Dussoft
Congo

We strive for the success of our clients

ANNUAL REPORT OF 2024 ACTIVITIES

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Table of Contents

List of Acronyms and Abbreviations

Acronym Meaning

NDVI   Normalized Difference Vegetation Index

EVI   Enhanced Vegetation Index

SAR   Synthetic Aperture Radar

INS   National Institute of Statistics

IDP   Internally Displaced Persons

EFSA   Emergency Food Security Assessment

rCSI   Reduced Coping Strategy Index

FCS   Food Consumption Score

UNOCHA United Nations Office for the Coordination of Humanitarian Affairs

DRC   Democratic Republic of the Congo

GIS   Geographic Information System

NGO   Non-Governmental Organization

UN   United Nations

THE COMPANY

Dussoft Congo Sarl is an innovative enterprise specializing in **new technologies, capacity building, and humanitarian project management**. With recognized expertise in digital transformation, Dussoft positions itself as a partner of choice for organizations seeking advanced technological solutions.

Beyond its technical skills, Dussoft Congo Sarl provides strategic support for the implementation of tailor-made digital solutions adapted to the specific challenges of the humanitarian and development sectors. Its approach centers on innovation, continuous training, and operational excellence, thereby enhancing project efficiency and optimizing processes for sustainable impact.

MISSION

To be a global catalyst for digital transformation by empowering organizations with innovative technological solutions and strengthening capacities to ensure a sustainable and measurable impact in every project.

VISION

To provide advanced digital tools and strategic support that enable our partners to streamline their processes, enhance their skills, and achieve tangible, lasting results. We are committed to offering custom solutions that combine innovation, efficiency, and positive transformation.

OUR VALUES

→ **Integrity and Collaboration:** Acting ethically, transparently, and responsibly, while building strong partnerships based on trust and shared success.

→ **Innovation:** Utilizing the latest technologies to offer creative solutions tailored to the unique challenges of our partners.

→ **Excellence:** Delivering superior quality services and solutions with rigor and professionalism for optimal results.

→ **Impact:** Ensuring that our actions generate positive and lasting change, with continuous monitoring of outcomes.

2024 ACTIVITIES

1. Update of the School Management System

The School Management System (SMS) is a software solution developed by Dussoft, designed to enhance parental involvement and educational performance through the digitization of school processes. It includes:

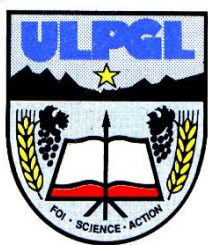| **1**	**2**	**3**
A digital archive of academic results, disciplinary records, and financial data	An automatic notification system for parents	A data analysis feature that allows early detection of performance

Since its launch in 2020, six schools have adopted this system, benefitting nearly 12,000 students. In 2024, a major update enabled:

- The integration of a result management system for each teacher;

- The training of teachers on this new functionality.

Institut Metanoia – Partner of the Year

Institut Metanoia distinguished itself by its commitment to digitally transforming its educational processes. As the leading partner of the year, it has played an active role in enhancing the SMS.

2. Partnerships

Following the enrichment of functionalities offered by the SMS, including the integration of a teacher-specific result management system, centralization of report cards, enhanced access security, and the implementation of analytical dashboards for administration, the partnership with Institut Metanoia has been extended for an additional year. This renewal came with a 20% increase in the contract value, reflecting clear recognition of the system's added value.

In addition to the existing features, the system now offers real-time visualization of student performance, improved task distribution among teachers, and streamlined annual reporting for academic coordination. These developments have significantly optimized internal management while enhancing transparency with parents and administrative bodies.

This contract renewal not only reflects the growing satisfaction of the partner but also reinforces the renewed confidence in Dussoft's technical expertise, innovative capacity, and continued commitment to the digital transformation of educational institutions. It paves the way for future improvements, including career tracking for students, automated communication, and longitudinal monitoring of results.
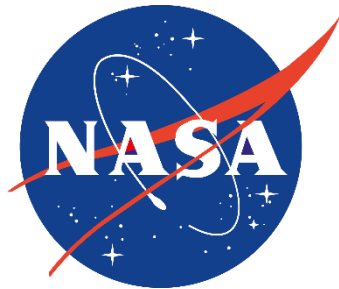
NEW PARTNERSHIPS

Government agency in charge of datum regulation, Provincial Office of North Kivu

Humanitarian NGO Provincial Bureau of North Kivu

NASA Lifelines is a community of the future using earth science to improve humanitarian action

Company specializing in logistics management based in Goma

Company specializing logistics and supply based in Goma

Audiovisual production company based in Goma

3. New Premises and Team Expansion

Dussoft has moved to larger, more spacious offices that are conducive to expanding its activities and accommodating a dynamic contributor team:

