



CASE STUDY | CPG

Food processing leader saves 25% on application management



About the customer

Multinational food processing and distribution leader.



**Operations in
15+ countries**



**200+
distribution
centers**



**50+
manufacturing
facilities**

"Softtek provided a world-class support organization, enabling our company's aggressive growth plan and optimizing our resources."

IT Project Leader





Business challenges

Our client was implementing a global growth strategy and expanding into new markets via company acquisitions in the US and LATAM. Its SAP and non-SAP application management and lack of governance was slowing resolution times, increasing the backlog, and preventing the achievement of business expansion goals.



1

Ensure the continuity of core business processes during the vendor transition and throughout the engagement.

2

Support and optimize 100+ SAP and non-SAP applications.

3

Leverage a flexible delivery model and long-term engagement that can fluctuate with its application support needs following new product releases and acquisitions.

4

Support a stable and continuous operation to allow internal IT teams to reprioritize based on changing business objectives.



How Softtek comes into play

Softtek engaged as a long-term strategic partner to provide end-to-end assessments, implementation of industry best practices for the consumer-packaged goods industry, and application management services for its USA, Mexico, and LATAM operations.

Established real-time monitoring and service-level dashboards to provide transparency to the overall engagement and allow business management to react more quickly to challenges.

Implemented a maintenance and support methodology aligned with industry standards including ITIL Services and Operations Management.

Leveraged Softtek's service management framework to establish a comprehensive set of processes to ensure the quality, continuous process improvement, and innovation required for the applications in scope.





Business impact

During the first four years of the engagement, our client significantly reduced its service desk backlog and achieved a cost-effective application management and support backbone. This allowed it to continue executing on its aggressive growth strategy enabled by technology and world-class governance and Softtek as its long-term partner.



90% backlog reduction versus previous service desk.



25% cost reduction of support services.



21% improvement to service-level agreements thanks to automation and self-healing accelerators to drive continuous service improvements.



Awarded a 5-year contract renewal.



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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