



## ABOUT US

Ducen is a one-stop shop for advanced IT solutions and end-to-end IT services. Our specialization span across software development and integration, infrastructure management services, performance optimization, enterprise architecture and intelligent outsourcing services. With our proprietary BI and Advanced Analytics platform, businesses can visualize and dig deep with advanced techniques to reveal insights and find hidden correlations in data that they never saw before. Our clients are diverse organizations across North America and Asia-Pacific and a mix of innovative, emerging, and leading global corporations across the industry spectrum from Media and Telecom to Healthcare, Life Sciences, Manufacturing, Hospitality, Education and Financial Services.



**360 ° service portfolios** in IT services to clients across multiple domains and technologies.

## OUR CAPABILITIES

### ANALYTICS SERVICES

- Advanced Analytics COE
- Information Management
- Analance<sup>TM</sup> BI & Analytics

### SOLUTION DELIVERY

- Application Development Services
- Application Maintenance & Support Services
- Independent Testing & Validation Services
- Information Management Services
- Infrastructure Management Services
- Mobility Application Services

### CONSULTING

- Enterprise Architecture
- Business Process Management
- Big Data
- Internet of Things
- Artificial Intelligence
- Machine Learning
- RPA (Robotics Process Automation)

### TECHNOLOGY

- Microsoft
- Oracle
- JAVA
- IBM
- Hadoop
- SharePoint
- Analytics (R and Python)
- Drupal
- Liferay

### VERTICALS

- Healthcare
- Telecommunication
- Pharmaceutical / Life Sciences
- Retails
- Financial
- Manufacturing
- Public Sector



# Application Development, Maintenance and Support

OUR APPLICATION DEVELOPMENT PRACTICE GOES AN EXTRA MILE **TO DELIVER AND EXCEED YOUR EXPECTATION.**



## SERVICES WE OFFER



### CUSTOM APPLICATIONS

Ducen help clients leverage IT to achieve business goals by creating customized solutions, selecting appropriate technologies, implementing systems on a fast-track basis, and ensuring overall quality.



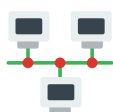
### DEVELOPMENT

Ducen offers software development services over a broad spectrum of technology areas that include client or server applications, object-oriented software, Internet or intranet applications and mainframe applications.



### RE-ENGINEERING

Ducen studies business processes and existing systems and then converts or redevelops them to modernize, improve efficiency and reduce costs.



### ENTERPRISE APPLICATION INTEGRATION SERVICES

Ducen implements packaged enterprise applications to integrate information in an organization with key business processes and boost efficiency. With strategic alliances with other vendors, Ducen assist clients with implementation services for enterprise resource planning, supply chain management and customer relationship management.



### MOBILE APPLICATION DEVELOPMENT AND MANAGEMENT

Ducen offers a wide variety of mobile application development and testing capabilities covering cross platform application development, native mobile application development, mobile application testing, application upgrades and enterprise mobile application management.



