



G-CLOUD 15 SERVICE DEFINITION

Test Automation

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

✓ Core Purpose

This service provides independent test automation assurance to support informed business acceptance, release and go-live decisions for cloud-hosted digital services.

🎯 Assurance Focus

Focuses on objective assurance that automated testing capability, coverage and outcomes align with defined business requirements, acceptance criteria and risk tolerances.

📈 Key Benefits

Designed to reduce manual effort, improve repeatability and increase delivery confidence by enabling earlier detection of defects and faster feedback on functional stability within complex delivery environments.



When Buyers Need Independent Automation Assurance



Manual Testing Is Slowing Change

When frequent changes and ongoing deliveries rely heavily on manual testing, creating delay, cost pressure and release risk.



Automation Is Needed to Support Ongoing Delivery

Where buyers require automation to sustainably support change, rather than repeatedly expanding manual test effort.



Existing Regression Packs Need Validation

When automated regression suites exist but buyers lack confidence in their relevance, coverage, reliability or ongoing value.



Return on Automation Investment Is Unclear

Where automation has been introduced over time, but its effectiveness, reuse and cost-benefit have not been independently assessed.



Independent View Before Further Investment

When buyers want objective assurance before extending, renewing or scaling automation effort for future change.



Release Confidence Must Improve Without Increasing Cost

Where automation assurance is needed to reduce regression risk and manual effort while maintaining controlled release decisions.



| Service Scope

- ✓ Independent validation of automation outcomes
- ✓ Assurance of existing regression automation
- ✓ Automation effectiveness and value insight

- ✓ Risk-focused regression assurance
- ✓ Automation-observed quality risk reporting
- ✓ Decision-ready assurance evidence

Assurance activity is performed through independent execution and observation of existing automated scenarios to provide evidence-based readiness, confidence and investment insight for buyers.



What's Included and What's Excluded

✓ What's Included

- Risk-based automation assurance focused on business-critical journeys and repeatable release confidence
- Evidence-based readiness assessments with clear articulation of outcomes, risks, limitations and dependencies
- Structured reporting suitable for senior stakeholder, governance and audit consumption
- Automation capability and framework assessment inputs to confirm suitability for repeatable assurance
- Web, mobile and API automation assurance capability with end-to-end and regression coverage
- Data-driven automation support with parallel and cross-browser execution capability
- CI-aligned automation execution where permitted by buyer governance

✗ What's Not Included

- Functional or technical delivery of the system under test
- Ownership of business acceptance, release or go-live decisions
- Remediation, defect fixing or delivery management
- Ongoing operational support or live service ownership
- Toolchain ownership, pipeline ownership or responsibility for Buyer CI/CD operations
- Test environment provisioning or test data ownership



Assurance Techniques & Methods

Core Assurance Techniques

- Framework assessment and readiness assurance
- Risk-based automation assurance prioritising business-critical behaviour
- Independent review and challenge of automation coverage
- Capability and framework assurance
- Coverage and confidence-based assurance
- Witnessed automation execution as assurance control
- Automation-observed defect and risk classification
- Evidence-led assurance reporting aligned to decision thresholds



Automation Capability Coverage

- Web, mobile and API automation
- End-to-end and regression automation coverage
- Automation framework definition and validation
- CI/CD-integrated automation execution
- Data-driven and reusable automation components
- Parallel, cross-browser and cross-platform execution
- Combined API and UI automation strategies
- Continuous testing enablement aligned to release cadence

Typical Assurance Outputs

- Automation assurance summaries and outcome statements
- Requirements-to-automation coverage and traceability views
- Automation readiness and confidence assessments
- Regression confidence statements supporting release decisions
- Evidence packs suitable for governance and audit reporting
- Decision-support inputs for governance forums
- Automation coverage and confidence dashboards
- Assurance commentary on automation maturity



Assurance & Governance Positioning

Strategic Positioning

Automation is treated as a formal assurance control, not as a delivery acceleration mechanism or managed testing service. This service provides independent, evidence-based confidence that automated testing capability, coverage and outcomes are sufficient to support business acceptance, release and go-live decisions.

- Assessment of automation coverage, suitability and limitations
- Independent evaluation of whether automation outcomes are decision-ready
- Definition of automation framework expectations and standards as assurance input

Delivery Footprint & Operating Model

Assurance activities may be performed using an onshore and offshore delivery footprint, depending on Buyer preferences, security constraints and engagement context.

Security & Data Handling

The service operates within Buyer-approved security, data protection and access controls. Any handling of test data is aligned to Buyer policies and applicable UK data protection requirements.



Buyer Responsibilities & Service Framework

Buyer Responsibilities

- Decision-making and acceptance authority
- Nomination of business or assurance representatives
- Formal sign-off at agreed decision points
- Ownership of business risk and risk tolerance
- Statutory or mandated governance inputs

Training & Knowledge Transfer

- Knowledge transfer to Buyer representatives covering automation assurance outputs, evidence, traceability and confidence indicators.
- Enablement sessions include interpretation of automation results, reports and dashboards from Buyer-approved tools.

Service Entry & Exit

- **Entry:** Engagement at any delivery lifecycle stage: early automation assurance, in-flight confidence review, or pre-acceptance regression readiness assessment.
- **Exit:** Service concludes on completion of agreed assurance activities and delivery of final automation assurance outputs.

Service Constraints

- Assurance outcomes dependent on completeness of Buyer-provided requirements
- Service provides evidence and assessment, not acceptance decisions
- Automation coverage limited to agreed scope

Marketplace Positioning Statement

This service provides buyers with independent test automation assurance capability, enabling faster and more 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	COMPANY NUMBER	HEAD OFFICE	OFFSHORE ADDRESS
	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

- **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)

G-Cloud Marketplace Process

1 Search the Marketplace

Locate the Spectrum IT Hub -Test Automation Services 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

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



Our Other Quality Assurance & Testing Services

Assurance and Functional Testing

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

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.

Managed Testing Services

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