Management team

- **Dr. Armand Kimanuka** – *Co-founder & Chief Marketing Officer:* Utilizes extensive management and data-analysis experience to guide the company's strategic direction for maximum impact. Develops products that monitor and report on food-security indicators.
- **Laurent Byanjira, MSc** – *Co-founder, Chief Operating Officer & Business Solutions Specialist:* Regional Technology for Development lead at Save the Children International. Expert in quantitative and qualitative data collection, analysis, and data-quality assessment.
- **Patrick Dussenge** – *Co-founder & Chief Technology Officer:* Over six years of experience building complex technical solutions. Oversees all technical infrastructure across projects.
- **Jérémie Bachymwenya** – *Logistics and Supply Specialist:* Previously with logistics firm Satguru, managing distribution and supply-chain operations.
- **Laure Byanjira** – *Expert Accountant:* Former member of the finance team at AVSI, specializing in financial reporting and compliance.
- **Blaise Senga, MSc** – *Capacity Building Specialist:* Regional MEAL (Monitoring, Evaluation, Accountability & Learning) Technology Coordinator for International Rescue Committee in Central Africa. Designs evaluation, learning, and accountability solutions for Dussoft and partners.

Consultants

- **Dieudonée Munganga** – *Software & Data Engineering Consultant*: Research engineer specializing in geospatial data analysis.

- **Michael Mandeko** – *Senior MEAL Program Manager & Trainer*: Leads Monitoring, Evaluation, Accountability & Learning at Concern Worldwide and delivers targeted training.

- **Clément Dushime** – *Data Collection & Statistical Methods Consultant*: Expert statistician focusing on data-collection techniques.

- **David Chubaka** – *Data-Analysis & Qualitative Methods Consultant*: Specialist in qualitative data analysis and research methodologies.

- **John Salibaya** – *IT, Data-Analysis & MEAL Officer Consultant*: Provides combined technical and programmatic MEAL support.

- **Amadi Chirume** – *Electrical Technologies Consultant*: Expert in electrical systems and equipment.

- **Elie Kubuya** – *MEAL Consultant*: Focused on monitoring, evaluation, accountability, and learning frameworks.

- **Dr. Alain Chimiye** – *Humanitarian Program Coordinator Consultant*: Coordinates design and implementation of humanitarian interventions.

- **Dr. Armel Kamwami** – *Data Analyst & Web Developer Consultant*: Merges data-analysis expertise with web-development skills.

Partner References

- **Celestin Kimanuka Ruriho, MSc** – *Provincial Director, National Institute of Statistics (North Kivu)*

- **Hugor Byanjira** – *Project Manager, Bureau de développement Communautaire, Anglican Church*

- **Pascal Lwanzo** – *MEAL Coordinator, International Alert, DRC Office*

- **Daniel Bitita** – *Founder & CEO, Unforgettable Moments Sarlu*

- **Eddy Shafali** – *Operations Manager, Ets, Ejima*

- **Nicolas Nshombo** – *Founder & CEO, Congo Transport and Logistics Sarlu*

4. **Advancing Hardware and Software Solutions for Humanitarian Impact**

In 2024, Dussoft Congo Sarl deepened its collaboration with Handicap International through a comprehensive technical infrastructure modernization project. This partnership underscored Dussoft's commitment to delivering integrated hardware and software innovations tailored to the needs of humanitarian actors operating in challenging and resource-constrained environments.

The first phase of the intervention focused on critical improvements to Handicap International's energy and connectivity systems, enhancing their operational continuity and data security:

- Replacement and configuration of high-performance internet switches to ensure reliable internal networking and external communications;

- Installation of a smart inverter system connected to the site's power generator, enabling automatic switchover in case of power loss — significantly reducing downtime;

- Deployment of a 5 kVA solar backup system, supported by 19 high-efficiency solar panels (350W each), designed to ensure long-term energy autonomy and climate resilience;

- Installation of advanced grounding systems, achieving a resistance of 63 ohms, coupled with a surge protection unit to shield sensitive electronic equipment from electrical anomalies;

- Renovation of all office lighting to energy-efficient LED systems and installation of security projectors for enhanced workplace safety and 24/7 operations.

These upgrades not only increased Handicap International's infrastructural resilience but also aligned with sustainable energy practices, reducing their carbon footprint and dependence on fossil fuels.

