Deloitte.

Quality and Test Engineering

An Overview of our Services





Introduction	03
QE Transformation and Advisory	10
Platform-Focussed Testing	14
Business Transformation Testing	20
Technical Engineering Services	26
Quality-as-a-Service	34

Introduction

The way IT solutions are imagined, delivered and run is going through a significant period of change driven by new approaches, more complex solutions, and a demand for increased speed to market. In line with this, we are seeing a reduced appetite for risk, production failures are no longer deemed acceptable or to be expected.

As a consequence, the way we deliver 'testing' has to change in line. We need to deliver faster, more innovative and far-reaching testing solutions than ever before. We need to be part of the end -toend approach to quality for a programme, more importantly for an organisation.

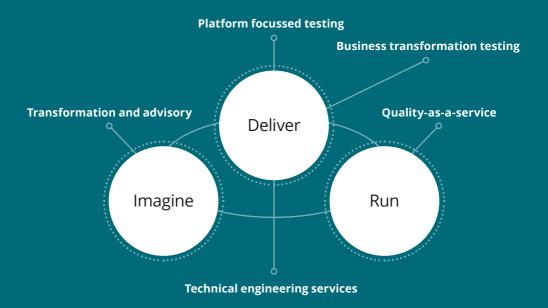
New ways of working are challenging the longevity of fragmented QA teams and managed services.

We pride ourselves in being at the centre of this change, challenging the norm and providing innovative solutions to your most complex IT change challenges. With cross-functional teams, continuous automation, and early performance engineering at the fore of our quality focus, our services have a proven track-record of reducing programme costs and earlier go-live dates while improving overall quality.

We offer a combination of onsite, "near-shore" and offshore delivery capabilities to suit your requirements, and provide bespoke, maintainable, and future-proof solutions for your business.

We are constantly asked what we can do for our clients. This handbook provides an overview of our market-leading services, and why clients come to us for their quality solutions.

Quality and Test Engineering: Offering Overview



Offering Overview

The quality of your technology systems can make or break the success of your business. We provide innovative and cost-effective solutions to our clients to increase and sustain quality.

Tailored for your business

We recognise the importance of developing quality engineering solutions to deliver results and drive down the cost of quality.

Our focus is to help clients gain efficiencies in time to market and higher quality production releases.

We work closely with our clients to understand what's important, and we are committed to using our expertise to find the right solution for different organisations, industries, and levels of test maturity.

In the hands of experts

Whether you're transitioning to the cloud, carrying out package implementations such as GuideWire, Oracle, Salesforce, S4/HANA, or eCommerce platforms, our team of experts are here to support you. We are market-leaders in regulatory compliance transitions such as IFRS17, IBOR to SONIA, and offer best-in-class guidance on cultural transformation for delivery teams of the future.

Our offering

Our offering has adapted to the needs of the market and our clients. We offer best of breed quality engineering methodologies as well as deploying industry-leading tools and accelerators to bring you the highest quality solutions. Our offering is divided into:

- Transformation and Advisory
- Platform Focussed Testing
- Business Transformation Testing
- Technical Engineering Services
- Quality-as-a-Service (QaaS).



Transformation and Advisory

Imagine the future of your quality engineering practice. Drive standardisation and efficiency to take your teams to the next level and bring down the cost of quality.



Platform Focussed Testing

Be it Salesforce, S4/HANA, Oracle, or Guidewire, our deep understanding and track record of successful package implementations can help you navigate and deliver quality at the site of technology-driven changes in your IT estate.



Business Transformation Testing

With experience across Digital, HR, Wealth Management, Financial Regulation, and eCommerce, we can help your business transform in-line with changes in industry in a way that works for you.



Technical Engineering Services

Deliver the quality engineering services you need, faster and more efficiently. Choose from: Test Automation and Managed Services, Performance Engineering, Requirements Engineering, Mobile and Compatibility Testing, OAT and UAT, as well as Data Services.



Quality-as-a-Service (QaaS)

QaaS helps you go faster. From automated test reporting and insights, to remotely managed automation, and crowd testing, our services help you pick up the pace for your projects.

Imagine: Transformation and Advisory

"Deloitte's ethos is making an impact that matters, so Transformation and Advisory Services is in our sweet spot. We use our experience and knowledge to bring you thought leadership and support you in realising your business objectives."

