



Mutqan Soft

SOFTWARE QUALITY ENGINEERING

COMPANY SERVICES PROPOSAL

Software Quality Engineering Services

A Saudi software-quality specialist helping organisations release with confidence — through structured testing, automation, performance and security validation, and quality systems that hold after we leave.

Manual & Functional Testing

Test Automation

Performance & Security

QA Team Building

Enterprise Consulting

Quality Systems

PREPARED FOR

COMPANY

Mutqan Soft

متقن سوفت

CONTACT

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About Mutqan Soft

A Saudi company specialised in software quality, founded by testing and quality practitioners — not intermediaries.

"Quality is not an option — it is a mindset."

جودة برمجية بمعايير عالمية · الجودة ليست خياراً — بل عقلية

WHO WE ARE

Mutqan Soft is a Saudi company specialised in software quality, founded by a team of testing and quality experts who have worked to bring technology products to a level of craftsmanship before they reach the end user.

We describe ourselves plainly: **we are not brokers or a coordination agency — we are field practitioners.** The people who scope your work are the people who do it.

WHAT WE DO

Six connected service lines across the quality lifecycle — from hands-on functional testing, through automation and non-functional validation, to building the internal teams and quality systems that let an organisation sustain quality on its own.

AT A GLANCE

6

connected service lines across the quality lifecycle

4

step delivery method applied to every engagement

10

tools in our published delivery stack

The problems we address

- Defects reaching production and users first
- Releases slowed by manual regression cycles
- No objective evidence that a release is ready
- Systems untested under realistic load or attack
- Quality depending on individuals rather than a process

Who this is written for

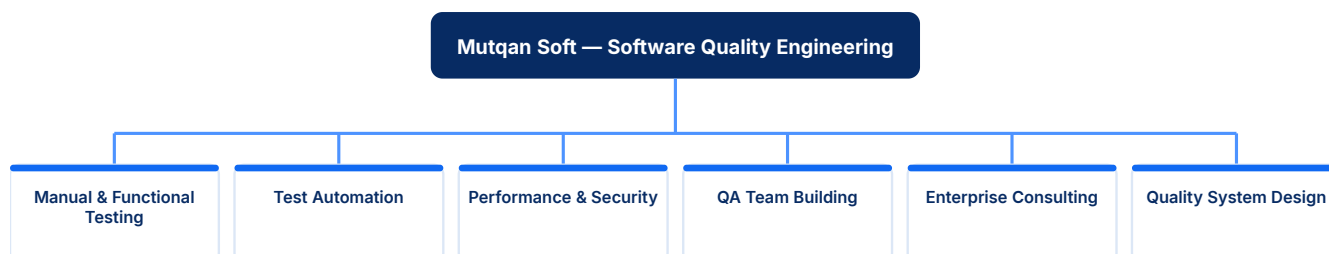
- Enterprises with production systems and release pressure
- Government and semi-government digital programmes
- Technology companies and product teams
- Startups preparing for a first or scaled release
- Procurement and delivery teams evaluating QA partners

HOW WE THINK ABOUT QUALITY

Testing is a risk instrument, not a checkbox. We scope by risk — what would hurt most if it failed — make coverage and residual risk explicit, and report in terms a business owner can act on. Where work can be automated reliably, we automate it; where judgement is needed, we apply people. Our aim on every engagement is that the capability outlives the contract.

Capabilities & Service Portfolio

Six service lines, delivered under one methodology. Each can be engaged on its own or combined into a single programme.



