Softtek®

SOFTTEK FEDERAL SERVICES

Enabling digital evolution of citizen services and government processes through technology.

CMMIDEV/5™ · CMMISVC/5™ · TMMi FOUNDATION Certified Level 5 · ITIL® · PCi · 6σ lean · ISO · SCALED AGILE GOLD PARTNER · Everest Group PEAK MATRIX® INTELLIGENT PROCESS AUTOMATION | MAJOR CONTENDER 2021

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.

THE BOOMING 15 · iSG · TOP 15 SOURCING STANDOUT Q1 21 · AMERICAS

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

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TECHNOLOGICAL BOOST

Robust & Highest Industry Certifications

Aggressive Mission & Business-focused RPA

Optimal Defect Prevention and Quality Control, Validated by Industry Certification

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

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

Serving Global Fortune 500 Companies

Global Presence in North America, Latin America Europe, 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.

Digital Governance
BY SOFTTEK

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

TECHNOLOGY PARTNERS

aws   Azure   Microsoft   servicenow   SAP   NICE·ACTIMIZE   salesforce   splunk>

AGILE TRANSFORMATION METHODOLOGY

Agile Build
Agile Run
Agile IT
Agile Enterprise

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

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

DIEGO
DIGITAL ENABLERS FOR GROWTH

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

FRIDA
FRAMEWORK FOR INTELLIGENT DIGITAL AUTOMATION

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), Robotic Process Automation (RPA), and Machine Learning (ML) to provide our customers with sustained cost and time savings.

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
Largest US Domestic Airline Transforming application management for flawless day-to-day operations and growth •Service to 100+ destinations •4,000 departures per weekday •55,000 team members •US $20B annual revenue	•Increase systems reliability to ensure flawless day to day operations of: 　•300+ applications (25% of which are required to fly) 　•20,000+ servers •Multi-vendor ITO environment reducing visibility & adding cost	•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	•10% savings on annual IT operations spend •More than 30% IT operations savings •Critical incidents down 90% •Normal Incidents down 32%
Mexico's Tax Revenue Service Implementing an automatic tax return platform 20 million individual taxpayers [2016]	•Increase taxpayer enrollment and total tax revenue •Process hundreds of millions of e-invoices annually •Improve taxpayer experience by implementing a portal for self-service annual tax returns	•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	•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
Global Command Center Enabling global eCommerce through infrastructure management #1 eCommerce platform supporting 30% of total global eCommerce market share	•Unprepared for seasonal shopping surges due to fixed IT infrastructure support •Needed a monitoring service addressing specific infrastructure issues •Lacked an incident categorization process and KPIs related to service reliability	•Created a detailed transition plan to a global command center •Analyzed current environment (processes, technologies, platforms, tools) to confirm proposed solution •Established SLAs to support our client's service delivery and escalate incidents beyond L1 •Increased our client's leverage of ticketing system functionality and capacity	•100% platform availability •Accomplished 100% of SLAs •Achieved total alignment with shoppers' elasticity of demand •ROI of 10x the cost of services provided by Softtek

As a global company with a broad portfolio of business-transforming products and solutions, Softtek helps Global 2000 organizations evolve their digital capabilities constantly and seamlessly, from ideation and development to execution.

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