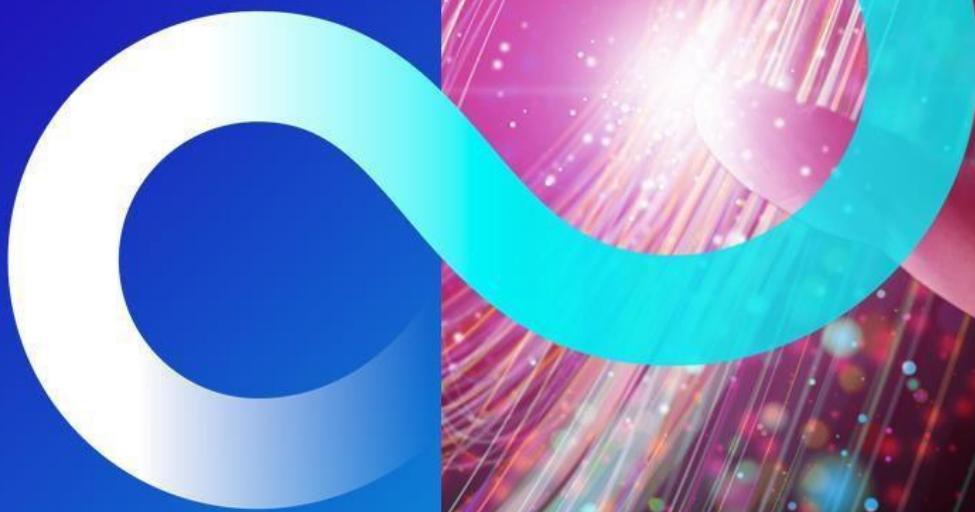


Service Definition

Testing as a Service

FUJITSU



G-Cloud 15

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Testing as a Service Overview

Fujitsu adopts an innovative approach to testing services using a **flexible delivery model**. We can provide teams that operate on our customer's sites or at our own UK delivery centres, any of our many Global Delivery Centres, or any combination of these. Test-managed services can be provided as part of a wider IT offering, or as a standalone service offering **truly independent quality assurance** on our customers' or other third parties' development and build activities.

All Fujitsu staff are trained in our Best Practice Testing Methodology, which is based on the latest internationally recognised standards, **as an organisation we are accredited to TMMi** (Test Maturity Model integration) Level 5. Fujitsu Testing Services focuses on providing outstanding quality testing of both hardware and software, tailored to our customers' goals. We aim to **minimise our customers' risks** and assist customers in getting their products and services to market on time and with confidence. Fujitsu Testing Services optimises the use of test automation tools; this saves our customers time and money while ensuring quality. Fujitsu currently provides test services to customers in business sectors including, central government, utilities, communications, retail and banking.

As part of the Testing Service we provide:

- Proven and recommended Best Practice Testing Methodology
- Global Test Centres of Excellence for "Pop-up", flexible testing services, delivered on customer site or at any of our GDCs
- Testing as a service (TaaS)
- Flexible resourcing models help to reduce the cost of testing including retained team, managed testing and TestOps
- Optimisation of test automation tools and license costs
- Clear, concise reporting focused on customer-defined parameters
- Testing methods and processes designed to work seamlessly with Fujitsu's other offerings
- Full range of testing and assurance tools and techniques including Performance Engineering, Digital Accessibility and Defect Management.

Fujitsu Test and Validation (T&V) Team are a UK market leader in helping our customers to:

- Obtain lasting business benefit from their investment in our services.
- Increase their business value while saving money through cost-effective delivery.
- Our most successful customers use Fujitsu's testing expertise and experience actively to manage their account portfolios.
- Fujitsu's flexible service recognises and integrates with any multi-vendor environment.

In summary, increased quality, speed to market, increased end-user satisfaction, procedural repeatability, seamless process flow and increased return on investment. By harnessing our wealth of success and experience in end-to-end IT test service provision, we can provide **innovative and proven solutions** that support both agility and the need for speed to market in today's rapidly changing, competitive landscape.

Through our successful partnerships with our customers, we demonstrate our understanding of the absolute need to **protect the reputation of our customer** and its stakeholders by the adoption of proven and cost-effective methods, processes and toolsets, providing an enhanced level of governance and assurance. We understand that the critical success factor for our customer is to deliver quality IT test services that underpin consistent, successful delivery.