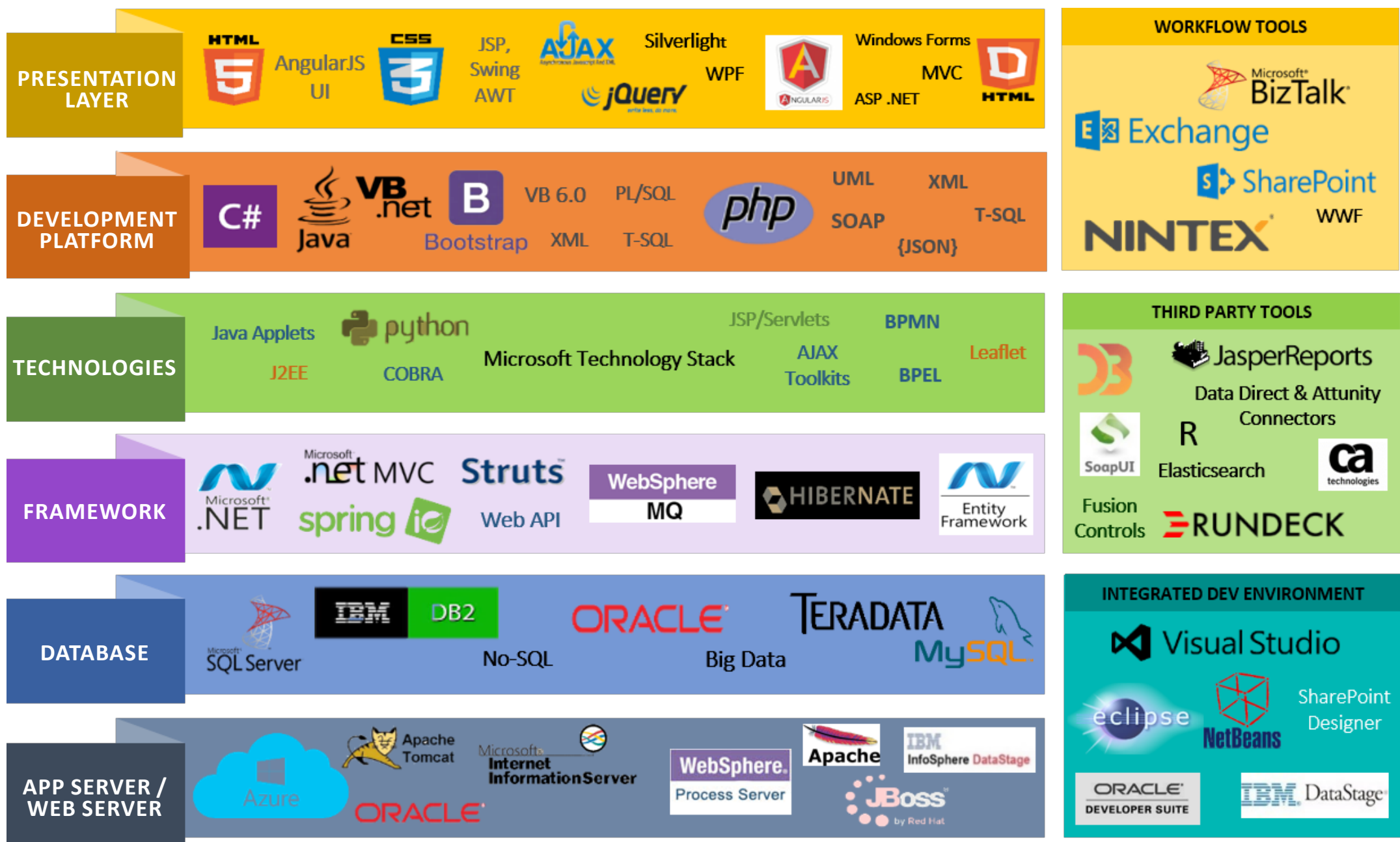
### WEB/PORTAL/ENTERPRISE CONTENT MANAGEMENT SYSTEMS DEVELOPMENT

Ducen offers comprehensive solutions that address the gamut of an organization's 'information management' needs. We help organizations achieve this by integrating business processes and rules that can identify, collect, categorize and publish contents with the effective use of technology. Our expertise spans the breadth of the Portal and Content Management services including IT consulting, migrations/integrations/consolidations, portal services, ECM services, Business Process Management, Usability and Web 2.0 expertise.

**50+**  
APPLICATION  
DEVELOPMENT  
PROJECTS

**90+**  
APPLICATION  
MANAGEMENT  
PROJECTS

# Application Development Capabilities: Technology Stack



## CASE STUDY: LEADERSHIP COLLABORATION PLATFORM IN PHARMACEUTICAL INDUSTRY

A leading Pharmaceutical Organization

### BUSINESS SCENARIO

To build a Leadership Collaboration Platform, a content management solution, for future leaders of the organization. They require to have the ability to access leadership events and share artifacts such as videos, articles, newsletters and blogs to enable user groups to access, learn and collaborate among one other.

### SOLUTION APPROACH

Ducen delivered a collaborative portal solution where the platform interface can be changed dynamically and rendered as per the preferred language. Users can assign the role of a content manager or a content viewer, managed through AD/SAP group. Users were enabled to collaborate among each other through Yammer and other forums to share their experiences.

