



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 100% 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

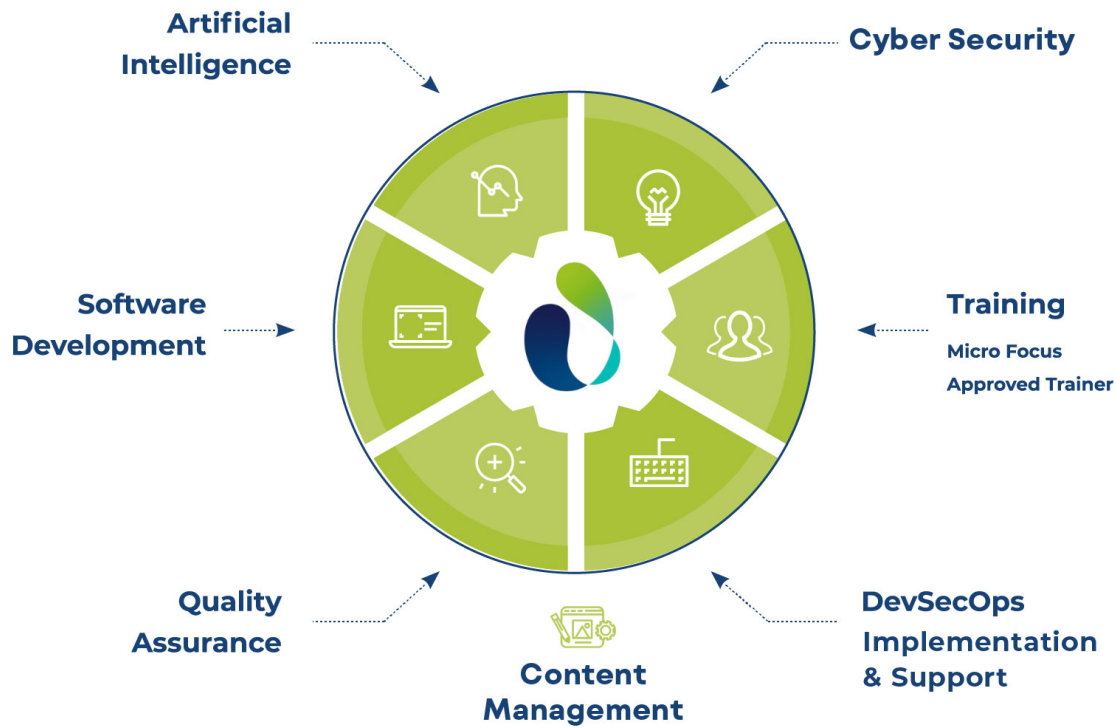


Award Winning Team

We primarily serve clients within South Africa. However, the increasing globalization of South African businesses has led to a growing demand for advanced solutions to compete effectively in both domestic and international markets.. In response, Dugson Consulting offers the following services that support continuous process automation and provide organizational improvements strategies and accelerate project 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



Cyber Security

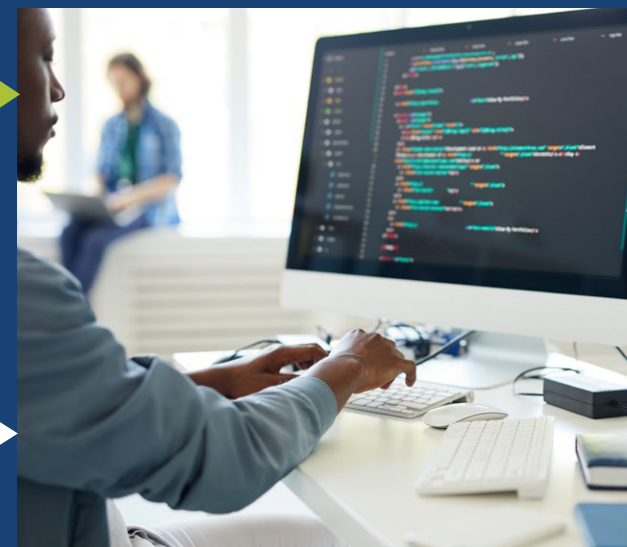
Application Security

Data Security

Certificate Lifecycle Management



Content Management



CLIENTS



HQ: South Africa – Pretoria, **Regional** – Cape Town;
UAE - Dubai;
International – Luxembourg; Nigeria; Kenya; Kuwait;
Uganda; Saudi Arabia; Ghana; **UK**; USA; Ireland;
Australia, Eswatini.

Partners

opentext™

ORACLE

SAP

Axiz

FinChatBot

tarsus
technology group

SIZWE
AFRICA IT GROUP

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CONTACT US

HEAD OFFICE

Central Park, Building 4
13 Esdoring Road, Techno Park
Centurion, 0157

SATELLITE OFFICES

Cape Town

EMAIL :

info@dugsonconsulting.co.za

TEL :

+27 12 880 3150