



Trust. Value. Velocity

G-Cloud 15

Managed 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:

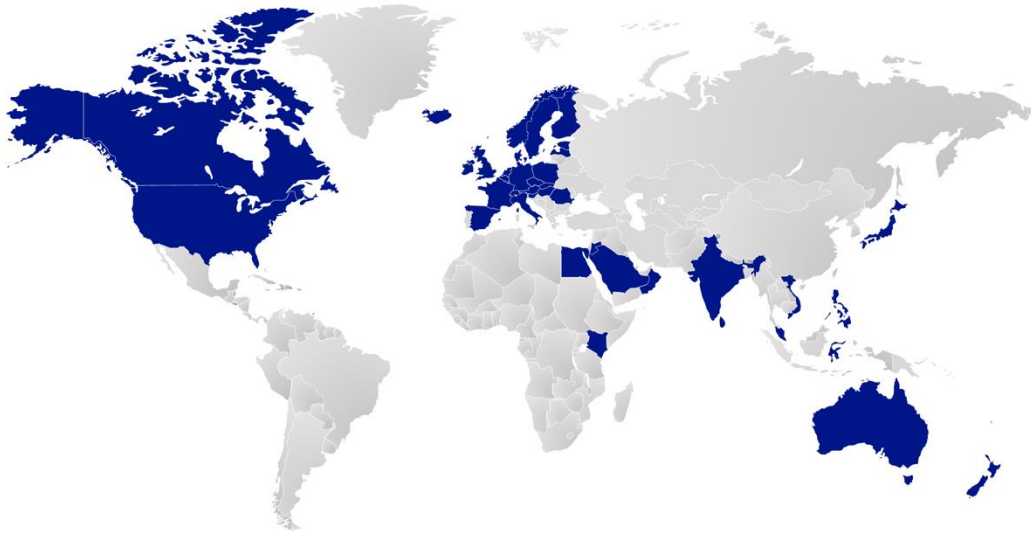
Working through a complex stakeholder landscape: We understand the importance of establishing effective communication channels, building trust and fostering a collaborative working environment that empowers stakeholders to contribute meaningfully to the project's success. Our approach is based on a deep 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 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 delivers AI-enabled **Managed Testing Services** with structured, harmonised processes and predictive insights, enabling cost-efficient, Agile and scalable testing. Our proactive approach accelerates speed-to-market while ensuring exceptional software quality and business alignment. Mastek is acutely aware of the importance of speed-to-market and takes a responsive and proactive approach to testing.

Our Managed Testing Services streamline QA processes through automation, analytics and domain expertise. Acting as an extension of your team, we provide scalable infrastructure, predictive dashboards and outcome-focused governance tailored to your business needs. Regardless of your industry, project size, or delivery model, we offer a comprehensive suite of testing services to help you achieve success. We integrate seamlessly with DevSecOps pipelines and leverage AI-driven accelerators to optimise test cycles and reduce costs.

3. Masteks Service

Our model combines AI-driven insights, automation frameworks and SLA-based governance for predictable quality and faster delivery. Our Managed Testing Services offer a flexible and cost-effective approach to quality assurance. We take ownership of your entire testing process or specific aspects as needed, allowing you to focus on core development activities.

Our services include:

- **Test planning and strategy:** Includes risk-based prioritisation and predictive analytics for resource optimisation. We collaborate with your team to define testing goals, scope and methodologies, ensuring alignment with project objectives.
- **Test case design and execution:** Our skilled testers create comprehensive test cases covering functionality, usability, performance and security, followed by meticulous test execution.
- **Defect management and reporting:** We utilise a robust defect management system to track identified issues, prioritise remediation efforts and generate clear and actionable reports.
- **Test automation development and implementation:** We implement intelligent automation frameworks to reduce repetitive effort by 30-40%.
- **Environment management:** We manage and maintain testing environments, ensuring access to the necessary infrastructure for effective testing.
- **Integration with development lifecycle (DevSecOps):** Continuous testing integrated with CI/CD accelerates release cycles by 15–20%.
- **Test result analysis and reporting:** We provide comprehensive test reports with insightful analysis, enabling data-driven decision-making and ensuring project progress.
- **Ongoing support and expertise:** Throughout the project lifecycle, you receive ongoing support from our experienced testing professionals, ready to address your concerns and provide expert guidance.

