



Softtek[®]

CASE STUDY | TRANSPORTATION

Nearshore managed services cuts application costs by 33% for global logistics leader

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About the customer

Our client is the global supply chain management and logistics business unit of a leading transportation services company.



US \$2.8B net revenue



10,000+ employees



Operates and maintains a 350,000+ vehicle fleet



500+ locations across 4 continents





Business challenges

Our client was enjoying incredible growth; however, its multivendor and multi-tech IT environment grew disproportionately and began impacting its ability to deliver cost-effective logistics services, maintain high customer satisfaction, and track service and asset performance.



1

Reduce IT incidents and disruptions impacting logistics customer satisfaction.

2

Improve accountability and management of critical logistics applications.

3

Reduce IT operation cost.

4

Automate and consolidate applications and vendors.



How Softtek comes into play

Softtek took full responsibility for the client's logistics applications by supporting a complex IT infrastructure and preventing disruptions through a managed service model. Since logistics customer satisfaction was one of the primary concerns, Softtek applied a centralized nearshore approach to deliver around-the-clock customer support and monitoring with lightning-fast response times.

Provided a nearshore managed service model to support global operations 24/7.

Executed a knowledge transfer with zero disruption to operations.

Digitalized all processes that expedite incident resolution.

Key elements of the engagement include governance, continuous service performance and cost optimization, and adherence to industry process reference models (CMMi Level 5, ISO 20000-1, ITIL Service and Operations Management).





Business impact

Logistics companies depend on thousands of assets to keep customers satisfied and must quickly pinpoint and resolve issues in systems to maintain service continuity. This approach to application management, built on continuous cost and process improvement, has strengthened our client's ability to increase its applications' reliability and refocus its IT organization.



Eliminated customer penalties for service interruption.



33% application monitoring cost reduction.



24/7 monitoring and customer support.



Zero major service interruptions.



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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