Fujitsu has a wealth of experience in providing testing services in a wide variety of business sectors. Through the implementation of our Europe Business Management System (EBMS), we have developed a proven test model that is flexible, consisting of a **rich set of reusable test collateral** that covers all stages of the testing lifecycle.

Coupled with a set of defined Best Practices, this means that Fujitsu has everything in place for a quick and

Strengths:

- Fujitsu has more than 2000 testers around the world, over 250 in the UK (full time employees)
- Our team has a wide range of technical and business skills
- All UK testers are ISTQB foundation level qualified
- All UK testers are BPSS cleared and at least half are SC cleared
- Approximately 20% of Fujitsu's testers are dedicated specialists in automation and/or performance
- We work with a wide variety of tools for management, performance, Automation, CI/CD
- We have a partner eco-system of specialist testing suppliers that provide niche skills
- All our people employ a collaborative and transparent approach when working with the customer
- Customer references can be provided on request

Service Delivery Approach

Fujitsu is **focused on user needs**, not just technical requirements. We will work with our customers to establish a strong and effective governance process together. We are focused on delivering user benefit and improving quality, underpinned by an effective test service.

Fujitsu's Test Approach

On engagement, we will provide the customer with a **dedicated test manager**, who will be the point of test contact between Fujitsu and the customer. The individual assigned will, as per Fujitsu Testing Services process, generate a test strategy detailing one or more test solutions, based on the customer's specific requirements.

We will develop, manage and deliver all test services as deemed appropriate, documented in the test strategy and agreed with the customer. We will use appropriate existing suppliers and/or processes initially and migrate services to Fujitsu over time as agreed and as appropriate. We will be **always proactive and forward-thinking**, delivering a standard of service only matched by the high quality of our test service and deliverables.

Our primary high-level goals for the customer are to increase quality while simultaneously reducing time, cost and in turn reducing risk.

We will:

- Improve
 - Improve the supply of services and resources in response to business demand
 - Quality through effective assurance
 - Governance, control and visibility.
- Build a strategic relationship
 - Be a trusted and independent advisor
 - Be a safe pair of hands
 - Deliver high quality of service.
- Promote and deliver best practice, high-quality, well-defined processes
 - Create a more defined separation between development and test with agreed and clearly defined handover points
 - Reduce total cost of ownership over the lifetime of the contract.

The diagram below outlines the core principles behind our proven test approach that has successfully delivered Testing Services for customers and users across the globe.