This partnership demonstrates Dussoft's ability to bridge the gap between hardware engineering and software development in a humanitarian context. Rather than merely supplying equipment, Dussoft provided an integrated solution that anticipates the technological needs of NGOs operating in volatile regions, including:

- Ensuring business continuity during power outages;

- Facilitating secure digital communication and information management;

- Improving staff productivity and safety;

- Laying the groundwork for future digital transformations, such as mobile field data collection, GIS integration, and predictive analytics for humanitarian planning.

By aligning our interventions with Handicap International's mission and operational realities, Dussoft reinforced its role as a strategic technology partner — committed to using cutting-edge innovation to empower humanitarian organizations and the communities they serve.

5. Humanitarian Partnership with the Anglican Church and Tearfund

On August 3, 2024, Dussoft, in collaboration with the 'Bureau de development Communautaire' of the Anglican Church (Diocese of Goma) and with funding from Tearfund, conducted a significant humanitarian action in the internally displaced persons' camp in Lushagala. A monetary distribution of 119,000,000 FC (approximately 45,000 USD) was provided to 500 vulnerable people identified through a multisectoral assessment carried out in partnership with community committees.

A post-distribution follow-up was established to assess the impact of this assistance and to identify opportunities for additional support. This action underlines Dussoft's strong and growing commitment to humanitarian causes in areas affected by armed conflicts and

prolonged crises, demonstrating the effectiveness of synergies between technological, ecclesiastical, and humanitarian actors serving vulnerable populations.

6. Capacity Building with International Alert and Strategic Partners

In 2024, Dussoft Congo Sarl significantly strengthened its contribution to institutional capacity building in the humanitarian and development sectors. Through partnerships with organizations such as International Alert, Metanoia, and other local and international actors, Dussoft delivered a series of high-impact training sessions designed to enhance operational efficiency, analytical capabilities, and digital literacy within partner institutions.

Partnership with International Alert: Conflict-Sensitive M&E Capacity Building

As part of the "Conflict Sensitivity Hub in DRC" project, Dussoft designed and facilitated an advanced and interactive capacity-building program aimed at MEAL experts, humanitarian project managers, and peace and conflict analysts. This training was structured around three core modules:

- Qualitative data collection and analysis methodologies, including triangulation techniques, participatory validation, and advanced fieldwork practices;

- Mastering MaxQDA for coding, thematic analysis, and visualization of qualitative data from interviews, FGDs, and community-based assessments;

- Design of conflict-sensitive analytical frameworks, including stakeholder mapping, conflict matrices, and context-specific risk analysis tools.

The program combined theoretical frameworks with real-world simulations based on DRC-specific case studies, and equipped participants with hands-on, transferable skills to improve project design, implementation, and evaluation in fragile and conflict-prone environments.

Expanded 2024 Training Portfolio

Beyond the International Alert initiative, Dussoft delivered a total of 12 capacity building sessions in 2024, reaching over 160 participants from NGOs, educational institutions, and civil society organizations. These sessions covered a diverse set of topics including monitoring and evaluation, qualitative data analysis, digital literacy, and the use of management software.

Key training sessions included:

- Project Monitoring and Evaluation (M&E), A comprehensive training covering:
  - Core concepts and principles of M&E;
  - Planning and designing M&E systems;

- o Data collection, management, and quality assurance;
- o Data analysis, interpretation, and utilization in project cycles.

Participants trained: 42

- Qualitative Data Collection and Analysis with MaxQDA, An advanced certification program focusing on:
  - o Designing qualitative research protocols;
  - o Coding and categorizing qualitative data using MaxQDA;
  - o Generating structured insights from complex narratives;
  - o Ensuring rigor and validity in qualitative reporting.

Participants trained: 28

- Microsoft Office Suite: Word, Excel, and PowerPoint, This foundational ICT program enabled participants to:
  - o Master document layout and formatting in Word;
  - o Handle spreadsheet design, formulas, and simple data analysis in Excel;
  - o Create dynamic and professional presentations in PowerPoint.

Participants trained: 30

- Digital Tools for Educational Management, In collaboration with Metanoia, Dussoft trained administrative and pedagogical staff on the use of a customized school management system, enabling improved:
  - o Student data tracking;
  - o Performance reporting;
  - o Administrative automation for daily operations.

Participants trained: 60

Dussoft's capacity building program reflects a broader commitment to digital inclusion, organizational resilience, and the professionalization of humanitarian actors. Whether through mastering evaluation frameworks, using cutting-edge software tools like MaxQDA, or enhancing basic digital skills, each session was tailored to meet the needs of actors working in fragile and rapidly changing contexts.

The success of this program positions Dussoft not only as a technology service provider, but as a long-term partner in knowledge transfer and digital empowerment, helping NGOs and institutions adapt to the demands of modern humanitarian and development work.

