



Trust. Value. Velocity

G-Cloud 15

Automation Testing Service

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1. About Mastek

Mastek has been delivering Critical National Infrastructure programmes in the UK Public Sector for over a decade now. We are trusted with multiple contracts for the UK Government across Central Government, Health, Local Government, Policing, Public Protection and Defence. The majority of our national services are delivered in a context of high uncertainty and complexity while collaborating in multi-supplier environments.

While working for these large and complex public sector organisations, we have continuously refined our management, delivery and underlying processes to reflect key learnings from the sector:

Working through a complex stakeholder landscape: We understand the importance of establishing effective communication channels, building trust and fostering a collaborative working environment that empowers stakeholders to contribute meaningfully to the project's success. Our approach is grounded in a thorough understanding of stakeholder needs and requirements. We leverage our experience and expertise to design governance structures that promote transparency and accountability, utilising data-driven reporting mechanisms to ensure stakeholders have real-time visibility into project status and progress. At the Home Office, GDS, Ministry of Defence and NHS, we have a proven track record of working seamlessly with large stakeholder groups, including civil servants.

Standards and compliances: We comply with over 20 policies and standards, including Government Digital Standards and the Government CDDO Service Toolkit, which covers service standards, service manuals, TCoP, API technical and data standards. Our stringent governance, methods, playbooks and processes (manual and automated) span across service delivery phases, ensuring continuous compliance.

Policy-driven: Policies and procedures primarily drive Public Sector organisations. We need to be Agile and flexible to meet demands for policy/regulatory changes, geopolitical events and ministerial commitments.

Culture: We adhere to the Civil Service core values of integrity, honesty, objectivity and impartiality. Key behaviours we promote stem from a combination of Civil Service and Mastek values. These include being passionate, accountable, sustaining predictable and repeatable outcomes, not transferring risk, transparent, leading to enable, acting with transparency, practising a no-blame culture and being flexible.

Mastek's global presence



Australia

Austria

Bahrain

Belgium

Brunei

Canada

Denmark

Egypt

Estonia

Finland

France

Germany

Hungary

Iceland

India

Indonesia

Ireland

Italy

Japan

Jordan

Kenya

Kingdom of Saudi Arabia
(KSA)

Kuwait

Latvia

Luxembourg

Malaysia

Netherlands

New Zealand

Norway

Oman

Philippines

Poland

Romania

Singapore

Slovakia

Spain

Sri Lanka

Sweden

Switzerland

United Arab Emirates (UAE)

United Kingdom

USA

Did you know?

75%

Around three quarters of Local Authorities in the UK who run Oracle have worked with Mastek on their digital transformation journey.

300,000 Users

Supported managing up to 750,000 logins per month to MOD through Identity and Access Management

Crime reduction

We designed, built and manage the UK's Strategic National DNA Database that helps Forensics and Law Enforcement Authorities investigate and stop crime

90% faster

We enabled the National Health Service (NHS) to drive 90% faster response times with a billion pharmacy prescriptions a year.

Technical Service Desk

We provide level 2 and ITSM support for the One Login service at Government Digital Service

22k

Our systems enable 22,000 schools to function efficiently every day of the year.

Healthcare and manufacturing

We delivered Finance, HCM and Supply Chain transformations for clients across health and manufacturing globally powered by Oracle Cloud

Transformation of trade

Transforming UK's trade with the EU and rest of the World by supporting Customs Declarations Services and its trade users.

99.99% Availability

We support the Home Office Biometrics (HOB) Platform, Having migrated it to an AWS platform.

Our digital and cloud services portfolio

Powered by Glide 4.0 and value-based delivery

Industry-aligned approach with business outcomes

Digital engineering and experience	• Cloud engineering and migration • Legacy modernisation • Low code / no code App Dev • DevSecOps • Enterprise integration	• MACH • Digital commerce • UX and CX • Platform engineering • Gen AI software development.
Oracle Cloud and enterprise apps	• Oracle Cloud applications • Oracle consulting • Oracle Cloud infrastructure	• Value-based delivery • Glide 4.0.
Data, automation and AI	• Cloud data modernisation • Business Intelligence and Analytics	• Data management • Intelligent automation • Data Governance.
Salesforce	• Sales Cloud • Service Cloud • Marketing Cloud • Industry Cloud	• Experience Cloud • Mulesoft.
Innovation labs and platforms	• Enterprise workforce scheduler • Connected enterprise • icx-Pro – intelligent part assistant	• iLeaseFinPro.
Cloud enhancement managed services	• Oracle managed services • Digital managed services • Commerce managed services	• Salesforce managed services.