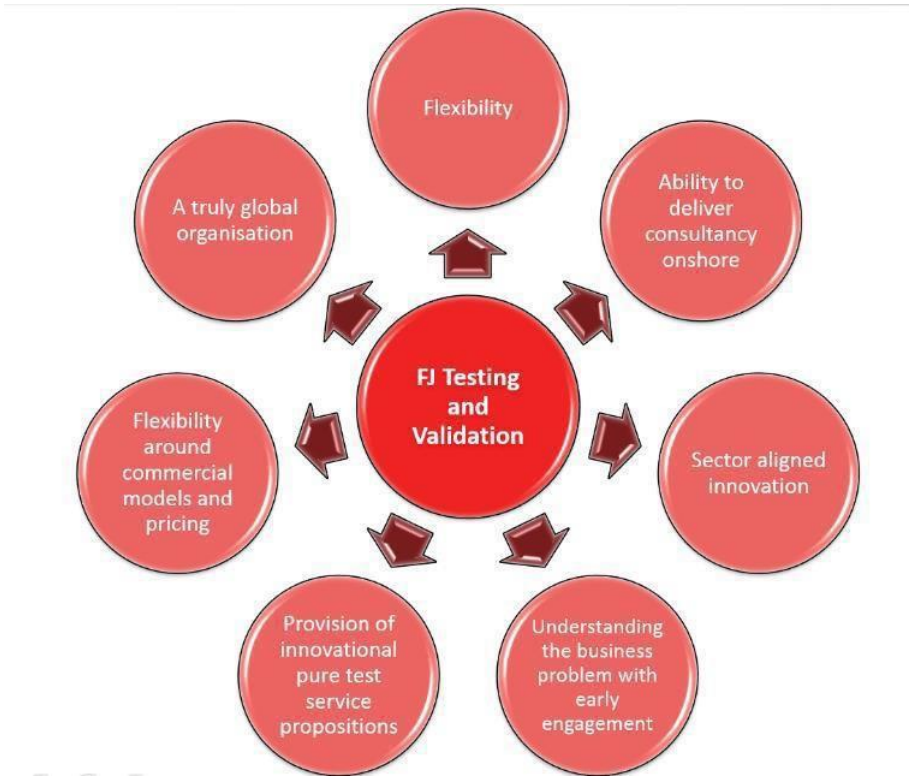


Figure 1: Fujitsu's Market Leading Approach Principles

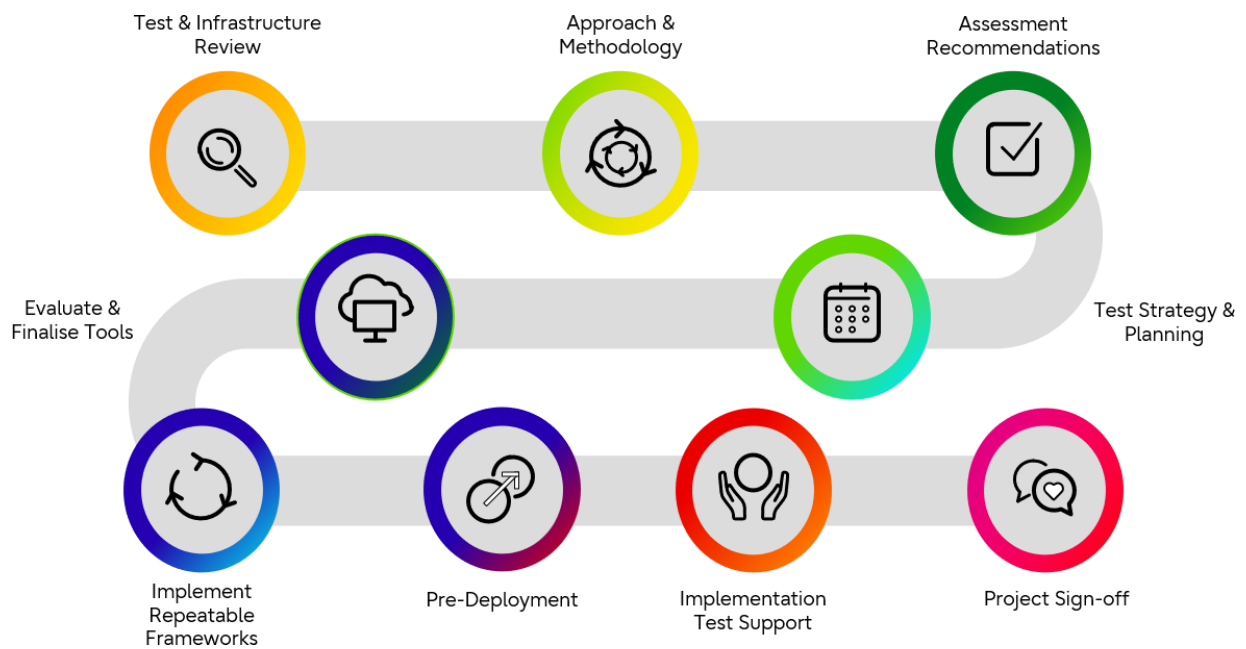


Figure 2: Proven Test Approach

Sustainability and Social Inclusion

We pride ourselves on putting our customers at the forefront of what we do. Building strong relationships and truly partnering with the customer is a key part of our ethos.

Sustainability and social inclusion are at the heart of everything we do, Fujitsu Uvance ([Fujitsu Uvance: Fujitsu Global](#)) is our global initiative to bring the power of digital to business and people. Our testing services are built on the premise that digital solutions must endure and minimise waste.

At Fujitsu we are excited by the opportunity to create a successful and sustainable partnership with our customers. We achieve this through:

- **Technology and Environment Review:** Perform a complete evaluation of the supporting technology and environment to determine the level of interconnectedness and dependencies, as well as the required infrastructure setup needs and requirements.
- **Tools and data infrastructure:** Determine the right level of tools use, including test planning and management, defect management, test automation and performance test requirements, as well as a global data management approach that addresses the needs of each application.
- **Process maturity:** Project management, development and test methodology, framework setup, governance and support.
- **Great people:** Fujitsu's most valued assets are its people. Fujitsu determines skills and technical capabilities and brings cost-effective alignment of resources to projects and tasks.

