



Softtek[®]

CASE STUDY | TRANSPORTATION

ITIS managed service
modernization saves
top transport services
company \$750K in
first year

softtek.com



About the customer

Leading provider of technology-enabled transportation and supply chain management services.



**Top 10 freight
brokerage**



**50K+ truckload
carriers in-
network**



**204% company
growth within 3
years**



**Ranked #5
in Transport
Topics' 2019 list**



**Supports 16K+
shipments per
day**





Business challenges

The company wanted to transform the way the IT department supported their business operations to proactively reduce downtime, drive efficiency, and increase the maturity of its IT services. They saw the need to modernize their IT infrastructure, improve support and to disrupt their business technology. The company's legacy systems lacked a reliable response for time to recover, and depended on many subject matter experts to restore issues resulting in waste of valuable resources, incorrect invoicing and inaccurate end user reporting.



1

Lack of a reliable infrastructure response time.

2

Legacy systems in place causing inaccurate documentation.

3

Dependent on many SMEs to complete multiple assignments slowing down project and increasing backlog.

4

Need for a centralized team to monitor IT and operation infrastructure.

5

Incorrect invoicing and inaccurate end user reporting.



How Softtek comes into play

Leveraging its nearshore capabilities, Softtek provided 24x7 monitoring and aligned the company's IT infrastructure to highest standards, reducing outages and maturing the IT services. Areas included: servers, storage, network, telecom, patching and DB IT infrastructure. By providing quickly adaptable and highly scalable quality services, Softtek also developed and deployed a framework to improve and upgrade the company's monitoring processes and invoicing support systems. Thus, these results not only improved customer satisfaction but also their cultural and business alignment.

Minimized the number of business disruptions due to technology failures and legacy systems.

Developed a strong monitoring backbone for the company's applications and infrastructure while improving and integrating an application to manage invoicing.

Supported IT infrastructure following worldwide IT standards and best practices.

Integrated portals to ensure better data collection and transmission, seamless communication, comprehensive reporting, and real-time visibility.





Business impact



\$750K savings in overall IT budget in 2019.



95% invoice reduction to business partners through standardized technology platforms.



Automated alerts, incident creation & categorization resulting in increased Shift-To-Left workloads.



Consolidated long-term relationships with business partners.



Provide monitoring service through 24x7 nearshore model.



Detected potential outages through predictive analytics before becoming a major incident.



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.

info@softtek.com | softtek.com | [privacy note](#)