



Trust. Value. Velocity

G-Cloud 15

Salesforce 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:

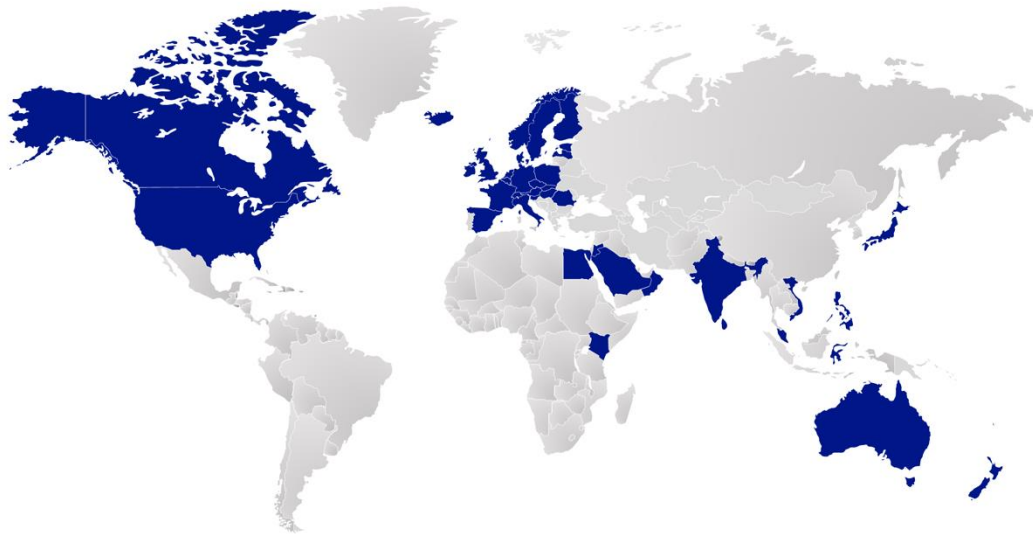
Working through a complex stakeholder landscape: We understand the importance of establishing effective communication channels, building trust and fostering a collaborative working environment that empowers stakeholders to contribute meaningfully to the project's success. Our approach is based on a deep 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

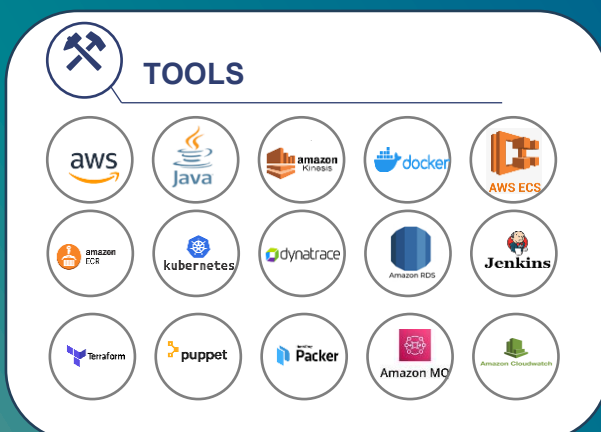
- Transition business-critical Platform services from incumbent supplier with minimal risk
- Migration from private cloud to AWS Cloud.

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:

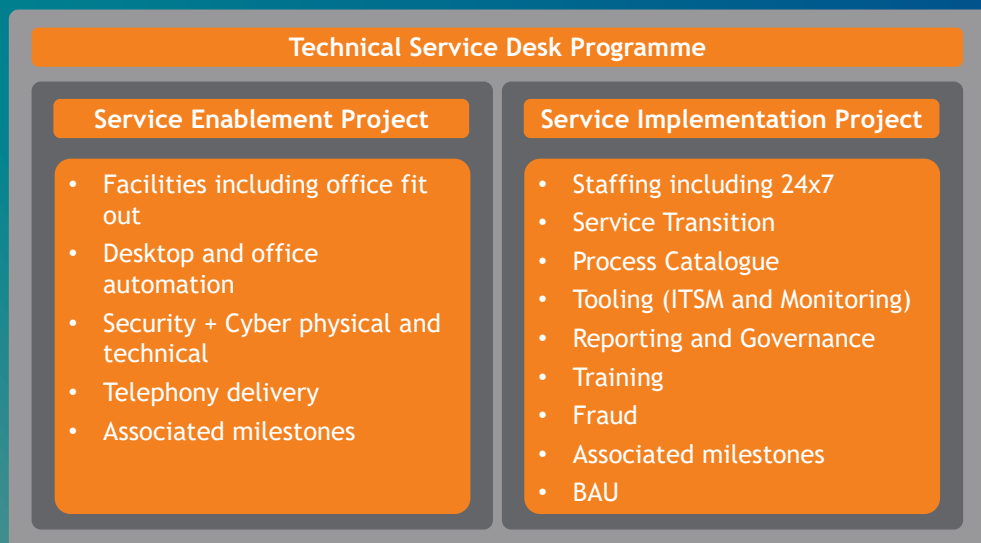
- Service Management Vice President
- Programme Director
- Chief Technology Officer
- Programme Management office lead.

