SERVICE BROCHURE · TECHNOLOGY & CYBER

Dawgen Digital Assurance

Tested Before Trusted

Independent software testing, user acceptance and website compliance review, run with an audit firm's discipline.



Dawgen Global illustration

THE BUSINESS ISSUE

Your customers will test every new system the moment it goes live.

New systems often go live under deadline pressure, tested by the people who built them. Testing is the easiest phase to squeeze, acceptance testing is rushed, and defects reach customers. Meanwhile, many websites fall short on privacy notices, accessibility and security settings, and payment providers can pause accounts until their questions are answered.

WHY NOW

More systems, faster

Organisations are launching more software, more often, with less time to test.

Data protection obligations

The Data Protection Act brings clear duties for any system that handles personal data.

Payment provider scrutiny

Providers increasingly review merchants' content, safety and money flows.

THE COST OF STANDING STILL

1. Failed go-lives in public
2. Defects that cost far more after launch
3. Boards approving systems nobody tested
4. Paused payments and lost revenue

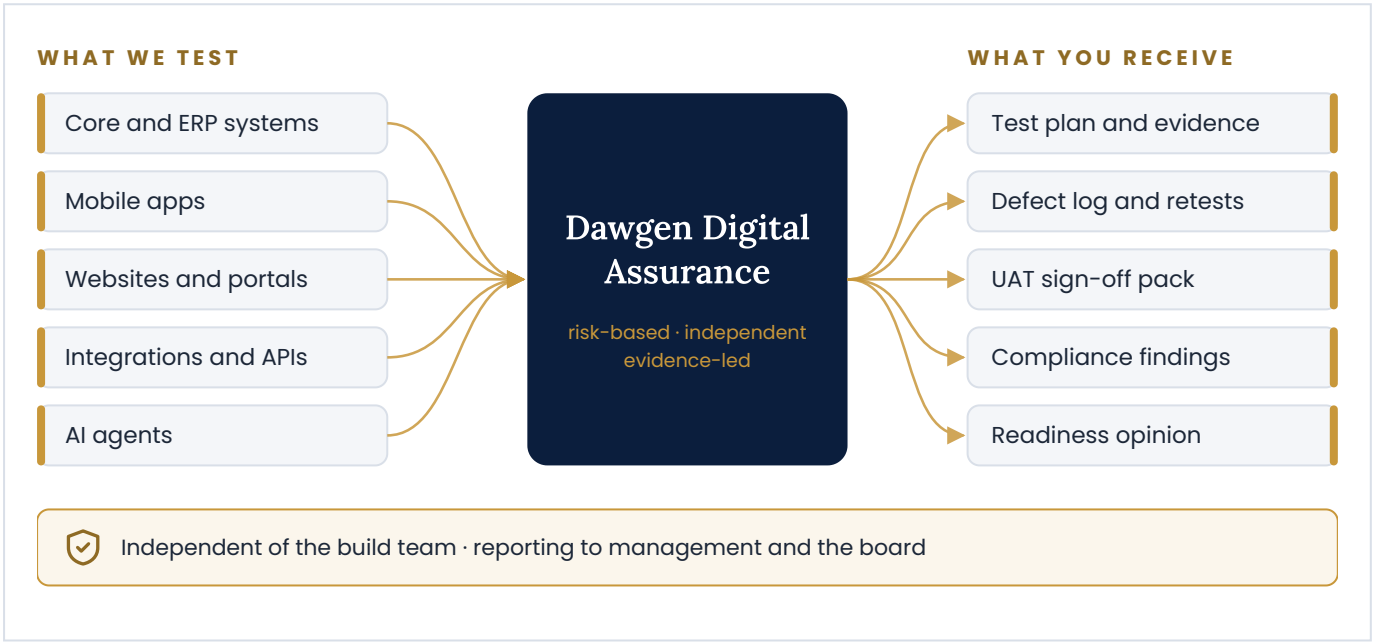
> *Independent testing, run by a firm that understands controls, is the most cost-effective insurance a technology programme can buy.*

THE SOLUTION

How Dawgen Digital Assurance works

Dawgen Digital Assurance gives management and the board an independent view of whether a system, app or website is ready. We plan testing around risk, test independently of the build team, manage user acceptance with the business, and review compliance with data protection, accessibility and security expectations. The output is clear evidence and a candid readiness opinion.

