

End-to-End Software Testing & Quality Assurance Services

Consistent quality engineered across enterprise systems

This service delivers structured, end-to-end application quality assurance across Microsoft D365, Salesforce, OutSystems, ServiceNow, Oracle, SAP and other enterprise CRM, ERP, ITSM, low-code, SaaS and custom applications platforms.

It provides automated functional, integration and performance testing to reduce risk, stabilise delivery and improve release confidence across workflows, data flows, user journeys and complex integrations.

Service Benefits

- ▶ Accelerate delivery using repeatable test templates and quality frameworks
- ▶ Improve release confidence through comprehensive end-to-end validation coverage
- ▶ Reduce project risk by detecting defects earlier across workflows
- ▶ Enhance user experience with performance, accessibility and journey assurance
- ▶ Increase efficiency using AI-driven automation to expand coverage

Quality Engineering Approach

Modular service delivering automated assurance across CRM, ERP, ITSM and low-code platforms.

▶ Stabilise Delivery

Strengthening foundations and reducing delivery risk:

Automate QA to stabilise release cycles

Reduce deployment failures through structured testing

Remove bottlenecks with consistent validation workflows

Improve defect detection to enhance reliability

Strengthen delivery across enterprise application estates

▶ Standardise Quality

Unifying testing practices and enabling scale:

Use AI-driven testing to increase coverage

Standardise toolchains for unified test execution

Deliver consistent quality across every release

Establish governance and traceability for assurance

Align processes to enterprise-wide quality standards

▶ Optimise Experience

Driving continuous performance, reliability and user value:

Integrate observability to monitor service performance

Predict risks using analytics and insights

Continuously uplift testing efficiency and coverage

Improve user experience with targeted validation

Enhance reliability across customer applications

Deliverables

This service provides deliverables aligned to the specific areas selected in scope, which typically include:

- Enterprise, SaaS and low-code test strategy definition and roadmap development
- Functional, regression, integration and end-to-end workflow testing
- Test automation framework engineering, script development and execution packs
- Performance, load, scalability, accessibility and UX testing analysis
- Test data preparation, environment readiness checks and integration validation
- Defect identification, triage outputs, root-cause insights and release-quality reporting
- UAT scenario definition, acceptance criteria development and readiness validation
- Quality dashboards, observability insights and continuous assurance reporting
- Reusable templates, test assets, patterns, standards and structured documentation
- Continuous test optimisation and coverage uplift activities
- API, service and data-flow validation across integrated platforms
- Cloud, SaaS and enterprise application testing enablement and orchestration
- Governance frameworks, traceability models and quality-control alignment
- Automation acceleration, including AI-assisted test generation and optimisation
- Knowledge transfer, runbooks, operational handover and transition support
- Hypercare, early-life support and defect-resolution guidance
- Project management, governance and stakeholder reporting

Service Levels

- 9–5 UK time, Monday to Friday
- Workshops and reviews scheduled in advance
- Defined response and escalation routes
- Document delivery milestones defined in the engagement plan
- Escalation routes confirmed at engagement outset

Pricing Model

- SFA-aligned day rates for uplift or project work
- Fixed-price assessment packages available
- Scope and pricing finalised after scoping activities

Engagement Options

Supporting flexible delivery across Stabilise, Standardise and Optimise:

- **Project Delivery** - Structured execution of testing strategies, automation development, validation workflows and quality uplift activities
- **Team Augmentation** – QA specialists, including but not limited to test engineers, automation developers, performance analysts and quality leads
- **Specialist Resourcing** - Short-term expertise for performance tuning, accessibility testing, automation support or release assurance

Security & Compliance

- Staff screened to BS7858:2019.
- NPPV or SC clearance available on request and scoped separately (not included in standard rate card)
- Processes aligned to ISO 27001, 9001, 20000-1 and 14001
- GDPR-compliant handling of customer data

Customer Responsibilities

- Provide access to environments, tooling, test data and stakeholders
- Ensure availability for workshops, reviews, testing and approvals
- Supply accurate architectural and operational information required for delivery
- Maintain governance, releases and change-control processes
- Approve deliverables, changes and planned activities in a timely manner

Offboarding

- Handover of all planning artefacts and documentation
- Knowledge-transfer session(s)
- Closure review with next-step recommendations



Contact us to discuss your requirements.

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