

## Service Definition – Application Testing

### Service Overview

The Application Testing service is a Software as a Service (SaaS) solution designed to support real-world testing, monitoring, and optimisation of applications across mobile, web, and API environments. The service enables organisations to validate performance, identify issues early, and ensure consistent user experience across devices and networks.

### Service Description

The platform provides testing using SIM-enabled mobile devices, browsers, OTT media devices, and Smart TVs. It tracks performance using over 130 built-in KPIs covering user interface, network, device, and experience metrics, with support for annotations to capture business-specific insights. Developers can test accurately, detect issues rapidly, and evaluate performance across real-world conditions.

### Service Features

- Real-time testing, monitoring, and optimisation across mobile and web applications
- Testing using real SIMs, real devices, and real networks
- Centralised dashboards with unified visibility of KPIs
- AI-powered issue detection and resolution recommendations
- Support for over 60 automation frameworks
- Scalable architecture supporting cloud, hybrid, and on-premise deployments

### Service Benefits

- Improved application reliability and performance
- Faster development and issue resolution cycles
- Enhanced end-user experience
- Reduced operational and testing costs
- Data-driven decision making using comprehensive metrics

### Service Scope

The service can be used as a standalone solution or integrated with DevOps tools, CI/CD pipelines, cloud services, SIEM, and analytics platforms. It supports public, private, and hybrid cloud deployment models.

### Support and Service Levels

Support is provided via email or online ticketing during business hours (Monday to Friday, 9:00–17:30).

- Level 1 Support: Initial triage and troubleshooting
- Level 2 Support: Escalation to technical engineers
- Level 3 Support: Senior technical and management escalation

Optional enhanced support and onsite assistance are available at additional cost.

### **Security and Compliance**

The service follows established security governance processes, including encryption of data in transit and at rest, annual penetration testing by independent providers, and continuous protective monitoring. Data is stored and processed within the UK, EEA, and other approved locations, with customer control where applicable.

### **Onboarding and Offboarding**

Users receive structured onboarding including documentation, training materials, and optional live sessions. At contract end, users can securely export all data in standard formats, supported by documented offboarding procedures.

### **Availability and Resilience**

The service is designed for high availability with a target uptime of 99.5% per calendar month, excluding planned maintenance. Resilient cloud infrastructure, redundancy, and backup processes support service continuity.

### **Contact and Governance**

The service is governed by senior management with board-level responsibility for security and compliance. Clear incident management, change management, and audit processes are in place.