



G-CLOUD 15 SERVICE DEFINITION

Managed Testing Services

Transforming Public Sector IT 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 & Core Value

Managed Testing Services provides a comprehensive, enterprise-grade testing capability where the supplier assumes full responsibility for planning, coordination, execution and continuity of testing activities within an agreed scope. Designed specifically for programme and portfolio-scale digital estates in the UK public sector.



Reduced Operational Burden

Maintain transparency and control without direct operational oversight.



Service Continuity

Stable, ongoing testing capability with predictable delivery and consistent quality.



Integrated Disciplines

Multiple testing disciplines under single service construct for programme scale.



Clear Accountability Model

Supplier owns testing delivery operations. Transparent reporting supporting confident business decisions. Buyer retains full acceptance and release authority.



| Service Positioning Clarification

This Managed Testing Services offering is intended for buyers who require the supplier to take responsibility for the day-to-day planning, coordination and execution of testing activities under an agreed managed service model. It provides an operational testing capability that supports ongoing delivery, release cycles and service operation in line with defined service levels and governance arrangements.

Unlike **End-to-End (E2E) Testing**, which focuses on targeted validation of cross-system journeys. this provides continuous testing delivery across the agreed scope.

Unlike **Test Governance & Management**, which provides oversight and assurance only, this service assumes operational responsibility for managing testing execution.

- ✓ This service should be selected where buyers require sustained testing delivery capability, operational continuity and managed execution, while maintaining defined governance, reporting and accountability controls.



When Buyers Need This Service

Buyers typically engage Managed Testing Services when they require a supplier to own and operate testing activities as a managed function across complex delivery environments.

Sustained Capability

Programmes requiring ongoing testing capability across multiple releases or delivery phases.

Capacity Constraints

Internal testing capacity is constrained, unavailable, or requires supplementation.

Multi-Supplier Environments

Complex delivery landscapes requiring a single managed testing service across suppliers.

Continuity & Stability

Situations where repeatability and consistency of testing outcomes are critical to business confidence.

Reduced Burden

Buyers seeking to reduce operational burden while retaining decision authority.

Portfolio-Level Delivery

Programme or portfolio-scale environments requiring predictable assurance across workstreams.

 The service supports both change-driven delivery and business-as-usual (BAU) testing activity.



Service Scope & Accountability Model

✓ In Scope

- Planning and management of testing activity across defined disciplines
- Ongoing execution of testing services aligned to agreed objectives
- Coordination of testing activity across delivery teams and suppliers
- Maintenance of stable testing capability and service continuity
- Production of testing outputs and management information

✗ Out of Scope

- Ownership of business acceptance or release decisions
- Remediation or code-level defect fixing
- Non-testing delivery management outside the agreed scope

Clear Accountability Model

Within the agreed scope, the supplier assumes accountability for the delivery and continuity of testing services, including planning, coordination and execution of testing activity, while business acceptance and release authority remains with the buyer.



Integrated Testing Coverage

Managed Testing Services integrates multiple testing disciplines under a single service construct, providing comprehensive coverage across the testing lifecycle.



Functional & Regression

Comprehensive validation of system functionality and regression coverage.



End-to-End Testing

Complete business journey validation across integrated systems.



Test Automation

Design, execution and maintenance of automated test suites.



Non-Functional Testing

Coordination of performance, security and accessibility testing.



UAT Support

User Acceptance Testing coordination and execution support.



Test Environment & Data

Coordination of test environments and data within testing scope.



| Managed Service Operating Model

The service operates under a managed testing service model, providing structured, predictable delivery with clear accountability. The operating model focuses on service outcomes, stability and continuity.

Single Point of Accountability

Clear ownership and responsibility for testing delivery operations.



Predictable Service Cadence

Regular reporting & rhythms established for consistent updates.



Capability-Defined Service Delivery

Established management roles and leadership structure.



Structured Planning

Aligned to buyer objectives with clear roadmaps.



Controlled Interfaces

Managed coordination across teams and suppliers.



