

User Acceptance Testing Support G-Cloud 15





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1 Service Overview

1.1 Meeting Buyer's business requirements

Sogeti's (part of Capgemini group) User Acceptance Testing (UAT) services can validate end-to-end business processes so that business requirements are fulfilled and fully tested to agreed quality standards. Sogeti's service offerings can range from advice and support through to a fully managed service. These services can be delivered locally or remotely as required to meet business need.

2 Business Need

User Acceptance Testing (UAT) plays a pivotal role in ensuring the success of any software project. It serves as the final checkpoint before the software is released to end-users. UAT allows stakeholders to validate whether the developed system meets their requirements, expectations, and business needs. By engaging end-users in testing, organisations can uncover usability issues, functional discrepancies, and ensure that the software aligns with user workflows.

Sogeti can provide User Acceptance Support around the following:

- **Risk based testing:** Analysing business requirements or changes, identifying risk levels and prioritising test cases based on the associated level of risk to Buyer's operation.
- **UAT planning:** Defining a test plan in line with your business needs to describe the scope, approach, and schedule of intended test activities.
- **Resource allocation:** Providing UAT specialists who are security cleared or meet the security clearance criteria, with experience of UAT in the government sector.
- **UAT test definition and execution support:** Assisting the Buyer's business representatives with both the creation and execution of quality test scenarios and during the test execution phase.
- **Coverage/traceability matrix:** Mapping of all work products (i.e., User Stories, requirement specification, acceptance criteria, test cases, changes, use case documents etc.) so that all the requirements are fully understood and explored during testing.
- **UAT environment:** Supporting the Buyer with the setup of an environment that simulates the real world or production environment, aiming to reduce the number of production incidents after go-live.
- **Defect Management:** Creating a defect management process to find the defects as early as possible and by application of severity and priority categories agreed in advance with both suppliers and business, facilitate the resolution of important defects.
- **Progress report and control:** Summarising testing activities, results, and progress to management stakeholders to facilitate decision making and reprioritisation of activities to align with the planned schedule.
- **Remote access from any device:** Sogeti services can give our clients the ability to test across a wide range of regularly refreshed devices, browsers, and application configurations, without having to invest heavily in their own software ensuring access in line with published minimum system requirements.

3 Our Approach

The purpose of UAT is to verify that the software delivers what's intended to the target audience. During UAT, a participant such as the end-user or product owner uses the system to perform actions based on the requirements or known End to End user journeys. Once system testing is done, the end-user or product owner then verifies that the software meets the business requirements.