Home Office Biometrics (HOB)

Public sector platform modelled 24x7 with 99.99% availability

Problem

- Transition business-critical Platform services from incumbent supplier with minimal risk
- Migration from private cloud to AWS Cloud.

Solution

- Migrated the infrastructure from private cloud to AWS
- Embedding Kubernetes Containerisation
- Introduced Docker and fully-baked AMIs
- Supporting the platform's self-service functionality using Jenkins Jobs
- Applying security updates to the OS base images through pipelines
- Instituting automated patching and testing for infrastructure images
- Support of configuration, test and releasable artefacts through the pipeline.

Outcome

- **Zero impact** on live service
- **80% automation** of SIT
- Environment Provision **2 days to 1 hour**
- **5x scalability** in handling student BRPs
- Cost saving the authority circa **£9.5m/year.**
- Won the '**Best Use of Cloud Services**' award
- **35%** Incident Volume Reduction.



Government Digital Service

Problem

GDS initiated the One Login programme to create a single front door for identity verification and authentication, which could be adopted and scaled across all government departments. This would improve the user experience by providing the public with a single identification and verification service for the government, reduce costs as each department no longer required its own identity service and reduce identity fraud and identity-enabled crime.

GDS released a tender in June 2023 to provide a Technical Service Desk (TSD) managed service for the One Login service. This service would provide a single point of contact for level 1 and 2 service support as part of the wider support ecosystem. It would be provided in the UK and replace the incumbent's scaled-down non-ITIL-aligned break-fix service.

Solution

In September 2023, Mastek were successfully awarded the TSD contract to deliver TSD on behalf of GDS. GDS had an extremely aggressive programme driven by the onboarding of HMRC as a user, which was a major milestone planned for February 2024, migrating new and existing HMRC users to the One Login platform. The TSD service was expected to go live in November 2023. This was an extremely complex programme which, within this timescale, would deliver:

- The contact centre provider for level 0 directly facing the public
- The TSD supplier in place, directly facing all government departments
- The TSD supplier in place providing L1 and L2 engineering support and monitoring
- Continued delivery on the One Login backlog of features
- Continued migration of smaller government departments to the platform.
- Delivery of a new ITSM toolset to be configured for use by GDS and the One Login programme, integrating level 0 to level 3 support
- Working as one team, Mastek quickly integrated into the programme, appointing the leadership team early in the engagement. We collaborated with GDS from the outset, ensuring we tailored the service to their expectations rather than delivering what was written in the contract.

Our leadership team consisted of:

- Service Management Vice President
- Programme Director
- Chief Technology Officer
- Programme Management office lead.

Outcome

At its height, the programme team was circa 15 strong, covering programme/project delivery, PMO, architecture, fraud, security, support, omni-channel and quality assurance. The service team is currently in place, providing circa 21 resources now covering end-to-end service management, service delivery and L1 and 2 engineering roles.

As the One Login migrations continue, Mastek is supporting Government departments onboarding to the platform as they transition into the new service and provide One Login a secure Technical Service Desk managed service with:

- Omni-channel access for other government departments via telephony, email and web form
- Provision of L1 and L2 engineering support
- 24x7, 365 days a week cover
- 24x7x365 eyes on monitoring service
- Fraud detection and security, GDPR compliant
- End-to-end (L0-3) incident and problem management
- End-to-end 24x7 Major incident management (MIM)
- On-call/call-out engineering support, incident and MI management
- Adherence to stringent SLAs on incident response, call handling and fix times
- End-to-end monthly service reporting alongside TSD KPI and SLA reporting.
- A shift left culture and mindset, reducing the impact of service on product teams (L3)
- Support with service maturity in the programme, preparing GDS to run critical national infrastructure.



Internet-facing platform and applications for Army Digital Services

Developed mobile app and web app with 24*7 high availability

Problem

- New Defence Gateway Portal
- Combine all internet-facing applications into one
- Easy to use
- Enable easier access to the MySeries portfolio of products.

Solution

Designed and developed the following easy-use Progressive Web Apps:

- Defence Gateway Landing Page
- My Leave App
- My Expenses App
- My Health App
- My Details App
- My Appraisal App
- My Admin App
- COVID-19 Reporting Tool
- Commanders' COVID-19 Tool.

Outcome

- Delivered 20+ successful projects
- Deployment Automation
- £7.5m in savings annually
- Zero Downtime
- Environment creation in hours.



