



Softtek[®]

CASE STUDY | TRANSPORTATION

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

softtek.com





About the customer

One of the top logistics companies worldwide.



\$2.6M net revenue



20K+ employees



327K+ vehicles fleets



Operation centers in 4 continents



400+ locations worldwide





Business challenges

The logistics company experienced tremendous growth, impacting its ability to maintain customer satisfaction and business continuity. The company needed a new approach to manage its customer support as well as IT and business operations to improve its services at a lower cost.

1

Numerous IT incidents impacting customers' logistics solution.

2

Lack of reliability in business application ecosystem.

3

Critical need to prevent disruptions.

4

Reduce IT operation cost.





How Softtek comes into play

Softtek took full responsibility for the customer's logistic applications by supporting a complex IT infrastructure and creating a managed service model operating all applications and preventing disruption. The logistics company needed to become more agile in managing its customer satisfaction. Therefore, a centralized nearshore approach delivered around the clock customer support globally. The nearshore managed service approach filled the gaps and decreased time of response and costs with 24/7 monitoring service.

Performed assesment to understand business needs and tasks to complete.

Provided a managed service model with full accountability for the applications enviroment.

Executed a knowledge transfer without any operations disruption.

Implemented a centralized nearshore delivery model that supports global operations.

Digitalized all procedures that expedite the incident's resolution.





Business impact



100% customer continuity associated with logistics services.



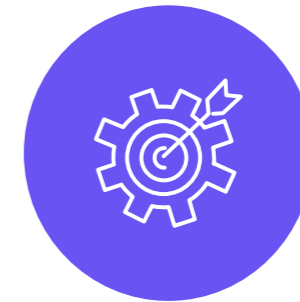
Eliminated customer penalties for service interruption.



33% reduction on cost for application monitoring.



24/7 monitoring and customer support provided.



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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