

## Company Overview

### **Systems quality assurance and testing**

- > Consultancy
- > Managed Services – on and offshore
- > Recruitment



# The UK's leading independent systems quality assurance and testing solutions provider

## Who we are

**Capita Assurance and Testing is the UK's leading independent systems quality assurance and testing solutions provider. We provide end-to-end governance, assurance and testing services. These allow our clients to reduce risk, optimise cost and increase efficiency and business performance across the full IT lifecycle.**



We are part of The Capita Group Plc, the UK's leading outsourcing company, helping organisations to function more efficiently and cost effectively. Capita supports, transforms and manages our clients' business operations in a wide variety of markets. Capita is a FTSE 100 company with over 36,000 employees at more than 300 business sites across the UK, Channel Islands, Ireland and India.



**Capita Assurance and Testing transforms testing functions, building on expertise and business models developed from across the Capita Group. This not only drives through cost reductions but also delivers quality improvements without the need for incremental investment. We are experienced in delivering a mature outsourced quality assurance and testing service. This allows us to increase productivity and improve measurable efficiency for our clients in both the public and private sectors.**

We believe we have a unique value added offshore proposition. We don't take a one-dimensional approach to working offshore – simply increasing resource levels if a problem point is reached. Instead, we improve quality right from the start of our involvement. We have fully integrated our business organisation and processes in the UK with our centres in India.

Our offshore specialists work as part of a team who clearly understand our clients' objectives. They are managed locally and have the ability to make risk-based judgements and intervene at the right time and the right level to get the best results for our clients.

This means we offer a fully joined up service on and offshore with the right levels of quality and risk management built in to the process. This not only reduces testing costs to a level comparable with other offshore service providers but can also make testing up to 50% more effective.

Our experience in managing third party suppliers enables us to provide full governance and quality gate services, working on our clients' behalf to ensure they receive the levels of service they expect and need from their suppliers.

Lay strong foundations to ensure high quality systems for the future

## Today's challenges

**In current market conditions, it is crucial to be able to respond rapidly and tactically, yet lay strong foundations to ensure high quality systems for the future.**

Cost and efficiency are at the top of most organisations' agendas today and rightly so. As well as meeting day to day challenges they must still ensure that the technology underpinning their processes allow them to remain competitive.





## Problem scenarios

At Capita, we want to help our clients learn from the problems we have seen at first hand. Each development is unique but we have learned that where we can get involved at the beginning we can make a big difference to the cost and quality of the delivery.

Many organisations have business critical programmes underway. We believe that these businesses need certainty of outcome rather than simply relying on commercial contracts to manage how well their outsourcing partner delivers. They often realise too late that the programme is slipping and quality is falling short.

Others may have a testing capability already outsourced as part of a development programme. They may be struggling to achieve the promised cost savings and quality. This may be because they have not spent enough time on shaping the testing or they haven't enough integrated test management. Rather, they may have been relying too much on using large numbers of more junior test resource.

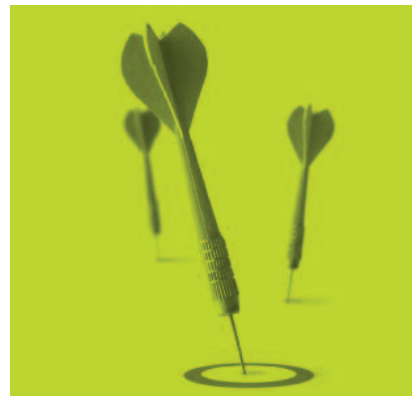
## Some lessons learnt from experience

- > Over 60% of defects can be averted at the requirements stage
- > Find out as early as possible if things are going wrong - not at UAT stage
- > Have intervention and penalty clauses written into the contract but focus on measuring emerging quality
- > Don't sacrifice independence of testing just because you're outsourcing development
- > Locate the independent test partner at or close to the developer's site, whether on or offshore.

## Why Capita Assurance and Testing?

**Capita is committed to working in partnership with our clients to improve quality. We provide test consultancy, recruitment and managed services. At its most comprehensive, we offer our clients a fully outsourced testing service. At its heart we have adopted a flexible and integrated process model which focuses on achieving measurable, successful outcomes at each stage of the development lifecycle.**

We do this by doing things differently. We work with our clients to bring together a number of success factors to make 'the whole greater than the sum of the parts'. Improved management of test environments, increased governance and the right levels of onshore and offshore resources combined with judicious use of test automation to maximize efficiency, improve quality and manage costs.



Our legacy as an independent specialist organisation has always been focused on improving software quality, reducing risk and managing cost through early testing. We assure high quality IT delivery on time, in scope and to budget.

We can help organisations at all stages of test maturity reach their full potential in achieving optimum levels of quality. Whether you need help with governance of third party suppliers; require an injection of specialist testing skills or strategic advice; want to engage a project team for the duration of a business critical programme or are looking for a fully outsourced service - we can help.