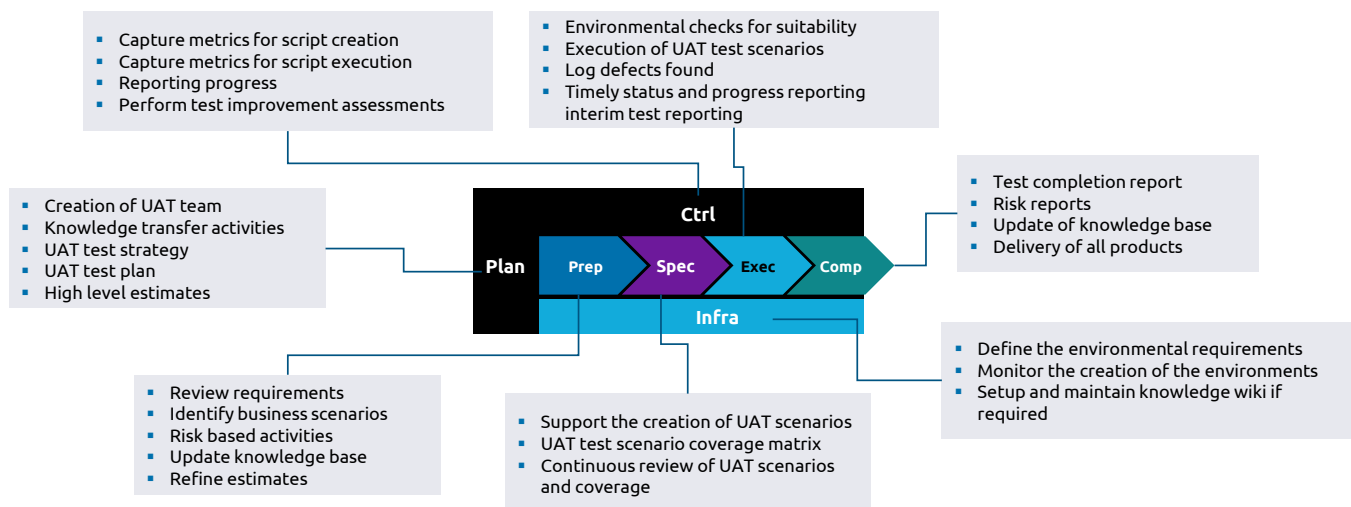


3.1 Top Features

Sogeti User Acceptance Approach can offer:

- Risk based approach to provide flexibility for changing business/project needs/timescales.
- Overcoming of resource constraints to support end-to-end UAT activities.
- Conducting workshops with the stakeholders to establish the UAT process and governance.
- Collaborative working to address any gaps between experienced business users and test knowledge.
- Preparation for UAT including review of requirements and identifying business scenarios.
- Improving test processes and transparency of existing UAT activities.
- Engagement in defect triage negotiations with suppliers to emphasise business priority.
- Scalable and available on-demand through the cloud thus reducing strain on critical business teams.
- Test professionals at CTC, SC or DV levels to align with authority requirements.
- Ability to work with, provide and support a wide range of proprietary and opensource Test Management Tools including Altassian Suite, Azure DevOps and HP ALM (this is not an exhaustive list).

The model below illustrates Sogeti's Test Process to analyse and execute the Buyer's UAT requirements:



This diagram is for illustration only and does not represent any obligation or responsibility of Capgemini.

3.2 Sogeti's Accelerators

3.2.1 Generative AI

Sogeti's Generative AI accelerator – Amplifier, augments product owners, architects, and quality engineers from the inception of requirements and infrastructure design to software testing, by forging a streamlined journey to execution.

Amplifier allows us to;

- Build a platform that covers all the use cases of Quality Engineering & testing from test case design to test reporting ensuring entire Software Testing Lifecycle is covered.
- Improves productivity for test case design and automation development.
- Point zero testing approach resulting in significant cost savings for testing.
- Eliminates person dependency making it more process driven.



Key Benefits include:

- **Streamline Team Collaboration:** Connect requirement engineers, product owners, and quality engineers with Sogeti's Amplifier ecosystem integrations such as JIRA, ensuring all disciplines stay in lockstep from requirements to release.
- **Accelerate Product development flow:** Facilitate rapid design validations for architects by translating discussion into Sogeti's Amplifier diagrams and data models, reducing time from whiteboard to development.
- **Optimise QE Processes:** Enhance test case creation for quality engineers with Sogeti's Amplifier TMAP – informed prompts, yielding thorough test scenarios that mirror real-world use without the need for deep manual effort.

3.2.2 End to End Quality Engineering Accelerators

Our accelerators for end-to-end Quality Engineering enable various areas of the end to end quality lifecycle

- **Requirement Mapper** accelerates the manual test design process by using the Model Based Test design technique.
- The **Automation Feasibility** analyser provides an upfront view on automation feasibility of manual test cases. This provides you with clear insight on what the benefit and ROI of automation will be.
- The **Test Script Generator** generates test scripts in an automated fashion by combining tags established in the Requirement Mapper
- The **Quality Engineering Maturity Modeler** is designed to help assess the current level of Maturity of the organization in their DevOps transformation journey, Performance Engineering Assessment, Test Data Management (TDM) and Test Environment (TEM) assessments.
- The **Automation Framework Chassis** provides ready to use CI/CD pipeline setup at the start of new projects.
- **Unified dashboard** generates near real time reports and actionable insights to enable rapid decision making.

4 Buyer Responsibilities

Please refer to the Supplier Terms listed with this service on the Platform. These may contain additional Buyer obligations/costs the Buyer is subject to that are not identified anywhere else in the Supplier's Application or on the Platform.

5 Service Management

Customer-focused approach to delivering information technology. It focuses on providing value to the customer and, also on the customer relationship.

