



Softtek[®]

CASE STUDY | RETAIL

Custom store
management system helps
home improvement retailer
retain market leadership,
expand business

softtek.com





About the customer

Top home improvement retailer.



**Presence
throughout the
Americas**



**90+ distribution
centers across
the US**



**2000+ retail
locations**



**400,00
employees
worldwide**





Business challenges

The client was pursuing an ambitious growth strategy which included accelerating new store openings in different formats. This strategy required an adequately updated technology platform that could handle the increased volume of business operations.



1

Business users complained about not having satisfactory levels of service for day to day operations.

2

Frequent interruptions to store operations.

3

Negatively impacted sales.

4

Inconsistent and cumbersome consumer experiences.



How Softtek comes into play

Over time, Softtek delivered a suite of services including application management, Agile application development, and DevOps services to successfully update the client's technological landscape, increase control over business operations and provide a better customer experience.

Softtek Identified the maturity level of the application practices, as well as significant business risks.

IT Governance was refreshed to improve timeto-market for new business requirements.

QA Services and FRIDA, our cognitive tool, were delivered to improve the quality of the IT applications portfolio.

Established goals in coordination with our client to increase new application stability and reduce incidents in all applications in production.





Business impact

Softtek provided on-time, on-quality and on-budget technology services, helping the customer expedite the execution & deployment of new business capabilities.



Softtek's Store Management System reduced Cost Variance by 57%, Wait Time by 2.9 months and Schedule Variance by 52.5%.



After Softtek implemented technology for new stores, the client reported fewer application interruptions, increasing user satisfaction in the day-to-day operations.



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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