



Trust. Value. Velocity

G-Cloud 15

Oracle ERP 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 based on a deep understanding of stakeholder needs and requirements. We leverage our experience and expertise to design governance structures that promote transparency and accountability and use 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, compliances: We comply with >20 policies and standards, including Government Digital Standards and Government CDDO Service Toolkit covering 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 largely 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 & 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 & 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 & migration • Legacy modernisation • Low code / no code App Dev • DevSecOps • Enterprise integration	• MACH • Digital commerce • UX & 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 & 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 & applications for Army Digital Services

Developed mobile app & 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

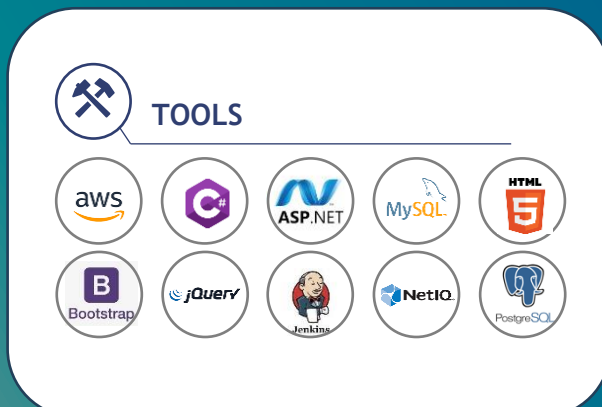
- Leveraging DevOps platform based on reusable GitHub, AWS, and Azure DevOps Pipelines
- Introduce more flexible, scalable, and reusable IaC capabilities
- Implement CI/CD pipelines.

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, a renowned leader in IT solutions, offers comprehensive **Oracle ERP Testing Services** designed to fortify the integrity and performance of your ERP systems.

With a wealth of experience and a team of skilled professionals, Mastek ensures that your Oracle ERP implementation undergoes rigorous testing to meet the highest quality standards.

Our Oracle ERP testing services encompass a wide array of activities, including functional testing, performance testing, security testing, integration testing, and regression testing. Leveraging advanced testing methodologies and tools, we meticulously verify the accuracy, reliability, and efficiency of your Oracle ERP solution across various scenarios and environments.

We understand the criticality of Oracle ERP systems in driving your business operations, so we prioritise thorough testing to identify and mitigate any potential issues or discrepancies before they impact your business processes. We aim to deliver flawless Oracle ERP implementations that empower your organisation to optimise operations, enhance productivity, and achieve sustainable growth.

3. Mastek's Service

As a leading IT solutions provider, Mastek specialises in delivering comprehensive testing solutions tailored to ensure your Oracle ERP system's seamless functionality and optimal performance.

Our Oracle ERP testing services include:

1. **Functional testing:** Our team performs rigorous functional testing to verify that all Oracle ERP functionalities work as intended. We meticulously test each feature to ensure accuracy, reliability, and compliance with business processes.
2. **Regression testing:** Mastek conducts regression testing to identify and mitigate any unintended changes or impacts on existing functionalities caused by system updates, patches, or configuration changes. This ensures that the system remains stable and reliable over time.
3. **Performance testing:** We conduct performance testing to assess your Oracle ERP system's responsiveness, scalability, and reliability under various load conditions. This helps identify and resolve performance bottlenecks to ensure optimal system performance during peak usage.
4. **Security testing:** Mastek evaluates the security posture of your Oracle ERP system by conducting thorough security testing. We identify vulnerabilities, assess access controls, and ensure compliance with industry standards and regulations to protect your sensitive data.
5. **Integration testing:** Our team verifies the seamless integration of Oracle ERP with other systems and applications within your enterprise ecosystem. We validate data consistency, integrity, and flow across integrated systems to ensure smooth business operations.
6. **User Acceptance Testing (UAT) support:** Mastek provides comprehensive support for User Acceptance Testing (UAT), collaborating closely with your business users to validate that the Oracle ERP system meets their requirements and expectations.
7. **Automation testing:** Mastek leverages automation testing tools and frameworks tailored for Oracle ERP to expedite the testing process and improve efficiency. This helps reduce testing time, enhance test coverage, and improve overall quality. Mastek has partnered with Opkey, an automation tool provider, to accelerate overall testing efforts in both the Implementation and Quarterly Upgrade Phases.

