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# Sogeti Testing Services

Helping you to Deliver Innovation

and a Better Customer Experience



## Our commitment to you

By partnering with Sogeti we work as an extension of your team, helping you to adopt the right principles, improve product quality and enhance overall project delivery.

Our Managed Test Services are designed to suit both private and public sector clients and their specific circumstances. Each multi-year programme is configured specifically to provide flexible, best-in-class testing services that reduce your total cost of ownership.

Our Specialised Test Services support smaller scale projects, such as defining your test process improvement strategy, testing the launch of your new mobile application or website, and the integration of new services or upgrades to your estate.

As your test partner, we are committed to delivering continuous quality improvements and innovation that will have a positive impact on your business.



**Darren Coupland**  
**COO of Sogeti UK**



**Hans Van Waayenburg**  
**CEO of Sogeti Group**



# Delivering Innovation and an Improved Customer Experience

Nearly 82% of UK IT Executives have identified customer experience as their key priority this year. However, this is a focus that extends beyond testing as it is also the CEO's #1 priority. Currently whole organisations are shifting in mindset to ensure their brand is being represented in the right way.

Paul Greenberg's simple definition below offers an analyst viewpoint on this top priority:

**“ If a customer likes you and continues to like you, they will do business with you. If they don't, they won't. ”**

**Paul Greenberg, President of The 56 Group, LLC**

**(Consulting firm focused on CRM and Social CRM strategic services)**

The leading brands recognise the link between customer retention and customer experience. According to data from Chartbeat, 55% of page sessions last less than 15 seconds, so it is absolutely critical to capture your buyer's attention. Software testing plays a vital role in achieving this aim. Every defect that is put into production will have a negative effect on a customer's experience and ultimately an organisation's reputation.

This increased emphasis on customer experience and innovation, combined with the conflicting need to incorporate emerging technologies, integrate applications, implement DevOps and keep IT costs down, means testing is being pushed to the forefront of the IT landscape as a strategic imperative for successful businesses. Indeed the 2015/16 World Quality Report shows the budget allocated to Testing has actually increased from 25% to 33% of total IT spend. If the proportion of spend allocated to ensuring application quality and performance continues to rise at this rate, then it will reach 40% by 2018 – reinforcing the increasing strategic importance of this function.

Within this fast paced, customer focused testing landscape Sogeti understands the importance of adopting new techniques and new methods to enable IT leaders to deliver on complex modernisation and digital transformation programmes.

## Introducing Sogeti's Test Services

Our services combine proven methodologies, industry partnerships, deep sector expertise, on and offshore delivery capabilities and a strong track record in helping our clients to achieve their strategic testing objectives, and notably lowering the overall cost of testing.

Our collaborative approach complements and interacts with both agile development teams and legacy project teams to identify the right tests at the right time. We complement existing test teams and provide comprehensive defect and progress reporting to increase confidence in rapid deployments; helping you to deliver new functionality while assuring the integrity of the overall product, application and/or service. Our services scale up and down, and can be delivered either on site at your offices, through Sogeti Studio, or in the Cloud. Our staff use the leading software tools and they are all highly competent in agile, waterfall, DevOps and hybrid environments.