Mark Eldred

Director, Transformation and Advisory

Transformation and Advisory

Bring down the cost of quality by continuously improving your quality engineering teams

Digital and Agile transformation is in motion across the globe, and with that, agile ways of working are disrupting traditional approaches to delivering software quality. As with any disruption, there are organisations that are riding the wave, some that have missed it, and some trying to keep up.

We can help you to scale Agile properly, leverage automation in the right way and embed true DevOps tooling, principles and culture, empowering you to gain maximum value and reusability from the assets we build.

Advisory Services: As enterprises become more digital, there is an increasing need to improve IT delivery methods. We have a wealth of advisory experience, closely collaborating with our client to conduct rapid assessments focusing on known pain points such as: OPEX and CAPEX reductions as part the enterprise drive to reduce IT spend and boost brand presence, a need to provide insights, thought leadership, and solutions to those challenges.

We provide a comprehensive assessment using agile principles to define scope and provide valuable insights at the end of each sprint. Identifying the most critical pain-points across the enterprise. Examples include developing blueprint designs of what the future testing area should look like, intelligent reporting to drive decision-making through metrics over 'gut-feel' as well as sharing a holistic view on the cost of quality.

Future of Work: Our clients have always looked to us to provide insights and strategies to tackle the continual changes in working styles and practices, this has become more prevalent in recent times.

Software delivery in the digital world is a complex activity that is not



deterministic, and each organisation we work with is itself a complex adaptive system. That combination rewards emergent practice rather than any pre-ordained "best practice."

We advocate Thinking Big, Starting Small and Learning Fast as a model for making sustainable change in any organisation, leveraging the energy of the Innovators among your teams; reducing the wait time from value creation to value delivery, thereby reducing the cost of quality. We understand the need for governance, ongoing collaboration and innovation across teams. Our deep experience in making teams thrive in person or remotely makes us ideally suited to support you in evolving your ways of working.

Deliver: Platform Focussed Testing

"Technology is changing at a rapid rate and we are quality engineering specialists that are able to meet that demand. We know how to test early, and deliver fast with our proven accelerators that can be applied to any package implementation."

Sheena Pem

Senior Manager, Platform Focussed Testing

Platform Focussed Testing

Our deep experience across package implementation, test and release optimisation gives your business peace of mind on the quality of your go-lives, at pace.

SAP S/4HANA: The SAP ecosystem is rapidly changing. Enterprise and next generation infrastructure offerings, coupled with more regular and targeted release and maintenance updates, mean traditional testing methods are no longer an effective strategy.

Our strategy takes into account the systems, business processes, key transactions, supporting tools, regulatory requirements and interdependencies that need to be considered to support you through the change, release and deployment processes.

Our team of SAP test professionals understand the challenges and risks associated with complex technology implementation and are highly skilled to provide a broad range of test management and delivery services to suit the requirements of our clients. We offer true end-to-end test automation and regression testing to validate your business processes. In addition, with core industryaligned test scenarios automated and ready to deploy, we can rapidly action your automation needs.

Our performance and data migration services ensure your implementation performs optimally, and financial and audit reconciliation activities as well as those for data models are accounted for.

Oracle: Oracle ERP

implementations can often be challenging for customers, moving from Oracle E-Business suite to Oracle Fusion Cloud, there are several complexities to consider. We work closely with business stakeholders early on to identify the key business processes and integration points.



Our accelerators help to speed up time to market, particularly across test design and implementation, allowing testing earlier and at scale.

In a European first, we were able to deliver automation services within Oracle's cloud, allowing us to accelerate regression testing to safeguard business processes against disruption following service updates at a renowned UK retail bank.

By embedding a 'brilliant basics' approach to testing, we ensure high quality code is delivered at the component and integration test phases, increasing the speed, quality, and velocity of end-to-end functional testing. Data verification and validation are crucial to the success of large-scale ERP delivery projects where the likelihood of severe integration defects is high. Our team tests outputs down to the granular details to mitigate the risk of post-implementation and cutover issues.

Our robust, automation-first, test methodologies, ensure your ERP implementation is fully supported, delivered to schedule, with lower downstream defect leakage. Salesforce: We live Salesforce. Companies come to us when they want Salesforce to work for them. We can help you understand how to use testing across your company in order to engage users, cultivate adoption, and contribute to the future of your business.

