership to the supplier.



| When Buyers Need This Service



Complete Business Journey Validation

Validation of full, real-world business journeys from initiation to outcome, spanning front-end channels, back-end systems, third-party services and manual or operational touchpoints.



Cross-System & Supplier Integration Confidence

End-to-end validation of interactions, data flows, hand-offs and dependencies across multiple systems, platforms and suppliers — ensuring the service behaves coherently as a whole.



Business Acceptance & Outcome Assurance

Support for business acceptance by validating that end-to-end processes deliver intended outcomes, not just functional steps with evidence suitable for acceptance, release and go-live decisions.



Coverage Gap Resolution Across Test Layers

Identification and closure of gaps between unit, system, integration and UAT testing by validating what only end-to-end testing can prove: real operational behaviour across the full service chain.



Programme & Multi-Workstream Validation

Programme-level assurance where multiple workstreams, releases or suppliers must operate together, providing confidence that combined changes work end-to-end, not just in isolation.



Stage-Based or Milestone-Aligned Execution

Point-in-time or stage-based end-to-end testing aligned to delivery milestones, releases or transition points providing targeted confidence without imposing continuous managed testing.

Includes validation of journey-level non-functional behaviour (such as latency, stability or dependency responsiveness) only where it materially affects end-to-end outcomes and acceptance confidence, not as standalone testing.



| Service Scope & What We Provide

✓ In Scope

- ✓ E2E test scenario execution across defined user journeys
- ✓ Coordination across functional, integration and acceptance layers
- ✓ Execution aligned to agreed scope and test objectives
- ✓ Collection of execution evidence for buyer review
- ✓ Identification and communication of execution-level defects

✗ Out of Scope

- ✗ QA governance or decision authority
- ✗ Acceptance, release or go-live decision ownership
- ✗ Managed or continuous testing services
- ✗ Delivery management or supplier coordination ownership
- ✗ Remediation, defect fixing or operational support

Key Principle: Clear separation between execution capability and governance responsibility



| What the Service Delivers

1



Complete Service Flow Execution

Execution of E2E test scenarios covering complete service flows across integrated systems.

2



Coordinated Multi-System Testing

Testing across multiple systems and interfaces with dependency management.

3



Behavioural Evidence

Evidence of service behaviour across integrated components demonstrating system interactions.

4



Execution Outcome Visibility

Clear visibility of execution outcomes and observed issues with detailed documentation.

5



Structured Execution Outputs

Structured execution outputs suitable for buyer review and interpretation.

⚠ Outputs provided as execution evidence, not assurance conclusions



| Buyer Responsibilities & Service Lifecycle

Delivery Footprint

Onshore and offshore delivery based on:

- Buyer requirements
- Data sensitivity
- Security constraints
- Supports continuity, scalability and resilience

Buyer Responsibilities

The Buyer retains responsibility for:

- Defining governance and decision frameworks
- Acceptance, release and go-live decisions
- Remediation and resolution of identified issues
- Coordination across suppliers where required

Service Entry & Exit

Entry:

- → Engaged where E2E execution is required to support validation of integrated service behaviour.

Exit:

- ← Concludes on completion of agreed execution activities. No ongoing obligation implied.

About Spectrum IT Hub Ltd



Spectrum IT Hub is a UK-based professional IT services provider delivering independent, evidence-based quality assurance and testing services. We support the delivery of accessible, usable and compliant digital services through a flexible onshore and offshore delivery model, aligned to UK public sector standards and assurance expectations.

Mission

To provide secure, high-quality and independent assurance services that support public sector organisations in making informed acceptance, release and go-live decisions for cloud-hosted digital services, through structured testing, governance and evidence-led assurance

COMPANY DETAILS

COMPANY NUMBER

13649954

HEAD OFFICE

3 Newbridge Square,
Swindon, England,
SN1 1HN

OFFSHORE ADDRESS

No.6, 2nd floor, Jayanagar housing
society layout, Uttarahalli Main Rd, 2nd
Stage, Chikkalasandra,
Bengaluru, Karnataka 560061



| Delivery Model & Compliance Standards

Hybrid Delivery Model



Onshore

UK-based senior consultants and delivery managers providing stakeholder engagement and governance.



Offshore

Specialist global delivery teams providing cost-effective execution under defined quality controls.



Flexible Mix

Tailored to security constraints and buyer preferences.

Certifications & Standards



ISO Certified

27001 / 9001 / 14001



Cyber Essentials Plus

Government Accredited



GDS Service Standard

Alignment



WCAG 2.2 AAA

Accessibility Compliance

| Proven Value & Track Record



100%

20-Day SLA Met

Consistent adherence to agreed mobilisation and readiness timelines

88%

People & Knowledge Retention

Through stable team continuity, structured KT, documentation and controlled handover

24/7

Support Coverage

Continuous support availability

99.5%

Defect-Free Delivery

With comprehensive test coverage and risk-based testing

98%

Client Satisfaction

Proven excellence with measurable outcomes

80%+

Repeat Engagements

Demonstrating trust, continuity and long-term partnerships



How to Engage (G-Cloud 15)

Search the Marketplace

Locate the Spectrum IT Hub – End-to-End Testing Services Offering.

Statement of Work

Define scope, objectives, environments and delivery timelines.

Contract & Delivery

Commence service delivery under agreed terms.

Support & Hours

Standard Working Hours

Monday to Friday: 09:00–17:00 (UK time)
Excluding UK public holidays.

Support Availability

- Email, ticketing and web chat support available during standard working hours
- High-priority issues impacting active testing acknowledged within accelerated timeframes
- Out-of-hours and weekend support available where agreed

Service Levels

Spectrum IT Hub provides tiered support aligned to cloud assurance and testing services:

-  **Standard Support**
Included during published support hours
-  **Enhanced Support**
Extended hours or faster response times during critical phases
-  **Premium Support**
24/7 availability or senior escalation where contractually agreed

Support levels, availability and response targets are agreed in advance.

Contact Information

PRIMARY CONTACT

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BACKUP CONTACT

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 +44 7539 568242



Our Other Quality Assurance & Testing Services

Assurance & Functional Testing

For building confidence that core functionality behaves as expected and supports informed acceptance decisions.

Automation Testing

For reducing manual testing effort and increasing consistency through reliable, repeatable automated coverage.

Accessibility & Usability Testing

For improving how real users experience your service, supporting inclusive, intuitive and accessible design outcomes.

Performance Testing

For gaining confidence that services can handle expected demand, load and operational pressures.

Security Testing

For identifying security and operational risks early, helping protect service integrity and user trust.

User Acceptance Testing (UAT)

For supporting confident business sign-off by validating readiness against agreed acceptance expectations.

QA Governance

For establishing control, visibility and consistency across testing activities and multiple suppliers.

Managed Testing Services

For maintaining ongoing testing support under clear governance while delivery teams stay focused on outcomes.