How does Fujitsu deliver this service?

Fast Start-up Process

Fujitsu T&V's first activity will be to complete a review of current processes and procedures and identify any differences/deltas in comparison to our EBMS (Europe Business Management System) collateral. This will facilitate ongoing compliance/quality audits to be performed by the customer (or T&V). We can then produce an overview of how processes fit with our own procedures, define dependencies within our existing processes and procedures and the impact analysis, if not supplied, can be given on an individual basis (should any exist).

Fujitsu's test assessment approach addresses questions and issues in the following areas that are critical to the success of any testing initiative:

- Business scoping and gap analysis: evaluate each requirement, asset and artefact to determine size, scope, priority, maturity, interoperability and complexity.
- Perform a gap analysis (if necessary) to determine needs.

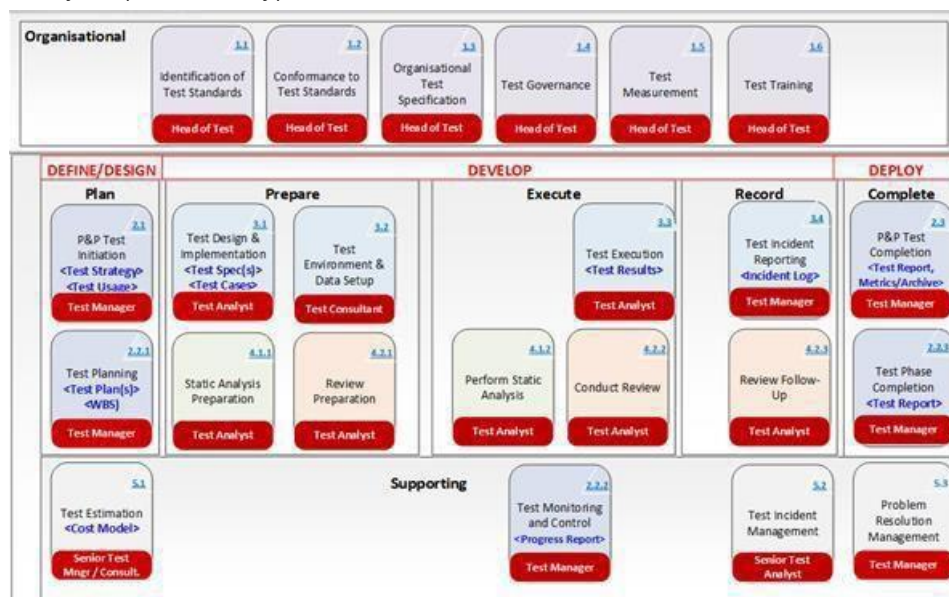


Figure 3: Fujitsu's Proven Test Process

Fujitsu T&V **aligns to ISO 29119** software testing standards, which define an internationally agreed set of standards for software testing that can be used by any organisation when performing any form of software testing.

We will always:

- Engage in a partnership consultative approach
- Understand the status and identify the needs
- Undertake a health check or dive into a scoping piece of work
- Present a costed solution with win themes
- Agree the approach to be adopted.

Testing as a Service (TaaS)

Testing as a Service (TaaS) is based around four test transformation themes. These are underpinned by the Best Practice Test Collateral, which covers policies, processes and procedures. The offerings are split into four discrete transformation themes:

- Test Centre of Excellence.
- Managed Test Services and Consultancy
- Hybrid IT & Cloud
- Mobile & Digital

Further details are described in the Service Deliverables section below.

