



ENSURE DECISION - MAKING AND STREAMLINE PROCESSES WITH HYPERAUTOMATION



INCREASE DATA-DRIVEN DECISION MAKING AND PREDICTABILITY TO IMPROVE RESILIENCY ACROSS THE ENTERPRISE.

In a quickly shifting market, predictability based on properly curated and analyzed data makes the difference in anticipating market trends and customer preferences. In order to keep competitive, automation and artificial intelligence technologies provide the ability to handle complex requirements at the pace of changing expectations.

What Is Hyperautomation

• Defining Hyperautomation

Business-driven approach to identify and automate processes. Involves the combination of multiple technologies, tools or platforms.

• Among our solutions

AI, ML, Robotic Process Automation (RPA), Paperless, (Low-code tools, BPM).

• Automation vs. Hyperautomation

Automation: one platform – focuses on what processes can be automated?
Hyperautomation: ecosystem of platforms, systems and technologies – all encompassing.

• Business Cases Industries

Our hyperautomation solutions have been leveraged by industries like Banking, Insurance, Consumer Goods, Retail, Logistics, among others.

HOW HYPERAUTOMATION IMPACT BUSINESS

The digital-ready consumer has advanced, and organizations rely on more than just a strong product to stay relevant. End- users expect technology that can respond to their needs before they even ask.

Customer Service: Attention to clients via virtual agents, with adequate integration of human in the loop.

Marketing: Hyperpersonalization, market analysis, dynamic pricing, social listening

HR & Training: Enhanced recruiting, job market predictions, continuous and personalized digital learning, automated onboarding

Finance: Functions including accounts payable, accounts receivable, payroll, and treasury.

HOW SOFTTEK HELP ORGANIZATIONS ENHANCE THEIR RPA JOURNEYS

Softtek combines emerging and traditional technologies with human talent.

20+ years of experience.

We bring the needed cohesion and upgrade to enterprises' automation journeys.

BUSINESS RISKS

One of the Top Worldwide Parcel and Logistics Companies

Improve Customer Satisfaction and Eliminate Incidents Through Hyperautomation



- 220+ countries and territories
- 580,000+ employees
- 50+ years operating



Lack of standardization and low efficiency due to high volume of orders



More than 13 monthly incident tickets provoked by delivery guides inconsistencies



Delays in delivery decreasing trust and customer satisfaction

Hyperautomation solutions that combines RPA, web portals, and other technologies that together enabled the client to have visibility and stability in its processes.

Strategic Approach:

- Design and implement 7 RPAs dedicated to matching information and identifying guideline with inconsistencies, to automatically reprocess them and solve any issues that may affect the operation.
- 7 Web portal for process consults and monitoring allow customers and internal staff to gain visibility over the entire process.



Incident tickets decrease from 13 to 0 improve customer Satisfaction - 1 Ticket = +2000 delivery guides



Solutions integration with clients existing systems for secure and agile consults



Delivery guides constant monitoring, increasing process productivity and stability



+5,000 processes guides +400 emails sent automatically

A Global Spirits Company and Leader in Tequila Worldwide

Improve Operative Processes and Generate Savings through Hyperautomation



- Largest tequila producer worldwide
- 8,000+ employees
- 200+ years operating



Lack of shipment detail generating inconsistencies along the process



Optimize tracking of sales orders and reduce process time



Standardize the creation of the sales orders

Automated sales order capture and processing to increase process productivity and resilience through hyperautomation

Solution approach & strategy:

- FRIDA Intelligent Document Management Engine : Extracting structured data from unstructured documents such as sales orders, making it available to be used inside an automation RPA.
- Automated Decision-Making Engine : Enabling a robot to take decisions on the go in order to manage errors and handle them.
- FRIDA Flight Control : Automations and order analytics dashboards with full visibility over its performance
- System Integration : SAP, Excel, Outlook.



More than 10,000 bottles shipped over 1 year



Increased process productivity by automating orders from highest demand customers



+2000 Sales orders created. +7000 mail notifications send over 1 year



Visibility of results through email notifications sent to customer service

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.

softtek.com