

IT INFRASTRUCTURE MANAGED SERVICES



Enabling end-user productivity and satisfaction while reducing costs

Softtek IT Infrastructure services enable clients to decrease support costs, while enhancing the effectiveness of their IT infrastructure and freeing internal resources to focus on critical IT initiatives. Through SLA driven engagements, a mature delivery methodology aligned with ITIL best practices, a Six Sigma quality program and the unique Near Shore® model, Softtek delivers effective and cost-efficient services that feature low risks and an outstanding customer experience.

SERVICES

End User Support Services (EUSS)

Internal or external users. Our mission is to provide responsive, seamless and high quality support service by working collaboratively with the other IT support areas and third party vendors, lower costs and improve the overall productivity and satisfaction of end users. With a proactive approach ability to avoid problems before they occur and at the same time maintain high level SLA metrics and customer satisfaction. EUSS are aligned to ITIL, which is the De Facto industry methodology.

Service Desk Support

The Service Desk agent are the first and single point of contact for internal or external end users, seeking technical assistance for technology issues that includes all hardware and software being used. Also all inquiries and request are escalated and owned by the service desk.

Desk Side Support

Desk Side Support provides technical support by performing installation, repair, changes and preventative/corrective maintenance of personal computer and related software/ hardware and also all activities that would require on site presence. They also work as a second level escalation for the service desk when required.



The top vendor for nearshore
outsourcing in Mexico is Softtek.

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

Server and Datacom Support (IT SDS)

Accessibility and dependability. With increasing complexity and demand, how can you meet your goal of decrease Support and maintenance cost? With a complete manage solution approach based on SLA's, quality sustained operations and up to 100% Near Shore® leverage for a real cost effective and robust solution.

Server Support Services

Installation, configuration, fine tuning, image creation and deployment, changes implementation and routine maintenance of operating systems, server platforms, backups and data storage platforms.

Datacom Support

Responsible for technical support and maintenance, change implementations and engineering/documentation associated with the installation of network and telephonic systems including ACD, IVR, PBX, Switches, Routers, Firewalls, and DNS.

IT Business Process Support (IT BPS)

Increased satisfaction through the customization of end user experience; protecting application and data privacy and we adhere to regulatory legislation by maintaining strict controls over application and environment access and up to date hardware and software inventories for license compliance.

ID Management

End user network and application Password administration, new user setup and termination configuration and access controls, VPN access management and corporate application access control.

IT Asset Management

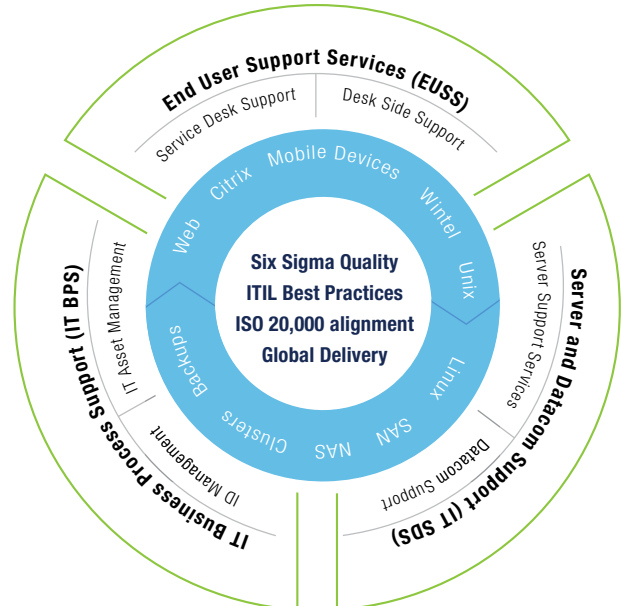
Is the set of business practices that support financial, contractual and inventory functions to support life cycle management and strategic decision making for the IT environment. Assets include all elements of software and hardware that are found in our customer's environment.

COST-CONSCIOUS QUALITY

IT Infrastructure services, while non-core, are a critical ingredient of successful organizations so, besides low costs, Softtek offerings focus on end user satisfaction and high quality services.

- High quality, through consistent execution and repeatable processes
- Improved efficiency through ITIL processes and welldefined roles and responsibilities
- Seamless integration with partner as a result of proximity, time-zone similarities, common points of reference and cultural alignment
- Lower costs though high offshore leverage, supported by tools, processes and the Near Shore® model
- Meaningful and measurable metrics that gauge service performance in business terms and enable actionable governance
- Consistent support across continents through Global Nearshore services, covering Americas, Europe and Asia
- Improved governance, ISO 17799 alignment, compliance with regulations

FULL MANAGED SERVICE DELIVERY



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.

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