



Softtek[®]

CASE STUDY | INDUSTRIAL

**Managed infrastructure
services save global
industrial conglomerate
10 million in 3 years**

softtek.com



About the customer

American multinational conglomerate with global divisions in the aviation, healthcare, power, renewable energy, digital, manufacturing, and finance industries.



200K+
employees
worldwide



US \$90B+
revenue



100+ years in the
market

"Softtek really checks all our marks in terms of what to expect from a trusted partner taking over our key services."

VP Digital Operations





Business challenges

Driven by the pressures of the world economy and its own aggressive transformation, our client was looking for ways to significantly reduce OPEX without disruption to its key infrastructure services. The corporate branch responsible for consolidating many of the infrastructure services for its sub-businesses was still tied to legacy staffing and fixed-price contracts, despite having outsourced many of its infrastructure support services.

1

Adapt to never-before-seen work economy pressures.

2

Comply with a corporate mandate to cut OPEX by 15-20% in 2020.

3

Swiftly react to revenue regression from deflating services consumption.

4

Increase visibility and governance of infrastructure assets.



How Softtek comes into play

Softtek was engaged as a transformational partner to conduct a deep analysis of the existing infrastructure support environment and present and execute an aggressive transformation roadmap. Softtek's right-value model was applied to help the client transition to an elastic consumption and invoicing model, increase overall engagement productivity through better governance and visibility, and continuously identify new opportunities for automation.

Data-driven analysis of the workload environment (historical ticket data, headcount distribution, contract models) with a focus on IT governance, performance, and consumption models.

Softtek's right-size and right-place pillars were applied to create a dynamic and global workforce able to adapt to changing service consumption and process demands.

Aggressive commitment to a three-month transition and stabilization roadmap.

Continuous improvement via annual ticket and incident reductions driven by permanent process improvement and automation initiatives.





Business impact

Our client enjoyed a swift and painless transition from stale, fixed-price contracts to a world-class managed services approach with high KPI visibility, improved SLAs, and delivering on the promise of a 30-40% cost reduction from day one.



10M+ savings over three years.



Improved SLAs from 90% pre-transition to 98% post stabilization.



Heightened visibility of previously untracked KPIs with Softtek's Digital Governance framework, delivered via monthly performance reviews and quarterly executive reviews.



8%+ additional savings after six months from Softtek's proactive consumption estimates.



ABOUT SOFTTEK

Founded in 1982 by a small group of entrepreneurs, Softtek started out in Mexico providing local IT services, and today is a global leader in next-generation digital solutions. The first company to introduce the Nearshore model, Softtek helps Global 2000 organizations build their digital capabilities constantly and seamlessly, from ideation and development to execution and evolution. Its entrepreneurial drive spans 20+ countries and more than 15,000 talented professionals.

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