Public Sector organisations will be increasingly developing and adopting Cloud computing strategies to reduce costs, improve flexibility and service quality.

Traditionally internal testing resources can be limited and this has the potential to increase both the risk and cost of new service / product development. This problem can be even more of an issue with Cloud.

Poor testing can also slow down speed-to-market if defects are discovered late in the development process. Even worse, if a product fails after launch due to an application defect, customer satisfaction levels may well be seriously eroded.

Defect prevention and early defect detection methodologies help to reduce the overall lifecycle cost and speed the product or service to market.

Steria has a wealth of experience delivering comprehensive testing solutions across various sectors. Steria is one of the few providers that will guarantee, via contracted deliverables, cost savings upfront.

This commitment is built on our confidence – and that is based on our considerable experience and successful track record.

Steria continues to invest in global partnerships with leading automation tool vendors to deliver innovation, speed improvements and cost reductions to our clients.

Combining the latest innovations with process improvements can result up to 100% requirements coverage and a reduction in testing effort time by up to 50%.
Targeted at customers with web-facing solutions, infrastructure is utilised only when required and ensures cost benefits, scalability and the ability to simulate global loads on customer solutions, 24x7.

Performance Testing solutions will allow customers to perform volume, performance and stress testing using unlimited numbers of virtual users depending on their non-functional requirements.

Our testing differentiators which make us unique from our competitors are:

- Agreement of performance metrics up-front as the basis for commercial risk and reward contracts
- Experience in Testing and Quality Assurance Consultancy where Steria uses its expertise with industry standard models such as CMMi, CobiT, IEEE, ITIL, TMMi and Six Sigma to support process improvement programs
- Steria Testing Service Line (TSL) serves as a ‘Centre of Excellence’ for testing services, with a wide experience in providing independent and comprehensive testing services to global clients using state-of-the-art tools, test labs and test automation framework
- Our testing approach supports early issue detection and effort reduction in the regression cycle
- Leverage of Steria partnerships with leading tool providers
- Reduction in turnaround time for regression testing through our automation framework
- ISTQB and Tools certified resources deployed on projects
- Planning approach which helps prepare the comprehensive tests covering 100% requirements
- Use of domain experts during requirements gathering to reduce User Acceptance Testing defects
- Use of innovative and specialised toolsets to help clients find a unique solution to increase testing productivity and reduce cost.

Service Definition

Steria has been offering testing services to its clients for over 40 years, across a variety of technologies and platforms.

Steria’s pool of over 1,250 professional testers is spread across various locations in the UK, Europe and India with key delivery centres in the UK, India, France, Germany and Morocco.

Steria has acquired considerable expertise across the full range of software testing services and full testing lifecycle, from Static Testing and Component Testing to Acceptance Testing.

The combined strength of highly qualified testing staff and experienced test management experts ensure that we deliver our services in a specified time limit and give cost effective solutions through our RightTesting™ methodology, which offers test consultancy, test transformation and managed testing services.

Steria’s core testing services include end to end testing, potential ambiguity detection and risk based testing. We conduct testing in all industry standard defined test levels:

- Static testing
- Component testing
- Component integration testing
- System testing
- System integration testing
- Acceptance testing including user, operational and field acceptance.

Each test level includes four test types, which are broken down into subtypes to fit the required solution:

- Functional Testing
  - Business Process
  - Function
  - Certification
  - Standards
Non-Functional Testing
- Usability
- Availability
- Maintainability
- Static
- Regression & Retesting

Performance Testing
Steria believe that performance testing is a vital component of a complete test suite. We have a strong partnership with HP (Performance Centre and LoadRunner) and have over 100 experienced LoadRunner professionals (the majority in India).

We are also able to offer experience in other performance test tools such as Facilitator, Grinder, Borland’s Silk Performer and Rational’s Performance Tester.

There are three main types of Performance Test, each with its own distinct objective:

- **Performance / Load Testing** - Will it support all of my clients?
  
  **Objective** – Test an application against a requested number of users. Determine whether the site can sustain this requested number of users with acceptable response times.

- **Stress Testing** - What happens if something goes wrong?
  
  **Objective** - Load testing over extended periods of time to validate an application’s stability and reliability. Determine or validate an application’s behaviour when it is pushed beyond normal or peak load conditions.

- **Capacity Planning** - What do I need to plan for when I get more customers?
  
  **Objective** – Test an application with concurrent users. Determine the maximum number of concurrent users an application can manage.

Test Automation
Steria promotes and values the use of test automation for all testing engagements to ensure that the maximum benefits are passed to the client while keeping costs to a minimum.

Steria focuses on the current level of test processes to decide on the level of automation required.

Steria offers a comprehensive portfolio of Test Automation services which includes:

- Feasibility assessment
- Tool evaluation & fit for technology selection
- End-to-end automation
- Automation consulting.

These services help clients reduce costs, leverage existing tools and enhance the quality of tests used in repeated testing cycles.

Steria has over 250 testers experienced in Automated Testing worldwide. Steria continually invests in tools to support and optimise the processes and our selection of automation tools is based on:

- Choosing tools with a strong presence on the market and / or already used by the client in order to utilise and maintain any existing know how
- Using specific tools chosen for their quality, suitability and their innovativeness
- Using tools for which synchronization with other tools exist

Supply and administration of Steria’s tool investment is the responsibility of our centralised Tool Shared Services Centre.

The diagram below illustrates our Tool Shared Services Centre.
Summary

Functional Testing allows customers to reap the benefits of industry leading automation tools without the overhead of installing locally (with the ongoing headache of support and maintenance) and to leverage the skills of Steria’s highly experienced teams of test automation engineers on a pay-as-you-go basis.

Steria provides an on-demand service, focused on the Cloud-based deployment of industry leading performance testing and test automation tools.

This allows for the quick deployment of expandable, targeted testing solutions which are tailored to deliver solutions in the way that our customers need them implemented.

Typical staff roles to deliver this service would include:

<table>
<thead>
<tr>
<th>High Level SFIA Job Family</th>
<th>SFIA Job Family</th>
<th>Relevant SFIA Codes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Solution Development and Implementation</td>
<td>Testing</td>
<td>TEST2-6</td>
</tr>
</tbody>
</table>

This and Steria’s other Specialist Cloud Services are available on a rate card basis, as part of a fixed price engagement or based on an output based commercial arrangement. Please contact us to discuss your requirements at g-cloud@steria.co.uk

For the associated day rates for these and other roles, please see the Steria SFIA Rate Card.

Please also see our Service Terms for the commercial information in support of this service.
About Steria

Steria delivers IT enabled business services which help organisations in the public and private sectors operate more efficiently and profitably. By combining in-depth understanding of our clients' businesses with expertise in IT and business process outsourcing, we take on our clients' challenges and develop innovative solutions to address them.

Through our highly collaborative consulting style, we work with our clients to transform their businesses, enabling them to focus on what they do best. Our 20,000 people, working across 16 countries, support the systems, services and processes that make today's world turn, touching the lives of millions around the globe each day.

Founded in 1969, Steria has offices in Europe, India, North Africa and SE Asia and 2011 revenue of €1.75bn billion. 21%(*) of Steria’s capital is owned by its employees. Headquartered in Paris, Steria is listed on the Euronext Paris market.

* including the Employees Shares Trust in the UK