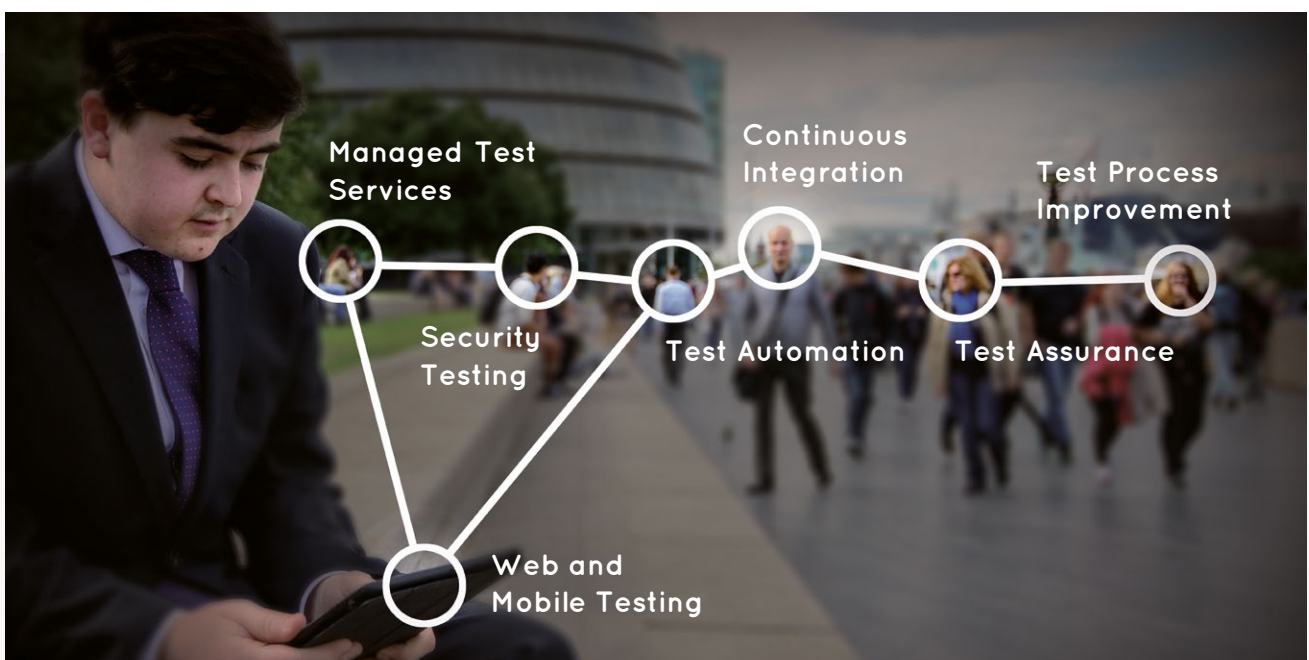
Our combination of best in class test services and innovative outcome based commercial models ensure we provide our clients with a comprehensive strategy that delivers a higher level of test maturity, demonstrable cost and time efficiencies and above all, higher quality delivery that has a positive impact beyond the software delivery lifecycle, creating tangible, business-wide benefits.

## Our Catalogue of Testing Services

Sogeti's testing services cover all of your testing needs from Managed Test Services, Service Virtualisation and Integration Testing, to Web, Mobile, Security, and other Specialised Test Services.

Our Managed Test Services are designed to suit both private and public sector clients and their specific circumstances. Each multi-year programme is configured specifically to provide flexible, best-in-class testing services that reduce your total cost of ownership. Delivering an end to end service enables us to create strategic value through the transformation of test processes and environments. Continuous improvement and innovation are embedded from the outset thanks to our investment in methodologies, tools and frameworks. And we lower the overall cost of testing through risk and reward commercial agreements, industrialisation and rightshore delivery models. Sogeti's Managed Test Service is metrics driven and benchmarked against best-in-class targets, and the service also allows for advanced management within multi-vendor environments.

Our Specialised Test Services collectively describe the individual test services we offer to support smaller scale projects, such as defining your test process improvement strategy, testing the launch of your new mobile application or website, and the integration of new services or upgrades to your estate.





# What our Customers Say

Managed Testing Service: Sogeti helps **XL Catlin** to significantly improve release quality whilst reducing costs by 25%.



*"We have partnered with Sogeti since 2006. During this time they have successfully enabled us to consistently deliver better quality applications, faster, without impacting staffing costs. The real success of our partnership is based on the fact that, globally, our underwriters and claim managers can rely on a core set of shared applications with a reduced risk of downtime, or operational repercussions that used to result in increased calls to our helpdesk. This means that we can confidently deliver a reliable service to our customers time and time again."*

David Joice, IT Director, XL Catlin

New service launch: Sogeti provides **Camelot** with the assurance to trial new augmented reality Scratchcard campaign.



*"The project worked so well that I would have no qualms about using Sogeti Studio again in the future for similar projects. The team got up to speed very quickly, even though they weren't on site. Communication was very good and there was always someone available to speak to. There were no negatives."*

Julie Allam, Senior Project Manager, Camelot UK

Digital services: Sogeti Studio arms **Southampton Airport** with the confidence to push their new website live in record time.



*"Using a test provider like Sogeti was hugely advantageous. Being a public facing entity meant that using professional test resources gave us the extra confidence we needed before going live. Sogeti's ability to ramp up and down, the availability of the lab - Sogeti Studio - on demand, and the fixed price commercial arrangement really made them a fantastic partner to work with."*

Robbie Wright, ICT Project Manager, Southampton Airport

# Expertise with Results



We are fully committed to delivering continuous improvement and lowering your total cost of testing. We offer our client's best in class tools, highly experienced test professionals, with appropriate security clearance where necessary, and the expertise to optimise your testing assets, improve product quality and help you deliver a faster time to market.