### BENEFITS

- Collaborate and share artifacts
- Publish blogs and articles
- Share experiences through Yammer & other forums
- Multilingual content
- Backbone for all leadership events

MANAGING BIG DATA. **MADE EASY.**

**BUSINESS INTELLIGENCE AND DATA WAREHOUSING**

Ducen develops strategies and implements solutions to manage multiple sources of data for decision-making.

**META DATA MANAGEMENT**

Ducen manages and monitors complex enterprise metadata, while maintaining consistency across all data sources. Users can achieve the optimum quality and consistency of master data with better data governance

**MASTER DATA MANAGEMENT**

Ducen consolidates critical information dispersed across the enterprise to uncover new relationships between the data. Our team helps clients to cleanse and enrich the data quality by reducing duplicates, structuring information and creating an authoritative (golden) record which is updated across all systems

**DATA MODELING**

Ducen helps customers visualize and understand their data, its interrelationships and business rules to identify the hidden facts and dimensions within the underlying data enabling them to view data in multiple perspectives.

**FIVE BENEFITS OF CHOOSING **DUCEN****

- ✓ Consolidated Data from various disparate sources giving you access to relevant data when you need it.
- ✓ Single Version of Truth for access to accurate data. No more data redundancy.
- ✓ Better Data Quality and Accuracy for reporting and analysis.
- ✓ More Powerful Intelligence where insights are delivered faster, thus improving the quality of your business decisions.
- ✓ Increase Performance and Productivity by identifying and delivering accurate and timely information to your users.

ANALYTICS **SERVICES**



**DESCRIPTIVE ANALYTICS**

- Dashboards, reports and scorecards
- Advanced visualizations
- Self-serve analytics

**STATISTICAL MODELLING**

- Exploratory data analysis
- Hypothesis validation
- Graphical representation

**PREDICTIVE ANALYTICS**

- Machine learning
- Classification models
- Prediction models
- Clustering

**BATCH & STREAMING ANALYSIS**

- Real-time analysis
- Near real-time processing
- Batch processing

**COGNITIVE INTELLIGENCE**

- Social media analytics
- Text mining & analytics
- Sentiment analysis

# Verification and Validation

The verification and validation process establishes a testing process critical to validate project requirements and ensure deliverables meet or exceed acceptable level in accordance with existing standards. Ducen carries out testing at various phases to validate the project requirement with the developed application.

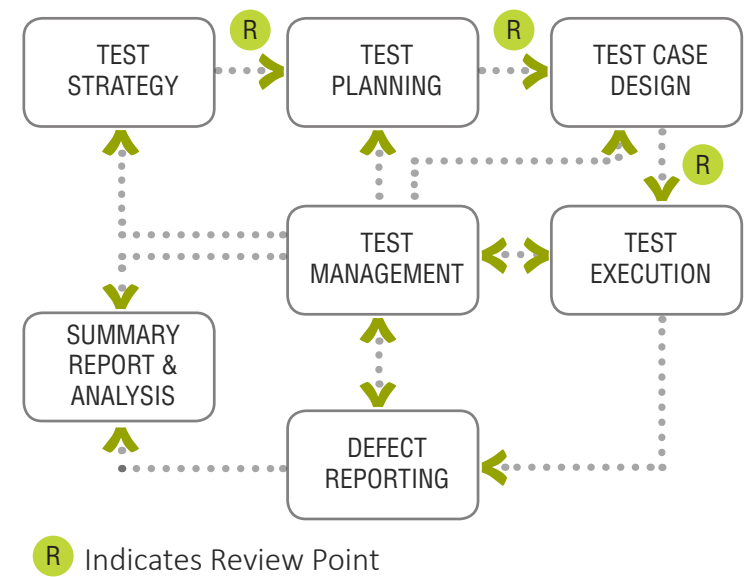
**Functional Testing** or **System Testing** focuses on functionality of the applications that can be traced to business requirements and business rules. This helps to verify proper data acceptance, processing, retrieval, and the appropriate implementation of business rules. Each test case will have data, operations and expected results associated with it. These tests ensure that the business rules and functions are implemented correctly to ensure processing logic and all computations are correct.

