



Softtek®

CASE STUDY | CPG

Food processing leader optimizes technology management to support growth plans

softtek.com





About the customer

Global food company dedicated to bringing local favorite foods to communities everywhere. They offer quality food in 18 countries at a range of price points and across diverse categories.



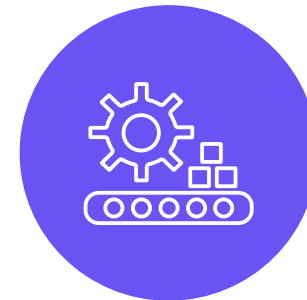
Operations in 18 countries



640,000 points of sale



208 distribution centers



70 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

The company was implementing a global growth strategy and expanding into new markets via company acquisitions in the US and LATAM. The absence of governance in their processes was preventing the achievement of their business goals.



1

Need to ensure the permanent availability and continuity of the core business processes.

2

Optimize, enhance, and support 100+ applications & deliver end user functionality.

3

Flexible delivery model is needed to enable quick product releases and support a fast-moving environment.

4

Reliance on a stable and continuous operation to achieve 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 assistance in the implementation of Application Management Processes for USA, Mexico, and LATAM.

Establishment of real-time monitoring and service-level dashboards to provide visibility into business processes and insight for rapid troubleshooting of issues.

Enablement of full control efficiency of operations, and visibility of both the SAP and Non-SAP landscape.

Measurement of relevant data points based on a service-level-driven management approach allowed business management to react to business challenges more quickly.

Implementation of a Maintenance and support Methodology aligned with Industry Standards such as ITIL and Service Management Lifecycle approach.

Creation of a support environment based on industry and customer best practices to standardize SAP and non-SAP Business applications.





Business impact

Over the past 4 years, we have helped our client successfully execute an aggressive growth strategy enabled by technology.

We provide a Customized service-level dashboard that allows full visibility into business processes and insight into issues and their progress.



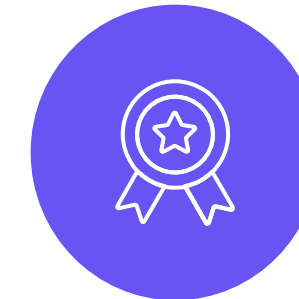
Backlog reduction up to 90% in relation to the previous service desk.



Cost reduction of support services up to 25%.



21% improvement of Service level agreements (continuous improvement).



Awarded 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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