

Managed Test Services G-Cloud 15





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1 Service Overview

Sogeti (part of Capgemini Group) can form a strong partnership that can deliver continuous improvement and innovation, and as one of the largest, dedicated, and independent professional testing practices in the world, it has developed testing as its key strength, with over 12,300 professional testers and a further 14,500 resources with testing expertise. Sogeti have developed innovative, business-driven quality assurance (QA) and testing services, combining best-in-industry testing methodologies (TMap® and TPI®) and the global delivery model, Rightshore®, to help Buyers achieve their testing and QA goals.

Supported by a wealth of test tools, innovative accelerators, and test environments, our range of Managed Test services (MTS) includes functional testing (system testing, acceptance testing, regression testing, E2Etesting), non-functional testing (performance, load and stress, security, usability, accessibility), and specialist test activities (test automation, test environment management).

2 Business Need

By outsourcing testing operations to a specialised provider such as Sogeti, businesses can access a wealth of experience, cutting-edge tools, and streamlined processes, all while reducing costs and mitigating risks. A managed test service offers the assurance of consistent, reliable testing outcomes, allowing organisations to focus their internal resources on core competencies and strategic initiatives.

Sogeti's Managed Testing Services (MTS) can be the right structured solution to provide the Buyer with the test organisation, processes, and environment that can achieve optimum results and dependable state-of-the-art software that performs time after time.

MTS is an end-to-end fully customised service in which Sogeti can take responsibility for test activities at either enterprise or program level. Sogeti's flexible teams of testing professionals, organised in dedicated client test lines at Sogeti's Test Centres of Excellence around the world, are cross-trained in multiple technologies and can be scaled up or down on demand—allowing Buyer to meet the perennial issues of resource peaks and troughs experienced by many organisations.

A collaborative approach to sourcing Testing and QA services, MTS can be the solution for Buyers who want to transform their testing function and achieve high-quality systems cost-effectively, without the expense of large overheads and day-to-day responsibilities, and without losing overall control.

3 Our Approach

3.1 The Essentials of Managed Testing Services

- **TMap®** - Fundamental to the MTS governance model and test execution is TMap®—Sogeti's business-driven, risk-based approach for structured and industrialised software testing, designed to address Buyer's key issues of quality, time, and cost across the whole development lifecycle. Used as a standard at Sogeti test centres, TMap® can achieve the benefit of Buyer's experience, industry benchmarks, and economies of scale, aligned with business objectives.
- **Cost Transformation leadership** - With our investment in domain and latest tools and technology Sogeti can bring revolution in the transformation solution. Our Cost transformation solution can provide cost reduction and quality improvement by changing the way people work through automation, tools, methods, process backed by sufficient training.
- **State-of-the-Art Industrialisation** - The Sogeti solution combines business-driven test management processes with test automation frameworks, tools, and test workbench solutions. These accelerators can be generic—test environment management, model-based testing, process templates, and test engines for test tools—or customised for specific industry sectors.
- **Innovation** - Innovation is at the heart of all we do. Sogeti make significant investment in staying ahead of the competition, funding business-focused research at our dedicated Innovation Labs across the globe. We develop specialised tools and reusable accelerators, including model-based testing, test automation frameworks, performance test utilities, defect prediction, RBT techniques, orthogonal array, and cloud testing.



3.2 Dedicated and Scalable Resources

A core team can be allocated to Buyer's business to maintain and reuse the accumulated knowledge of testing in organisation. Importantly, this team can be scaled to deliver expertise across multiple technologies and can help to solve the problem of limited testing resources.

3.3 Onshore, Offshore, Rightshore®

High quality and efficient testing processes are leveraged using global delivery model Rightshore® via multiple onshore, nearshore and offshore test centres.

Rightshore® can provide a combination of scalable professional resources at the right place and right time.

