



**Softtek**<sup>®</sup>

**CASE STUDY** | PHARMA & BEAUTY

# ERP management and modernization keep pharma leader on top and focused





# About the customer

Latin American multinational pharmaceutical company that produces popular medicine, vitamins, supplements, and dermo cosmetics.



**7K+**  
**employees**



**2 production**  
**plants**





# Business challenges

Determined to maintain its leading position in several categories of the sector and sustain continuous investment in innovation, its brands, and quality, our client decided to outsource the management of specific SAP and non-SAP systems and services. This strategic support for its ERP stack would accelerate decision making and drive cost and process optimization to enable greater strides in an industry that demands high investments in R&D and rapid product launches.



1

Focus ERP services on business availability and resource utilization.

2

Reduce high SAP maintenance and support costs while improving support service.

3

Improve internal processes and enable wider access to real-time information to speed decision making and increase end-user interaction.

4

Maximize efficiency, growth, and innovation in core company areas to create greater value for customers, employees, and partners.



# How Softtek comes into play

Softtek demonstrated a proven service transformation framework to consolidate the client's ERP support and optimize TCO and therefore was chosen as a strategic partner for SAP and non-SAP management services. SAP and non-SAP instances supporting critical functions in production, quality control, plant maintenance, purchasing, finance, accounting, sales, and distribution were Softtek's focus areas.

**Helped the client consolidate** support services and reallocate internal IT talent to value-added business initiatives.

**Leveraged local and regional resources** under a share the sun delivery model to simplify the support and maintenance of modules in scope.

**Increased automation** and machine learning leverage.

**Maintained the production** environment for a high degree of system and infrastructure availability.





# Business impact

The client now enjoys the peace of mind to focus on core business activities while being able to allocate more resources than ever to the organization's strategic business goals at a faster time to market.



More responsive, SLA-based support at a lower total cost.



Greater agility in integrating new technologies and features into the modules.



Complete and immediate vision of business indicators for more informed and faster decision making.



Higher innovation capacity, optimized business processes, and greater utilization and value of data.



#### 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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