## Benefits of working with Sogeti

- Reduction in the total cost of testing. An optimal balance between local and offshore execution can result in cost savings of up to 30 - 40% in year one.
- Measurable improvement in quality and customer experience. Proven detection rates of more than 97% of high-severity defects can be achieved.
- Improved time-to-market. At least 15% under the right conditions.
- Standardized, automated and best-practice test processes. Under the right conditions there can be up to 50% reduction in the overall test effort.
- Outcomes-based testing. We are pleased to offer our long term clients commercial models based on risk-reward and gain-share concepts, underpinned by KPIs and SLAs.
- Scalable resources and flexible delivery. With access to over 13,500 test professionals we are able to scale up and down according to requirements.
- Skills transfer. New capabilities are embedded into your organisation and consistent quality assurance is delivered across multiple supplier environments.
- World-Leading 'Best In Breed' Intellectual Property. We continue to invest in innovation and apply frameworks and our TMAP®, and TPI® and PointZERO® methodologies to our work.
- Strong partnerships. Our knowledge of an extensive range of market-leading testing software suites helps us to deliver an outstanding service to our clients.



# What the Analysts Say

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***NelsonHall assesses the testing services offerings available in the market on an ongoing basis and Capgemini Group (Capgemini and Sogeti) has consistently ranked well in our assessments. Capgemini Group has a comprehensive and expanding testing service offering, and is investing in IPs including test- case repositories and point tools.***

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**Dominique Raviart, ITO Research Director, NelsonHall**

Capgemini Group was positioned as a leader in Gartner’s 2015 Magic Quadrant for Application Testing Services, Worldwide<sup>1</sup>. Capgemini Group was positioned as a Leader in OVUM’s Decision Matrix for Outsourced Testing Providers in 2014-15<sup>2</sup>. In addition, in December 2014, Capgemini was positioned as a Leader in Transformation-Focused Testing Services in the first NelsonHall Vendor Evaluation and Assessment Tool (NEAT) evaluation for Software Testing<sup>3</sup>. Capgemini was also positioned as a Leader for Client Efficiency Vendors and Overall Software Testing Services by NelsonHall for its software testing capabilities. We believe the analyst recognitions are due to our focus on transformation, our methodologies and frameworks, and our local and global delivery combination.

With over 13,500 testing professionals, the Capgemini Group has one of the largest testing practices in the world. As a wholly owned subsidiary of Capgemini, Sogeti can provide both rightshore and UK based service delivery options, combining client closeness and deep test expertise, with the strengths of the Group.

1 Source Gartner Inc.: “Magic Quadrant for Application Testing Services”, Susanne Matson, Patrick J. Sullivan, 23 November 2015.

About the Magic Quadrant:

Gartner does not endorse any vendor, product or service depicted in its research publications, and does not advise technology users to select only those vendors with the highest ratings or other designation. Gartner research publications consist of the opinions of Gartner’s research organization and should not be construed as statements of fact. Gartner disclaims all warranties, expressed or implied, with respect to this research, including any warranties of merchantability or fitness for a particular purpose.

2 Source: “Ovum Decision Matrix: Selecting an Outsourced Testing Service Provider, 2014-2015”, Thomas Reuner, Principal Analyst, 2014.

3 Source: “NelsonHall NEAT Evaluation for Capgemini Group: Software testing. Market segment: Transformation-Focused”, September 2014.

## About Sogeti

Sogeti is a leading provider of technology and engineering services. Sogeti delivers solutions that enable digital transformation and offers cutting-edge expertise in Cloud, Cybersecurity, Digital Manufacturing, Digital Assurance & Testing, and emerging technologies. Sogeti combines agility and speed of implementation with strong technology supplier partnerships, world class methodologies and its global delivery model, Rightshore®. Sogeti brings together more than 25,000 professionals in 15 countries, based in over 100 locations in Europe, USA and India. Sogeti is a wholly-owned subsidiary of Capgemini SE, listed on the Paris Stock Exchange.

For more information please visit [www.uk.sogeti.com](http://www.uk.sogeti.com).




Rightshore® is a trademark belonging to Capgemini.



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