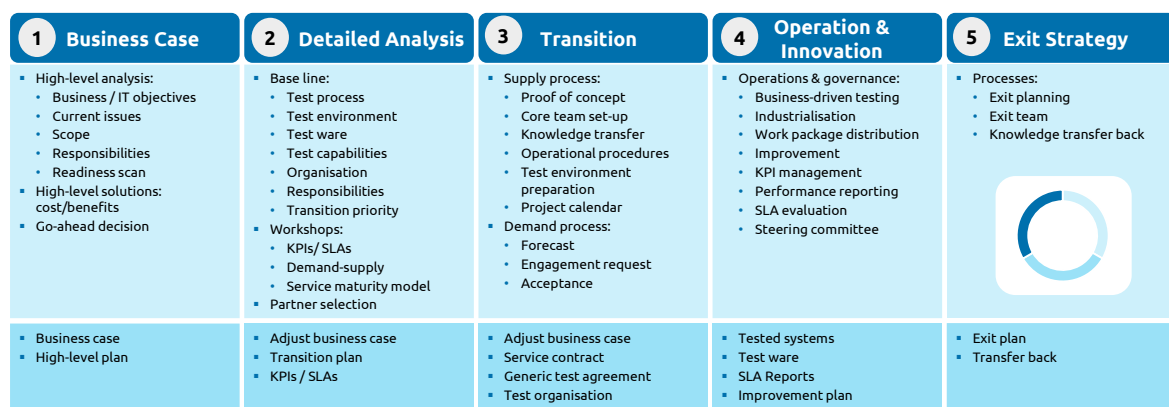
The above 'One Team' approach means that Sogeti's team members can work with Buyer seamlessly—whether onsite, onshore, nearshore, or offshore—using standardised processes and collaborative tools.

3.4 The Road to Managed Test Services

Moving to a Managed Testing Service is a flexible process that can be taken at the pace most suitable to Buyer's business, using the services that meet Buyers' evolving needs.

For the Buyer, Sogeti can structure the service around the following milestones, outlined in the illustration below:

- The business case designed to help the solution proposed to be aligned with organisational goals and can generate the required level of business value.
- Detailed analysis that can identify potential KPI targets and transformation steps.
- Transition that can consist of installing management and acceptance processes, building a test line, and implementing the first projects.
- Operation and Innovation can involve responsibility for many domains and systems, the introduction of initial innovation measures, and early value-added results can be typically achieved in the first 3-12 months.
- Continuous monitoring of KPIs can lead to further reductions in test costs and test activity lead times.
- Exit strategy can be defined, should the contract not be renewed.



Managed Testing Service Roadmap

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

3.5 Customised Service Measured by Performance

The service can be built around business requirements and measured by client-specific Service Level Agreements (SLAs). These can be aligned to business objectives, with detailed KPIs that can be monitored, evaluated, and continuously improved upon, such as:



- **Cost Reduction** — achieving a lower targeted level of budget spend on testing.
- **Test Quality** — improving the percentage of defects (usually high severity), detected by testing.
- **Flexibility** — ability to scale up or down test capacity within guaranteed response times.
- **Time-to-market and Reliability** — delivery of test results within agreed project milestones.
- **Innovation** — proposal and implementation of new technologies to accelerate performance improvements.

3.6 Benefits from an MTS

Managed Testing Services can deliver cost optimisation as well as demonstrable improvement in the quality of testing, processes, deliverables, results, and flexibility of test operations. Typical benefits from MTS can include:

- Reduced total cost of testing, an optimal balance between onshore, nearshore, and offshore execution can result in cost savings.
- Standardisation of reliable best practice test processes can result in the overall test effort reduction.
- Measurable improvement in quality and greater precision.
- Improved time-to-market and greater transparency of Buyer's testing processes and procedures.
- Skills transfer, capabilities and a quality focus are embedded into Buyer's organisation and consistent quality assurance is delivered across multiple supplier environments.

3.7 Sogeti's Accelerators

3.7.1 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.

3.7.2 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

Buyer-focused approach to delivery of information technology focuses on providing value to the Buyer and on the relationship with Buyer.

If Buyer has migrated to cloud but needs a capability to control of its newly modernised applications, things can get complicated very fast. Sogeti's managed Service Solutions are designed to solve that challenge.

Sogeti, which is part of the Capgemini Group, is one of 16 partners worldwide to be accredited as a Microsoft Azure Managed Services Provider (MSP) and its 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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