If you've migrated to cloud but need a capability to control of your newly modernised applications, things can get very complicated very fast. Sogeti managed Service Solutions are designed to solve that challenge.

Sogeti is only one of 16 partners worldwide to be accredited as a Microsoft Azure Managed Services Provider (MSP) and Sogeti services help streamline operations with use of industrialised tools for effective Service Management and Service Delivery.

6 Protection of Data

This service is based on a security classification of 'Official', however should you have a requirement for a different security classification that you would like us to consider, please contact us to discuss.



7 On-boarding and Off-boarding

Capgemini shall undertake on-boarding and off-boarding activities agreed within the Order Form (including as a minimum an exit plan in line with the Call-Off Contract terms) which will be charged for in accordance with the Pricing section for this service.

8 Skills and Knowledge Transfer

Capgemini recognises that skills and knowledge transfer is a critical element in the provision of G-Cloud services to public sector clients. Where possible and applicable, this forms part of the delivery plan for the service agreed at the start of the engagement. Our consultants and engineers are experienced in providing skills and knowledge transfer for major private and public sector clients.

Where appropriate, we may use a standard approach, tailored to topic, skills-gap and individual, to ensure consistency and effectiveness. The approach, Capgemini's Assess-Plan-Implement framework, has been used repeatedly by our teams to structure the work involved in transferring skills and creating new teams capable of driving and sustaining change long after the end of the formal programme. The framework can be applied throughout a project to understand knowledge transfer objectives, plan training delivery methods and materials, and deliver and evaluate success.

9 Vendor Accreditations/Awards

Sogeti – the part of the Capgemini Group, is an award-winning company both globally and nationally. The below list presents companies' names that Sogeti has won series of awards with over the years:



2025 winners of Best Advancing Software Testing Practice, awarded to the team or initiative that has made a positive contribution to the software testing profession. This is in recognition of those that go above and beyond to make the testing industry or practice better. It means breaking down barriers, thinking beyond our employers or clients, and using our skills and knowledge for the betterment of the profession.

Microsoft, IBM, Intel areas of Testing, HPE, Oracle, Digital, High Tech related awards, ESRI S-GROUP, Delivery, awards related to technologies and solutions.



For the 13th year in a row, Capgemini has been recognized as one of the World's Most Ethical Companies® by the Ethisphere® Institute. This is an acknowledgment of our ethical culture that makes us an employer of choice and responsible player in the eyes of our clients, shareholders, and the wider community.

10 Sub-contractors

Capgemini UK may use the following subcontractors to deliver this service:

- Capgemini Technology Services India Limited.

11 Business Continuity and Disaster Recovery

No disaster recovery plan is provided as part of these Services.



12 Pricing

This service is priced in accordance with the SFIA Rate Card attached. Capgemini can also provide offshore resources at reduced rates where appropriate. Projects can be priced either on a Time & Materials or Fixed Price basis.

13 Ordering and Invoicing

Please refer to the Supplier Terms for this service.

We would be pleased to arrange a call or meeting to discuss your requirements of our service in more detail.

14 Termination Terms

Please refer to the Supplier Terms for this service.

15 Further Information

For more information about this or any of our G-Cloud services, please contact our Public Sector Team.

Phone: 0370 904 4858

Email: publicsector.opps.uk@capgemini.com including the following information:

1. The name of this service.
2. The name of your organisation.
3. Your name and contact details.
4. A brief description of your business situation.
5. Your preferred timescales for starting the work.

About Capgemini

Capgemini is a global business and technology transformation partner, helping organizations to accelerate their dual transition to a digital and sustainable world, while creating tangible impact for enterprises and society. It is a responsible and diverse group of 340,000 team members in more than 50 countries. With its strong over 55-year heritage, Capgemini is trusted by its clients to unlock the value of technology to address the entire breadth of their business needs. It delivers end-to-end services and solutions leveraging strengths from strategy and design to engineering, all fueled by its market leading capabilities in AI, generative AI, cloud and data, combined with its deep industry expertise and partner ecosystem. The Group reported 2024 global revenues of €22.1 billion.

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