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.

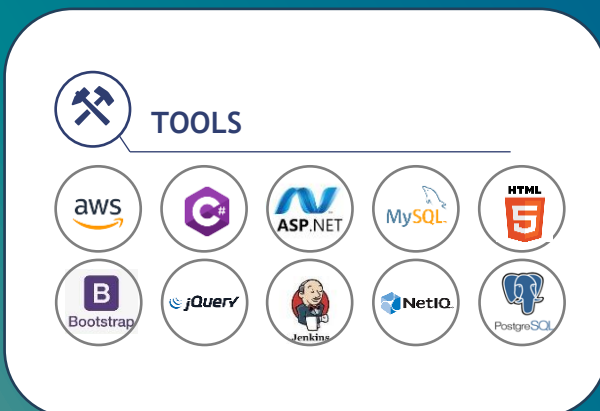
Solution

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

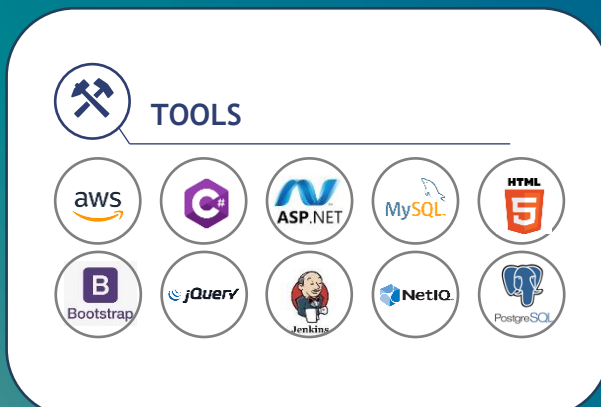
- Leveraging DevOps platform based on reusable GitHub, AWS and Azure DevOps Pipelines
- Introduce more flexible, scalable and reusable IaC capabilities
- Implement CI/CD pipelines.

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's **Salesforce Testing Services** are meticulously crafted to ensure your Salesforce ecosystem operates at its peak potential, delivering seamless experiences and driving business success.

Our expertise guarantees your Salesforce journey to be smooth, secure and optimised for maximum efficiency. Our services empower clients to deliver high-quality, reliable and secure applications that meet user needs, drive business growth and maintain a competitive edge in the market.

Mastek also offers Salesforce testing services that leverage automation with the latest tools and technologies. Organisations can achieve faster delivery, higher quality and more significant ROI from their Salesforce investments while ensuring a superior user experience and robust security posture.

3. Mastek's Service

Mastek is a trusted partner of Salesforce Testing Services; we explore the significance and how uniquely we are positioned to deliver exceptional value in this domain.

3.1 Quality Assurance

- Ensure the reliability and quality of your Salesforce applications.
- Identify and rectify defects, ensuring a seamless user experience.

3.2 Risk Mitigation

- Minimise system failures, security breaches and compliance violations risks.
- Safeguard your reputation and protect sensitive data.

3.3 Time Efficiency

- Accelerate time-to-market for new features and updates with streamlined testing processes.
- Identify and resolve issues quickly, minimising project delays.

3.4 Cost Optimisation

- Avoid costly post-deployment fixes and rework by addressing issues early in the development lifecycle.
- Save resources and maximise ROI on your Salesforce investment.

3.5 User Satisfaction

- Prioritise user satisfaction and adoption with intuitive, user-friendly Salesforce applications.
- Enhance productivity and drive business growth.