**System Integration Test** exercises the functional aspects of the application, concentrating on business requirements and process flow specifications, to ensure the application performs as intended. Integration testing is organized by business function and each of the functions are individually tested, executing every process as specified in the requirements according to the scope of the phase/build.

**Regression testing** will ensure that the functionalities of previously tested components of the application are not adversely affected by a change to a particular component. Regression testing would be conducted before the beginning of User Acceptance Testing.

**User Acceptance Test** help end users get familiar with the application. Business capabilities will be tested in user created scenarios to ensure that business processes flow in accordance with the process reengineering design and vision.

**Test Automation** help automate test cases which ensure a reduction in the test cycle through effective scripting techniques. Test automation is beneficial for product testing where the regression suites can be built to ensure that the release do not break any existing feature.



## WHY DUCEN?

- ✓ Reduce operating costs
- ✓ Enjoy powerful and high performance applications
- ✓ Gain visibility into progress and quality of the system and software development effort
- ✓ Early Identification and mitigation of defects and risks in the development lifecycle
- ✓ Reduce costly re-work, schedule delays and cost overruns
- ✓ Enjoy Increased customer satisfaction with quality product

## Testing Tools We Use





## BRINGING THE BEST TO MANAGE YOUR IT INFRASTRUCTURE

We align our people, processes, and technology with client IT and their business needs worldwide to drive performance, growth, and transform their IT infrastructure to improve efficiency, reduce cost and meet other strategic business outcomes.

### Ducen Services

#### IT INFRASTRUCTURE MANAGEMENT SERVICES

IT Infrastructure Management Services including desktops, network, help desk, messaging, servers and database management, asset management, Helpdesk Services, Servers and Backup management, Capacity Management and Performance Monitoring and Tuning.

#### REMOTE MANAGEMENT

Remote Management, which includes Monitoring, Administration, Diagnostics, and Trend based consultancy services on managed elements like Servers, Networks, Security elements, and databases from offshore support centre.

#### SECURITY SERVICES

Security Services that foster trust and privacy even as they protect customer assets. Ducen security professionals work with the clients and define an IT Infrastructure security policy. The policy would focus on the following deliverables and ensure ease of implementation of the policy. Our service offerings addresses security implementation, network architecture design and managed security services.

#### IT INFRASTRUCTURE CONSULTING AND INTEGRATION SERVICES

IT Infrastructure Consulting and Integration Services that create a responsive infrastructure for customers by planning, consulting, testing and maintenance activities. Our service offering provides end-to-end Data Centre Design and Implementation addressing servers, storage area networks, load balancing solutions, high availability solutions, security framework and disaster recovery planning.



Drive Operating Efficiency  
of IT assets



Derive optimum value  
For IT assets

#### TELECOM INFRASTRUCTURE SERVICES

Telecom Infrastructure Services including Installation and managing high capacity telecom switches, PBX's, SDH and SONET based transmission equipment and network elements.