Our dedicated Salesforce Academy is training the next generation of Salesforce testing leaders and our project practitioners are already blazing the trail on innovative Salesforce testing for our clients. Be they onshore, offshore or nearshore, our testing professionals are Salesforce certified and ready to bring their diverse, unique, global perspective to help you achieve a successful Salesforce implementation.

Successful agile project delivery is underpinned by test automation, but the dynamic nature of Salesforce makes return on investment difficult for many automation tools. Deloitte has proven project experience delivering automation with both open-source tools and the market-leading automation tools. We'll even bring your test team along on the journey, ensuring that you can continue to get the best out of automation as you transition into BAU and beyond.

Lastly, mobile is no longer the future; it is the here and now. We

can help you to deliver a mobile experience using Salesforce's stylish app and web interface that will appeal to your users and your decision makers. Whether you want to test on real devices or simulators, we'll help you pick the best strategy for your business. Our deep understanding of hot-button issues like app abandonment and data security will help you re-think mobile as a shiny add-on and instead, see it as the business differentiator it is.

Low Code: By 2024, low-code application development will be responsible for more than 65% of application development activity; as per Gartner 2019 report. As visionaries in global testing services, Deloitte have developed test accelerators which are industry and platform agnostic to meet the increasing demand of companies adopting low code application development.

Our global pool of experienced QA resources provide the right blend of skills, expertise, scale and cost across multiple delivery locations underpinned by a breadth and depth of world-class capabilities across all industry sectors. We have developed test capability and partnerships with the top two low-code application platform (LCAP) providers - Outsystems and Mendix, to deliver a world class quality engineering approach. Our focus is delivering domain knowledge, expertise and accelerators with a pool of certified practitioners to service low-code solutions within Quality and Test Engineering.

Though it reduces development time and effort, Low Code does not mean Low QA. It is important that testing does not become a bottleneck in this rapid development and delivery environment.

With LCAPs steadily gaining more traction as a mainstream development platform, we have a ground-up approach to ensure we stay relevant with the changing landscape; and position QA at the centre of the delivery chain.

Low code platforms are designed to deliver speed with low maintenance costs. Quality being a secondary consideration of LCAPs; this is the gap that our team are bridging by leveraging in-house automation and performance testing frameworks.



Guidewire: Our Guidewire team is global in reach with onshore, nearshore and offshore resourcing options all with deep experience of large scale implementations. We know no two scenarios are the same and we prioritise the needs of our clients across different types and stages of implementations such as:

- Testing a transition to Guidewire in the cloud either through an upgrade to Aspen or from a more modular approach, helping clients achieve their goal of a scalable, cost-effective solution addressing platform and infrastructure costs both in production and across the development landscape.
- Testing Guidewire upgrades from outdated versions such as v5 or v7 to more modern versions such as v10 or Aspen using automated tests that will provide an ongoing asset for the organisation.
- Testing Data and Analytics implementations of Guidewire either with bespoke or COTS MI solutions or implementations of GuidewireAnalytics.

Deliver:

Business Transformation Testing "Business-driven transformation, whether it is digital transformation, industry modernisation or transformation in response to industry regulations, offers plenty of promise with unparalleled opportunities for value creation. Our team of experts can help you unlock this potential and achieve your business objectives."

Samir Anand

Director, Business Transformation Testing

Business Transformation Testing

Wherever your business is headed, we can support you to achieve the highest quality outcomes with our special-focus teams.

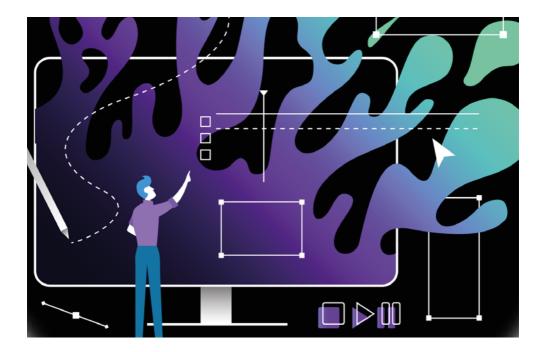
Digital Transformation: Many businesses on their digital transformation journey still struggle with being able to deliver new features frequently, of a high quality and with the user's needs in mind. They are held back by traditional QA processes that cannot keep up with the rapid pace of changes and think beyond functional validation.

We not only understand testing, but the whole product lifecycle from Design through to Production Release. This is instrumental in driving the efficiencies needed to become a digital-first business. With the experience of delivering multiple large-scale digital transformations for some of the industry's most prominent clients, we have seen the impact our teams have on the overall quality and speed to market of new products. We understand the latest technological innovations and trends in the software development industry and use this to offer the best service to our clients.

