



Softtek[®]

CASE STUDY | NATURAL RESOURCES

**Petroleum company
reduces IT operation cost
by 45% through ITSM**

softtek.com



About the customer

One of the largest Latin American companies operating in the oil, natural gas, and energy industries and leader in deep and ultradeep water oil and gas exploration.



90K employees



**US \$150B
revenue**



**3M oil barrels/
day**



**~100M m³
gas/day**





Business challenges

The company's IT area was supported by multiple providers, causing a lack of service visibility and traceability. By consolidating vendors, it could reduce operational cost and make all supported assets more efficient.

1

Immature multi-vendor IT environment.

2

Consolidate and manage 40+ non-SAP mission-critical exploration and production applications.

3

Consolidate and manage 310+ SAP instances with 24/7 support.



How Softtek comes into play

As a premier SAP partner since 1994 with nearshore and onsite capabilities, Softtek was the perfect fit for our client's application management and infrastructure services. For a more transparent service delivery and SLA-driven contract, Softtek's Digitized Governance platform provided real-time dashboards to track the overall engagement for the following services:

APPLICATION MANAGEMENT SERVICES

SAP Solutions

Non-SAP Mission-critical Applications

Information Management & Business Intelligence Solutions

L2 & L3 End-user Support |
Incident & Problem Management |
Agile Corrective Maintenance |
Application Landscape Evolution |
Agile Development & Project Management

INFRASTRUCTURE SERVICES: ITSM + ITOM

Client-side Platform: Browsers, SAP GUI, Client-side Tools

Server-side Platform: App Servers, Databases, Middleware, ...

Infrastructure: Servers, Storage, Network

System Administration |
Incident & Problem Management |
Capacity Planning |
Reliability Engineering





Business impact

Our client achieved a single-vendor service model aligned with the following leading industry process reference models: CMMi Services Level 5, ISO 20000-1, ITIL, COBIT, and ISO 27001.



Full transition in 3 months.



45% reduction to IT operations costs (baseline vs. year 5).



40% reduction in critical incidents through SAP instance consolidation.



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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