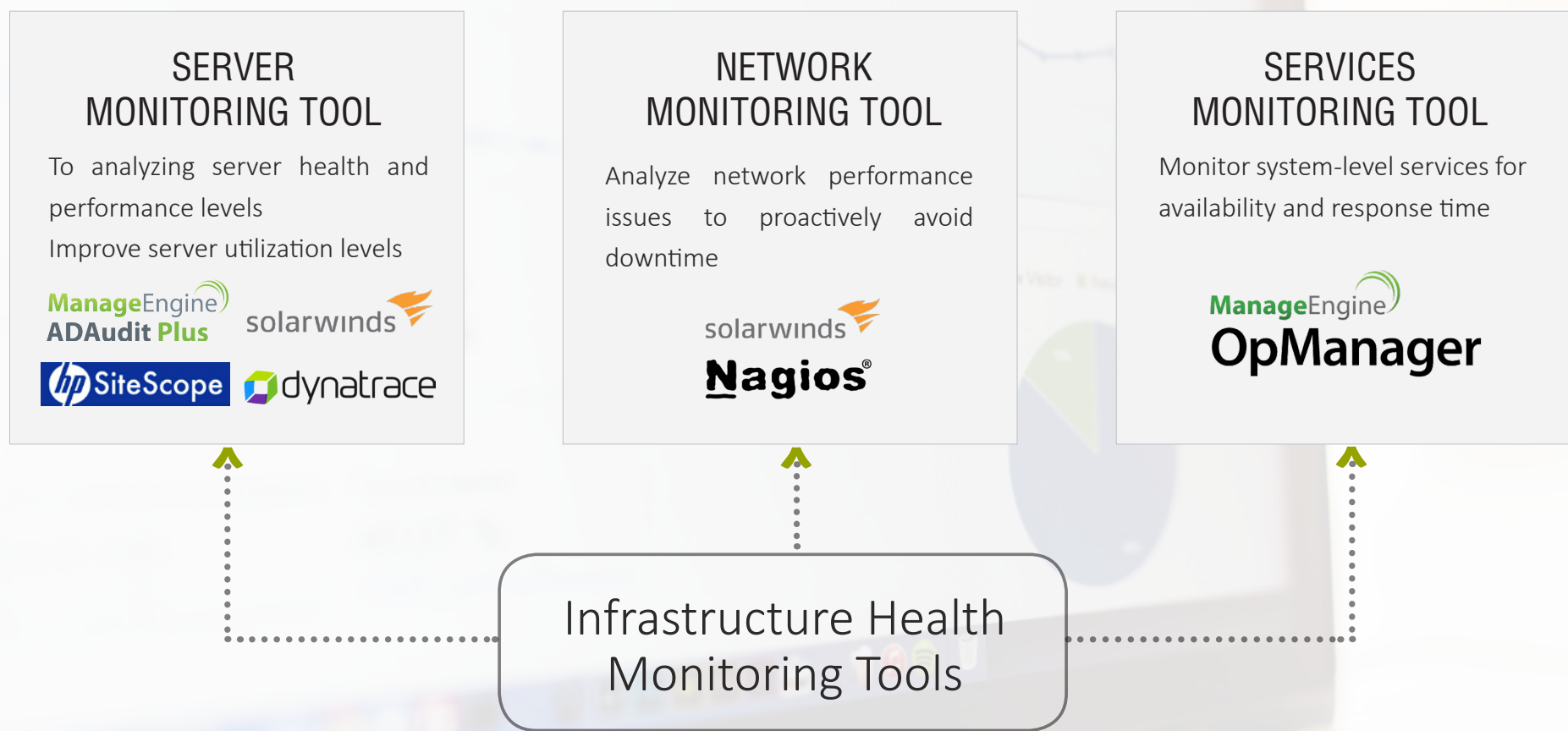


Create Profitable Client  
Relationships



Secure IT  
Infrastructure

# Monitoring Availability and Optimizing Performance of all Your IT Assets



## CASE STUDY: INFRASTRUCTURE MANAGEMENT SERVICES

Canada's Largest Communications Company

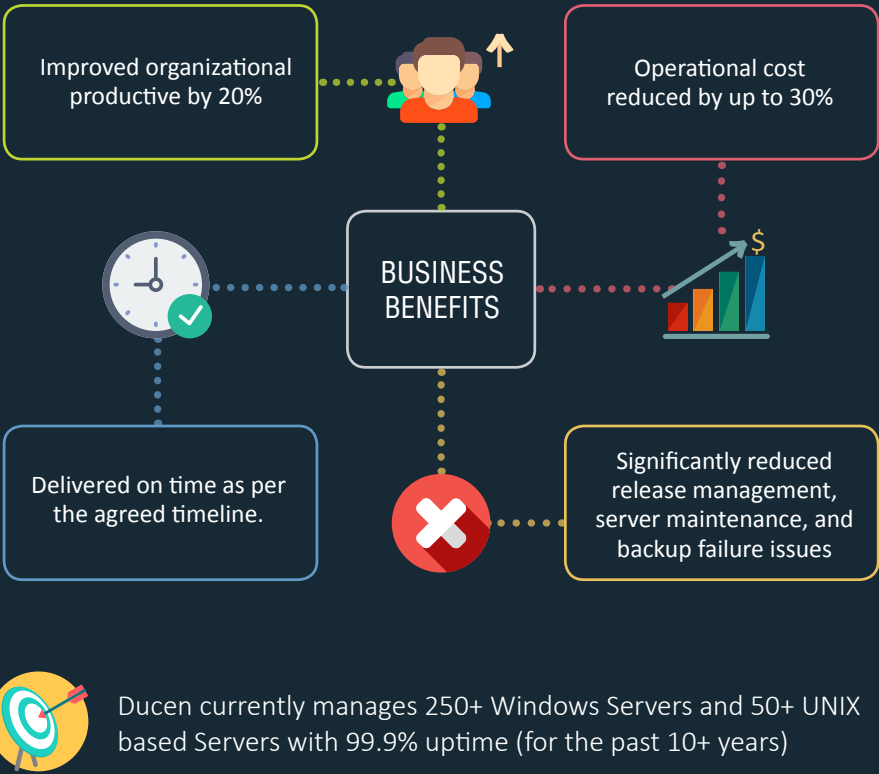
### BUSINESS SCENARIO

Multiple challenges are present in the client's sales order processing environment with regards to the rising costs vs. deteriorating system performance.

### SOLUTION APPROACH

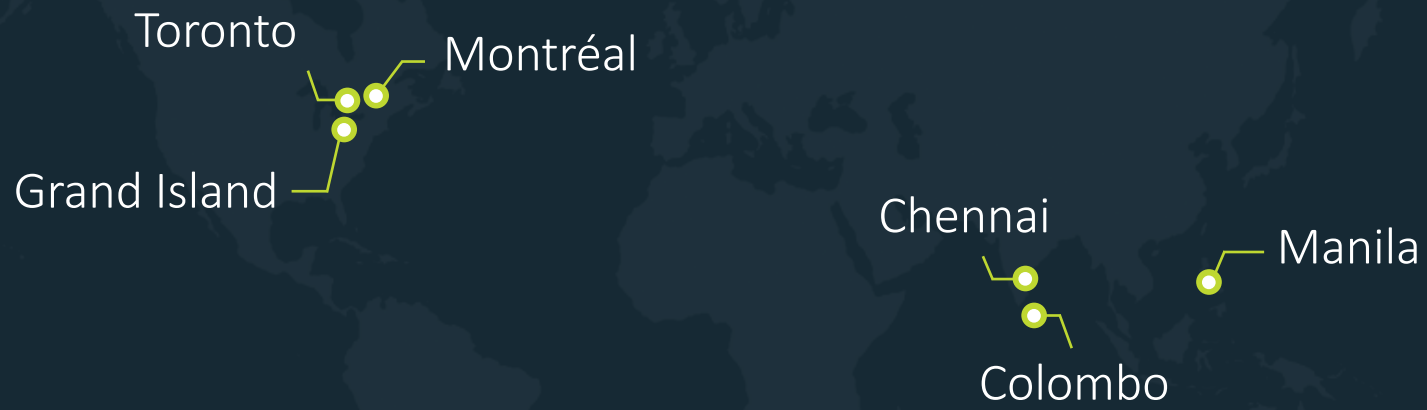
✓ **DUCEN RECOMMENDED TWO OPTIONS:**

- Onsite Hosting
- Remote Infrastructure Management (RIM) solution in a virtualized platform driver



✓ **DUCEN'S SOLUTION APPROACH INCLUDED:**

- Built datacenter at client premise
- Assigned dedicated Services Delivery Managers (SDMs) as a single point of contact (SPOC)
- SPOC analyzes and assigns ticket to respective domain engineers based on the severity or the type of issue.
- Ducen experts resolve issues within SLA, thereby minimizing resolution time and effectively communicates to customers at every stage of issue resolution
- Recommended effective incident, problem and change management approach as per SOX and ISMS standards



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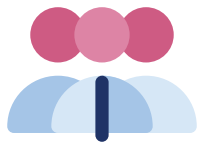
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PEOPLE ARE  
OUR STRENGTH



THRIVE ON  
CHALLENGES



ALWAYS INNOVATING



WORK AS A TEAM



EXPERIENCE  
ACROSS INDUSTRIES



EXPERT  
SOLUTION DELIVERY



WORK WITH  
REPUTED PARTNERS



HIGH STANDARDS  
AND CONTROLS

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