End to End Test Process

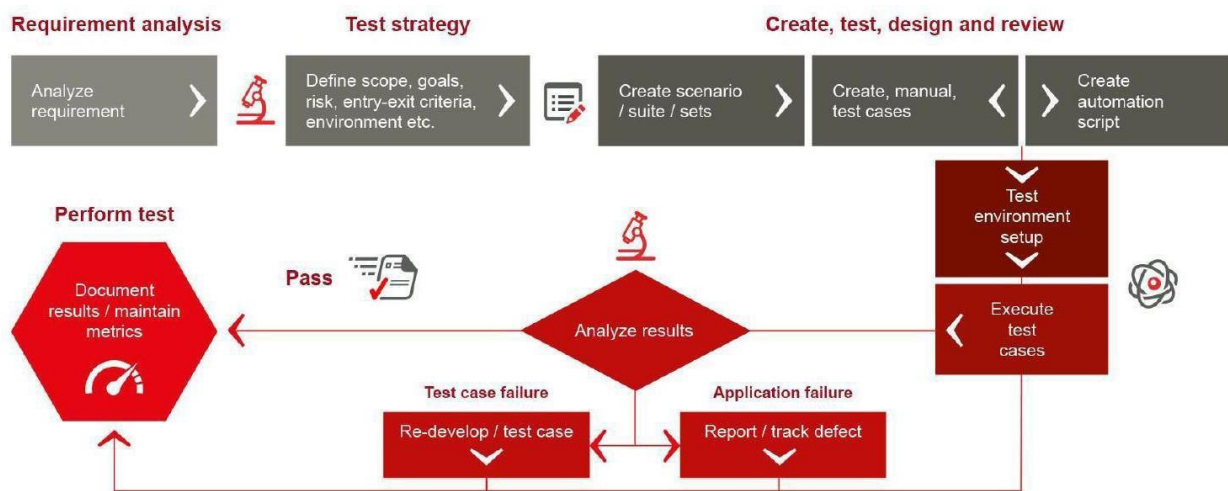


Figure 4: End to End Test Process

Using Best Practices, Fujitsu T&V has defined a set of best practice **standards followed by all our test professionals**. These standards form the backbone of successful test management and are based on internationally recognised standards. They are grouped as follows:

- Policy processes and procedures
- Governance
- Documents and templates
- Approach and methodology.

Further examples can be provided on request.

The EBMS underpins all our delivery and is our default offer to all customers because it is compliant with ISO/IEC: 20000 and informed by industry best practice including ITIL ® and CoBIT®.

The Fujitsu test staff are among the best qualified and experienced in the industry. Their qualifications and accreditations range from ISEB/ISTQB Foundation to Advanced. Many are Prince 2 certified. We also have resources with proven experience in CMMi, TMMi, ITIL and Six Sigma.

Service Deliverables

Our Delivery Approach

Testing as a Service (TaaS) is based around four test transformation themes. These are underpinned by the Best Practice Test Collateral, which covers policies, processes and procedures. The offerings are split into four discrete transformation themes:

- Test Centre of Excellence.
- Managed Test Services and Consultancy
- Hybrid IT & Cloud
- Mobile & Digital

The diagram below shows these sub-sections and their link to Fujitsu's core business values:

