Softtek®

SERVICE TRANSFORMATION

Optimize business performance through data-driven technology operations.
A unique approach to technology operations that shifts the focus from effort, to improved business outcomes.
Aided by cognitive automation and analytics, our solutions enhance the performance of on-premise or cloud-based
infrastructure and application portfolios.

THE TOOLS, METHODS, DISCIPLINE AND BRAINPOWER TO KEEP THE BUSINESS THRIVING

Following a tradition of high quality and global delivery capabilities, Softtek's ITO services are focused on improving the performance of critical business functions through Digital Governance, an Automation-first mindset, and analytics targeted at anticipating and fixing root causes of failure.

- Application Maintenance and Support
- IT Infrastructure Support
- Cloud Infrastructure Management
- End User Support
- Datacenter Operations
- Telecom Infrastructure Management

> " The consolidation of infrastructure services will allow our company to optimize IT expenses, while leveraging current operations and achieve the planned synergies of our acquisition strategy"

CIO - **Leading food and beverage company in the Americas**

Services Transformation Capabilities

Strength to manage large and complex tech portfolios, plus nimbleness to adapt and innovate.

Application Management
Manage and maximize the business value of complex application portfolios, while reducing costs.

End-User Support
With the ability to be up and running in one week, our Service Desk provides Desktop, Application or Mobile Device Support to internal and external users.

Cloud Management
We help our clients with strategy, implementation or cloud migration, as well as support and management of complex cloud-based infrastructure configuration.

Datacenter Operations
We help our clients with datacenter design, construction, operation, consolidation and Migration, in addition to traditional services like server, storage, Data Backup and Restore, Monitoring, Virtualization, Middleware and patching support.

Telecom Support
Support voice and data networks, unified communications and hyperconverged environments. Vendor management services for cloud services and Telecom providers.

ITIL / ISO Consulting
Consultancy and advisory for ITIL V3E2011 and ISO/IEC 20000-1:2011 implementations. Includes IT cost reduction assessments and improvement projects, as well as Telecomm Expense Management services.

SERVICE TRANSFORMATION

The strength you would expect from a big global firm to manage large and complex tech portfolios for Global 500 organizations; and the nimbleness to adapt and innovate of a boutique firm.

We start by implementing a Digital Governance model that ensures business value. We use Artificial Intelligence, analytics and our own FRIDA cognitive automation framework to identify high-impact actions, automate tasks, and predict performance. Then we assemble global teams of experts in our network of Global Nearshore delivery centers.

Global Nearshore

With service delivery centers in Mexico, Brazil, Argentina, Spain, India and China, we have created a global network that leverages proximity and follow-the-sun capabilities; the perfect blend of talent access and enhanced productivity.

Automation First

A mindset that is constantly identifying opportunities to automate tasks and release resources for higher value-added functions.

Digital Governance

A governance model and a collection of tools that keep the services focused on critical business functions, and helps to predict business impact of technology operations.

Tickets are Defects

A principle that questions the status quo. We don't size the effort on the number of calls to the service desk, but on the value of eliminating the root cause of defects.

FRIDA

Framework for Intelligent Digital Automation is Softtek's cognitive automation tool. Developed in open platforms provides a pragmatic and cost efficient way to constantly automate tasks.

Right Value Model

Rooted in our tradition of quality software, we get the best out of industry standards like CMMi, Six Sigma, Scalable Agile and adjust it to deliver the right quality, with the right size, the right service culture from the right place.

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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