



APPLICATION DELIVERY MANAGEMENT SOLUTIONS



OUR VISION

is to be the most preferred company to
deliver exceptional customer service and support by
utilizing and empowering South African capabilities.

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ABOUT US

Dugson Consulting is a multi-disciplinary firm, with full black professionals' ownership. Dugson Consulting is a 51% Woman black owned company. Dugson Consulting seeks to create client value by applying renewed and fresh thinking elegance approach and focuses on enabling organizations to realize their goals and objective through our compiled IT Services.

Originally founded in 2003, Dugson Consulting started its operation in 2012. Our principal business offering is to provide Professional IT Services focusing on Software Development, Software Testing, Business Analysis, Project Management, Resource Placement and Training.



We are committed to building real partnerships with our clients, through extensive consultation and constant communication to provide the solutions and services best suited to our client's individual needs and budgetary requirements.

Accountability and service delivery are the cornerstones of our reputation. We therefore provide on-going expertise and support to ensure that our solutions are successfully implemented and managed.

MISSION

Excellence through partnerships, networking and skills transfer to create sustainable employment opportunities focusing on utilizing both South African and international skills.



VALUES

- Renewed/Fresh thinking
- Client Value Creation
- Integrity
- Respect

HOW DOES DUGSON CONSULTING DRIVE “INNOVATION AT WORK”?



By asking questions – Lots of them. We believe that the right questions directed to the right people result in smart solutions.

Our consultative approach results in a strategic partnership with your business, dedicated to the identification and fixing of inefficient software development methodologies by focusing on requirements elicitation, software testing processes, and project management.

Our holistic solution driven methodology has put us on the map, whether you are a large company or a medium sized business, Dugson Consulting will deliver comprehensive software solutions that will meet your specific business needs, supported by proactive service delivery.

SERVICES



Innovative Solutions



Efficient Turn Around Times



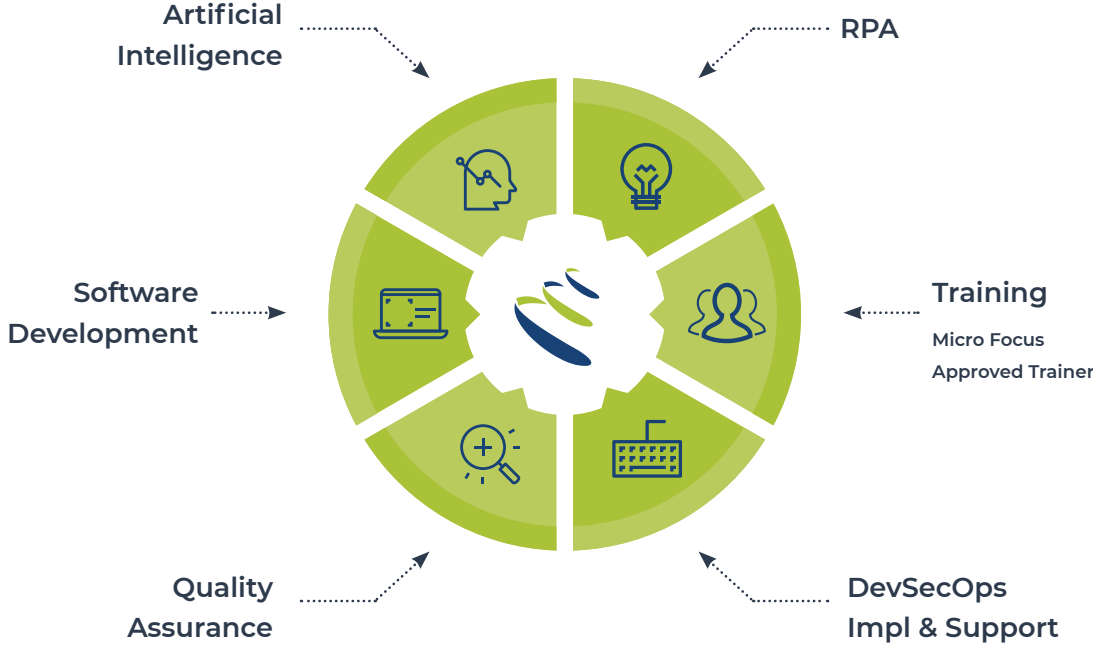
Award Winning Team

We currently provide services in Gauteng, Western Cape and Limpopo, and whilst this remains the prime focus of our business, other Global Markets forces have seen South African Companies requiring more sophisticated solutions to remain in the forefront of both Local and Global marketplaces.