7. Collaboration with GlobalDev: NASA Lifelines

Dussoft had the honor of hosting the NASA Lifelines humanitarian simulation hub at its Goma offices. This immersive, three-day simulation was designed to test and improve emergency response readiness in a controlled yet highly realistic environment. The scenarios addressed included massive population displacements and natural disasters to critical infrastructure.

During this event, humanitarian professionals, crisis management researchers, geomatics experts, and technology developers joined forces to:

- Utilize satellite data and high-resolution imagery to facilitate rapid decision-making during crises;

- Develop and test spatial analysis algorithms to better anticipate vulnerable areas;

- Enhance the responsiveness and coordination of humanitarian interventions through collaborative digital tools;

- Strengthen local capacities in geospatial analysis through specialized training sessions, including the use of software such as QGIS and Google Earth Engine.

Notable participants, drawn from various regions within the DRC and neighboring countries, included recognized experts such as Blaise Senga, Laurent Byanjira Koko, John Salibaya, Dieudonné Munganga, Abubakar Kibondo, and Celestin Zandi. Each contributed by sharing concrete field experiences, case studies, and strategic recommendations. The event concluded with a collective review session, laying the groundwork for a sustained collaboration between local and international crisis management actors.

8. 2025 and Space Technologies: The Future with AgriSight

In 2024, Dussoft Congo Sarl and the National Institute of Statistics (Institut National de la Statistique Nord-Kivu) conducted a baseline Emergency Food Security Assessment in North Kivu Province, surveying 4,576 households in July 2024. Key findings included:

- **Agricultural Dependence and Land Access**: Only 36 % of households reported direct access to arable land (average 2.1 ha, median 0.5 ha). Among those without access, 75 % cited lack of financial means as the barrier, while in Goma 89 % noted insufficient available land.

- **Food Insecurity**: Overall, 85 % of households were food insecure—53 % moderately, 32 % severely. Goma had the highest rate (84 %), driven by internally displaced persons and conflict-related disruptions to food systems.

- **Coping Strategies**: The average Reduced Coping Strategy Index (rCSI) was 18.8, with the highest values in Nyiragongo (22.8) and Masisi (22.6). Common strategies included reducing meal sizes, borrowing food, and prioritizing children's consumption.

In 2025, Dussoft plans to take a decisive step toward integrating space technologies in support of humanitarian action, particularly through the development of its new initiative: **AgriSight**. This innovative platform combines satellite imagery, artificial intelligence, and geographic information systems (GIS) to deliver real-time diagnostics on food security conditions in rural areas and conflict-affected regions.

AgriSight aims to monitor crop health by analyzing multispectral data (NDVI, EVI) and radar data (SAR), coupled with machine learning algorithms to detect early signs of yield decline and potential food shortages. These data will be cross-referenced with information on conflict dynamics, population movements, and extreme weather conditions to model vulnerability scenarios.

Dussoft's ambition is to position this technology as a strategic tool for NGOs, UN agencies, and public institutions seeking to plan humanitarian responses based on empirical evidence. In the medium term, AgriSight will integrate automated recommendation modules to guide food aid distribution, resilient agriculture interventions, and community recovery programs.

This shift toward space technologies will also be accompanied by strengthened partnerships with space agencies, agronomic research centers. By developing local satellite analysis capabilities and training a new generation of geospatial analysts in the DRC, Dussoft intends to play an active role in the emergence of inclusive technological governance that is responsive to the needs of the most marginalized populations.

The year 2025 thus marks a strategic turning point toward an approach where space technology becomes a key lever for anticipating crises, improving agricultural and security resilience, and enhancing the impact of humanitarian interventions in Central Africa.

CONCLUSION

The year 2024 was marked by sustained growth, a diversification of activities, and an enhanced commitment to both humanitarian and technological domains. Dussoft Congo Sarl achieved significant milestones by consolidating strategic partnerships, developing new software solutions, and increasing its interventions in vulnerable areas. This dynamic evolution was reflected in the launch of new offices, the recruitment of key strategic talents, and the initiation of projects with substantial social and economic impacts.

We have also strengthened our innovation capacity through ongoing research and development, with the goal of offering increasingly agile, inclusive, and locally adapted technological solutions. Our activities have reached an ever-growing number of beneficiaries, embodying our commitment to creating positive, sustainable, and measurable change.

Dussoft Congo Sarl reaffirms its ambition to become a leading force in social and technological innovation in the DRC, continuing to build bridges between the digital world, local communities, and humanitarian and academic networks.

We sincerely thank all our partners for their trust, constant support, and commitment. Together, let us continue to forge new synergies to amplify our collective impact and make technology a lever for inclusive development and resilience for all.