Continuity, Capacity & Scalability

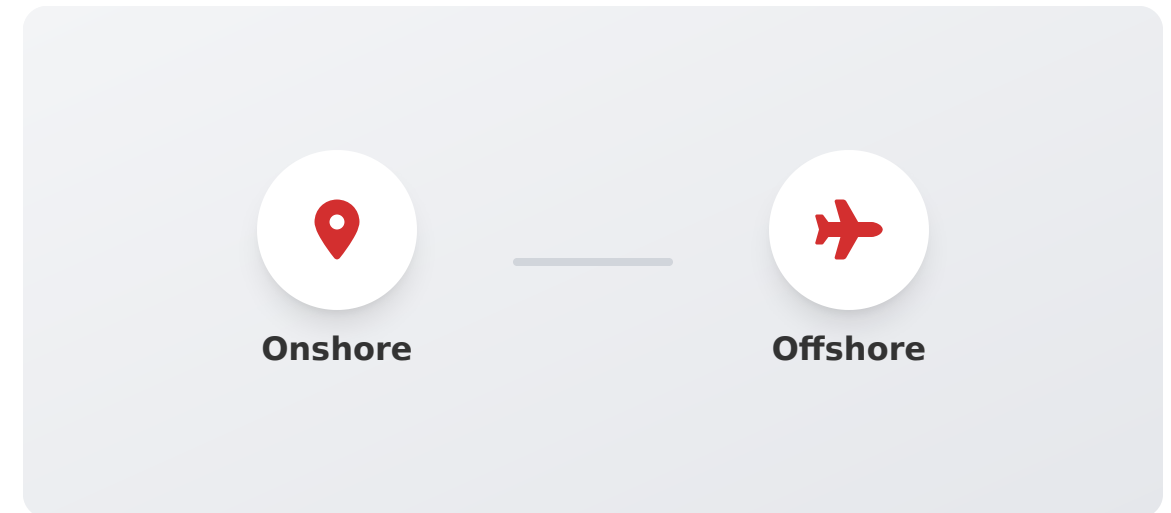
Service Continuity

Managed Testing Services provides continuity of testing capability across the entire service lifecycle, ensuring predictable and repeatable delivery over time.

- Stable Service Construct
- Capacity Planning aligned to forecast
- Controlled Scaling without disruption
- Knowledge Retention

Delivery Footprint

Flexible delivery model combining onshore, nearshore and offshore resources to support service continuity, scalability and resilience.



Note: Delivery footprint does not alter accountability, governance or service ownership arrangements.

Marketplace Positioning

This service provides buyers with a fully managed, enterprise-grade testing capability, delivering continuity, scalability and integrated testing delivery across the service lifecycle, while reducing operational burden and maintaining clear accountability boundaries.



Governance, Assurance & Reporting

Embedded Controls

Governance and control mechanisms to ensure transparency, consistency and traceability throughout testing delivery.

 **Transparency**
Full visibility of testing activity and outcomes at all times

 **Consistency**
Standardised testing practices and quality benchmarks

 **Risk Visibility**
Clear identification of risks, issues and constraints

 **Traceability**
Direct linkage between testing activity and delivery objectives

Service Outputs

Comprehensive reporting and documentation designed to support buyer decision-making and assurance needs.



Test Plans & Schedules
Detailed planning documentation and execution timelines



Execution Results
Comprehensive test results and defect reporting



Progress & Status Reporting
Regular updates on testing progress and service health



Release Evidence
Supporting evidence for release and acceptance discussions



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%+

Client Repeat Engagements

Demonstrating trust, continuity and long-term partnerships



How to Engage (G-Cloud 15)

Search the Marketplace

Locate the Spectrum IT Hub – Managed 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

Contact Information

PRIMARY CONTACT

Arif Shaik

Programme QA Delivery Manager

 arif.shaik@spectrumithub.com

 +44 7468 341880

BACKUP CONTACT

Ranjith K

Senior Account Manager

 ranjith.kanhirathingal@spectrumithub.com

 +44 7539 568242

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



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.

End-to-End (E2E) Testing

For confirming that complete business journeys work seamlessly across integrated systems.