

Performance Testing Support G-Cloud 15





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1 Service Overview

The main aim of performance testing is to isolate and identify system and application issues known as bottlenecks, that can prevent an application from scaling to meet its performance requirements. Performance testing can also evaluate the compliance of a system or component that has specific business driven performance requirements.

Types of performance testing which Sogeti (part of Capgemini Group) can provide include, Load, Stress, Soak, Capacity, Spike API (Application Protocol Interface) and Configuration Testing.

2 Business Need

Performance testing is crucial for businesses aiming to deliver high-quality software applications that meet user expectations and business objectives. This type of testing assesses how well a system performs under various conditions, such as heavy user loads, peak traffic times, or sudden spikes in activity. By conducting performance testing, businesses can identify and address performance bottlenecks, scalability issues, and potential system failures before they impact end-users. This proactive approach not only enhances user experience but can help minimise revenue loss due to downtime, and optimise resource utilisation.

2.1 Top Features

The main features of the service can include:

- **Collaborative partnership:** Sogeti can help the Buyer to define and agree on performance targets through volumetric data collection. Sogeti can advise on environment procurement to maximise the Buyer's return on investment. Sogeti can also liaise with business and development teams to assist with ensuring the system is ready for acceptance.
- **Reporting:** Our consultants are highly proficient in reporting defects and observations to support Go/No-Go decisions for system or application releases. This is achieved through in-depth analysis of performance test results based on user-driven activity, and the application of experience to understand and investigate potential issues to support their remediation.
- **Customised strategy:** Buyer's performance testing strategy can be defined in line with the Buyer's business drivers, non-functional requirements, and software development lifecycle, be that Waterfall, Agile, DevSecOps or any combination thereof.
- **Load Profiles:** Volumetric modelling supports increased understanding of the business needs and provides insight into the load profiles which may be seen in production. This enables the correct mix of load, stress, and soak testing, and other profiles if required, to be designed and executed to support the Buyer's needs.
- **Repeatability:** The creation of robust performance test scripts and performance test data will enable multiple test runs to be undertaken with the same load profile to test different system configurations, allowing the system or application to be optimised for its expected production usage.
- **Industry practice:** Sogeti's SC & DV consultants can advise on the approach to meet the Buyer's needs using both licensed and open-sourced tools, for example, JMeter, Microfocus LoadRunner or Tricentis Neoload, which can support application, web, and API testing. Licensed performance test tools come with a range of licensing options to suit the Buyer's needs.
- Other tooling available: BlazeMeter, OctoPerf, Eggplant Performance.
- **Cloud deployment:** by using cloud test environments Sogeti can capture and reuse configuration settings to test other applications.



3 Our Approach

Sogeti uses a methodical approach to performance testing which starts with non-functional performance requirements, be these provided by the Buyer or derived through analysis of planned system use via volumetric modelling.

This foundation will support the creation of a performance test strategy which defines what we are going to test, and a performance test plan which defines how we are going to test it, which will be completed during an initial planning phase. For previously untested systems or applications it is recommended this planning phase also includes a proof-of-concept activity to ensure the performance test tool can successfully drive the system or application under test.

With planning complete the effort is divided between parallel streams for preparation: performance test script preparation which entails using the tool to create repeatable scripts which will be used in different scenarios (load profiles) to drive the system under test; test data management to ensure there is sufficient data in the system under test and driving the test scripts to provide realistic test results; and environment management which ensures the hosting environment is fit-for-purpose for performance testing.

These three preparation streams converge ready for test execution, where different load profiles will be executed, and the performance test results gathered and analysed. Where issues are found then these will be investigated, and more information gathered to provide high quality defect reporting to support any investigation and remediation activities. Interim results are also reported at the end of each test execution based on the initial analysis.

With the test execution complete a report is prepared provided detailed information on each test execution run, planned or otherwise, and a set of recommendations and observations to support a Go/No-Go decision by the Buyer.

The process Sogeti follows to analyse and execute performance testing requirements is outlined here:

Time				
Plan	Control			
	Capture metrics, monitor and report progress			
	Prepare	Specify	Execute	Complete
Performance team setup			Setup test environment	
Performance tool license procurement		Develop performance test scripts	- Execute performance test scenarios - Analyse results	Prepare performance testing report
Gather and analyse requirements	Identify performance test scenarios	Debug and calibrate performance test scripts	Log application defects	Deliver the performance test assets
Create strategy		Review scripts for coverage	Issue interim performance test results	Submit final reports
Create Gantt and schedule		Setup performance test scenarios	Prepare performance test reports	
	Infrastructure			
	Setup the infrastructure required to develop, maintain and execute the performance tests. Install performance test tools and configure environment.			

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



Successfully conducting performance testing delivers several benefits to businesses:

- Provides evidence that a solution is fit for purpose to support a defined volume of transactions effectively and efficiently to support the business's customer base and user base. A system or applications which has been successfully performance tested is less likely to face issues in the production environment and less likely to result in the loss of both transactions and data, as well as preventing reputational damage to the business.
- Models system usage through the creation of a volumetric model which maps out how the system is used for the core business transactions, determining when the busiest periods of system or application use will occur, and giving a defined breakdown of the expected transactions over time. This is used to drive performance test preparation and execution to ensure performance tests are as true to live system of application usage as is practically possible, therefore giving confidence in the performance test results.
- Provides insights into IT process and requirements through volumetric modelling, which can be effectively used reverse engineer performance test requirements from the model and identify inefficiencies in the IT process. Both activities can then be used to drive continual improvement across the software delivery lifecycle.
- Evaluate, where performance requirements or key performance indicators are defined, how the system or application is likely to perform against these metrics.
- Measure compliance against industry standards.
- Support sustainability initiatives through performance engineering to ensure system or application efficiency. A more efficient system or application consumes less power and is therefore more sustainable.
- Enhances the user experience by reporting on response times for key transactions. Where transactions are deemed to be slower than acceptable then performance tuning and engineering activities can be deployed to investigate and resolve the issue to provide faster response times which will enhance users' experience of using the system or application.
- Supports capacity planning activities by helping identify potential bottlenecks and limits of the system or application's solution. This allows remediation activities to occur in advance of, and preventing, a failure in production due to increased system or application usage.
- Determine from transaction response times under test conditions the early indicators of performance issues through the application of statistical methods to interpret performance test results.
- When a performance issue is detected in test it enables a deep-dive investigation into the issue to be conducted to increase the understanding by gathering greater metrics, and through performance engineering to help define a robust, long-term solution to support the business.
- Report either against metrics or as baseline results of the overall system performance with recommendations on the system or application's suitability as a production candidate.

3.1 Sogeti's Accelerators

3.1.1 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.

3.1.2 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.

The Buyer is responsible for the timely provision of any of its own people and material resources required to support the Capgemini in its delivery.

If these responsibilities do not match your expectations, then please contact us in order that we can explore options to vary our approach.



5 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.

6 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.

7 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.

8 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.

9 Sub-contractors

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

- Capgemini Technology Services India Limited.



10 Business Continuity and Disaster Recovery

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

11 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.

12 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.

13 Termination Terms

Please refer to the Supplier Terms for this service.

14 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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