4. Key Features

Key features of our Oracle ERP testing:

Mastek offers comprehensive Oracle ERP testing services, ensuring the reliability, performance, and functionality of your ERP system. Our testing solutions are tailored to meet your organisation's unique needs, providing a robust framework to identify and address any issues before they impact your business operations. Here are the key features of our Oracle ERP testing services:

1. **Expertise:** Mastek boasts a team of highly skilled testing professionals with extensive experience in Oracle ERP testing. Our expertise and in-depth knowledge of Oracle technologies enable us to deliver superior testing solutions that meet your specific requirements.
2. **Comprehensive approach:** We adopt a comprehensive testing approach that covers all aspects of your Oracle ERP system, including functionality, performance, security, and integration. Our thorough testing processes ensure that your ERP environment operates flawlessly and securely, delivering maximum value to your organisation.
3. **Tailored solutions:** We understand that every organisation has unique testing needs. That's why we offer tailored testing solutions that align with your business objectives, budget, and timeline. Whether implementing a new Oracle ERP system, upgrading an existing one, or simply seeking to enhance its performance, we have the expertise and resources to meet your testing requirements.
4. **End-to-end testing coverage:** Mastek conducts end-to-end testing to validate the entire Oracle ERP system, including modules such as finance, procurement, supply chain, human resources, etc. We ensure that all components work seamlessly together to meet your business requirements.
5. **Comprehensive reporting:** We provide detailed test reports, including test results, issues identified, and recommendations for remediation. Our transparent reporting enables informed decision-making and facilitates effective collaboration between stakeholders.
6. **Ongoing support:** Mastek offers ongoing support and maintenance services to address any post-implementation issues, ensure continuous improvement, and optimise the performance of your Oracle ERP system.

5. Business Benefits

At Mastek, we recognise that thoroughly testing Oracle ERP systems is essential for ensuring optimal performance, reliability, and security. Our Oracle ERP testing services are designed to deliver comprehensive solutions that provide tangible business benefits, enabling organisations to achieve their goals efficiently and effectively. Here are some of the key business benefits of Oracle ERP testing provided by Mastek:

1. **Enhanced system reliability:** Rigorous testing conducted by Mastek helps identify and rectify potential issues within the Oracle ERP system before they impact business operations. By ensuring system reliability, we minimise downtime and disruptions, enabling smooth and uninterrupted business processes.
2. **Improved data accuracy:** Accurate data is crucial for informed decision-making and compliance with regulatory requirements. Mastek's Oracle ERP testing services verify data accuracy across modules, ensuring that information is consistent and reliable throughout the system. This enhances data integrity and promotes confidence in business insights derived from the ERP system.
3. **Optimised performance:** Mastek's testing methodologies assess the performance of the Oracle ERP system under various conditions, including peak usage scenarios. By identifying performance bottlenecks and optimising system configurations, we help improve response times, throughput, and scalability, ensuring optimal performance even during periods of high demand.
4. **Mitigated risks:** Comprehensive testing by Mastek helps mitigate risks associated with Oracle ERP implementation, customisation, and integration. By identifying and addressing vulnerabilities, security gaps, and compliance issues, we enhance the overall security posture of the ERP system, safeguarding sensitive data and protecting against potential threats and breaches.
5. **Cost savings:** Proactively identifying and resolving issues through thorough testing helps minimise the need for costly remediation efforts and downtime. By detecting defects early in the development lifecycle, Mastek's Oracle ERP testing services help reduce rework, accelerate time-to-market, and optimise resource utilisation, resulting in significant cost savings for organisations.
6. **Enhanced user experience:** A user-friendly ERP system enhances user adoption and productivity, driving business efficiency and satisfaction. Mastek's testing services evaluate the user interface, functionality, and usability of the Oracle ERP system, ensuring an intuitive and seamless user experience that promotes productivity and user satisfaction.
7. **Compliance assurance:** Mastek's Oracle ERP testing services verify compliance with industry standards, regulatory requirements, and internal policies. We help organisations mitigate compliance risks, avoid penalties, and maintain a strong reputation within their respective industries by ensuring adherence to best practices and regulatory guidelines.
8. **Partner with Mastek for Oracle ERP testing services that deliver tangible business benefits.** We can help you maximise the value of your ERP investment and confidently achieve your strategic objectives. Contact us today to discover how we can assist with your Oracle ERP testing requirements.

6. Technologies, Languages, Tools, Methods and Vendor Support

#	Technologies	Languages	Methods	Vendor support
1	Oracle Application Testing Suite (OATS)	-	Agile, Waterfall	Yes
2	Oracle Test Manager (OTM)	-	Agile, Waterfall	Yes
3	Oracle Load Testing (OLT)	Java	Agile, Waterfall	Yes
4	Oracle Functional Testing (OFT)	-	Agile, Waterfall	Yes
5	Oracle Test Automation Suite for Oracle Applications (TASOA)	Java	Agile, Waterfall	Yes

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