Service	What it addresses	Typical trigger to engage
01 · Manual & Functional Testing الاختبار اليدوي	Verifying the product behaves as specified, across the devices and browsers your users actually use.	A release is approaching and no independent verification exists.
02 · Test Automation أتمتة الاختبارات	An automated suite that keeps pace with development and surfaces regressions within minutes of each change.	Regression testing has become the bottleneck in the release cycle.
03 · Performance & Security Testing اختبارات الأداء والأمان	Evidence that the system holds under load and resists intrusion attempts within an authorised scope.	A launch, campaign, or seasonal peak is expected — or a security review is due.
04 · QA Team Building بناء فرق الجودة	Designing, staffing and training an internal quality team, from role definition to onboarding.	Quality is outsourced or ad-hoc and the organisation wants it in-house.
05 · Enterprise Consulting الاستشارات المؤسسية	An assessment of current quality maturity with a practical, prioritised improvement roadmap.	Leadership needs an objective baseline before investing further.
06 · Quality System Design بناء نظام الجودة	A documented methodology, quality gates and metrics that make quality a repeatable daily practice.	Results depend on individuals rather than an established process.

HOW SERVICES CAN BE ENGAGED

Single service

One service line scoped to a defined objective — a release verification cycle, or a performance assessment ahead of a launch.

Combined programme

Several services sequenced as one engagement — an assessment leading into a quality system, or manual testing leading into automation.

Embedded alongside your team

Practitioners working within your delivery cadence and tooling, with knowledge transfer built into how the work is run.

Service names and descriptions correspond to the service lines published on mutqansoft.sa. No additional service lines are claimed. Scope, timeline and pricing are defined per engagement.

01

Manual & Functional Testing

الاختبار اليدوي

"We examine your product with an expert eye before your user does — comprehensive functional testing and compatibility across devices and browsers."

SERVICE OVERVIEW

Structured, human-led verification that the product behaves as specified. Experienced testers design cases traceable to your requirements, execute them across the agreed devices, browsers and environments, and record every result with the evidence needed to act on it.

Automation cannot judge whether a screen makes sense, whether an error message is usable, or whether a workflow matches how the business actually operates. This service covers the ground where informed human judgement is the only reliable instrument — and produces the documented case base that any future automation is built from.

WHEN TO ENGAGE

- Before a release with no independent verification
- A new product or major feature reaching UAT
- Recurring user-reported defects after go-live
- Compatibility issues across devices or browsers
- No documented test coverage exists today

SERVICE WORKFLOW



OUR APPROACH

- 1 Understand the need.** We review requirements, walk the product, and agree the scope, devices, browsers and environments in writing before any testing begins.
- 2 Plan by risk.** Coverage is prioritised against business impact, so the areas that would hurt most receive the deepest testing.
- 3 Design traceable cases.** Each case links back to a requirement, giving you a defensible coverage map rather than an opinion.
- 4 Execute and evidence.** Results are recorded per cycle with screenshots, steps and severity, so every defect is reproducible.
- 5 Retest and report.** Fixes are verified, affected paths are re-run, and findings close with a summary a decision-maker can read.

WHAT THE CLIENT RECEIVES

- Test plan and agreed scope
- Traceable test case suite
- Execution results per cycle with evidence
- Classified defect log
- Retest and regression report
- Test summary report with residual risk

BUSINESS VALUE

- Defects found before users find them
- Objective, documented release readiness
- Verified compatibility across target devices
- Reproducible defects that developers can fix quickly
- A reusable case base for future releases
- Lower cost of post-release correction

02

Test Automation

أتمتة الاختبارات

"An automated testing system that keeps pace with your product's development — catching errors within minutes of every new update."

SERVICE OVERVIEW

We build a maintainable automation framework around your product and integrate it into your delivery pipeline, so regression feedback arrives in minutes rather than days.

The value of automation is not the number of scripts written — it is whether the suite still runs, and is still trusted, six months later. We therefore begin with a feasibility check on how automatable the product actually is, prove the pattern on a small pilot, and only then scale. Stability is measured explicitly before handover, and the framework is documented and transferred so your team can extend it without us.

