

G-Cloud 15 Service Document

Lot 3 – Cloud Support

Who we are



Award-winning digital consultancy:
Transforming digital services.



20 years of impact: Delivering innovative digital solutions
across public and private sectors



Trusted by clients: Includes HMRC, DWP, NHS, other central
government departments and local authorities



400+ specialists with experience in public sector space
across the UK

What we do

- **User-Centric Design:** Intuitive, accessible digital services based on real user needs
- **Data-Driven Decisions:** Leveraging data and insights to ensure evidence-based solutions
- **Automation & Efficiency:** Replacing manual processes with seamless, automated workflows
- **Regulatory & Compliance:** Solutions that meet GDPR, accessibility, and government standards
- **Scalability & Innovation:** Cloud-first, API-driven platforms built for growth and adaptability
- **Agile Delivery:** Rapid, iterative development ensures continuous improvement
- **Partnership Driven Approach:** Fully understanding each client's challenges and goals to deliver tailored solutions





Service Description

Quality Assurance & Performance Testing

Mercator provides comprehensive Quality Assurance and Performance Managed Testing services, ensuring software reliability, scalability, and security.

Our Approach

- Automation-First Principles
- Shift-Left Practices
- Comprehensive Testing Strategies
- Managed Oversight

Key Features

QA & Performance Testing



End-to-end QA and performance testing strategy and management



Implements automation-first testing across APIs, UI, and regression suites



Shift-left QA integrated into Agile and DevOps delivery pipelines



Comprehensive performance testing: load, stress, soak, and scalability checks



Security and vulnerability testing aligned with OWASP and ISO guidelines



Accessibility testing for inclusivity following WCAG 2.2 standards



Test planning, risk management, & collaborative stakeholder engagement



Continuous integration with automated functional and non-functional test coverage



Defect tracking, risk dashboards, and actionable reporting for informed decisions



Client capability uplift through Mercator Academy for intelligent testing practices

Key Benefits

QA & Performance Testing



Reduces business risk by meeting GDS and/or compliance requirements



Accelerates delivery speed through automation-first and shift-left practices



Improves system scalability, reliability, and performance under peak loads



Enhances security by identifying vulnerabilities before production release



Cuts testing costs through reusable frameworks and optimised processes



Ensures accessibility compliance for inclusive user experience across platforms



Minimises production incidents by reducing defect leakage and regression time



Provides actionable insights via detailed reporting and performance analytics

QA & Performance Testing Services

End-to-End Testing Strategy

Design and implement comprehensive QA strategies across all delivery phases.

Agile & DevOps Integration

Embed QA within Agile sprints and CI/CD pipelines for faster releases.

Manual & Automated Testing

Develop automated test suites for APIs, UI, and regression; manual exploratory testing for new features.

Performance Testing Expertise

Load, stress, soak, and scalability testing to ensure system resilience.

Accessibility & Compliance Testing

Validate against WCAG 2.2 AA and GDS standards for inclusivity and compliance.

Security & Vulnerability Testing

Identify and mitigate risks aligned with OWASP and ISO guidelines.

Multi-Device & Cross-Browser Testing

Ensure functionality across desktop, mobile, tablet, and legacy systems.

Risk-Based Testing Approach

Prioritise high-risk areas to optimise coverage and reduce defect leakage.

QA Consultancy & Best Practices

Provide guidance on methodologies, tools, and frameworks for quality improvement.

Continuous Quality Monitoring

Real-time analytics and reporting for proactive issue resolution and optimisation.

QA & Performance Testing Practices

- **Shift-Left & Shift-Right Quality**
Embed testing early in SDLC and monitor production for escaped defects.
- **Data-Driven Quality Insights**
Real-time dashboards tracking KPIs for quality, agility, and business value.
- **Quality Engineering Mindset**
Build quality across requirements, development, and production stages.
- **End-to-End DevOps Integration**
Seamless pipeline orchestration for QA, stage gates, and operational tasks.
- **Intelligent Test Automation**
Automate UI, API, performance and security tests, targeting 95% coverage.
- **AI-Powered Testing**
Leverage AI and machine learning for predictive defect detection and risk analysis.
- **Advanced Test Frameworks**
Adopt TDD, BDD, and ATDD for robust, collaborative testing practices.
- **Technical Debt Reduction**
Identify and remediate testing-related debt to optimise environments and tooling.

Training & Upskilling

Mercator Digital Academy

We don't just build; we empower our clients.

Our comprehensive mentoring and upskilling approach ensures you own your cloud capabilities.

Training Areas:

- **Software Development:** Scala, Java, Python, React, .Net
- **Testing and QA:** ISTQB, ITIL 4, JMeter, Dynatrace, Selenium, Cucumber, TDD/BDD practices
- **Configurable Platforms:** Pega, Salesforce, NICE, Microsoft Dynamics, ServiceNow, Cognigy
- **Cloud Services:** AWS, Azure, open-source platforms
- **Project Management:** PRINCE2 or PMP





Our Social Impact

Creating opportunities for diverse local communities

- We're working with **The Forward Trust** on initiatives that support NEET, long-term unemployed and ex-offenders get back into the workplace.
- We partner with **SheCanCode** - a collaborative community working together to tackle the tech gender gap, we provide role models, thought leadership, volunteers, and work opportunities for women.
- We hold a **Silver Award** from the **Armed Forces Covenant Employer Recognition Scheme** - supporting Armed Forces leavers back into employment.
- By sponsoring the **Harrison Federation** - we are helping to support a multi academy trust running 52 primary & secondary academies in lower socio-economic areas.
- We are corporate members of **Neurodiversity in Business** – helping to enhance the work experiences of neurodivergent individuals.
- We are **Disability Confident Committed** – ensuring our workplace is inclusive and supportive for everyone.
- We are a **Living Wage Employer**, accredited by the Living Wage Foundation.

Who We Work With

- **Public & Private Sector** – Trusted partner for both government and commercial organisations
- **UK Government Expertise** – Extensive experience delivering successful projects for government departments
- **Long-Term Partnerships** – Building lasting relationships with our clients and partners

Our Technology Partners include:

NICE



Trusted by over 100 organisations including:



J.P.Morgan



User Testing

S&P Global



accenture

EVIDEN

CGI



IBM

Atos

Team Mercator

Our Brand Values



We don't stand still:

Always evolving, making bold choices



We keep it real:

Straightforward, open, and honest in everything



We take care:

Supporting each other, our work, and our partners



It's a joint effort:

Building strength in unity



We own our actions:

Empowering accountability



We bring out the best:

Sharing knowledge and helping everyone grow



Great Place to Work

- In the top 100 **Best Workplaces in Europe**
- Ranked at **number 3** for the **Best Workplaces UK**
- **Number 3** for the Best Place to Work for **Wellbeing**
- **Number 3** for the Best Place to Work for **Development**
- **Number 12** for the Best Place to Work for **Women**
- A Best Place to Work in **Tech**



Contact Us

Any questions? Please contact:

Email: opportunities@mercator.group

Website: <https://www.mercatordigital.com/>

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