SOLUTION AT A GLANCE



WHAT MAKES IT DIFFERENT

Independent of the builder

Our testers report to you, not to the vendor that built the system.

An auditor's discipline

Risk-based plans, defined criteria, retained evidence and honest reporting.

Compliance included

Data protection, accessibility and security reviewed alongside functionality.

THE DIFFERENCE IT MAKES

TODAY	WITH DAWGEN DIGITAL ASSURANCE
Failed go-lives in public	Launches backed by independent evidence
Defects that cost far more after launch	Defects found before customers find them
Boards approving systems nobody tested	Boards approving systems on evidence
Paused payments and lost revenue	Payment provider questions answered in advance

WHAT WE DELIVER

Six capabilities, one accountable team

Each Dawgen Digital Assurance engagement draws on the capabilities below, selected and sized to your needs. Dawgen Global leads every engagement and is accountable for the result.

Go-live assurance

Independent testing of what was built.

- Functional and regression testing
- Integration and end-to-end testing
- Web and mobile coverage

UAT management

Acceptance the board can rely on.

- Scripts written with the business
- Sessions run and evidenced
- Sign-off pack

Website compliance review

Find the gaps before others do.

- Privacy notices and cookies
- Accessibility
- Security settings and performance

Payment provider readiness

Avoid paused accounts.

- Content and safety map
- Money-flow documentation
- Evidence pack

Performance and API testing

Ready for the busy day.

- Load testing for peaks
- API and integration checks
- Bottleneck findings

AI system testing

AI agents tested before customers meet them.

- Answer-boundary testing
- Escalation checks
- Data-handling review

Delivered by Dawgen Global's Technology & Cyber team and its associate consultants, under the firm's quality and supervision framework.

HOW WE DELIVER

A proven path from first workshop to live service

1 Go-Live Assurance Review — 2–3 weeks

2 Test execution — Per release

3 UAT and sign-off — 1–3 weeks

4 Post-launch — Ongoing

ACTIVITIES

- Risk assessment of the system
- Review of existing test coverage
- Compliance scan

DELIVERABLES

- **Readiness opinion**
- **Risk-based test plan**

ACTIVITIES

- Test cycles with the build team
- Defect logging and retests
- Progress reporting

DELIVERABLES

- **Test evidence**
- **Defect log**

ACTIVITIES

- UAT scripts and sessions
- Business sign-off
- Go/no-go recommendation

DELIVERABLES

- **UAT sign-off pack**

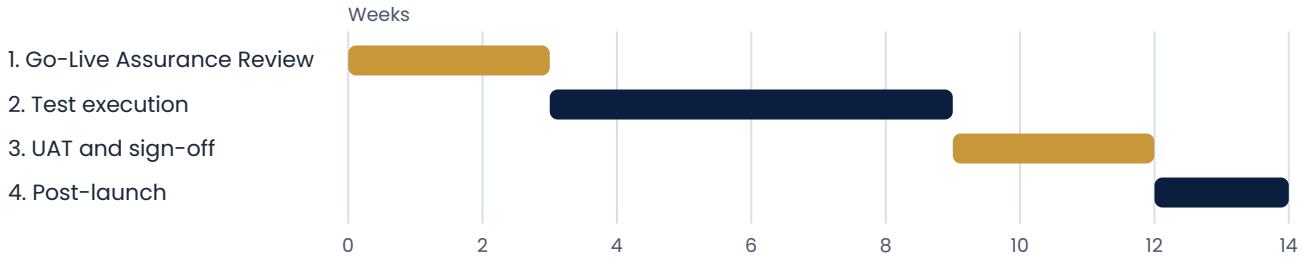
ACTIVITIES

- Retest of fixes
- Quarterly compliance review
- Lessons learned

DELIVERABLES

- **Retest report**
- **Compliance update**

INDICATIVE TIMELINE



Timelines are indicative and depend on scope. Because we size the team to your deadline, they can be shortened where earlier delivery is needed.

