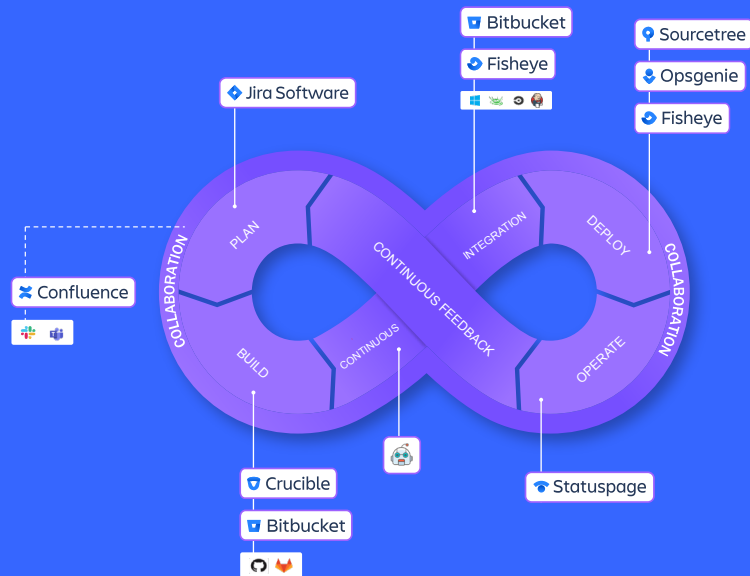# Softtek ®

ATLASSIAN SERVICES

Unleash your team's potential with Atlassian + Softtek

Achieve your modernization goals via centralized operations and digital team management strategies using Softtek's Atlassian platform services.

FROM AGILE TO DEVOPS ON A SOLID FOUNDATION

As an Atlassian Gold Partner and major provider of digital modernization and transformation strategies with hundreds of successful enterprise transformation implementations to date, we have pioneered process-oriented digital strategies partnering with Atlassian to fully digitize business and IT operations for agile and lean digital enterprises.

- We are more than an implementer; we combine process consulting with technology to build high-impact solutions for our clients
- Global market knowledge with more than 100 implementation and service provision projects
- Agility & proximity with highly trained professionals with technical certifications and accreditations
- Nearshore operating cost is highly competitive
- Continuous Everything and DevOps CoE*

Bitbucket
Fisheye
Sourcetree
Opsgenie
Fisheye
Jira Software
Confluence
Crucible
Bitbucket
Statuspage

PLAN
INTEGRATION
DEPLOY
COLLABORATION
CONTINUOUS FEEDBACK
BUILD
CONTINUOUS
OPERATE
COLLABORATION

> "What was previously handled through emails and in silos is now traceable and integrated. It has been a very interesting journey and a much needed change"

Daniel Caicedo
PMO, Process & Governance
Lead Large Insurance Provide

softtek.com

FOR SOFTWARE ENGINEERING TEAMS

Unleash your team's potential with Atlassian + Softtek

Industrial companies need to work on a short and long-term agenda as the current crisis unfolds, focusing on quick decision making and swift execution. Some short-term challenges and mandates include:

Consulting
Discovery, readiness, and assessments.

Agile Transformation
Adoption, implementation, training, and support.

Devops Enablement
Strategy, implementation, training and support.

Implementation & Integration
The full range of Atlassian products.

Cloud Migration
Consulting, strategy, and execution.

Software Product Engineering
Complement your engineering team with our nearshore pods.

Reporting And Data Management
Improve the performance of the team with visual data in real time.

FOR ITSM TEAMS

Resolve incidents faster with advanced automation, AI and streamlined workflows

Meet your unique ITSM needs to support your business teams, IT Ops, or empower your Dev team. We help you with process analysis, identifying areas of opportunity, and integration or technical implementation of Jira Service Management products.

Discovery & Assessment
Understanding the current state to design the optimum solution and strategy

It Infrastructure Management
Support for all hardware, on premise and cloud based

Service Desk
IT Operations Management 24/7 L1/2/3 Support

Implementation & Integration
Configurations, migrations and customizations

Architecture & Service Design
Architecture & service design for Enterprise Agility & IT Operations solutions

Digital Workplace & Collaboration
Empowering businesses to scale by transforming the workplace experience

Platform Management & Support
From simple 24/7 support to fully managed services

Reporting & Data Management
Improve team performance with real time visualizations

Business Process Automation
From simple 24/7 support to fully managed services

Intelligent IT Operations
Comprehensive strategy to shift left towards Next Gen ops

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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