



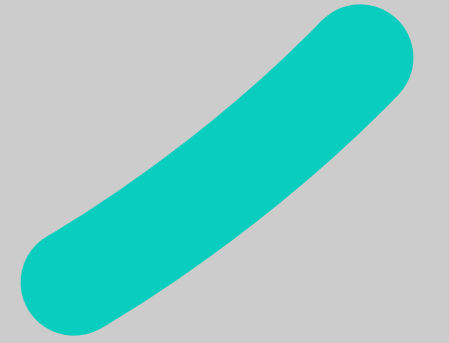
Softtek[®]

CASE STUDY / HEALTHCARE

New digital healthcare platform streamlines processes, boosts patient & employee experience

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Softtek optimized and stabilized the healthcare provider's digital operations platform, which had previously inhibited the reliability of delivering critical and routine medical services and the continuity of the patient and employee experience. Softtek implemented new technology and application development processes that enhanced the patient and employee experience, from appointment creation to patient admission, lab results processing, billing, and collections.



Zero application downtime and improved operational stability



90% reduction in incidents, with the implementation of new services



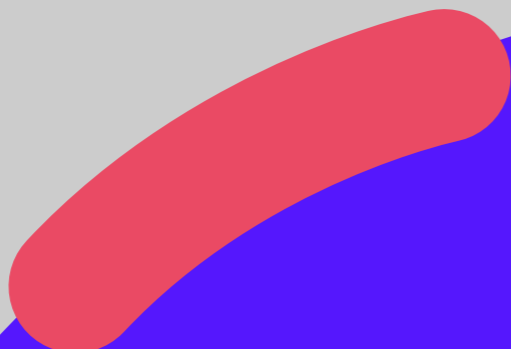
The reduction of platform incidents resulted in a 60% reduction in operational expenditures

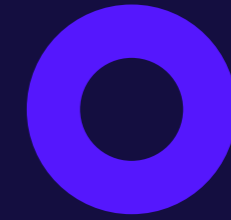


Patient satisfaction has increased by 30%



With the same staff and facilities, overall healthcare services were increased by 18%





ABOUT SOFTEK

Founded in 1982, Softtek is a global company and the largest provider of IT services from Latin America. With a broad portfolio of business-transforming products and solutions, Softtek helps Global 2000 organizations evolve their digital capabilities constantly and seamlessly, from ideation and development to execution.

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