Delivered a platform for the Department for Health and Social Care

Delivered capability supporting 200k+ tests in a day, traced millions of COVID-19 infections

Problem

- Leveraging DevOps platform based on reusable GitHub, AWS and Azure DevOps Pipelines
- Introduce more flexible, scalable and reusable IaC capabilities
- Implement CI/CD pipelines.

Solution

- Uplifted from Cloud Formation into Terraform (IaC)
- Pre-built the AMIs using Packer, with automated security checks
- Immutable infrastructure, thus eliminating the risks of partial upgrades and patches
- Continual Cost Optimisation processes and other service functions, such as Change and Risk management
- Migrated into an organisation-wide collaboration toolset. This included Jira, Confluence, Trello, Miro, Teams, SharePoint, O365, Slack, etc.

Outcome

- 75% reduction in lead time due to pre-built AMIs
- Zero Downtime Deployments
- Delivered a Platform - Secured, multi-tenanted, hosted on Azure and AWS in 5 weeks
- Cost reduction achieved through close monitoring of resource utilisation.



Mastek and Technology in the Public Sector

Technical Capabilities	Relevant Technology Capability	Mastek Scale
Software Development Continuous Integration, Platform - Other Products, Cloud Collaboration Tools		Software Engineering 2354 FTE
QA and Test ; API, Automated Functional and Compatibility, Accessibility & Performance		QA and Testing 774 FTE
Cloud Platforms Amazon Web Services AWS Microsoft Azure		Cloud Platforms 1046 FTE
Data BI/MI Components, Integration		BI and Visualisation 725 FTE
User-Centered Design		UCD 25 FTE
Office Automation Tools		Collaboration 4565 FTE

2. Summary

Mastek specialises in providing comprehensive AI-infused test automation solutions tailored to our clients' unique needs. Leveraging cutting-edge tools and technologies, including generative and agentic AI, we design and implement robust automated testing frameworks that streamline the testing process and enhance software quality.

Mastek's Test Automation Services provide crucial analysis and study of existing and proposed test automation tools, processes and script development methods.

At a high level, these services consist of:

- Identification of scope and areas for automation, enhanced by AI-driven analysis.
- Identification of any inefficiencies in existing automation.
- Identification of ROI, benefits and tool recommendations.
- Implementation of Mastek's in-house, AI-enabled automation frameworks for early ROI.
- Development and maintenance of AI-driven automation scripts.
- Both traditional and cloud-based applications are supported.

Figure 1 is a summary of our **Automation Testing Services**:

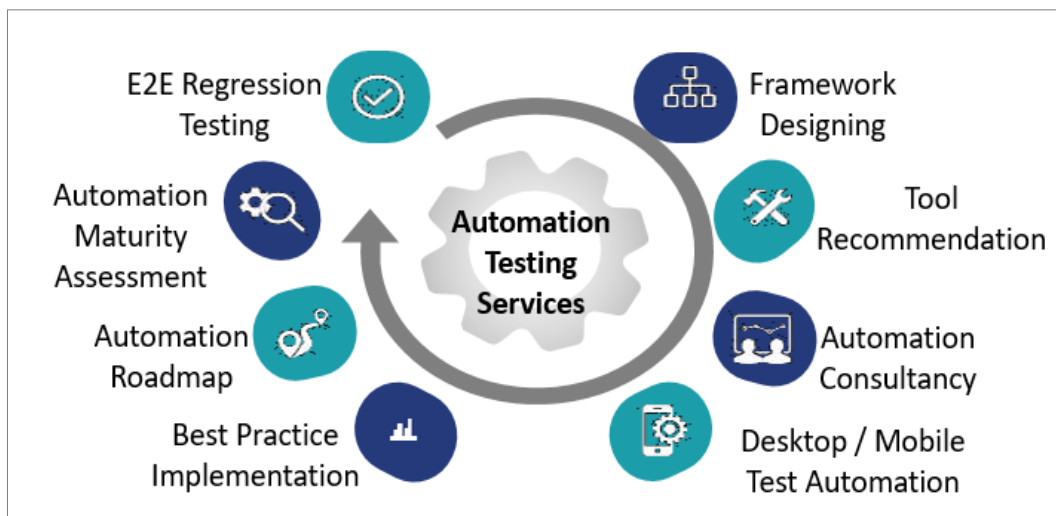


Figure 1: Summary of Masteks Automation Testing Services

3. Masteks Service

Mastek's extensive experience in test automation now integrates next-generation AI capabilities, combining leading commercial and open-source tools and frameworks, providing the ability to deliver rapid results from a standing start.