WHEN TO ENGAGE

- Regression testing is the release bottleneck
- Frequent releases with repeated manual checks
- A CI/CD pipeline exists but has no quality gate
- Manual effort grows with every new feature
- An existing suite is unstable or abandoned

SERVICE WORKFLOW



OUR APPROACH

- 1 Assess automatability.** We examine element stability, test data and environment readiness, and state plainly what can and cannot be automated reliably.
- 2 Design for maintenance.** The framework separates data, logic and reporting so that a UI change breaks one layer, not the whole suite.
- 3 Prove with a pilot.** A small set of critical paths is automated first to validate the pattern before any scale-up spend.
- 4 Integrate into delivery.** The suite runs from your pipeline on each change, with results published where the team already works.
- 5 Prove stability, then hand over.** We measure pass consistency across consecutive runs, then transfer the framework with documentation and a working session.

WHAT THE CLIENT RECEIVES

- Automation feasibility report
- Automation framework (documented)
- Automated test suites for agreed paths
- Pipeline integration and run configuration
- Automated execution reports
- Stability report and handover session

BUSINESS VALUE

- Regression cycles cut from days to minutes
- Faster, more frequent releases
- Manual effort redirected to exploratory work
- Consistent, repeatable execution
- Earlier defect detection per change
- A suite your own team can maintain

03

Performance & Security Testing

اختبارات الأداء والأمان

"We test your system under pressure and against intrusion attempts — before real conditions do it for you."

SERVICE OVERVIEW

Two non-functional disciplines delivered together: measuring how the system behaves under realistic and peak load, and probing it for weaknesses within a scope you authorise in writing.

Performance work establishes what the system can carry, where it degrades first, and what has to change to hold the target. Security work examines the application for exposures that functional testing does not reveal. Both produce measurements and reproducible findings — not adjectives — and both close with a retest that verifies the fix.

WHEN TO ENGAGE

- A launch, campaign or seasonal peak is expected
- The system slows down as users increase
- Capacity limits have never been measured
- A security review is due before go-live
- Sensitive data is handled by the application

SERVICE WORKFLOW



OUR APPROACH

- 1 Agree the targets.** Response time, concurrent users, throughput and acceptable error rates are defined as numbers before testing, so the result is a pass or a fail — not an opinion.
- 2 Authorise the scope.** Security testing begins only after written authorisation naming the systems, environments, windows and permitted techniques.
- 3 Model realistic conditions.** Load profiles are built from expected usage patterns and peak scenarios, not arbitrary numbers.
- 4 Execute under control.** Runs are scheduled and monitored so testing never becomes the incident it is meant to prevent.
- 5 Report and verify.** Findings are ranked by severity with reproduction steps and remediation guidance, then retested once fixes are applied.

WHAT THE CLIENT RECEIVES

- Agreed performance targets and load profiles
- Load, stress and endurance test results
- Bottleneck analysis with supporting measurements
- Authorised-scope security findings by severity
- Prioritised remediation guidance
- Verification retest report

BUSINESS VALUE

- Capacity limits known before the peak, not during it
- Bottlenecks identified with evidence, not guesswork
- Security exposures surfaced before release
- Infrastructure decisions based on measurement
- A documented baseline for future comparison
- Reduced risk of downtime at the worst moment

04

QA Team Building

بناء فرق الجودة

"We build your internal quality team — selecting the right people, defining the right roles, and training them to work to standard."

SERVICE OVERVIEW

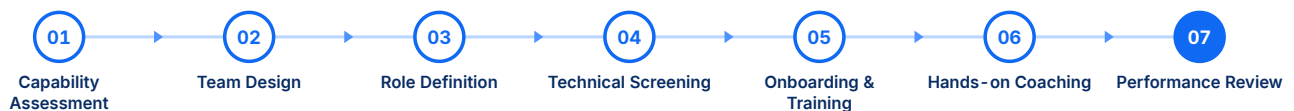
For organisations that want quality owned internally rather than bought repeatedly, we design the team, help select the people, and train them on the working practice they will use daily.

A quality team fails for structural reasons more often than personal ones: unclear ownership, the wrong seniority mix, no defined way of working, or testers reporting to the people whose work they assess. We address the structure first, then the staffing, then the capability — and stay involved long enough to see the team operating without us.

