



Softtek[®]

CASE STUDY | BANKING & FINANCIAL SERVICES

Digital transformation through APIs and microservices

softtek.com





About the customer

Leading Consumer Financial Services Institution.



Serves over 20 million clients



1,000 branches within Mexico



5,000+ ATMs



One of the world's leading commercial banks

"There are very few providers that can move to a strategic partnership, and Softtek is one of those. The work they have done to help transform to digital is unbelievable."

Managing Director, Head





Business challenges

The bank wanted to build a modern and user-friendly digital platform that leveraged the robust business logic existing within legacy systems.



1

The bank was rapidly losing market share from banks with a better digital offering.

2

The previous approach of working with a collection of digital boutique firms was not yielding results.

3

Business logic was embedded in monolithic legacy systems.

4

Product managers required speed and flexibility to deliver new products and services.



How Softtek comes into play

Softtek created the Integration and Digital Transformation Center concept to enable the bank to build and evolve its digital platform faster than its competitors.

Softtek built a microservices platform to make the business logic available for the digital platform to leverage.

Developed Agile pods to work directly with business leaders and enable speed.

Softtek also provided system monitoring and production support to ensure performance and high availability.

The entire model was priced based in outcomes.





Business impact



The bank regained its position as a top choice for digital consumer banking in Mexico.



Improved time to market and expanded capacity needed to launch new products and service.



Increased usability of mobile banking and other channels, improving the customer experience.



Reduced the total operating cost of the mobile banking platform.



We enabled new value for customers with the continuous development and deployment of new features.



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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