3.6 Salesforce-related Testing Services

We provide Salesforce-related testing services in the following areas:

1. **Configuration testing:** Verify alignment of standard objects and fields with business requirements. Ensure user roles and permissions provide appropriate access controls. Validate workflow and automation rules for accurate actions by testing email templates and approval processes for functionality.
2. **Customisation testing:** Validate custom objects and fields to capture specific data requirements. Test Apex triggers and classes for accurate execution of business logic. Ensure custom user interface elements render correctly and provide a seamless user experience.
3. **Implementation testing:** Validate integration with third-party systems for data consistency - test data migration processes for accuracy and completeness. Verify system performance under various load conditions. Conduct user acceptance testing to ensure the solution meets end-user needs.
4. **Regression testing:** Re-testing of previously validated functionalities to ensure that new updates or changes do not introduce defects or regressions. Regression testing helps maintain the stability and reliability of the Salesforce application over time.

5. **Automation testing:** Using automated testing tools and frameworks to streamline testing processes, increase efficiency and reduce manual effort. Automation testing accelerates testing cycles, improves test coverage and enables continuous integration and delivery practices.
6. **Data migration testing:** Verification of data integrity and accuracy during data migration processes within the Salesforce environment. Data migration testing ensures data is transferred securely and without loss or corruption.
7. **User Acceptance Testing (UAT):** Validation of the Salesforce application against user requirements and expectations. UAT involves end-users testing the application in a real-world scenario to ensure it meets their needs and delivers a satisfactory user experience.
8. **API testing:** Validation of Salesforce APIs (Application Programming Interfaces) to ensure they meet functional requirements, handle requests/responses correctly and maintain data integrity. API testing is crucial for integrations and data exchange between Salesforce and other systems.
9. **Mulesoft testing:** MuleSoft testing in Salesforce involves validating the integration between Salesforce and other systems using MuleSoft's Anypoint Platform, ensuring seamless data exchange, reliability and optimal performance across integrated applications.
10. **Mobile testing:** Testing of Salesforce mobile applications across different devices, operating systems and screen resolutions. Mobile testing ensures that mobile users have a seamless experience and that the application functions correctly on various platforms.

4. Key Features

The following are the key features of Mastek's Salesforce Testing Services:

Unmatched expertise in Salesforce testing:

- Salesforce testing qualifications
 - A team of certified Salesforce resources with extensive knowledge and experience is available. Certifications: Salesforce Platform App Builder, Salesforce Administrator, Omni Studio Consultant, ISTQB Foundation, ISTQB Agile Tester
- Deep dive into Salesforce functionality
 - In-depth knowledge of Salesforce architecture, functionalities and best practices.
- AI-powered Salesforce testing
 - A team of certified Salesforce professionals in AI tools like Copado and Testim with extensive experience in Salesforce testing.
 - Signed tool partnership agreements with Testim and Copado to enhance technical support, pricing and go-to-market strategies for Salesforce products.
- Advanced automation frameworks for Salesforce
 - A team is highly skilled in all language flavours of Cypress, Appium, Playwright and Selenium automation frameworks, such as WebDriverIO, Robot Framework Hybrid and Data Driver.
- Specialised testing methods:
 - Tailored testing approaches explicitly designed for Salesforce environments.
 - Comprehensive coverage of functional, integration and performance testing.
- Innovative solutions:
 - We leverage the latest tools and technologies to deliver cutting-edge testing solutions.
 - Continuous innovation to meet evolving client needs and industry standards.
- Customer-centric approach:
 - Collaboration with clients to understand their objectives and deliver customised testing solutions.
 - Proactive communication and support throughout the testing process.
- End-to-end services:
 - Comprehensive testing services cover all Salesforce application aspects, from initial validation to ongoing maintenance.
 - Scalable solutions to meet the needs of businesses of all sizes and industries.
- Set up TCoE, test factory and testing as a service:
 - Transform your testing operations with our specialised services, including establishing Testing Centres of Excellence (TCoE), Test Factories and Testing as a Service (TaaS) models.
 - Leverage our expertise to optimise resource allocation, standardise processes and drive continuous improvement across your testing initiatives. From strategic planning to seamless execution, we're your trusted partner in achieving testing excellence at scale.

- Foundational and consulting services:
 - Lay the groundwork for testing excellence with our Foundational and Consulting Services.
 - Our seasoned experts work closely with your team to develop a tailored testing framework aligned with your Salesforce ecosystem and business objectives.
 - Benefit from strategic insights, best practices and actionable recommendations to optimise your testing strategy from the ground up.

