



Powered by
BlueYonder

ONE-STOP SHOP FOR YOUR WAREHOUSE MANAGEMENT SYSTEM

Our team of dedicated experts and analysts goes beyond traditional support services. We proactively monitor your BY system, promptly identify potential issues, and implement solutions to avoid disruptions and downtime.

MANAGED SERVICE

We provide a model based on a standard Service Catalog as a starting point to customize it according to your needs:

Flexible enough to add/remove tasks according to your requests.

Ticketing system and methods of contact to be defined with you.

SLAs (response time, resolution time), severity levels, and prioritization defined with you.

BENEFITS



Reduced cost (IT & business)



Increased availability, stability, & responsiveness



Improved customer experience



Faster time-to-value & innovation

Softtek provides incident resolution while offering service availability, the creation and maintenance of a knowledge base (beyond BY documentation) for each supported location

The Softtek **difference**

Near Shore® and offshore global delivery footprint

20+ joint client engagements

120+ Blue Yonder professionals

Blue Yonder partner since **2000**

15,000+ professionals

Proven implementation, **integration**, and **ITSM** capabilities

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