

## Victorian Government eServices Panel Capability Brief



### Hardware and Systems testing

Enex TestLab's hardware expertise is vast. It includes networks, broadband technologies, wireless systems, security, Radio Frequency Identification (RFID), anti-spam, anti-virus, content filters, and many, many more.

Enex can provide support throughout the development lifecycle of your product.

### VIC eServices = ease of use

As an eServices panel member, Enex TestLab is an easy and logical choice.

Through the eServices Panel, the Victorian Government is seeking to create and sustain high standards of ICT supplier service level to agencies.

**The Enex TestLab delivers value and reduces risk at every level of ICT procurement and delivery. We welcome your enquiries.**

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### About Enex TestLab

Enex TestLab has achieved an enviable reputation drawing on decades of independent ICT product testing.

With a heritage stemming directly from RMIT University, Enex TestLab provides high quality, independent testing services to government and corporate clients locally and internationally.

Enex TestLab's reputation is founded on independence, rigor, accuracy and the usefulness of our work in saving customers money and reducing their risk. Our testing service has evolved over decades to represent one of the worlds most sophisticated, experienced and creative testing outfits.

## Victorian Government eServices Panel Capability Brief

Enex Pty Ltd, trading as Enex TestLab is a member of the Victorian Government eServices panel.

Previously known as the RMIT University IT Test Laboratory, Enex TestLab is a leading provider of independent Information and Communications Technology (ICT) and Information Systems (IS) testing services.

Over the past 20 years, Enex has been engaged by a number of Victorian State Government Departments such as Infrastructure, Justice, Education and Early Childhood Development, Police, and Industry, Innovation and Regional Development to deliver a wide range of testing, including computer hardware, systems, software, user experience (usability), performance and security.

Enex has also performed Whole of Government (WoG) procurement testing for NSW and Queensland jurisdictions.

Enex brings significant commercial know-how, together with vast experience of government to deliver the best solution at a competitive price. As part of our commitment to government, Enex TestLab is ISO 9001 certified and ISO 17025 accredited. We work with your team to deliver projects on time and on budget. Enex is committed to supporting government priority-outcomes.

Enex is qualified for the delivery of testing, and performance and metrics services in the following VIC eServices Panel categories;

Service Category	Specialty
Testing	Networks
Testing	Portal
Testing	Web / Multimedia
Testing	Security
Testing	Desktop
Performance and Metrics	General IT



### Software testing

The only way to ensure the quality of any software product is to test it!

Testing software will decrease the risk of the product failing when it matters most. Testing proves the quality of the products you're relying on.

It is safer to engage Enex TestLab in your project sooner, than to risk escalating costs of remediation—fixing faults, distribution of patches, updates, integration issues and so on.

Reduce the chance of costly errors or performance issues when delivering projects.

Enex TestLab provides a full range of software testing services covering functionality, interoperability, compatibility, sociability, performance testing, server load and stress testing. Enex TestLab can deliver professional, experienced software testing resources for projects ranging from 3 days to 3 years.

### Procurement testing

Enex can determine which solution best suits your needs and how it can maximize your return on investment.

As an **independent test facility**, Enex regularly assist government and public/private enterprises with critical aspects of ICT procurement, from tender advice through to evaluating short-listed products.

In-house technical teams can probably fulfill a paper or specification review, but Enex testing goes much further. Enex delivers solid, evidence-based information that can be used in subsequent vendor negotiations.

Over the years, Enex has earned a respected position within the ICT industry through its independent and fearless evaluations for a wide range of customers. Enex reports have authority and provide our clients with assurance that their decisions will be well founded.

Enex provides technical advice and future technology directions throughout the procurement lifecycles including:

- > Pre-and post-tender advice
- > Departmental liaison for different test requirements
- > Real-world testing scenarios (against agreed specifications)
- > Product comparative benchmarking
- > Engineering quality assessments
- > Complete environmental testing

Most importantly, short-listed products can be supplied to Enex TestLab for rigorous evaluation. Typically, this involves benchmarking against the client's requirements (for criteria such as workmanship and design, materials used, component quality, performance, reliability, ergonomics and power consumption). Products can also be tested under various environmental conditions.

At the completion of testing a detailed report is provided outlining all test results, the advantages and disadvantages of each product, together with a list of recommendations.

### Security testing

Enex TestLab's principal consultants hold high-level security-specific certifications including CISSP, CISM, CISA, CSEPS, as well as memberships with international IS security organisations such as ISACA, ISC2, AISA and ISSA.

The only way to be sure of the quality of your security systems, is to test them! ICT and IS are highly complex. Any security gaps inherent in your products are vulnerable to exploitation and are too often overlooked by developers, vendors and clients.

Security system vendors rely on marketing and media hype to sell their products. Enex TestLab provides real-world testing to determine a product's true capabilities. This means you can be sure that the product you've chosen has the functionality, capacity and capability necessary for the environment into which you plan to deploy it. It also means that any hidden issues that could result (such as simply shifting the security risks to another part of your system) are identified.

Enex TestLab delivers a completely customised service focused on your needs, your procedures, your infrastructure and your systems - from penetration testing to strategic security reviews and audits.

### Performance Testing and Metrics

Enex TestLab boasts many years of load testing and stress testing experience. Enex helped customers virtually eliminate the risk of servers crashing due to bottlenecks.

it is often at critical moments, when more and more users/customers make use of an application or site, that the maximum design-load of a system is exceeded. It can prove embarrassing and extremely costly to assess and repair. A short test is all it takes to remove the risk of this happening—delivering service level confidence to management.

### User experience testing

If your project involves software development, integration, portals, or even web/multimedia, Enex TestLab User experience (UX) testing services are a vital tool for ensuring successful adoption.

It is estimated that more than 50 percent of the issues users have with a new technology product are due to problems with the requirements phase.

End-users must be considered in all aspects of procuring or developing a new product. This is especially so during the early stages of development when the requirements are being defined.

Enex TestLab UX will validate your project using principles outlined by User Centred Design (UCD) a well-established process that includes users in defining the product requirements and testing the usability of the interface throughout the development lifecycle.