Mastek delivers Managed Testing Services to its customers through a predictive, proactive and collaborative assurance model (illustrated below), focused on transforming the test function and realising business goals. Our model leverages catalogue-based services, AI-enabled accelerators, SLA-driven governance and continuous improvement frameworks to deliver measurable quality gains and cost savings.



Figure 1: Predictive, Proactive and Collaborative Assurance Model

4. Key Features

To ensure a successful testing experience tailored to your specific needs, we offer a comprehensive range of features:

- **Dedicated testing team:** We provide a dedicated team of experienced testers with expertise in various testing methodologies and tools, covering functional and non-functional testing, maturity assessments, automation, continuous integration and continuous delivery.
- **Scalable resources and delivery flexibility:** Our services are scalable to meet your project's evolving needs, allowing you to increase or decrease testing resources as required. We offer flexible delivery models, including onshore, nearshore and offshore options, as well as flexible pricing models to suit your budget.
- **Enhanced testing expertise and tools:** Gain access to a wealth of resources, including industry-standard best practices, tools, frameworks and accelerators. We also offer customised automation frameworks tailored to your specific needs. Our highly skilled test professionals are available in a core flex model, providing the right expertise at the right time. Includes reusable automation assets for faster ROI and reduced cost of quality. AI-driven test optimisation for improved coverage and reduced cycle time.
- **Delivery focused on business outcomes:** Our testing approach is driven by business outcomes, ensuring your software meets technical requirements and overall business goals. We foster a collaborative approach to transformation, working closely with you to achieve jointly agreed-upon objectives.
- **Thought leadership and advisory services:** Benefit from our thought leadership and advisory services. We stay ahead of the curve in the testing landscape and share valuable insights to keep your QA practices at the forefront.

5. Business Benefits

By implementing our Managed Testing Services, you unlock a multitude of benefits that drive efficiency, quality and success for your software projects:

- **Business-centric, outcome-focused approach:** We align our testing strategy with your business goals, ensuring testing activities directly contribute to achieving desired outcomes.
- **Structured, risk-free and planned delivery:** We leverage a well-defined methodology and structured approach, minimising risks and ensuring predictable, on-time delivery.
- **Cost-effective with flexible scaling:** Our services are cost-effective yet offer the flexibility to scale resources up or down to meet your project demands. Optimised resource allocation reduces annual testing costs by 25-30%.
- **Enhanced governance with SLAs:** We implement a robust 3-layered governance structure driven by Service Level Agreements (SLAs), ensuring transparency and accountability throughout the testing process.
- **Measurable quality improvement:** We utilise industrialised testing processes and a data-driven approach to deliver quantifiable improvements in software quality. Delivers up to 30% reduction in defect leakage and rework costs.
- **Knowledge transfer and team integration:** Our knowledgeable testing professionals become integral to your organisation, fostering knowledge transfer and building long-term testing expertise within your team.
- **Specialist skills for diverse needs:** We offer a comprehensive range of specialist skills encompassing automation, mobile, performance and accessibility testing to address your specific requirements.
- **Predictable quality and reduced defects:** Our rigorous testing processes help prevent defect leakage into production, ensuring predictable software quality and minimising post-release issues.
- **Skills gap bridging:** We address your skill shortages by providing access to specialised testing knowledge, allowing you to focus on core competencies within your organisation.
- **Improved time-to-market:** Accelerates time-to-market by 15-20% through automation and predictive insights.

6. Technologies, Languages and Methods

#	Technologies	Languages	Methods
1	Selenium, Appium, Cypress, TestNG, Cucumber, Specflow	Java, Python, JavaScript, C#	Agile Testing (Scrum, Kanban)
2	SoapUI, Postman, Rest Assured	Python, JavaScript, Shell Scripting	Waterfall testing
3	JMeter, LoadRunner, Neoload	-	Exploratory testing
4	Appium	-	Shift-Left testing
5	JIRA, TestRail, Azure DevOps, Zephyr	-	-
6	Sauce Labs, BrowserStack	-	-

AI-enabled accelerators for test case generation, defect prediction and continuous quality monitoring integrated with CI/CD pipelines.

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Mastek UK Ltd.
100 Brook Drive, Green Park,
Reading, Berkshire
RG2 6UJ
+44 (0)118 903 5700
Email: g-cloud@mastek.com