In response, Dugson Consulting offers the following services that support continuous process automation and provide organizational improvements strategies and accelerate projects delivery to operations.



DUGSON CONSULTING SERVICES





APPLICATION SECURITY TESTING AS A SERVICE (ASTAAS)

1. Security Strategy
2. Security Processes
3. Security Service Delivery
4. Tools Installation & Configuration
5. Training



QUALITY ASSURANCE AS A SERVICE (QAAS)

1. Maturity Assessment
2. Organizational Policy
3. Organizational Test Strategy
4. Test Management Advisory
5. QA Delivery
6. Test Framework & Processes
7. QA implementation & Improvement
8. Test Methodologies design & Improvement
9. Test Environment Management
10. Training



PERFORMANCE TESTING AS A SERVICE (PTAAS)

1. Performance Strategy
2. Performance Delivery
3. Performance Processes
4. Tools Installation and Configuration
5. Test Methodologies design & Improvement
6. Training



AUTOMATION TESTING AS A SERVICE (ATAAS)

1. Test Strategy
2. Automation Framework
3. Automation Processes
4. Automation Delivery
5. Service Virtualization
6. Tools Installation and Configuration
7. Digital Mobile
8. Training



ARTIFICIAL INTELLIGENCE

Assist businesses generate revenue and drive business growth through;

Customer acquisition
Customer Care and
Retention and Recovery

Channels;

Website
Mobile App,
Social Media
IVR deflection



Medical
 Medical billing coding
Member eligibility
Report automation

Telecom/IT
 Service requests
Order creation
Customer Billing

HR
 New hire onboarding
Benefits administration
Candidate screening

E-commerce
 New item creation in catalog
Shipping notifications

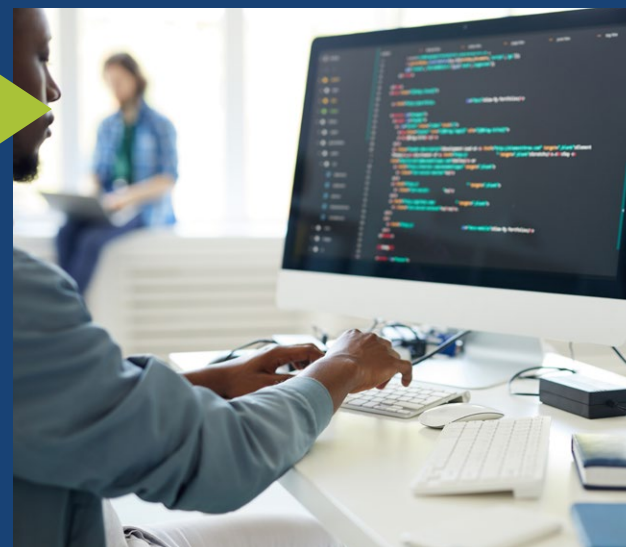
ROBOTIC PROCESS AUTOMATION

Finance

 Month-end reconciliation
Fraud claims discovery
Invoice Processing

Insurance

 Month-end reconciliation
Fraud claims discovery
Invoice Processing



CLIENTS

WEBBER WENTZEL
in alliance with > Linklaters

 gems
Government Employees Medical Scheme

 LTI
Let's Solve

 BA-PHALABORWA
MUNICIPALITY

 LIBERTY

 MTN

 Cell C

 WOOLWORTHS

 African Bank



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