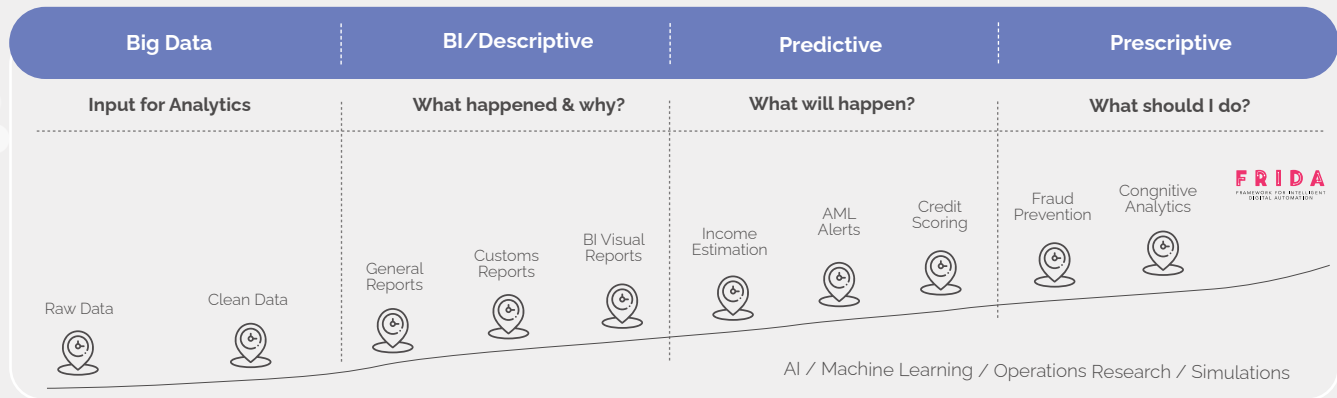# DATA AND INFORMATION SERVICES: SOFTTEK HELPS YOU OPERATE WITH DATA CONFIDENCE

At Softtek, we build intelligent enterprise data platforms that help our customers operate in disruptive markets. We go beyond traditional data and analytics practices and give our customers the specialized intelligence and insight they need to make critical decisions.

Our experience runs deep, helping our global clients gain maturity in data strategy, data governance, data quality, and data operations—giving organizations the edge they need to accelerate at scale.

DATA & ANALYTICS SOFTTEK JOURNEY

Big Data	BI/Descriptive	Predictive	Prescriptive
Input for Analytics	What happened & why?	What will happen?	What should I do?

Raw Data · Clean Data · General Reports · Customs Reports · BI Visual Reports · Income Estimation · AML Alerts · Credit Scoring · Fraud Prevention · Congnitive Analytics · FRIDA FRAMEWORK FOR INTELLIGENT DIGITAL AUTOMATION

AI / Machine Learning / Operations Research / Simulations

The CRISP-DM methodology allows us to have a high degree of specialization, achieving a 90% rate of advanced analytics projects into production

BENEFITS

Modernize your data platform and free your data from legacy frameworks and processes	Adopt a cloud-first approach to data management.	Leverage next-generation analytics with AI and Machine Learning	Power product innovation with faster and more intelligent data	Expand your point of view ad take better decitions with predictive analytics models

HOW SOFTTEK HELPS

With a team of brilliant data scientists, statisticians, application developers and data visualization experts, Softtek is the right choice for all your data needs.

STRATEGIC CONSULTING

- Optimization of metal processing processes
- Obtaining of governmental intelligence plans.
- Data visualization.
- Scorecard system

INFORMATION MANAGEMENT

- Rethink capture, manage, preserve, store and deliver information
- Explore intelligent systems that can leverage automation
- Artificial Intelligence
- Enhance business processes, security, and governance.

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DATA MASKING SOLUTIONS

- Prevent the risk of data or sensitive information leakage.
- Ensure compliance with data protection laws.
- Constantly update and monitor information security.
- Ensure the quality and protection of data in testing environments.
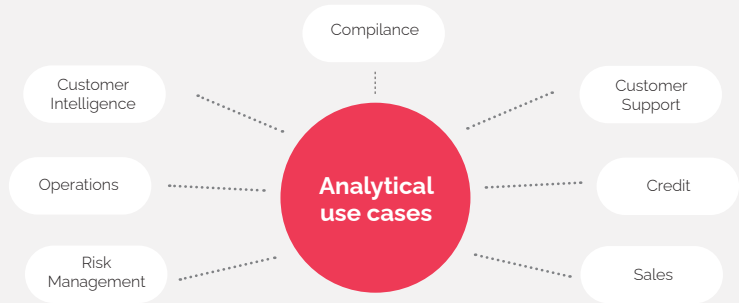- Safely handle support incidents.

ADVANCED DATA ANALYTICS

- Advanced analytics service with the latest Data Science technologies, tools and techniques.
- Adaptable use cases: fast time-to-market.
- Application of disciplines: Deep Learning, Machine Learning, AI, Predictive and Recommendation Systems, Natural Language Processing (NLP), etc.
- Data extraction, cleaning, analysis, definition, and design of algorithms, and communication with government systems.

USE CASES FOR GOVERNMENT

Softtek can help you to democratize your data and give your front-line and executive team access to real-time data, with real-time data to power decision making at every-level, and process through specialized use cases framework.

Businesses today face increasing pressure to respond to evolving customer needs and quickly bring products to market. Softtek believes that Agile development—with its focus on close collaboration between IT and business teams and frequent version releases, combined with a product-centric mindset—can address these needs.

Compilance
Customer Intelligence
Customer Support
Operations
Analytical use cases
Credit
Risk Management
Sales

SUCCESS CASES

Mexican Social Security Institute
Digital Transformation of Employer-facing & Beneficiary-facing Processes

CLIENT

- Healthcare insurance & service provider: 74M beneficiaries
- Occupational risk insurance: 21M workers
- Retirement/disability pension payer: 4M pensionaries
- Funded by employers, employees & government

SOLUTION APPROACH & STRATEGY:

- Digital transformation services
- Business processes: enrollment & collections, medical services, pension funds, insurance, administration & finance
- Services: application development, maintenance & support, information management, BI

BENEFITS

Digitized 34 processes: 226M digitized requests per year

Benefits to employers and beneficiaries from process digitization: $243M USD per year (1) (↓24.6% administrative workload) (1)

According to OECD report 2019

Implemented BI & analytics models to maximize asset utilization and reduce the medical attention backlog (i.e. operating rooms)

Estimated internal savings from efficiencies in digitized processes: ~$60M USD per year(↓~32.5% internal workload)

Department of the Spanish State General Administration
Global Management of Electoral Processes through the Development of Digital Solutions

CLIENT

- Healthcare insurance & service provider: 74M beneficiaries
- Occupational risk insurance: 21M workers
- Retirement/disability pension payer: 4M pensionaries
- Funded by employers, employees & government

SOLUTION APPROACH & STRATEGY:

- Managing the collaboration of more than 620 people and 80 suppliers
- 1.5K user training sessions in the different SSII
- Parameterization and distribution of more than 22.5K mobile
- Deployment and configuration of more than 60K polling stations
- External network isolated results consolidation infrastructure

BENEFITS

100% integrity and authenticity of digital signatures

100% reliability of the electoral process with a final result in ~3 hours after the end of election day

0% security breaches with a closed circuit to external interference

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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