Wealth Management Modernisation: We help clients deliver real value to their businesses whilst navigating strict financial regulatory landscape.

Our team boasts in-depth experience built from working on several large-scale platform implementations and digital transformation programmes to support across all requested test phases. We work with our clients to create appropriate test strategies, design tests, and manage execution across the entire delivery lifecycle.

Our robust testing frameworks include proven risk-based approaches and migration and digital strategies to help our clients



make informed decisions around the total cost of quality whilst reducing time to market.

Our market-leading cloud capabilities have enabled our clients to scale rapidly and with ease, whilst our well-established automation packs are effective in identifying defects earlier and maximising regression coverage.

From simple products like ISA/JISA to SIPP and other complex Pension concerns, we work with you to test and deliver successful outcomes. for your business with minimal disruption.

Financial Regulation Compliance:

Financial Regulation projects such as IBOR and IFRS17 bring their own challenges for testing, not least the likelihood of the programme being complex, cross-functional, requiring front to back testing, attracting minimal funding and operating in a compressed schedule.

Our team bring industry expertise of such programmes and we direct testing effort at the activities that provide maximum value; those that can demonstrate that the organisation has reached a Minimum Viable Compliance level. We understand the importance of integrated test environments, realistic and comprehensive test data and parallel runs comparing real data across old and new regulatory regimes. We bring expertise in all these areas together with accelerators, techniques and tools to support the complex governance and reporting required to demonstrate compliance.

HR Transformation: Organisations are increasingly accelerating their HR operation transformations and adopting cloud based HCM platforms, such as Workday and SAP SuccessFactors, to be more reliable, secure, and cost effective. They transforming their HR operations to become digital, increasingly adopting e-payslip, docusigns, e-learnings, and electronic expenses.

We provide the deep understanding and expertise in managing and delivering testing in both HCM platforms and integrations with key HR and Finance applications across the wider HR technology landscape.

We have developed comprehensive test strategies, capturing our learnings from large-scale HR transformation programmes and projects we delivered across the Financial Services and Private Sectors. We tailor these to focus on the elements of quality activities required across HCM core platforms and HR integrations. We leverage our experience in overcoming common challenges, successfully meeting business goals such as improving capacity of organisation recruitment and retaining the right people, and ensuring HR activities align more to your organisation's strategic direction.

We provide system-agnostic quality engineering advice, focusing on cloud-based HR systems such as Workday and SAP Successfactors, with a futuristic view of the way of working and taking into consideration the complexity and volume of data.

We design specific integration test approaches that are fit for purpose for many of the key HR and Finance systems within the HR transformation landscape, including payroll platforms, learning and development applications, travel and expense systems, and so on. We come prepared with a core set of HCM functional test scenarios that significantly reduce the time and effort put into test preparation. It includes key functional modules such as Core HCM, Absence, Recruitment, Compensation, Performance, and Talent and these are customised as per your requirements.

eCommerce Modernisation:

Digital innovation and consumer behaviour are creating considerable change in the industry. There is an accelerating trend of sales shifting online and digital businesses are scaling rapidly in new and existing markets.

Consumer expectations have evolved and to compete, businesses need to offer a meaningful experience through a variety of touchpoints, as well as having the ability to respond to rapid changes in demand and deliver customer value - all whilst maintaining high quality at speed.

As a result, modern consumer platforms are becoming increasingly complex and the ability to measure and control quality from early development stages through to an operational environment is key to success. Traditional QA practices can become a constraint and implementing reliable and sustainable testing is a challenge for most eCommerce businesses.

Our specialist team work with a wide range of clients, from large-scale technology companies looking to launch their global eCommerce capability, to working with a large retailer to launch their cross-channel online and in-store customer loyalty scheme. We use the latest technologies to build a reliable and sustainable QA framework that enables our clients to take advantage of modern software development practices whilst maintaining a high level of quality, ranging from ensuring a new platform integrates correctly and supports peak trading, to delivering ongoing rapid enhancements to the customer journey.

We also work closely with the business and operational teams to ensure they can support new services and platforms when they are live, ranging from the customer services team being able to track orders and issue refunds, to operational teams monitoring their third party integration with payments providers, or warehousing and distribution channels.

