



APPLICATION MAINTENANCE & SUPPORT SERVICES

Guarantee continuity, increase reliability and keep applications contributing to business evolution.

APPLICATION MAINTENANCE & SUPPORT SERVICES

With the experience of 25 years, our model addresses all the aspects of complex application outsourcing engagements:

- Production Support
- Business Support
- Maintenance and Enhancements
- Service Management

VALUE PROPOSITION

Boost Performance & Reliability

CMMi Level 5, Six Sigma and digitized processes ensures a reliable and always-improving service.

Reduce Costs

Reduce the baseline costs - regardless if you currently do it in-house, outsourced onshore or offshore - through portfolio optimization, rootcause-analysis and economies of scale.

Global Support

Through the global network of Near Shore® centers we support your needs in the Americas, Europe and Asia.

Speedy, Impeccable Transitions

Through the Near Shore® Model we can effectively transition multi-platform, mission critical applications up to 45% faster than traditional indian centric models.



Softtek is the obvious choice for Mexico-specific nearshore outsourcing, based both on its experience as well as its innovative and global approach to nearshore outsourcing.

Mexico Starts Its Offshore Services Engine, Forrester Research, Jan. 2007

SERVICE DELIVERY MODELS

1. Offshore Time & Materials

A team of skilled resources is assembled, the majority, if not all, will be working from one of our Near Shore® Delivery Centers. Softtek's people is trained and managed by our client and become part of their team. The main benefit obtained by the client is a reduction in its fixed costs due to labor arbitrage.

2. Core Team Sourcing

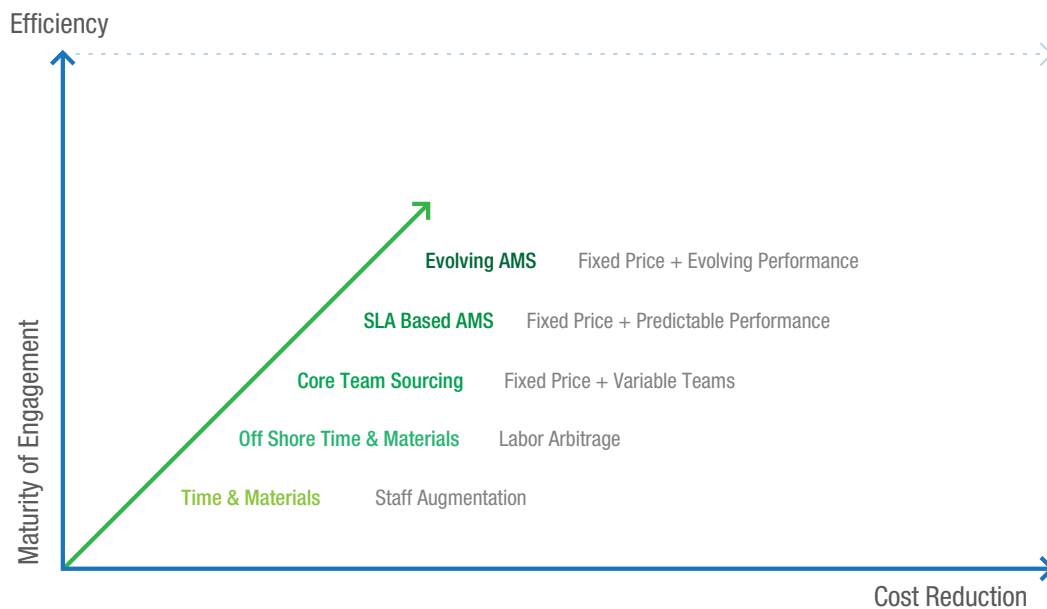
A team that can effectively address the average workload, with the capacity to address planned and un-planned peaks of work. Managed under a fixed monthly cost that allows effective budget planning. The biggest benefits are reduced fixed price, flexibility to grow, and knowledge retention.

3. SLA Based AMS

Softtek takes responsibility for Production Support, Maintenance & Enhancements, Business Support and Service Management. These services are provided under a fixed price model and are measured by pre-defined Service Level Agreements (SLA's). This model requires a yearly or multi-year commitment and the benefits for the client are based on a reduced cost and predictable performance.

4. Evolving AMS

The most advanced and cost efficient model. Focus is to constantly improve the quality of our service, by executing and measuring a welldefined process. Represents the highest potential for a better cost/value performance, since we commit on year over year savings.



We will constantly do more with less, and we'll sign for it.

ABOUT SOFTEK

Founded in 1982, Softtek is a global provider of process-driven IT solutions with 30 offices in North America, Latin America, Europe and Asia. With 12 Global Delivery Centers in the U.S., Mexico, China, Brazil, Argentina, Spain and India, Softtek helps improve time-to-business-solution, lower costs of existing applications, deliver better engineered and tested applications, and produce predictable outcomes for top-tier corporations in over 20 countries. Through on-site, on-shore and its trademarked Global Nearshore™ service delivery models, Softtek teams with CIOs to constantly increase the business value of IT. Softtek is the creator and a leader of the nearshore industry.

information@softtek.com
1.888.763.8831
softtek.com