WHEN TO ENGAGE

- Quality work is fully outsourced today
- Testers were hired but output is inconsistent
- No defined QA roles or career path exists
- The team is growing and quality is not scaling with it
- Internal ownership of quality is a strategic goal

SERVICE WORKFLOW



OUR APPROACH

- 1 Assess what exists.** Current skills, workload and ownership are mapped so the design addresses the real gap rather than an assumed one.
- 2 Design the team.** Size, seniority mix and reporting lines are proposed against your delivery model and release cadence.
- 3 Define the roles.** Each role receives a written scope, required skills and success measures — so responsibility is explicit.
- 4 Screen on evidence.** Candidates are evaluated through practical technical assessment, with findings reported to you; hiring decisions remain yours.
- 5 Train, coach, then review.** The team is onboarded onto a defined working practice, coached on live work, and reviewed against the agreed measures.

WHAT THE CLIENT RECEIVES

- Capability assessment report
- Team structure and staffing plan
- Role definitions with success measures
- Technical screening assessments and findings
- Onboarding and training programme
- Performance review against agreed measures

BUSINESS VALUE

- Quality capability owned in-house
- Roles and accountability defined in writing
- Hiring decisions supported by technical evidence
- Consistent practice across the team
- Reduced long-term dependence on external testing
- A team that can absorb growth

05

Enterprise Consulting

الاستشارات المؤسسية

"We assess where your quality practice stands today and give you a practical roadmap — not a theoretical report."

SERVICE OVERVIEW

An independent assessment of how quality is practised across your delivery organisation, with a prioritised roadmap that names what to change, in what order, and what each step requires.

The output is written to be acted on. Every finding is supported by evidence gathered during the review, every recommendation carries an owner, an effort indication and a sequence position, and anything that cannot be substantiated is stated as an open question rather than a conclusion.

WHEN TO ENGAGE

- Leadership needs an objective quality baseline
- Quality investment is rising without clearer results
- Multiple teams work in inconsistent ways
- A transformation or scale-up programme is planned
- A second opinion is needed before committing budget

SERVICE WORKFLOW



OUR APPROACH

- 1 Listen first.** Structured interviews across delivery, engineering and product surface how work actually happens.
- 2 Review the evidence.** Existing artefacts — defect history, test assets, pipelines, release records — are examined so conclusions rest on data.
- 3 Assess maturity.** Practice is assessed across defined dimensions, giving a baseline that can be re-measured later.
- 4 Analyse the gap.** The distance between current practice and your delivery goals is described concretely.
- 5 Sequence the work.** Recommendations are ordered by impact and feasibility, then presented to decision-makers for discussion.

WHAT THE CLIENT RECEIVES

- Discovery findings summary
- Quality maturity assessment with baseline
- Evidence-based gap analysis
- Prioritised improvement roadmap
- Effort and ownership indications per recommendation
- Executive readout session

BUSINESS VALUE

- An objective view independent of internal politics
- Investment directed to the highest-impact gaps first
- A baseline that makes future progress measurable
- Recommendations sized to what the organisation can absorb
- A shared language for quality across teams
- Decisions supported by evidence rather than assertion

06

Quality System Design

بناء نظام الجودة

"We build a complete quality system for your organisation — a documented methodology, clear standards, and measurable indicators."

SERVICE OVERVIEW

We design the operating system for quality: how work is verified, who approves what, which gates a release must pass, and which indicators are tracked — documented, adopted and reviewed.

This is the service that makes the others durable. Where testing solves the current release and consulting names the gaps, the quality system turns the answers into standing practice: written process, entry and exit criteria, templates the team actually uses, and a small set of metrics that reveal whether the system is working. We stay through adoption, because a process that is written but not used has changed nothing.