### Doing things differently

- > Introduce a gated development process with interim penalty clauses focusing on measurable emergent quality backed up with a testing and acceptance schedule for the contract with the third party developer
- > Identify risk early by getting involved at the developer's site. This gives the programme a chance to get the development on track before delays and cost overruns become inevitable
- > Validate requirements and verify the developer's interpretation even if this is offshore
- > Remove 'black box' approach to offshore development
- > Focus on the high risk areas – know how much to do and where to focus your testing budget
- > Use change management disciplines to engage with third parties to reduce risk to your programmes.

Capita Assurance and Testing enables organisations to target delivery process improvement on the areas that really matter commercially and can help you provide high quality deliverables for your end customers. We focus on fundamental process change and not just cost cutting which means you will get the right outcomes and the right quality levels first time round instead of perpetuating a patch and mend culture.

We engage with business users, focusing on their needs and can assist with cultural change, increasing confidence in the software and maintaining stakeholder buy-in at each stage of the programme. Our structured planning, estimating and project management delivers certainty of outcome and maximises the ability to meet short timescales with fixed end dates.

We provide increased visibility and control throughout the programme. Our reporting capabilities, including real-time dashboards, allow our clients to assess project or programme status and quickly address any issues before they can become critical.

Focused  
on improving  
software quality,  
reducing risk and  
managing cost  
through early  
testing





## Our system quality assurance capabilities

**We can provide the full spectrum of functional and non-functional testing skills.  
We have capabilities that focus on end-to-end software quality assurance that are crucial for successful delivery.**



Our testing practices include specialists in test strategy and requirements management, test planning and management, test automation, performance testing, test process improvement and environment management to name but a few. We bring these capabilities together to provide bespoke quality assurance and testing solutions.

We have developed a proven approach to governance that continuously aligns the testing programme with the business requirements. This allows you to optimise the efficiency of your resources including outsourced providers and maximise the chances of early benefits realisation.

# Our ISEB qualified recruiters take the time to understand your organisation and can quickly respond to your particular requirements

## Specialist recruitment

**Our recruitment division can help you to recruit high quality individuals with specialist skills or test teams on a contract or permanent basis.**

As the market leader we are well known and this is reflected in our extensive candidate database which we are continually refreshing.

Our ISEB qualified recruiters take the time to understand your organisation and can quickly respond to your particular market sector, application or technical skills requirements. Our industry leading CV to placement ratio demonstrates our success.

We don't have a 'one size fits all' testing service. We have a number of engagement models that allow us to work precisely to our clients' needs to provide high quality, cost effective outcomes.



## Case study 1

A major outsource service provider initially needed to ensure that new software and hardware could provide their clients with accurate information in time for a fixed service launch. Effective communication was vital with development teams located in various UK locations as well as India. Their longer term goals were to reduce the cost of testing, ensure quality improvements in deliverables and meet tight deadlines. With over 25 concurrent testing programmes, proven project management and the ability to implement common procedures and controls were central to achieving these goals. Following a decision to move functional testing offshore we have achieved cost certainty and reduction for this client as well as quality improvement throughout the development life cycle.

## Case study 2

Keen to find an organisation that could successfully manage and de-risk the testing function for the enterprise, a public sector agency chose Capita Assurance and Testing to deliver quality testing assurance and services across the entire testing lifecycle.

With engagement in all aspects of testing including functional, integration, UAT, regression, performance and infrastructure, Capita Assurance and Testing needs to carefully plan and manage test execution to make best possible use of human as well as environmental resources. Multiple inter dependencies between projects mean that proactive management of the testing function is essential to achieve both quality and on-time deliverables.

Capita Assurance and Testing staff have input into the key development decisions as early as possible. This method allows the Capita Assurance and Testing team to plan the test approach, assess risk and plan mitigation early in the project lifecycle, creating very high quality delivery.



### Case study 3

Working with a leading mobile communications company, Capita Assurance and Testing was appointed to find a variety of testing professionals with specific applications experience. This was challenging because of the specialist nature of the requirement.

The skills for each role were graded into categories depending on the types required. We used our proven processes and database to identify the best candidates. Each potential candidate was interviewed twice by Capita Assurance and Testing prior to being submitted for consideration. The candidates were also referenced to assure integrity and as a result a 2:1 interview to placement ratio was achieved. Capita Assurance and Testing's approach provided the client with a highly responsive and accurate service.

## Capita Assurance and Testing

17-19 Rochester Row, London, SW1P 1LA

[www.capita-at.co.uk](http://www.capita-at.co.uk)  
[info.at@capita.co.uk](mailto:info.at@capita.co.uk)

**T** +44 (0) 20 7808 5477  
**F** +44 (0) 20 7808 5394

Capita Assurance and Testing  
A trading name of Capita Business Services Ltd  
Registered in England and Wales No. 2299747  
Registered Office: 71 Victoria Street, Westminster,  
London SW1H 0XA