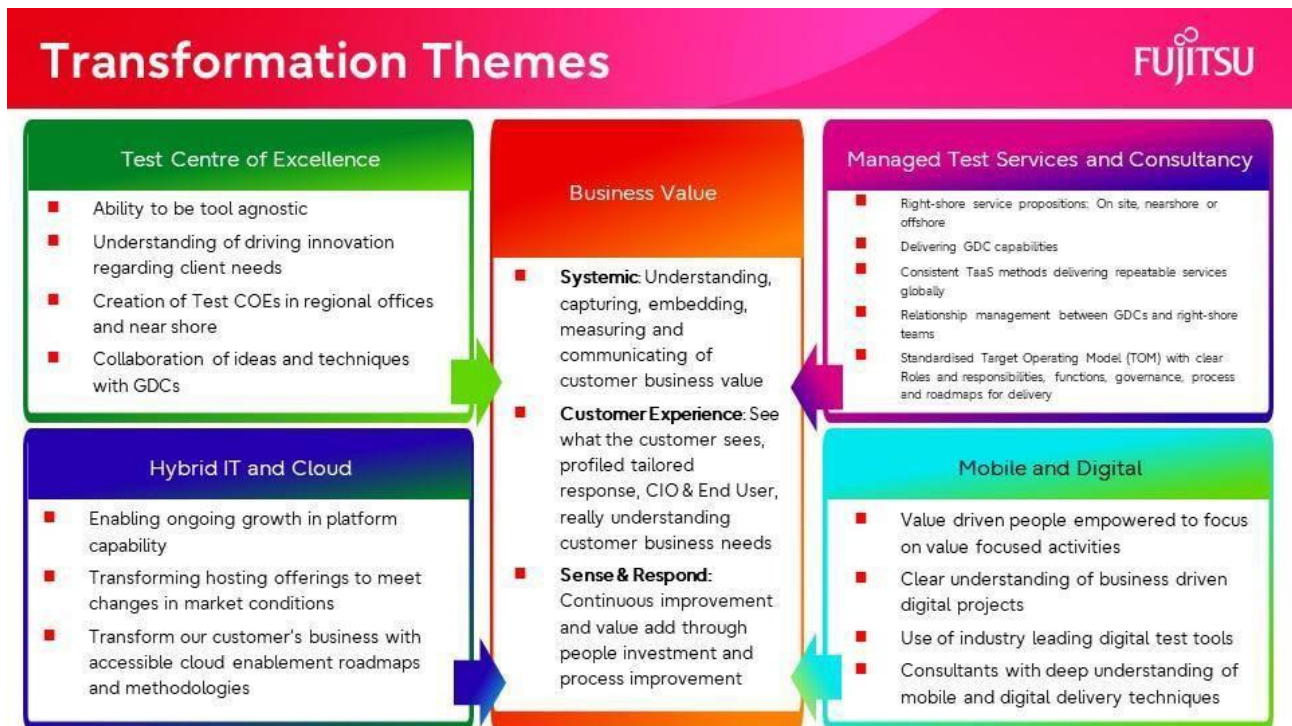


Figure 5 Transformation Themes

Test Centre of Excellence

We deliver:

- "Pop-up", flexible, testing services, delivered on a customer site or from Fujitsu UK
- "Virtual" service, utilising Fujitsu's global capabilities
- Cost-effective Testing as a Service (TaaS) model
- Flexible resource models serving peaks and troughs in demand
- Pay as you go – cost savings compared with a fully resourced in-house model
- Test best practice
- Standardised, repeatable methods utilising best practice in testing based on international industry standards
- Optimisation of test automation tools and licence costs
- Clear, concise reporting focused on customer defined KPIs.

Managed Test Services and Consultancy

We provide a range of services because a “one size fits all” approach to testing does not fit with all our customers’ needs.

Our high-level niche test consultancy services offer:

- Enterprise test strategy development
- Test practice design and setup
- Test governance and management
- Test maturity health checks
- TestOps
- Digital accessibility and user experience services

We provide **fully managed and resourced test teams based on our right-shoring principles**, meaning test teams could be based on a client site, a Fujitsu UK site, a Fujitsu global site or a combination of the above (designed to suit the needs of the customer).

Wherever the service is delivered, Fujitsu will employ its Best Practice Testing methods based on international industry standards that integrate with our Europe Business Management Systems (EBMS) governance approach to all our IT services.

Hybrid IT and Cloud

Our established Hybrid IT strategy addresses Hybrid IT main challenges:

- Data migration validation
- Data security
- Non-functional challenges e.g. reliability and performance

Mobile and Digital

Fujitsu’s Centres of Excellence are specifically geared to the ever-changing digital/mobile apps world. With flexible” pop-up” resource models, Fujitsu utilises its Best Practice methods to combine lab and Cloud testing of apps to identify issues early, this reducing time to market.

We enable:

- Specialising in tackling the challenges of digital and mobile testing:
- Frequency of change reduces time available to test
- Compatibility across devices
- Multi-language versions & localisation
- Usability with UI and UX optimisation
- Performance engineering and validation

Summary

Using Best Practices, Fujitsu T&V has defined a set of standards followed by all our test professionals. These standards form the backbone of successful test management and are based on internationally recognised standards. They are grouped as follows:

- Policy, Approach and Methodology
- Processes and Procedures
- Governance
- Documents and Templates

The processes and procedures apply to all types of testing irrespective of the test offering that is being provided and ensures standardisation is employed across all test engagements.

Our Services

Fujitsu provides comprehensive testing services able to support the full range of solution delivery.

