

C2U TECHNOLOGIES LTD

External Product Reliability Partner for Nigerian Tech Companies

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WHO WE ARE

C2U Technologies is a Nigerian digital product reliability company. We work with fintech startups, SaaS companies, software development agencies, and companies building AI-powered products, serving as an independent external reliability partner that identifies the gaps in your digital product before your users do.

Every failed transaction, every broken signup flow, every AI chatbot that cannot answer the question it just suggested: these are not just technical failures. They are trust failures. They cost you users, revenue, and reputation. C2U exists to find those failures before they reach the people your business depends on.

Our two areas of specialisation give C2U a distinctive focus: payment and transaction reliability testing, and AI product evaluation. These are not afterthoughts in Nigerian tech; they are where the most consequential failures happen, and where an independent external perspective delivers the most value.

THE COST OF UNRELIABLE DIGITAL PRODUCTS

A payment flow with no loading state can process the same transaction three times before a user realises what happened. A signup form that accepts invalid data quietly fills your database with leads your team cannot reach. An AI assistant that cannot handle natural variations of its own suggested prompts destroys the first impression your product was designed to create.

These failures are not rare edge cases. They are daily realities for Nigerian digital products operating under real network conditions, on diverse devices, and in the hands of users who will not wait for a second chance. The cost of finding them after launch, in disputes, in churn, in engineering time, in user trust, is always higher than the cost of finding them before.

WHO WE WORK WITH

- Fintech and payment platforms handling real transactions
- SaaS companies shipping new features on a regular cycle
- Software development agencies that build digital products for clients
- Companies launching or iterating on AI-powered products, chatbots, or automated workflows
- Any Nigerian tech company that needs a structured, independent reliability review before a feature or product goes live

WHY AN EXTERNAL RELIABILITY PARTNER

Internal engineering teams are closest to the product, and that proximity is both a strength and a limitation when it comes to testing. An external reliability partner brings an independent perspective that complements your internal team: we approach your product the way a first-time user would, without prior knowledge of how it was built or how it is intended to be used.

Every finding we document reflects something a real user would encounter. Every recommendation we make is grounded in observed behaviour during testing, not assumed behaviour based on how the product was designed. C2U works alongside your engineering team, not in place of it.

WHAT WE TEST

Payment and Transaction Reliability

We specialise in testing payment flows built on Paystack, Flutterwave, Interswitch, and other Nigerian payment infrastructure. This covers end-to-end transaction flow testing, error state validation, duplicate transaction prevention, loading state behaviour, and failure recovery paths. Testing is conducted on staging or sandbox environments by default. Where a staging environment is not available, testing is conducted on the live environment by prior agreement with the client, with appropriate precautions taken.

Signup, Onboarding, and Feature Flows

We test the full user journey from first entry point through account creation and beyond: form validation, field behaviour, error messaging, routing accuracy, and mobile responsiveness. For product teams shipping new features regularly, we validate each feature against expected behaviour before it reaches users, catching bugs, edge cases, and friction points before they become support tickets or user complaints.

AI Product Evaluation

We evaluate AI-powered products including chatbots, automated workflows, and AI assistants. Evaluation covers intent recognition, fallback behaviour, edge case handling, and response consistency, assessed against agreed requirements, expected responses, and defined criteria established with the client before testing begins.

Cross-Platform and Cross-Browser Testing

We test digital products across major browsers, Chrome, Firefox, and Edge, and across web and mobile surfaces to ensure consistent behaviour regardless of how your users access your platform.

What We Do Not Cover at This Stage

C2U's current focus is functional reliability testing. We do not currently offer security penetration testing, performance or load testing, automated testing pipelines, production environment monitoring, or accessibility audits. These are areas we intend to expand into as C2U grows. If your needs include any of these, we are happy to discuss how we can support you within our current scope and point you in the right direction for anything outside it.

HOW WE WORK

Scope Agreement:	We agree on exactly what is being tested, which flows, which features, which platforms, before any work begins. Nothing is assumed and nothing is added without your agreement.
Access and Briefing:	You share access to the relevant environment; staging credentials, test accounts, or a walkthrough of the flows in scope. We ask all clarifying questions upfront so testing is not delayed once it begins.
Structured Testing:	We run structured, documented testing across the agreed scope. Every finding is captured with a severity rating, reproduction steps, observed versus expected behaviour, and a risk assessment.
Report Delivery:	We deliver a clean, structured PDF report your entire team can read and act on. Findings are categorised by severity, Critical, High, Medium, and Low, with clear recommendations for each. Reports are written to be understood by both technical and non-technical team members.
Re-Testing:	One round of re-testing on resolved findings is included within the engagement period. Re-testing confirms whether flagged issues have been addressed; it does not generate a new report. Where a full re-test report is required, that is scoped as a separate engagement.
Turnaround Time:	Turnaround is largely dependent on scope, regardless of the engagement option chosen. As a general guide: a Single Flow Review is typically completed within three to five business days; a Starter Audit within five to seven business days; and a Full Platform Audit within ten to fifteen business days. For monthly retainer engagements, turnaround per release is agreed upfront based on the complexity of each feature in scope.

