



G-CLOUD 15 SERVICE DEFINITION

Performance Testing Service

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



98% Client Satisfaction



88% KT retention

| Service Overview & Purpose



🎯 Core Objectives

- ✓ Provide independent performance assurance for release decisions
- ✓ Evaluate service behaviour under real operating pressure
- ✓ Act as a governance and decision-support control
- ✓ Produce decision-ready performance evidence

✓ Service Design Goals

- ✓ Enable confident release and go-live decisions
- ✓ Expose performance and scalability risk before live impact
- ✓ Protect operational stability and public trust
- ✓ Maintain clear assurance boundaries
- ✓ Flexible assurance model



When Buyers Need This Service

Pre-Deployment Assurance

Prior to business acceptance, release or go-live of new or materially changed digital services.

Risk Visibility

Where performance, scalability, resilience or operational readiness risk must be understood before deployment.

Independent Evidence

Where independence from delivery teams is required to provide credible, decision-ready evidence.

Governance Support

To support governance, audit, assurance or senior decision forums with structured non-functional evidence.

Performance Confidence

Where buyers require confidence that services will perform under realistic load, peak demand and failure conditions.

Early Risk Identification

Where buyers wish to reduce late-stage performance risk by identifying bottlenecks early.

This service supports both assurance-only engagements and assurance with execution, depending on Buyer need, maturity and delivery stage.

| Service Scope



The service provides non-functional testing and performance assurance capability covering the evaluation of how digital services behave beyond functional correctness.

- ✓ Independent validation of performance, load, stress, endurance and scalability against agreed expectations
- ✓ Identification, classification and communication of performance bottlenecks, capacity constraints and resilience risks
- ✓ Evaluation of operational fitness, including reliability, failover behaviour and degradation under stress
- ✓ Production of structured, decision-ready non-functional assurance evidence suitable for governance and audit
- ✓ Execution and/or assurance of non-functional test scenarios aligned to realistic user behaviour demand and operational conditions
- ✓ Assessment of service readiness to support business acceptance, release and go-live decisions
- ✓ Support throughout the non-functional assurance lifecycle by clarifying scope, priorities and risk focus



Included vs Excluded

✓ Included

- Independent non-functional assurance and/or execution aligned to Buyer-defined objectives
- Performance, load, stress and endurance testing to assess response times and scalability
- Scalability and capacity validation to identify upper limits and bottlenecks
- Resilience and failover testing to assess service behaviour during failure scenarios
- Operational readiness assessment including reliability and stability evaluation
- Risk-based testing focused on business-critical journeys and peak usage scenarios
- Independent interpretation translating technical findings into business-relevant insights
- Evidence-based assessment to support acceptance and go-live decisions

Service provides assurance evidence to inform decisions, not delivery accountability or operational ownership.

✗ Excluded

- End-to-end ownership of system delivery or solution architecture
- Ownership of business acceptance or go-live decisions
- Remediation, defect fixing or infrastructure changes
- Ongoing operational support or live service management
- Test environment provisioning or toolchain ownership
- Security certification, accreditation or compliance sign-off

Assurance Techniques & Outputs



Assurance Techniques & Methods

- > Risk-based testing prioritising business-critical scenarios, peak demand and failure-sensitive journeys
- > Independent review and challenge of scope, assumptions, test models and acceptance thresholds
- > Performance, load, stress and endurance testing using realistic workloads
- > Scalability and capacity analysis identifying upper limits and growth constraints
- > Resilience and failover testing evaluating service behaviour during partial failure and recovery
- > Accessibility, compatibility and usability risk assessment for material adoption risks
- > Operational readiness assurance evaluating reliability, stability and fitness for live operation
- > Independent interpretation translating technical findings into business-relevant insights
- > Retest and revalidation assurance confirming effectiveness of remediation actions

Typical Outputs

- > Non-functional assurance summaries and outcome statements
- > Performance and stability assessment reports highlighting bottlenecks and risks
- > Operational readiness assessments highlighting live-service risks
- > Coverage and confidence views showing scope tested and residual risk
- > Evidence packs suitable for governance, audit and assurance reporting
- > Decision-support inputs for acceptance and go-live forums
- > Evidence-led reporting aligned to decision thresholds and governance forums

Techniques applied proportionately within Buyer-approved tools. Outputs tailored to Buyer's governance context.

Governance Positioning & Decision Support



Risk Visibility

Clear view of limits and failure behaviour



Service Confidence

Stability under realistic and peak conditions



Evidence Clarity

What is proven vs. what remains untested

Assurance-Led Review Capability

- Assessment of performance and resilience coverage and suitability
- Independent evaluation of whether observed results are decision-ready
- Clarification of non-functional expectations and thresholds as assurance input

Service Suitability:

- Stand-alone non-functional assurance engagements
- Non-functional assurance within complex programmes
- Business acceptance and go-live decisions
- Audit and accountability obligations

Buyer Responsibilities & Service Lifecycle



Delivery Footprint

Flexible onshore and offshore delivery model supporting continuity, scalability and cost-effective execution.

All activity operates within Buyer-approved governance and security controls without transferring operational ownership.

Buyer Responsibilities

- > Decision-making and acceptance authority
- > Nomination of appropriate representatives
- > Formal sign-off at agreed decision points
- > Ownership of business and operational risk

Service Entry & Exit

Entry:

- > Service may be engaged at any stage including early risk identification, in-flight confidence assessment, or pre-acceptance assurance

Exit:

- > Service concludes on completion of agreed assurance activities and delivery of final outputs

Training & Knowledge Transfer

Enablement provided to improve understanding of:

- > Assurance outputs, evidence and thresholds
- > Sustainable in-house use of approved tools
- > Confidence indicators and risk statements

Security & Data Handling



Security & Data Handling

Service operates within Buyer-approved security, data protection and access controls aligned to UK data protection requirements. All handling of test data, logs or system metrics complies with Buyer security policies and framework governance obligations.

Service Constraints & Assumptions

- > Assurance outcomes are dependent on the completeness and clarity of Buyer-provided requirements
- > The service provides evidence and assessment, not acceptance decisions
- > Non-functional testing assurance provides confidence and risk visibility within scope, not certification
- > Coverage is limited to the agreed scope and does not infer wider system certification

Marketplace Positioning Statement

This service provides buyers with independent non-functional testing assurance capability, enabling confident business acceptance and release decisions within complex, multi-supplier delivery environments, without transferring delivery risk, operational ownership or governance accountability to the supplier.

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		HEAD OFFICE	OFFSHORE ADDRESS
	COMPANY NUMBER 13649954	3 Newbridge Square, Swindon, England, SN1 1HN	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, governance, assurance leadership and buyer-facing activities.

Offshore

Specialist global delivery teams providing cost-effective execution of testing activities under defined quality controls and governance.

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

Compliant



WCAG 2.2 AAA

Full 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%

PROJECTS DELIVERED

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)



G-Cloud Marketplace Process

1 Search the Marketplace

Locate the Spectrum IT Hub – Performance Testing Service Offering.

2 Statement of Work

Define scope, objectives, environments and delivery timelines.

3 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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Our Other Quality Assurance & Testing Services

Assurance and 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.

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.

Managed Testing Services

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