WHEN TO ENGAGE

- Quality depends on specific individuals
- Practice differs between teams or projects
- No definition of "ready to release" exists
- Quality cannot be reported on to leadership
- Growth has outpaced the existing way of working

SERVICE WORKFLOW



OUR APPROACH

- 1 Map what happens today.** The existing flow from requirement to release is documented as it is, including the informal steps people rely on.
- 2 Set the standards.** A quality strategy and written standards are agreed with you, scoped to your delivery model rather than imported wholesale.
- 3 Design the process.** Each stage receives defined activities, roles, and entry and exit criteria, so handovers stop being negotiations.
- 4 Define gates and metrics.** Release gates make readiness explicit; a small metric set makes quality reportable without creating reporting overhead.
- 5 Enable, then review adoption.** Templates and a toolkit are provided, the team is trained on them, and adoption is reviewed against real work.

WHAT THE CLIENT RECEIVES

- Current-state process map
- Quality strategy and written standards
- Documented process with roles and criteria
- Release quality gates and metric definitions
- Templates and working toolkit
- Enablement sessions and adoption review

BUSINESS VALUE

- Quality becomes repeatable rather than personal
- Consistent practice across teams and projects
- "Ready to release" defined in writing
- Quality reportable to leadership with real indicators
- Faster onboarding for new team members
- A practice that survives staff changes

How We Work

Every engagement — regardless of service — follows the same four-stage method published on mutqansoft.sa, applied at the depth the work requires.

STAGE 01

Understanding the Need فهم الاحتياج

We study the product, the context and the objective before proposing anything, so the scope answers a real problem rather than a generic template.

STAGE 02

Quality Planning تخطيط الجودة

Scope, approach, coverage priorities, environments and deliverables are agreed in writing before execution begins.

STAGE 03

Execution التنفيذ

Work proceeds against the agreed plan with recorded evidence and regular reporting, so progress is visible while it happens.

STAGE 04

Delivery & Follow-up التسليم والمتابعة

Deliverables are handed over with the context needed to use them, and we remain available for the agreed follow-up period.

ENGAGEMENT LIFECYCLE



WHAT YOU CAN EXPECT FROM US

- Scope, deliverables and assumptions written down before work starts
- A named point of contact throughout the engagement
- Findings reported with evidence and reproduction steps
- Limitations stated plainly rather than omitted

WHAT WE NEED FROM YOU

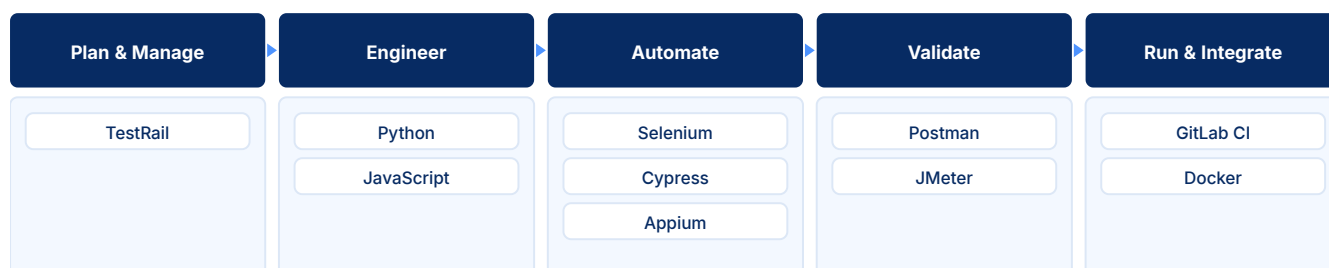
- Access to a representative test environment
- Requirements, or a walkthrough where documentation is thin
- A decision-maker available for scope questions
- Written authorisation before any security testing
- A defined route for defects to reach the development team

Timelines, pricing and service levels are not stated in this proposal. They are defined per engagement in a written proposal and service agreement once scope is agreed.

Technology & Toolchain

The tools published on mutqansoft.sa, mapped to where each is applied in the quality lifecycle.

Tool selection per engagement follows your existing stack wherever practical.