ENGAGEMENT OPTIONS

Single Flow Review

A focused reliability review of one specific user flow; ideal for validating a single feature or critical journey before it goes live.

Non-payment flow	N45,000
Payment flow	N55,000

Starter Audit

A structured reliability audit covering exactly two user flows end to end; ideal for companies that want to validate their two most critical journeys in one engagement.

Investment	N60,000
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Full Platform Audit

A comprehensive reliability audit covering the primary user-facing flows across your web and mobile platform. Scope is defined and agreed before the engagement begins; internal admin panels, backend tools, and workflows outside the agreed scope are not included. Anything beyond the defined scope is treated as a separate engagement.

Investment	N200,000
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Monthly Reliability Retainer

Designed for product teams with high-frequency shipping cycles. C2U becomes your dedicated external testing partner: validating features before every release, maintaining a consistent reliability standard across your platform, and giving your engineering team a reliable external testing layer every week.

The monthly retainer covers up to four discrete feature releases per month. A discrete feature release is defined as a single, testable feature or update with defined expected behaviour, not a batch of unrelated code changes or multiple simultaneous updates grouped as one submission.

To illustrate: a feature release that adds a new payment method to an existing checkout flow, requiring end-to-end transaction testing across web and mobile, would constitute one discrete release under the retainer. A submission that bundles a redesigned dashboard, a new notification system, and an updated onboarding flow would not qualify as one release; it would be scoped as multiple releases or a separate engagement.

Releases spanning both web and mobile platforms are treated as fuller-scope engagements within the four-release cap and are flagged as such during scope agreement. Additional releases beyond four are scoped and priced separately.

The monthly fee is fixed regardless of how many releases ship in a given month; the retainer secures dedicated testing availability and priority access for your team throughout that month. Unused capacity does not roll over or reduce the monthly fee.

Investment	N175,000 per month
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Add-Ons

Cross-browser testing	N20,000
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Added to the agreed scope investment. Covers Chrome, Firefox, and Edge.

Mobile-specific testing	Pricing on request
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Added to the agreed scope investment. Available as part of the Full Platform Audit or as a standalone scoped add-on based on scope.

WHAT YOU RECEIVE

Every engagement delivers a structured PDF report containing:

- An executive summary of all findings
- Full test scope documentation

- Every bug and reliability gap found, categorised by severity: Critical, High, Medium, and Low
- Reproduction steps for every finding
- Observed versus expected behaviour for every finding
- A risk assessment covering what each finding means for your users and your business
- Clear recommendations for resolution

CONFIDENTIALITY AND DATA SECURITY

All platform access, credentials, test data, and information shared with C2U in the course of an engagement are treated as strictly confidential and used solely for the agreed testing scope. Access credentials are not retained beyond the engagement period. Test data referenced in reproduction steps is contained within the report delivered to the client and is not shared with any third party, except where disclosure is required by law. C2U maintains a copy of all completed reports as part of its professional records.

PAYMENT TERMS

For all engagements, full payment is required upfront before testing begins. For first-time clients, a minimum of 75% of the agreed fee is accepted upfront, with the remaining 25% due on delivery of the final report. From the second engagement onwards, full payment upfront applies without exception.

Payment confirms the engagement and allows C2U to allocate dedicated time and resources to your project. Testing does not begin until payment is received.

FOUNDER EXPERIENCE

C2U was founded by Christian Utsu, who has conducted independent reliability assessments across Nigerian fintech, proptech, logistics, and SaaS platforms, covering signup flows, payment flows, waitlist forms, contact flows, and AI product evaluations. These assessments have been delivered to founding teams and acted on by engineering teams before reaching live users.

C2U is an early-stage company. Every engagement receives the founder's full attention and effort, and we are building our client portfolio deliberately and with care.

HOW TO ENGAGE C2U

To begin an engagement or discuss which option is right for your platform, reach out directly:

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This document is confidential and intended solely for the recipient. All pricing is quoted in Nigerian Naira (NGN). Engagements are subject to scope agreement and payment terms as stated above.