Our automation test consultants have worked with multiple systems and software technologies and are ideally placed to recommend appropriate automation tools, processes and solutions. We use NLP-driven test design (VIBE Coding) and intelligent self-healing to recommend and implement the most effective automation tools, processes and solutions. This AI-infused approach enables low maintenance costs, high levels of re-use and accelerated ROI. Using the Mastek approach to automation can help achieve low maintenance costs and high levels of re-use. Mastek delivers Test Automation services with the following:

- Test automation roadmap, enhanced by AI insights and continuous feedback.
- Development of Proof of Concept.
- Test automation framework assessment – existing and proposed.
- AI-enabled frameworks
- Test automation tools evaluation.
- Test automation approach and estimation.
- AI-driven ROI modelling
- Assessment of existing test automation artefacts (Scripts)
- Feasibility assessment to identify suitable candidates for test automation (UI, API, Database).

As automation scripting becomes increasingly complex and time-consuming, there are growing difficulties in sourcing experienced professionals with the requisite skills to build and maintain testing automation systems. As a result, the return on investment for automating your testing system may decrease.

In such a scenario, Mastek's Automation Frameworks simplify the process, speed up automation and provide fast ROI.

4. Key Features

The following are the key features provided by Mastek's Automation Testing Services:

- Services delivered by experts with access to industry-wide tools, knowledge and relevant best practices.
- Expertise with industry-standard and prevalent Test Automation Tools like Selenium, Cypress, Playwright, UFT, Test Complete, Testim, Copado, Opkey and Coded UI.
- Strategic partnerships with industry leaders like Opkey, Testim and Copado guarantee access to advanced tools and industry guidance.
- Application suitability/feasibility assessed for automation.
- Recommendation on the most appropriate automation tools and best practices.
- Leverage the ready-to-use in-house automation frameworks.
- Automation Frameworks – Page Object Model, Data-Driven, Keyword-Driven, Hybrid Frameworks.
- Ready-to-Use AI-Enabled Frameworks - In-house frameworks incorporate self-healing, NLP-driven test case/script design (VIBE coding) and smart orchestration for rapid onboarding and high re-use.
- Proof of Concept to determine the most appropriate tool and framework.
- Estimates and ROI analysis.
- Expertise with industry-standard and prevalent automation-related programming languages like Java/JavaScript-Node, C#, PHP, Python and Ruby.
- Ability to leverage tests written using BDD frameworks like Cucumber and JBehave.
- Automation supported for multiple devices (Mobiles and Tablets) and Cloud testing;
- Automation in integration with CI/CD, supporting continuous Integration and Continuous Testing.
- AI-Driven Test automation consultancy.

5. Business Benefits

Mastek's Test Automation Services provides several benefits for businesses. Here are some of the key benefits:

- Higher confidence in automation based on comprehensive, AI-driven assessments and evaluations.
- Extensive test automation experience of automation assessments with clients in multiple industry sectors like insurance, government, healthcare and retail.
- Automation estimates with early ROI compared to traditional frameworks, saving up to 40%+ on development and maintenance of automation suites by implementing a range of available in-house AI-enabled Automation Frameworks and intelligent self-healing automation
- Reduced manual test efforts with higher overall test coverage.
- Continuous testing and delivery, enabling faster time to market.
- Deliver automation with best Agile practices - TDD, BDD.
- Increased automation within Agile methods.
- Continuous testing and delivery, enabling faster time to market.

6. Technologies, Languages, Methods, Vendor Support

#	Technologies	Languages	Method	Vendor support
1	Selenium	Java, JavaScript, Python	Agile, BDD, TDD	-
2	Cypress	Java script	Agile, BDD, TDD	-
3	Playwright (AI-powered)	Typescript, JavaScript, NLP	Agile, BDD, TDD, Smart Orchestration, Self Healing	-
4	Opkey	Low code, no code	Agile, Self-Healing, AI Chatbot	Yes
5	Testim	Low code, no code	Agile, Self-Healing, AI Insights	Yes
6	Test Complete	Java, JavaScript, VB Script	Agile, BDD, Self Healing	Yes
7	UFT One	VB.Net	Agile, BDD	Yes
8	Copado	Robotic Testing	AI-Driven Automation	Yes
9	Coded UI	C#	Waterfall	-

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