

IT INFRASTRUCTURE & CLOUD MANAGEMENT SERVICES



Our solutions

5 SERVICE GROUPS

- Managed Workplace Services
- Data Center Operations
- Cloud Services
- Network & Telecom Services
- IT Service Management

service delighters

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



Our people

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

service evolution

- Digital Governance
- Operational Intelligence
- Automation & Orchestration



our experience

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

benefits

- >99% AVAILABILITY ON INFRA-STRUCTURE!
- 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

Rely on the most powerful and efficient cloud services to date with our strategy, migration, modernization and cloud optimization services.

Data Center Design, Construction & Operations

Bring a next-generation digital workplace to your workforce to unleash what they can accomplish through collaboration, automation and next-gen tools.

Cloud Services

Leverage public clouds while modernizing your data centers into efficient private clouds you control, now offering dynamic capabilities.

Telecomm And Network Services

Consultancy and Advisory on IT Service Management process design and implementation based ITIL, ISO/IEC20000, COBIT, PMP and Agile.

IT Service Management

Ensure highly productive employees with access to everything they need to stay productive and satisfied, on any device and in any location.

It service continuity

Vulnerability and compliance

Governance & digitization

Innovation

Technology Landscape

Cloud & DC

servicenow

MICRO FOCUS

OTRS

JitBit

bmcREMEDY

Cloud & DC

Database

Application /Platform

Comput /Storage /Network



Monitoring

Nagios

>gomez

splunk>

HYPERIC

Cacti®



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:

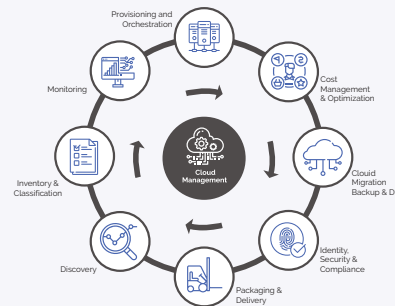
- Kubernetes & Docker;
- Cognos, Informatica, MuleSoft, Apache Tomcat;
- Rabbit MQ;
- Service Mix, Active MQ, SpotFire;
- JBoss, MWIIS, WebSphere, Apache, NGiNX.

SERVICES

Service Groups

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

Cloud Operational Capabilities



Services Alignment

- ISO 20000;
- ITIL, Six-Sigma & PMI.

Partnerships

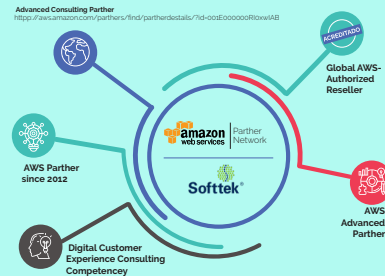
Established Partnerships with Public Cloud Top Providers

Microsoft CSP Gold

Softtek is Microsoft Partner (since 2008)



AWS Select Consulting Partner



GCP Partner



Softtek is Google Partner (since 2019)

Google Cloud Registered Company

<https://cloud.withgoogle.com/partners/detail/?id=softtek&hl=en-US>

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.

softtek.com