



Softtek[®]

CASE STUDY | CPG

Profitability growth enablement through Outsourcing IT Services

softtek.com





About the customer

One of the largest non-alcoholic worldwide bottlers with plants and distribution centers in Mexico, Ecuador, Peru, Argentina and the United States.



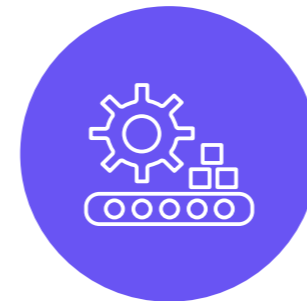
60K+ employees globally



50 production centers (plants) globally



370+ distribution centers



Serves >70 manufacturing facilities

"The consolidation of infrastructure services will allow our Company to optimize IT expenses throughout acquisitions while leveraging current operations and achieving the planned synergies."

Chief Information Ocer





Business challenges

Due to expansion into additional global markets in Argentina, Ecuador, Peru, and the US, the company needed a robust and resilient IT infrastructure to support the expanded global operation.

1

Carry out a Data Center Migration without causing a negative business impact.

2

Establish a new IT support model that allows for greater flexibility and responsiveness in support of Global business.

3

Standardize a support model internationally in countries where the company operates.





How Softtek comes into play

During the expansion of their business, Softtek successfully performed the infrastructure integration of new countries, such as Peru and the U.S., and enabled its IT environment to accommodate the rapid adoption of new technologies in response to business needs.

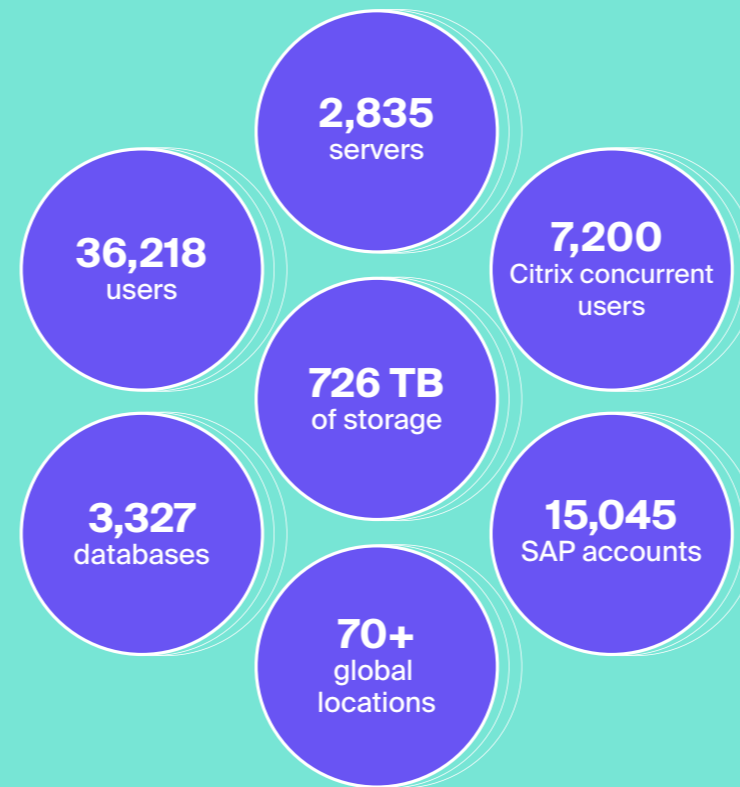
Full assessment of technological ecosystem, with a focus on performance and user experience.

Used domain-driven infrastructure design to mirror the business structure.

Set up and operation of a centralized Operations Center for infrastructure monitoring.

Full and smooth transition from the previous incumbent vendor in only three months.

Data Center Migration in less than 20hrs, coordinating over 120 resources from different vendors and suppliers.





Business impact

Softtek was able to implement a Data Center Migration without any business impact and deliver an Integral Command Center for Infrastructure monitoring, ensuring annual savings based on operational efficiencies and quality.

YOY cost reduction of IT infrastructure support services and awarded 5-year Contract Renewal.



Financial savings for increased device volumes for up to 10% vs last year without additional charge.



99.99% of global operation availability through the infrastructure platform.



70% of critical incident volume reduction in the first year.



27% YoY savings achieved through operational efficiencies compared with the previous vendor.



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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