



Incorporated: 1997

CAGE: 7KBL2

DUNS: 011861478

SOFTTEK PUBLIC SECTOR SERVICES

Enabling digital evolution of citizen services and government processes through technology



Continuing the 20+ year successful track record of global delivery excellence, Softtek's clients experience effective business growth and mission success through total technology modernization with an "automation first" culture transformation.

Our unique approach to technology operations and maintenance focuses on improved business outcomes and realized value empowered by cognitive automation and analytics, enhancing the performance of on-premise and cloud-based infrastructure and enterprise application portfolios.

CORE CAPABILITIES

We help organizations develop, implement, and maintain the technology backbone required to connect data, systems, people, and things in a meaningful way.

- Artificial Intelligence & Machine Learning
- Enterprise ITSM
- Digital Modernization
- Cloud Migration
- Cloud Native Software Development
- Test Driven Development
- Portfolio Transformation
- Mission Software Systems
- Dev/Sec/Ops
- Digital Transformation and Applications Rationalization
- Data Analytics & Security Integrated Systems
- Systems Engineering and Integration
- Supply Chain Management & Security

TECHNOLOGICAL BOOST



Digital Operating Model Built on Agile Principles with an Automation First Mindset



Optimal Defect Prevention and Quality Control, Validated by Industry Certification



Aggressive Mission & Business-focused RPA



Robust & Highest Industry Certifications



Local and Cultural Platform Built on Agility, Self-Determination, Collaboration, Trust



Serving Global Fortune 500 Companies



Global Presence in North America, Latin America Europe, and Asia



Strong Recurring Customer Base 92% Revenue from Recurring Customers 17-year Tenure with Top 10 Clients

THE SOFTTEK DIFFERENCE

We make things happen in an agile and safe way, supported by the most robust global quality models and boosted by our solid intellectual property platform and continuous evolution mindset.



- Focuses on critical business functions
- Predicts business impact of technology operations
- Identifies performance-enhancing improvement



Softtek's cloud-based cognitive automation solution has capabilities that align well with its vision of delivering business efficiency for its clients..."

Anil Vijayan
Vice President, Everest Group

TECHNOLOGY PARTNERS



AGILE TRANSFORMATION METHODOLOGY



Proven and integrated principles, practices, and competencies for Lean, Agile, and DevOps.

A collection of products, platforms, and frameworks that accelerate time-to-solution



A pragmatic approach focused on progressive automation in every phase of the services lifecycle.





DIFFERENTIATORS

We bring a quality approach that enhances the performance of our clients' organizations through an ever-evolving application portfolio.

CMMI Level 5 / Cognitive technologies

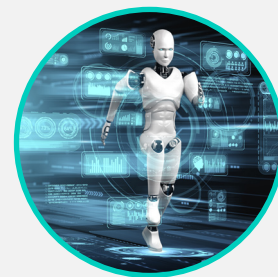
Digitalization & automation of services for significant savings

Agile resource management in extraordinary situations

Proven ITSM methodology to enable ITIL maturation

RPA AND AGILE – A NATURAL FIT AND BUILT FOR SPEED

We utilize cutting-edge technology with Artificial Intelligence (AI), Machine Learning (ML) and Robotic Process Automation (RPA) to provide our customers with sustained cost and cycle time savings while adopting our SAFe® methodology. Softtek's R&D labs are continuously testing cutting-edge technologies to help our customers innovate while minimizing risk.



SOME OF OUR SUCCESS STORIES

	Business Challenges	Softtek Solution	Business Impacts
<p>Largest US Domestic Airline</p> <p>Transforming application management for flawless day-to-day operations and growth</p> <ul style="list-style-type: none"> • Service to 100+ destinations • 4,000 departures per weekday • 55,000 team members • US \$20B annual revenue 	<ul style="list-style-type: none"> • Increase systems reliability to ensure flawless day to day operations of: <ul style="list-style-type: none"> • 300+ applications (25% of) which are required to fly) • 20,000+ servers • Multi-vendor ITO environment reducing visibility & adding cost 	<ul style="list-style-type: none"> • Consolidation into a single, culturally aligned partner • Digitized Governance framework • Automation First approach for application and platform monitoring, intelligent alerts, and faster response time • Applied analytics to incident logs for a strategic approach to stabilization • 24/7 Agile maintenance pods to fix recurrent defects 	<ul style="list-style-type: none"> • 10% savings on annual IT operations spend • More than 30% reduction in cost of IT operations within first month after transition-in • Critical incidents down 90% • Normal incidents down 32%
<p>Mexico's Tax Revenue Service</p> <p>Implementing an automatic tax return platform</p> <p>20 million individual taxpayers (2016)</p>	<ul style="list-style-type: none"> • Increase taxpayer enrollment and total tax revenue • Process hundreds of millions of invoices annually • Improve taxpayer experience by implementing a portal for self-service annual tax returns 	<ul style="list-style-type: none"> • From concept to implementation to continuous improvement: multi-year large scale application development & maintenance contract • Implemented an incremental data model • Multi-platform managed services delivery model to sustain the new taxpayer portal, e-payment system, and tax rules engine 	<ul style="list-style-type: none"> • 20% increase in taxpayers • Achieved US \$3.3B tax revenue above annual goal • 90% of tax returns processed within 10 days • 75% positive feedback on social networks related to self service capability
<p>Global Command Center</p> <p>Improve, standardize, optimize, and eliminate errors in operating processes generating savings through cognitive robotic process automation.</p> <ul style="list-style-type: none"> • Annual global sales of more than 5.5M units • 20 plants around the world • Presence in 3 continents 	<ul style="list-style-type: none"> • Harsh business environment • Inability to adapt faster to changing conditions • Need to address Seasonal Demand without increasing finance staff. 	<ul style="list-style-type: none"> • Set up an Express Discovery Session with finance team selecting 3 Processes for Automation: <ul style="list-style-type: none"> • Floor Plan Loans • Payment Plans • Tax Credits • Develop 3 Bots in 3 Weeks using FRIDA cognitive automation Platform. 	<p>Within 3 weeks, achieved:</p> <ul style="list-style-type: none"> • 54% increase in financial staff productivity • 97% time reduction in process execution • Reduction of human errors in financial processes to 0% • Reduction of payment planning for floor process from 1 week to 10 minutes

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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.