The following is a brief snapshot of the methodology we follow during Salesforce testing at Mastek:

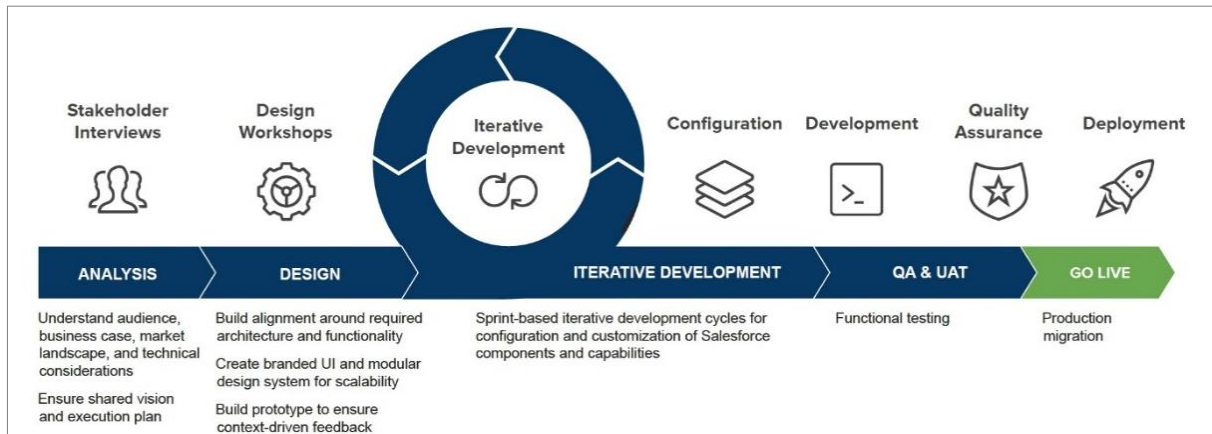


Figure 1: Snapshot of Mastek's Salesforce Testing

5. Business Benefits

The following are a few benefits that can be achieved through our Salesforce Testing Services:

- **Enhanced Quality Assurance (QA):**
 - With our rigorous testing methodologies, you can be confident in the quality and reliability of your Salesforce applications, fostering trust and loyalty among users.
- **Enhanced user satisfaction:**
 - Ensuring the reliability, functionality and performance of Salesforce applications and testing services improves the user experience.
 - Satisfied users are likelier to engage with the platform and achieve their objectives, increasing productivity and loyalty.
- **Risk mitigation:**
 - Comprehensive testing helps identify and address potential issues before they impact users or operations.
 - Testing services mitigate risks such as system failures, data breaches, or compliance violations, protecting the company's reputation, financial well-being and regulatory standing.
- **Accelerated time-to-market:**
 - Streamlined testing processes and automation accelerate the deployment of new features, updates and integrations within the Salesforce ecosystem.
 - This agility enables companies to respond quickly to market demands, stay ahead of competitors and capitalise on emerging opportunities.
- **Drive cost-efficiency and long-term savings:**
 - Proactive testing helps identify and rectify issues early in the development lifecycle, reducing the need for costly post-deployment fixes or rework.
 - Minimise post-deployment fixes, preventing data loss, downtime and resource inefficiencies with early issue detection and resolution. Realise substantial cost savings over time, optimise operational expenses and maximise ROI from Salesforce investments.
- **Optimise performance for unmatched productivity:**
 - Identify and eliminate performance bottlenecks, ensuring optimal system responsiveness and resource utilisation.
 - Empower your workforce to achieve peak productivity, efficiency and collaboration across the Salesforce ecosystem.
- **Maximise Return on Investment (ROI) and business value:**
 - Realise the full potential of your Salesforce investments with robust, high-performing applications that drive tangible business outcomes.
 - Achieve unparalleled ROI, competitive advantage and sustainable growth in a rapidly evolving digital landscape.

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

#	Technologies	Languages	Methods	Vendor support
1	 Selenium	Java, C#, Python	Agile, Waterfall	No
2	 cypress	TypeScript	Agile, Waterfall	No
3	 appium	Java	Agile, Waterfall	No
4	 COPADO	-	Agile, Waterfall	Yes
5	 testIM	JavaScript	Agile, Waterfall	Yes

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