



Softtek[®]

IT Infrastructure Support Managed Services

Enhance end-user productivity and
satisfaction while reducing costs.



“The top vendor for nearshore outsourcing in Mexico is Softtek”

Mexico Starts its Offshore Services Engine,
Forrester Research, Jan. 2007

IT Infrastructure Managed Services

Enhancing end-user productivity and satisfaction while reducing costs

Softtek IT Infrastructure services enable clients to decrease support costs, while enhancing the effectiveness of their infrastructure, and freeing internal resources to focus on business-critical initiatives. Through its unique Near Shore® model, Softtek delivers cost-efficient SLA driven services, which are supported by a mature delivery methodology aligned with ITIL best practices, and a mature Six Sigma quality program.

Services

End User Support Services (EUSS)

Our mission is to lower costs and improve the overall productivity and satisfaction of end users. We provide responsive, seamless and high quality support services by working collaboratively with other IT support areas and third party vendors.

Service Desk Support: Service Desk agents are the first, and single point of contact for internal or external end users seeking hardware, or software technical assistance. Inquiries and requests are escalated and owned by the service desk.

Desk Side Support: Installs, repairs, changes and performs preventative/corrective maintenance of PCs and related software/hardware. This team takes care of all activities that would require on site presence; serving also as the second level of escalation for the service desk.

Server and Datacom Support (IT SDS)

As a key component to a company's infrastructure operation; ensuring its availability, accessibility and dependability is key. We provide a complete managed solution, based on SLA's, quality backed operations and high utilization of the nearshore capabilities, which provides truly cost effective and robust solutions.

Server Support Services: Installation, configuration, fine tuning, changes and routine maintenance of operating systems, backup and data storage platforms.

Datacom Support: Implementation, technical support, maintenance, and documentation associated with network and telephony systems.

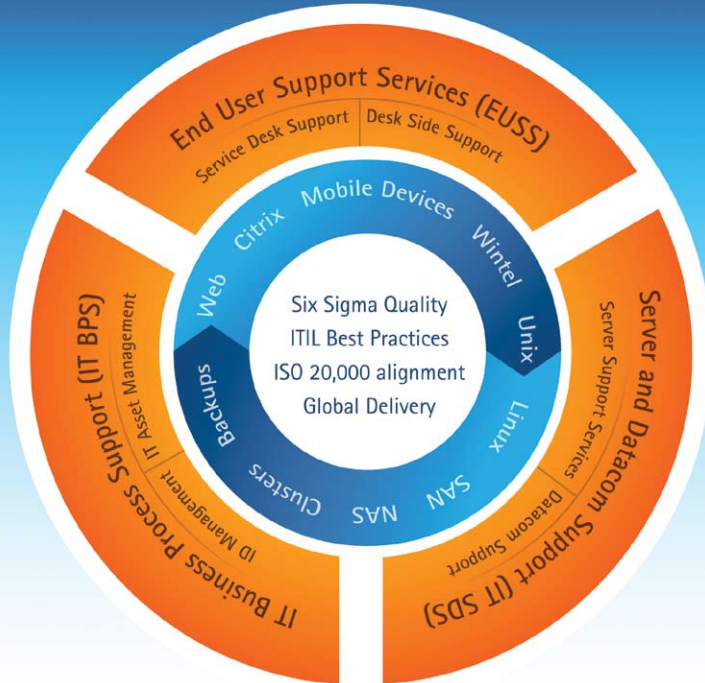
IT Business Process Support (IT BPS)

Our service enhances adherence and compliance with regulations and license agreements. Maintain strict and up-to-date controls over application access, as well as software and hardware inventories.

ID Management: End user network and application ID administration and access controls, VPN access management.

IT Asset Management: Support financial, contractual and inventory functions for lifecycle management and strategic decision making for the IT infrastructure.

Fully managed service delivery



Cost-conscious quality

A managed solution that allows clients to decrease support costs, while enhancing the effectiveness of their IT infrastructure through:

- Lowering the Total Cost of Engagements by increasing service capacity and enabling growth
- Lower cost through the high use of lower-cost Global Nearshore™ locations
- Specialization in key technologies, best of breed tools, world class processes and a unique corporate culture that promotes retention
- Optimizing processes based on Six Sigma quality models
- Seamless integration of ITIL best practices for service support and delivery
- Long term relationship based on evolving SLAs that ensure continued savings across the services lifecycle
- Focusing on managing the infrastructure and protecting customers from hardware/software vendor lock-in

www.softtek.com

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