



**Softtek**<sup>®</sup>

**CASE STUDY** | NATURAL RESOURCES

**IT infrastructure services  
help petroleum company  
consolidate vendors and  
reduce IT operation cost  
by 45%**

[softtek.com](https://softtek.com)



# About the customer

One of the largest publicly held LATAM companies operating in the oil, natural gas and energy industry.



**Leader in deep  
& ultradeep  
water oil & gas  
exploration**



**90K employees**



**US \$150B  
revenue**



**~3M oil  
barrel/day**



**~100M m<sup>3</sup>  
gas/day**







# Business challenges

The company's IT area was supported by multiple providers, presenting the need to evolve application maintenance and support processes while homologating its infrastructure to make assets more efficient.

1

Immature multi-vendor IT environment.

2

~40 non-SAP mission-critical exploration & production apps.

3

~310 SAP Instances (24/7 support).



# How Softtek comes into play

Softtek helped the client evolve their IT environment into agile and efficient IT operations, making a lean Application & Infrastructure Managed Structure.

**SAP Certified Partner**  
Center of expertise.

**Onsite + Nearshore® Delivery** (Rio de Janeiro & Fortaleza).

**Digitized Governance**  
**Model** SLA driven contract.

## 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

A unified single-vendor service model was reached, achieving quality certifications and optimizing IT operation costs by 45%.



Single-vendor high-maturity managed service model (CMMi, Agile, ISO 20000-1, ITIL, COBIT, ISO 27001).



>100 transition: 3 months Ramp-up: >100 FTEs 2 months 50% SAP skills.



>45% IT Ops TCO (Baseline vs. Y5 cost).



>40% SAP Instance consolidation Critical Incidents.





#### 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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