



**Softtek**®

**CASE STUDY** | INDUSTRIAL

# Million dollars in new streams of revenue for a Leading Energy Provider through IIoT

[softtek.com](https://softtek.com)



# About the customer

World energy leader providing equipment, solutions, and services across the energy value chain.



**Presence in  
180+ countries**



**Produce 33%  
of the world's  
energy**



**Manages 30%+  
of the world's  
energy**





# Business challenges

The client operated with inadequate visibility of plant and equipment performance, resulting in maintenance only being carried out after a service disruption occurred. Unfortunately, the frequency of these disruptions began impacting customer satisfaction and market confidence in their services.

1

Necessary to increase equipment availability.

2

Frequent power generation outages affect thousands of users.

3

Desire to increase market confidence in their products.

4

Required complex data ingestion and processing capabilities, accounting for 1M+ sensors that actively transmit 200B+ datapoints.



# How Softtek comes into play

Softtek collaborated with the client to generate real-time, asset-performance data and malfunction forecasts, enabling preemptive maintenance through 24/7 remote service support.

**Developed infrastructure and a platform** to enable data ingestion from 1 million+ sensors sending 200 billion+ data points directly.

**Applied advanced analytics** to generate daily, weekly, and monthly asset performance reports.

**Developed forecasts** to anticipate operation malfunctions or interruptions, avoiding expensive, reactive solutions.

**Enabled real-time monitoring** of operation conditions within power generating equipment and plants.

**Provided world-wide, 24/7** service support for IT services and infrastructure.





# Business impact

With enhanced visibility and control over plant and equipment performance, the client was able to minimize the frequency and impact of power outages, which increased market confidence and business opportunities.



Power generation continuity avoiding outages.



Accomplish performance commitments.



Minimized unplanned downtime through Predictive Maintenance.



Year over year savings to customers.



Million dollars in new streams of revenue.



#### 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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