

Acutest – Client-side Assurance Testing Service

Acutest is a specialist IT consultancy concentrating solely on the Quality Assurance (QA) and testing of IT platforms, software, business process. The company offers comprehensive testing services, ranging from straightforward test analysis to complete QA and test transformation, utilising its proven Principles based approach to testing.

Regardless of the type of testing being undertaken this Principles-based approach is adopted for all tasks, resulting in significantly better practices and outcomes than traditional testing methods.

Acutest's Client-side Assurance (CSA) Testing Service provides organisations with independent validation of third-party supplier testing, as well as evidence of both release readiness and the quality of IT deliverables.

Acutest's Client-Side Assurance Testing service provides organisations with an independent assessment of supplier testing process, capability and deliverables for outsourced and multisource IT programme delivery.

Service Definition Details

Acutest's Client-side Assurance Testing Service applies a structured risk-based approach to verifying third party supplier QA and testing activities. It covers supplier test planning, quality of test execution, non-functional coverage, and release governance. This ensures clients clearly understand what was tested, how well and the remaining risks.

This service assists clients to resolve typical issues related to outsourced or multisource IT delivery:

- Limited insight into supplier test scope, depth, data quality, environments, and requirements coverage.
- Defects reaching UAT/Production due to quality variation by supplier and programme.
- Performance, security, and integration issues found late.
- Release gates are procedural rather than evidence-based.
- Unstandardised tools and metrics hindering quality comparison and risk prediction.

Acutest uses evidence-based controls, common standards, and independent validation to reduce escalations and production incidents, enabling quicker and more reliable releases.

Top Features

Acutest employ a principles--based approach, in which core principles guide the validation of third party supplier test personnel, processes, technology and governance. Our 3 key Principles are:

- Begin with the big risks - focus on what matters most.
- Fail Fast - find defects as soon as possible after they are introduced.
- See through the users' eyes - going beyond the formal specification to identify all things that really matter to the user.

Acutest will work with the client to establish test coherence, assurance, governance, collaboration and reporting workstreams. These will support the independent assurance of supplier test phases, processes and deliverables including (but not restricted to):

- Test Strategy, Planning and Risk Analysis
- Test Analysis, Design and Requirements traceability (functional and non-functional)
- Test Execution Artefacts, Evidence and Defect Management
- Non-Functional and Engineering Quality
- Environment and Test Data
- Release Readiness and Gating Governance
- Supplier Capability and Maturity (One-off or periodic assessment)
- Continuous Monitoring and Reporting

We have already delivered this service to numerous organisations of varying size.

Business Benefits

- Production issues occur less often and are resolved more quickly due to earlier detection and enhanced non-functional assurance.
- Releases are more predictable, with go/no-go decisions supported by clear evidence.
- Third Party supplier performance is transparent, making targeted improvements possible.
- The process ensures regulatory and audit compliance, delivering decisions that are traceable, repeatable, and defensible.
- Total testing costs are reduced overall through less rework, fewer escalations, and a better customer experience.
- Stronger governance of changes comes from improved alignment between business objectives, testing, and management reporting.
- Organisations can move IT solutions to production faster and with greater confidence.

Onboarding and offboarding support you provide

Our ability to facilitate knowledge transfer, on-boarding and off boarding is of vital importance to us in delivering efficiencies across client projects.

Acutest possesses extensive experience in deploying and managing resources at various levels and scales, spanning multiple programmes and projects. Leveraging this expertise, along with our comprehensive onboarding and knowledge transfer processes, we efficiently deliver the appropriate resources to our clients in a timely and effective manner.

Through our approach to testing, coupled with our proven industry experience and high quality of resource, we can:

- Reduce project overall time and cost through the adoption of our Practices and Principles.

- Offer clients strategic value through collaboration with an experienced, reputable supplier known for its flexibility and ease of doing business.
- Provide a wide range of services and resources that can handle, organise, and deliver complex, results-driven solutions.
- Help develop new ways of working based on best practice and industry standards.
- Shared expertise / innovation from working with similar clients / organisations over the past decades.

Pricing overview, including volume discounts or data extraction costs

Pricing discounts may be available depending on the size and scope of the engagement / projects.

Prices exclude:

- Expenses (Travel and Subsistence)

Service constraints

This service does not have any constraints however, this is subject to buyers/clients' requirements, environment, and technologies.

Service levels like performance, availability and support hours

Our support hours 9 to 5 (UK time), Monday to Friday.

Clients have 9 to 5 access by email and telephone.

How will we repay buyers if we don't meet service levels?

Please refer to our Terms and Conditions.

Ordering and invoicing process

Please refer to our Terms and Conditions.

How can buyers or suppliers terminate a contract?

Please refer to our Terms and Conditions.

Why Acutest (part of Trustmarque)?

- A specialist provider of testing, quality assurance and governance services, concentrating on testing IT processes and technology centred change.
- Our approach focuses on areas that matter most - enabling project teams to move quickly irrespective of methodology and technology.
- Strong and consistent track record of growth.

- Over 90% of our business comes from existing clients and referrals which is genuine confirmation that the approach enables our clients to derive real value from testing.
- Major cost savings by adopting the Acutest Accelerator Framework, a framework that contains all the tools, techniques and processes to test projects.
- Acutest has a skilled and flexible resource pool with global coverage.
- Our clients go live faster with confidence.
- We have a deep understanding of the market dynamics, the competitiveness, cost challenges as well as customer service needs that our clients face.
- We are a catalyst to programme success.
- A strong organisation and culture.
- We combine our expertise with technology to make processes smarter, organisations more efficient and customer experiences better.
- Highly diversified across private and public sectors.