Future retailers are the ones who are able to leverage technological innovation and deliver value to their customer sustainably and at speed by building cohesive touchpoints across the entire customer journey – otherwise their customers can easily go elsewhere.



Deliver: Technical Engineering Services

"Performance engineering has entered a new and exciting era with technologies that enable scalable, serverless architectures and infrastructure as code. Our engineers work to understand how a platform will flex to meet future demand, removing limitations that might hinder agility."

Christopher John

Director, Technical Engineering Services

Technical Engineering Services

Having a robust product spans several disciplines. From automation, compatibility and performance to data services and business acceptance procedures, our deep expertise can get you the support and results your business needs to suceed.

Test Automation: Understanding what works in different environments allows us to create test automation strategies and build automation frameworks which are robust enough to handle unique challenges all programmes face whilst implementing good practices from the outset.

Using multiple fields of experts; the test automation frameworks that we build for our clients is a service in its own right, and requires a collaboration of development, platform engineering and test to run reliably and effectively. Often this time can't be dedicated in busy project environments and by providing our own test automation framework that we have crafted with lessons learnt from different engagements, we can start a project with confidence in the testing platform.

Our practitioners are constantly encouraged to share their learnings, are trained in the latest technologies and certifications and are constantly motivated to work and build test products of the future including machine learning and Al. For example, tooling for reporting and analytics can often take time to build up, and that thinking has been already coded for in our test automation products.

This approach also allows our clients to focus on their product delivery and future roadmap and not worry about re-inventing the wheel building automation tools and frameworks from scratch.



Our global reach and expertise in our near shore and offshore delivery centres also allow us to build, run and maintain tests round the clock and provide a continuous feedback delivery loop.

Performance Engineering: With delivery velocity as a priority, we adopt a performance engineering approach throughout the delivery lifecycle. Our dedicated Performance Engineering teams can help with identifying non-functional requirements, working closely with business and technology teams to understand how a system needs to perform to meet the needs of the business. Our teams will work to understand the technical

architecture of solutions to design representative volumetric models, accurate performance test scripts, and monitoring approaches.

Our teams will tailor test delivery depending on the demands of the solution. We use automation capabilities to integrate performance tests into a continuous development and integration pipeline and couple tests with ongoing performance monitoring to quickly identify bottlenecks. We utilise a range of methods and accelerators across the delivery lifecycle to help you deploy highly performing solutions with confidence.



Mobile Testing: Deloitte's Mobile Test Centre provides the tools, expertise, and test environment that ensures that our clients' applications meet today's high quality expectations demanded by their customers. Testing in a secure environment, with a range of iOS and Android devices, whilst utilising modern testing strategies, provides confidence that the app can iterate through the development life cycle quicker and, ultimately, out to market sooner.

To ensure that a company stays competitive in this space, they must constantly iterate and improve their mobile offerings, in-line with new competitors in the market such as Banking start-ups who are not restricted by legacy technologies. Growth in mobile use has happened across all sectors and with this, the consumer base are more demanding than ever. Mobile applications with any issues either functional or performance can cause huge losses in both consumer confidence and revenue.

To assist in this transition, we have a specialised team of near-shore testers that can help plan and implement testing strategies for new and existing applications.By using modern testing methods we can quickly gather feedback, ensure issues are found early in the development life-cycle, and improve time to market for new Mobile app versions, across a range of devices.

This iterative process ensures that businesses have confidence in what they release, meets growing consumer demand and increases both customer satisfaction and revenue.

Compatibility Testing:

Applications and services are no longer tied to one platform. Users access services on mobile devices, web browsers, smart watches, and IoT devices. Deloitte provide the tools to design, build, and test applications and services across a range of platforms and devices. This approach ensures that clients can meet user demand for their services to function seamlessly across multiple devices and meet the user's individual needs. **OAT:** In an ever-changing world with multi-faceted technological landscapes, operational resilience has never been more important. We work with each of our customers to provide an end-to-end tailored operational testing solution. This ensures our clients' ability to deliver their business solution in a controlled and managed manner that reflects KPIs and SLAs.

We have proven test capabilities in recoverability, integrity, reliability, robustness, data integrity, manageability, and supportability with a variety of platforms, including: Google Cloud Hosting Services, Amazon Web Services and Microsoft Azure Cloud, to name just a few. Our strategic relationships with top-tier technology companies enable us to provide subject matter experts and cutting-edge tooling solutions that underpin our offering.

