



Softtek[®]

CASE STUDY | BANKING & FINANCIAL SERVICES

Nearshore, agile
development help
fintech startup scale
solution, expand global
tax and financial offering

softtek.com



About the customer

Our client is a private regional healthcare provider who operates a network of medical professionals, clinics, labs, and offers competitive health insurance options.



Founded in 2019



Nearly 100 employees



A startup that grew out of a Fortune 50 company





Business challenges

Our client's key goal was to enhance and streamline its solution to suit the global intercompany billing and invoicing administration of its origin company's needs. Furthermore, this startup required a long-term engagement with a technology partner to enable the readiness and release of a white label version of the solution that can serve the needs of other global corporations.

1

Migrate on-premise IT services to the cloud.

2

Deliver regular upgrades and features to keep up with the ever-changing global tax rules.

3

Scale its solution to be white-label ready.





How Softtek comes into play

Leveraging Softtek's nearshore approach, we worked directly with our client to improve its development and deployment capabilities. Through our Agile practices, we helped our client execute on its aggressive short-term growth objectives and expand its specialized Fintech solution through the continual delivery of geography-specific features and solution enhancements.

The architecture of all applications was transformed from single-tenancy to multi-tenancy.

All stored procedures were converted to microservices and APIs.

Test automation and reporting were enabled, allowing for the delivery of over 400 features in a single year.

Agile methodologies were used to complement our client's workforce upskilling goals, empowering development teams to quickly move between support and development tasks.





Business impact

Our client's specialized solution has proved to be of significant value both serving its founding client and new success in obtaining new white-labeling engagements.

Softtek has a long-term technological partnership with the company, providing the momentum needed, through continuous consultancy and full-cycle software development services, to help mature its specialized solution and expand its global tax and financial offering to new clients worldwide.



Improved the quality and speed of software development, allowing our customer to white label its solution and generate additional income streams.



Delivered ongoing quick value in response to evolving global regulations that its clients demand for precision and compliance.



Supported our client's Agile transformation, converting numerous development processes from SDLC to Agile.



Through excellent quality in "first-time right" CTQs, we were able to reduce issue remediation from 15% to 1%.



Exceeded established SLAs by achieving a 99% follow-through rate.



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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