



Softtek[®]

CASE STUDY | TRANSPORTATION

**Vendor consolidation,
IT optimization drives
25% cost savings first
year for leading airline**

softtek.com





About the customer

Largest domestic air carrier within the United States.



**Annual revenue
of \$20B+**



**4000+
departures daily**



**55,000 team
members**



**102 destinations
across the
United States**



**500+
technology
experts**

"Softtek has established itself as a valued IT business strategic partner, enhancing our ability to collaborate and drive ongoing operational improvement and innovation."

CIO of Airline





Business challenges

The airline was rapidly growing, adding overwhelming structural demands to its IT support and operation groups. Therefore, the airline needed reliable applications, including a mission-critical infrastructure and cybersecurity management approach to ensure flawless day-to-day, 24/7 operations. Our client also wanted to foster innovation while simultaneously setting goals for lowering IT costs with automation.

1

Complex and critical application portfolio.

2

Use of many IT vendors with scattered responsibilities and limited ownership.

3

Multiple defects in system processes, including ticketing, maintenance pods, and reporting.

4

Increase business and technology productivity, efficiency, reliability, and innovation.

5

Support a rapidly growing number of flight routes and applications without increasing costs.



How Softtek comes into play

During a competitive selection process, Softtek proposed consolidating IT operations into one single model and streamlining the airline's IT systems with Agile teams.

The proposal included transforming how the technology organization served its customers, modernizing the support processes, adopting new SLAs, implementing a business-oriented layer to connect outcomes to business priorities, and instilling a continuous improvement mindset. The solution also included transforming the underlying support technology, adopting an aggressive automation plan, and modernizing the airline's business applications.

Consolidated various IT vendors into a single-provider operating model.

Implemented a state-of-the-art IT maintenance and support model.

Developed strategic initiatives to sustain company growth.

Streamlined the transition of legacy applications to modern systems.

Increased technology resiliency and business reliability through SRE practices.

Introduced automation and self-healing to reduce cost and improve response time and availability.





Business impact



Consolidated multiple vendors in less than six months, without any business disruptions.



Structured a governance model to deliver consistent results, provided real-time visibility of performance, and enabled efficiency gains and continuous improvement through automation, SRE, and Six Sigma processes.



Ramped-up a team of over 500 SMEs in less than four months.



Achieved first-year savings of more than 25 percent through productivity initiatives.



38 percent annual savings due to transformation, automation, and a continuous improvement mindset.



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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