Softtek®

IT INFRASTRUCTURE & CLOUD MANAGEMENT SERVICES

OUR SOLUTIONS

5 SERVICE GROUPS
• Managed Workplace Services
• Data Center Operations
• Cloud Services
• Network & Telecom Services
• IT Service Management

OUR PEOPLE

+20% CERTIFIED RESOURCES
• +10 CoEs: Server, DBA, Virtualization, Monitoring, HD, Cloud
• +ISO/IEC 20000-1• Quality assurance
• ITIL Aligned, Six-Sigma

OUR EXPERIENCE

+22 YEARS OF EXPERIENCE
• 24x7 +Global Support
• +135 Customers
  TOP GLOBAL FORTUNE COMPANIES

SERVICE DELIGHTERS

• Flexible technology partnership;
• Productivity & innovation
• Cultural affinity focus
• Cost-effective without compromising quality

SERVICE EVOLUTION

• Digital Governance
• Operational Intelligence
• Automation & Orchestration

BENEFITS

 >99% AVAILABILITY ON INFRASTRUCTURE!
• 10% yoy reduction;
• 50% outage reduction;
• 70-90% first level resolution;
• >90% csat..

ITIM SERVICES OVERVIEW

Managed Solutions through SLA driven engagements and Quality operations with ITIL based delivery
AUTOMATION / OPERATIONAL INTELLIGENCE

Managed Workplace Services

Service Desk / Desktop Support / Image Creation / Automation / Antivirus/ Access Management

Cloud Services

Consulting / Implementation, Migration & Transformation / Private & Public Cloud Hosting and Monitoring

IT Service Management

IT Assets Life Cycle Management / ITIL Consultancy /Project Management / IT Expense Management / ITSM Tool Management

Data Center Design, Construction & Operations

Servers / Database /Storage / Backup / Virtualization / Monitoring Design, Construction and Migration

Telecomm And Network Services

Data & Voice Network / Integrated Communications / Virtualization / Architecture and Optimization

**It service continuity
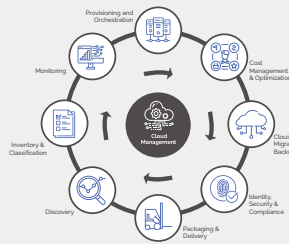Vulnerability and compliance
Governance & digitization
Innovation**

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TECHNOLOGY LANDSCAPE

ITSM

servicenow
MICRO FOCUS
OTRS
JitBit
bmc REMEDY

Cloud & DC

amazon web services | Google Cloud Platfon | ANSIBLE | Claro | CHEF | EQUINIX
Microsoft Azure | RIGHT SCALE | rackspace | puppet

Database

ORACLE | MySQL | IBM DB2 | mongoDB | Historian
PostgreSQL | MariaDB | SYBASE | Microsoft SQL Server | cassandra

Application/ Platform

INFORMATICA | Microsoft .NET | Spotfire | Ruby | php | RabbitMQ | python
ServiceMix | docker | kubernetes | The Apache Software Foundation | Apache Tomcat | Cognos software
MuleSoft | Microsoft IIS | Apache ACTIVE MQ | JBoss by Red Hat | IBM WebSphere | NGiNX

Compute/ Storage/ Network

ISO | NetApp | Sun ORACLE | CISCO | solaris | JUNIPER NETWORKS | Microsoft Hyper-V
6σ | hp | 3PAR | VMware | Windows Server | rubrik
f5 | EMC² | symantec | ITIL | CITRIX | Linux | Check Point We Secure the Internet

Monitoring

Nagios
gomez
splunk>
HYPERIC
Cacti®
hp

CLOUD SERVICES OVERVIEW

Service Groups

Cloud Services
· Adoption;
· Architecture;
· Migration;
· Management;
· Optimization

Cloud Operational Capabilities

Provisioning and Orchestration · Cost Management & Optimization · Cloud Migration Backup & D · Identity, Security & Compliance · Packaging & Delivery · Discovery · Inventory & Classification · Monitoring · **Cloud Management**

Services Alignment

· ISO 20000;
· ITIL, Six-Sigma & PMI.

Partnerships

Established Partnerships with Public Cloud Top Providers

Microsoft CSP Gold

Softtek is Microsoft Partner (since 2008)
Microsoft Gold Partner | Microsoft Cloud Solution Provider
Microsoft Silver Partner

AWS Select Consulting Partner

Advanced Consulting Partner
https://aws.amazon.com/partners/find/partnerdetails/?id=ooiE000000RIoaeIAB

Global AWS-Authorized Reseller
AWS Partner since 2012
Digital Customer Experience Consulting Competency
AWS Advanced Partner

amazon Partner Network
Softtek

GCP Partner

Google Cloud Platform
Softtek

Softtek is Google Partner (since 2019)
Google Cloud Registered Company
https://cloud.withgoogle.com/partners/detail/?id=softtek&hl-en-US

Technology Stack

Cloud / Compute / Storage:
· AWS EC2, S3, Lightsail, VPC, Workspaces;
· Azure Compute, AD, Expressroute, VDI;
· Ansible, Chef & Puppet;
· Windows, Unix, Linux, Oracle, VMWare, HyperV;
· Symantec Cluster, Rubrik, Citrix, HP, Dell HyperConverge.

Databases:
· Oracle;
· PostgreSQL;
· Sybase;
· SQL Server;
· Mongo DB;
· Cassandra;
· Proficy

Containers & Middleware:
· Kubernetes & Docker;
· Cognos, Informatica, ·MuleSoft, Apache Tomcat;
· Rabbit MQ;
· Service Mix, Active MQ, SpotFire;
· JBoss, MWIIS, WebSphere, Apache, NGiNX.

Delighters

· Flexible partnership;
· Technology agnostic;
· Productivity & innovation focused;

· Proximity and cultural affinity;
· Global operations;
· Follow-the-sun coverage;

· Cost-effective delivery model without compromising quality;
· Reliable services.

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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