We understand that customer expectation and satisfaction go hand in hand. We work individually with our clients and their 3rd parties, to ensure that their requirements are specific, measureable, attainable, relevant and time-bound, whilst factoring in continuous improvement which increases 'right first time' deployments. Our OAT approach interweaves environmental factors in addition to functionality, which add to the quality of the solution. OAT underpins the Acceptance Into Service process (AIS) and is key to a seamless transition from operational development to operational acceptance, leading into operational support.

We come prepared with a library of artefacts and experienced resources with proven expertise in performance, security, accessibility, operability and supportability across all sectors.

UAT: User Acceptance Testing (UAT) provides confidence to business stakeholders. Having the ability to provide confidence early and often is the core of our approach, de-risking go-lives and reducing the likelihood of late business validation issues. UAT is traditionally manual, time consuming and often repetitive, and our approach automates high-use user journeys allowing the business to focus on the high risk business critical cases.

Our team of highly qualified test professionals can seamlessly augment business test teams to help deliver real value, covering real-life scenarios to ensure the software is fit for BAU. As business users often have a different view to software testers and may have different expectations, UAT is important to minimise the risk of defects in production but also to validate the software is usable. We are highly experienced in UAT and can guide business users throughout this phase to ensure a successful UAT, focussing on managing quality and leading the business through each milestone from creating test cases through to daily meetings/ triage calls, safeguarding that they are in line with programme expectations, whether it be Agile or Waterfall.

We have proven successful collateral to organise and implement UAT to a high standard, including templates for the following: test schedule plans, test and defect templates, UAT training, entry/exit criteria, test approach and meeting material.

Requirements Engineering:

According to one NASA publication, the cost of fixing a requirements error later in the software development lifecycle increases from 1 unit at the requirements phase, to 21-78 units at the testing phase (Haskins et al., 2004). A holistic approach to requirements gathering is essential to reducing time to market for complex programmes whilst increasing both efficiency and quality of delivery.

We help our clients reduce requirements gaps manifesting later in the programme by working closely with BAs and technical stakeholders to ensure requirements are integrated, traceable and testable. Our specialised team of Requirements Engineers are backed by a team of SMEs within Automation, Performance, Security, Migration and Data (to name but a few). We also have experience managing requirements traceability throughout the lifecycle of a programme, across a variety of systems and spanning multiple industries.

Aside from the financial benefits of resolving requirements issues earlier on, Requirements Engineers also ensure knowledge retention moving throughout the phases of a delivery and promotes collaboration between development and test. By applying a 'prevention is better than cure' approach to improving requirements, we help our clients achieve smoother delivery of largescale programmes whilst ensuring that user expectations are met.



Data Services: Data is at the core of almost all technical delivery so ensuring the quality of data through to visualisation is critical for projects, products, and businesses to succeed.

As data volumes grow, the desire to store and analyse data increases, leading to a demand of big-data testing tools, techniques, and frameworks. More data results in the increased risk of errors whilst also potentially impacting upon the performance of applications.

Our dedicated team of Data Quality & Test Engineers across the UK, ERDC, and USI are able to help clients with the analysis, design, and implementation phases. From data mining to data visualisation, we specialise in various stages of testing across a wide range of cloud technologies, products, and industry sectors. Our core focus is delivering clean and accurate data to help make informed business decisions.

Our expertise is split across three areas,

- Data Analytics
- Data Migration
- Cognitive Data Intelligence

Data Analytics: Understanding data by inspecting, cleansing and modelling is key for businesses to

make informed decisions on the progress of their product, company or even their customer base. Using specialist automated and manual techniques, we can build and interrogate data stores from the source upwards to ensure clean data is brought into the visualisation layer within BI / MI reports.

Data Migration: Data Migration is an extremely complex process, whether it be a lift and shift, or an extract, transform and load from one data storage location to another. Providing testing solutions across both on-premise and cloudbased platforms is important to help minimise risk and ensure the correct data is used. Our blend of product-based knowledge, coupled with years of industry experience, effectively positions us to achieve the very best testing solutions across the data journey for clients.

Cognitive Data Intelligence:

Going beyond Data Analytics and closely coupled with Machine Learning (ML), we test cloud-based solutions by capturing data and transforming it through algorithms into various states to showcase future predictions. We have experience in testing at a unit-test level within Python through AWS, transforming data through various data marts, into the ML process and eventually out into BI reports.