WHO DOES WHAT

DAWGEN GLOBAL

- Leads and manages the project
- Tests independently before go-live
- Designs, builds and integrates
- Trains your team after completion

YOUR TEAM

- Names a sponsor and decision-maker
- Takes part in acceptance testing
- Gives access to people, data and systems
- Signs off each phase

WHERE IT CREATES VALUE

Built for Caribbean sectors

Banks and credit unions

Core, digital banking and payment system releases.

Insurers

Policy administration and claims systems.

Public bodies

Citizen portals and systems procured by tender.

ERP programmes

Independent UAT for new ERP implementations.

Online businesses

Website compliance and payment provider readiness.

AI deployments

Testing of AI agents before customer launch.

IN PRACTICE

Website compliance platform

THE CHALLENGE

Organisations had no simple way to see how their websites performed on accessibility, privacy and security.

WHAT WE DID

A platform that scans a website and reports on accessibility, privacy, search, performance and security, with dashboards and prioritised findings.

THE OUTCOME

A clear, prioritised list of issues that management can act on.

Payment provider review

THE CHALLENGE

A digital platform's payments and payouts were paused pending a compliance review of its content and money flows.

WHAT WE DID

A full map of where content met money, documentation of moderation and payment controls, and an evidence pack for the provider.

THE OUTCOME

A structured response to the provider's questions, built on documented controls.

Engagement examples are anonymised to protect client confidentiality.

OUTCOMES AND GOVERNANCE

Value you can measure, controls you can rely on

OUTCOMES WE TRACK WITH YOU

- **Defects caught before launch**
- **UAT completed on schedule**
- **Compliance gaps closed**
- **Payment continuity**

BUILT-IN CONTROLS



1. Risk-based test planning
2. Testing independent of the build team
3. Evidence retained for every test
4. Defects tracked to closure
5. Candid readiness reporting to the board

WHY DAWGEN GLOBAL

Big firm capabilities, Caribbean understanding
More than 24 years serving Caribbean business, across 35 territories, managed centrally from Dawgen Towers, Kingston.

Controls an auditor would expect
Every solution is designed with access, audit-trail and data-protection controls from the first day, not added after a review.

We own delivery
Dawgen Global owns the project through to completion, then trains your team so the solution is yours.

Scope before fee
We are process-driven: we agree the scope first, then fix the fee, and size the team to meet your deadline.

One firm, many disciplines
Tax, accounting, risk, legal and HR colleagues are on hand when a technology decision touches their field.

QUESTIONS CLIENTS ASK

Can you test a system another vendor built?

Yes. Independent testing is the point: we work alongside any build team and report to you.

Is this an audit opinion?

No. We give a testing and readiness opinion based on the evidence, not an audit or certification.

How early should we involve you?

Ideally at the start of a project, so the test plan shapes the build. A Go-Live Assurance Review can still add value weeks before launch.

Do you test AI agents?

Yes. We test AI agents against their approved answer boundaries, escalation rules and data handling.

START HERE

2–3 weeks

Go-Live Assurance Review

WHAT IT COVERS

- Risk assessment of the system and launch
- Review of existing test coverage
- Website or app compliance scan
- Interviews with project and business leads

WHAT YOU RECEIVE

- A candid readiness opinion
- A risk-based test plan
- Compliance findings
- Issues to resolve before launch

1 Contact us at info@dawgen.global

2 Book your Go-Live Assurance Review

3 Receive a fixed-scope plan and quote

EMAIL info@dawgen.global WEB dawgen.global US 855-354-2447

Every engagement is scoped and priced through its engagement letter. Engagement examples are anonymised. Every territory has its own desk: write to territory@dawgen.com, or info@dawgen.global for Jamaica. Dawgen Global serves 35 territories across the Caribbean and the Americas from Dawgen Towers, 47-49 Trinidad Terrace, Kingston 5, Jamaica. Dawgen Global is an integrated multidisciplinary professional services firm and is not a member of any international network. As a multidisciplinary firm, Dawgen Global offers some regulated services; in each case the head of the regulated division holds the professional practice licence required in the relevant jurisdiction. Product and platform names, where used, belong to their owners. General information only, not professional advice. © 2026 Dawgen Global.