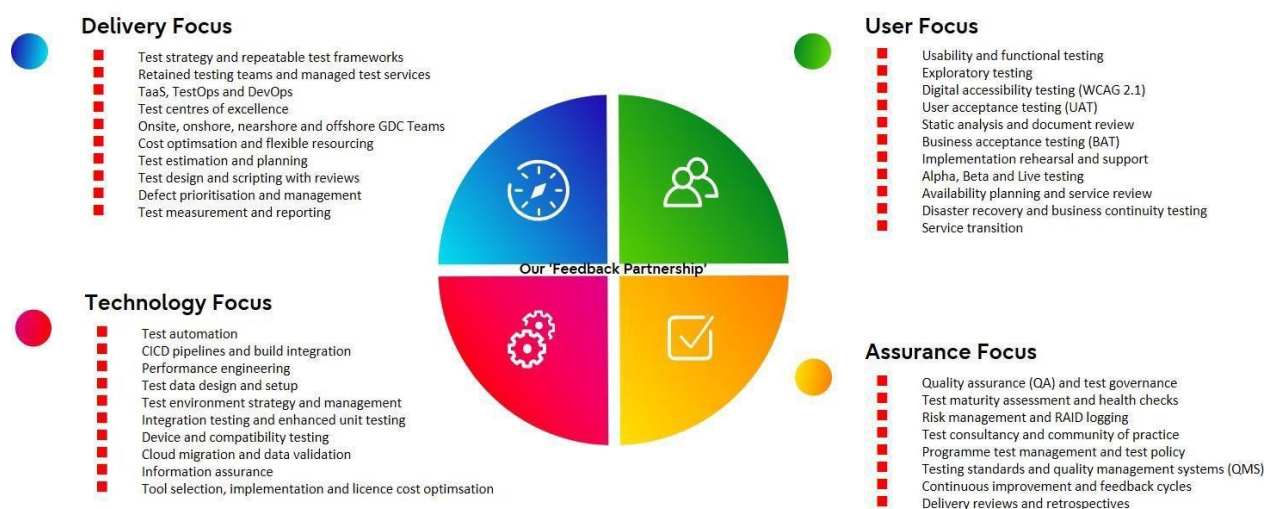


Figure 6 Fujitsu's Testing Services

Commercial

Tailored pricing available on request

Ordering and Invoicing Process

On engagement, Fujitsu will provide the customer with a dedicated Test Manager, who will be the point of test contact between Fujitsu and the customer. The individual assigned will, as per Fujitsu T&V process, generate a test strategy detailing one or more test solutions, based on the customer's specific requirements. An example of a test payment schedule for testing of an end-to-end solution is outlined below. For other test solutions provided, payment will be agreed at time of engagement and invoiced on a monthly basis.

Description	Amount
Implementation Cost	
Advance for resource Mobilisation	30%
On submission of system specification document	20%
On completion of build and test phase	20%
On completion of user acceptance testing	30%

Table 1: Example Payment Schedule

Invoices will need to be paid within 30 days of receipt via electronic transfer.

Minimum and Maximum Terms

As per Call Off T&Cs

Termination Terms

As per Call Off T&Cs

Supplier Termination

As per Supplier T&Cs. Where tooling and associate licensing have been implemented, the customer will be responsible in full for these costs unless agreed in advance otherwise.

Consumer Responsibilities

As defined within the test strategy and associated test plans.

Service Constraints

As defined within the test strategy and associated test plans.

Service Exclusions

Any test levels or types other than defined and agreed in test strategies and test plans

About Fujitsu

As one of the world's leading IT companies, Fujitsu is at the forefront of pioneering technology in the UK since we made our initial investment over 40 years ago. As a key strategic partner we deliver essential services, from our secure hybrid IT which underpins critical national infrastructure to our investment in emerging technologies to boost national capability. Drawing on our Japanese technology expertise we provide bespoke digital transformation solutions. This unrivalled expertise has allowed us to specialise in emerging focus areas; Hybrid IT, AI & RPA, Data analytics, Agile application development/transformation and Security. Together, we offer a full package of solutions to support the UK as a long-term industry supplier.

We believe in realising the significant alignment between the UK and Japan in emerging technologies and in creating a UK-Japan 'Innovation Bridge' to support the UK's science and technology superpower objectives. We are committed to investment in UK skills and research and development, driving customer outcomes and promoting social value. We employ 124,000 people around the globe, including around 8,000 people across the UK, promoting diversity and inclusion as a DWP Disability Confident Leader. We are recognised as a Times Top 50 employer for Women since 2017, a Stonewall Top 100 Employer for 2023 and were awarded an EcoVadis Silver Rating, the world's largest provider for sustainability ratings.

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