Run: Quality-as-a-Service

"Monitoring performance and reliability is fundamental to engineering a scalable digital platform. We enable our clients to understand, quantify and ultimately improve the experience they are providing."

Jack Forman

Manager, Quality-as-a-Service

Quality-as-a-Service

Make life easier with our Testing as a Service accelerators, here to give you peace of mind, and let your teams focus on what matters most.

Intelligent Reporting: Today's highly complex digital landscape suffers from avoidable problems. Business & IT functions are under constant pressure to deliver regulatory change alongside changes required to maintain commercial advantage in a race to innovate. Appetite for production failure continues to decrease. This presents three core problems that need to be addressed:

- Wasted time
- Poor decision making
- Budget overrun

Our solution gives you insight, prediction, decision support and a single truth on data in one easy to understand platform.

It applies machine learning to make predictions and recommendations on outcomes and slippage based on specific goals or plans. It helps to automate and benchmark critical and time-consuming functions and decisions. Using Neuro helps accelerate delivery, reduce costs and increase productivity.

Unlike many enterprise solutions, our intelligent reporting solution optimises your current technology stack with no need to add or replace systems. It integrates fully with many of the leading enterprise workflow systems out-of-the-box, quickly and simply unlike many generic reporting and analytics solutions.

By 2030, Gartner predicts that 44% of the AI market will be Augmented Intelligence, our solution brings this to your company now.



Automation Services: It is an established fact that organisations have difficulty maintaining testing regimes for products after they have gone into live service. Even if automated tests are in place, they can quickly go out of date, or the staff with the expertise to maintain them move onto other projects or out of the business. The consequences can be serious:

- Loss of control of product quality
- Business-impacting defects appearing in production
- Customer experience impacted
- Loss of confidence in services
- Expensive remediation
- Potential regulatory penalties

ReMatch is a remote managed automation testing service that maintains and regularly runs your regression tests using frameworks designed and built to meet your specific needs. You'll have a service delivered by a dedicated team using a consistent toolset with regular reports and updates to give you peace of mind and confidence.



Crowd Testing: Crowd testing uses an 'external' crowd of testers to provide a large, fully flexible resource pool for testing, which can be scaled up quickly. These testers are provided by Global App Testing (GAT), a crowd vendor who provides QA solutions across mobile and web applications.

GAT has a crowd community of over 50,000+ testers and robust automation tools, allowing efficient execution across multiple device types/ OS versions; providing clients with confidence of platform functionality, reduction of defects slipping into production and usability. Crowd testers are based in 189+ markets, meaning tests can be completed 24/7/365 across various time zones. We also cater for specific localization requirements and testing.

We have a joint proposition with GAT, and are the main point of contact in engagements during crowd test phases. In applying our depth of industry expertise we provide oversight to ensure the end to end experience is smooth.

Performance Monitoring: We

have created a sophisticated suite of web- based monitoring systems to help enhance your digital experience and provide you with real time updates on issues that could be effecting the end user. Our service offers insights into page performance, real user monitoring, user journey synthetic monitoring and security scans. It looks from the outside in and provides visual dashboards tracking code errors, APIs, Accessibility scores and much more.



Key Contacts



Neil Brown Lead Partner, Quality and Test Engineering E: neilbrown@deloitte.co.uk



Mike Hill Lead Director, Quality and Test Engineering E: mikhill@deloitte.co.uk

Deloitte.

This publication has been written in general terms and we recommend that you obtain professional advice before acting or refraining from action on any of the contents of this publication. Deloitte MCS Limited accepts no liability for any loss occasioned to any person acting or refraining from action as a result of any material in this publication.

Deloitte MCS Limited is registered in England and Wales with registered number 03311052 and its registered office at Hill House, 1 Little New Street, London, EC4A 3TR, United Kingdom.

Deloitte MCS Limited is a subsidiary of Deloitte LLP, which is the United Kingdom affiliate of Deloitte NSE LLP, a member firm of Deloitte Touche Tohmatsu Limited, a UK private company limited by guarantee ("DTTL"). DTTL and each of its member firms are legally separate and independent entities. DTTL and Deloitte NSE LLP do not provide services to clients. Please see www.deloitte. com/about to learn more about our global network of member firms.

© 2021 Deloitte MCS Limited. All rights reserved.

Designed by Deloitte CoRe Creative Services. RITM0684516