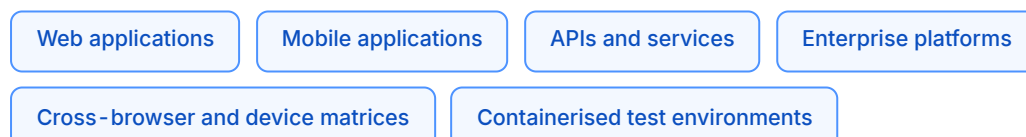
We work inside your stack

Where your team already uses a test management system, pipeline or reporting tool, we integrate with it rather than introducing a parallel one. Where nothing exists, we recommend from the set above and explain the trade-off.

Tools follow the problem

No tool is applied because it is fashionable. Selection is justified against your product type, team capability and maintenance capacity — including the option of not automating where automation would not pay back.

COVERAGE ACROSS PRODUCT TYPES



Test environments

We work in an environment that represents production closely enough for results to mean something, and state clearly where it does not. Containerised setups are used where they make environments repeatable.

Test data

Test data is agreed with you before execution. We ask for anonymised or synthetic data wherever a scenario allows it, and we do not request credentials, keys or secrets that the work does not require.

Reporting & evidence

Every finding carries reproduction steps, severity and supporting evidence. Reports are issued in a form your team can act on directly and, where you use a tracker, raised inside it.

The tools listed are those published on the company website. Listing a tool indicates working use of it; it does not indicate any vendor partnership, certification or official status, and none is claimed.

Why Mutqan Soft

Four reasons stated on our website — and what each one means in the way an engagement actually runs.

REASON 01

Real practical experience خبرة عملية حقيقية

The work is done by testing and quality practitioners, not coordinators passing requirements to someone else. The person writing your report is the person who ran the tests.

REASON 02

Immediately actionable solutions حلول قابلة للتنفيذ فوراً

Recommendations are sized to your team and your constraints, with reproduction steps and remediation guidance, so a finding can be acted on the day it is delivered.

REASON 03

Every project treated as our own كل مشروع كمنتجنا الخاص

We raise what we would want raised on our own product — including inconvenient findings and risks that fall outside the literal scope we were engaged for.

REASON 04

Full flexibility مرونة كاملة

Engagements adapt to your delivery model and cadence — a single service, a combined programme, or embedded work alongside your team.

"We are not intermediaries or a coordination agency — we are field practitioners."

نحن لسنا وسطاء أو وكالة تنسيق — بل خبراء ميدانيون

HOW WE WORK WITH YOU

- Scope agreed in writing before work begins
- Findings supported by evidence, never by assertion
- Limitations and residual risk reported, not hidden
- Knowledge transferred so capability stays with you
- Client information handled confidentially throughout

WHAT WE DO NOT DO

- We do not promise defect-free software — no testing can
- We do not test outside an authorised scope
- We do not automate where automation will not pay back
- We do not report severity we cannot reproduce
- We do not claim certifications or partnerships we do not hold

Let's Build Better Technology Together

Tell us what you are building and where quality is under pressure. We will respond with a written scope and proposal for the service that fits.

NEXT STEP

- 1 **Send an initial note.** A short description of the product, the concern and any deadline.
- 2 **Scoping conversation.** We ask the questions needed to size the work accurately.
- 3 **Written proposal.** Scope, approach, deliverables and commercial terms in writing.
- 4 **Agreement and kick-off.** Work begins against an agreed service agreement.

Useful to include in your first message

Product type (web, mobile, API, platform) · current stage (pre-launch, live, scaling) · what has already been tested · target devices or browsers · any fixed date you are working towards.

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THE SIX SERVICE LINES IN THIS PROPOSAL

01 · Manual & Functional Testing

02 · Test Automation

03 · Performance & Security Testing

04 · QA Team Building

05 · Enterprise Consulting

06 · Quality System Design

QUALITY IS NOT AN OPTION — IT IS A MINDSET

الجودة ليست خياراً — بل عقلية

Mutqan Soft

This proposal describes services, methodology and tools only. It contains no client references, project examples, certifications, partnerships or performance statistics, and no such claims are made. Timelines, pricing and service levels are agreed per engagement in writing.