

IT TRANSFORMATION CONSULTING SERVICES



The world is changing. Organizations are facing digital disruptions and business agility drivers that necessitate the transformation of their IT organizations. Faced with having to be prepared to deal with anything new, individual people, processes and technology systems need to become more agile, flexible, innovative, and responsive, all the while minimizing disruptions to current business and technology operations.

So how do you architect an IT organization that is both efficient/reliable/resilient and agile/flexible/innovative?

By innovating how you deliver IT services, creating a new IT Operational Model.

HOW SOFTEK CAN HELP

Softtek's mission is to create value through technology for our clients, and we build trust by relentlessly doing as we say. Our IT Transformation services help you develop a competitive advantage—a true top-down business strategy to execution process and capability that allows you to respond to what you can dream up for your future, while reducing overall IT costs by 30 to 40 percent. Our experts help you:

- Chart a transition roadmap that aligns your technology strategy, execution, and metrics to your business goals
- Develop a lean IT management approach through maximizing the use of your IT resources
- Increase your IT value generation model by incorporating the latest technology trends

We address all aspects of IT transformation, from strategy through execution, offering you a new way of thinking about and delivering IT services that allows your organization to respond to change with grace.

By establishing a cadence of modernization in support of business agility, flexibility, and innovation you can eliminate organizational silos, reduce cost and cycle time, elevate quality, and sustainably increase adaptability and value.

OUR APPROACH

Using proven methodologies, IT industry best practices, and technology innovations, we use a consultative approach to help you understand how changing your processes, people, technology platforms, sourcing and delivery models affects the behavior of your organization overall, ushering in a culture of adaptability where responding to change is “the new normal.”

The foundation for our service is our IT Transformation assessment, where we focus on establishing a high-level understanding of your organization's business agility drivers and goals. We analyze your IT function to identify areas of improvement, prioritizing change initiatives based on factors that create agility, simplification, continuous improvement, and waste reduction, then collaboratively chart a transition roadmap that advances the maturity of your organization, processes, technology, and information – all iteratively. We highlight areas across your application portfolio that help your business innovate and differentiate within your industry.

Our team helps organizations thrive in the digital era, through a comprehensive end-to-end portfolio of services and solutions. From strategy creation through tactical execution, our team helps enable business transformation, improve business efficiency and enhance IT efficacy.

Business Innovation requires IT Innovation



CUSTOMER ACHIEVEMENT SPOTLIGHT

Client Profile: ONE OF THE LARGEST FAST-FOOD CHAINS IN AMERICA

Challenge: The Client is acquired and forced to drive corporate-level G&A expenses down to increase net income by more than 20%.

Approach: In a matter of weeks, Softtek performed a deep dive of our client's business drivers and goals, IT organization, processes and technology platform. Using our "right value" generation model, we provided an IT Transformation roadmap to a new IT operational model that included an integrated, digitized, end-to-end support solution, vendor consolidation, increased system virtualization, a reduced infrastructure footprint, consolidation of a significant portion of the application portfolio, and self-service capabilities.

Result: Our recommendations, backed by statistical analysis, culminated in a savings for our client of 33% in IT operational efficiencies, with additional YoY savings of up to 45%.

THE SOFOTTEK ADVANTAGE

Proximity. In today's digital economy, collaboration is key. Our experts are primarily available during normal US business hours, with dedicated centers in multiple Nearshore locations, enabling a responsive engagement model that's flexible, adaptable and responsive. Cultural proximity adds additional benefits of improved engagement with functional and business leaders.

Americas focus. For over 30 years, Softtek has focused extensively on the Americas region. From Canada to Argentina, we are familiar with the business and cultural approaches of business in each region, and can provide our clients with the country-level insights they need to be successful.

Compelling practical model. At Softtek, we have refined our strategy to understand your company's 'big picture', while still focusing on each individual detail. Our process and technology experts work to ensure that your IT Transformation strategy is executable and implementable, underpinned with a strong business case, and results in a faster, leaner, and more streamlined operation.

Low risk acceleration. Our frameworks, methodologies and expertise result in much faster implementation roadmaps. Our process experience and certifications – CMMi L5, ISO, ITIL, Lean, Six Sigma – ensure mature and efficient results.

Transformation expertise. We have hundreds of experts trained in IT Transformation methodologies, tools and processes with experience working with Fortune 50 clients. Our deep technology expertise, digital focus, agile culture, and software engineering background means we can help organizations thrive in the digital era without disruption and at optimal costs.

ABOUT SOFOTTEK

Founded in 1982, Softtek is a global provider of process-driven IT solutions with 30 offices in North America, Latin America, Europe and Asia. With 12 Global Delivery Centers in the U.S., Mexico, China, Brazil, Argentina, Spain and India, Softtek helps improve time-to-business-solution, lower costs of existing applications, deliver better engineered and tested applications, and produce predictable outcomes for top-tier corporations in over 20 countries. Through on-site, on-shore and its trademarked Global Nearshore™ service delivery models, Softtek teams with CIOs to constantly increase the business value of IT. Softtek is the creator and a leader of the nearshore industry.



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