

# CREATING VALUE THROUGHOUT THE ENTIRE SAP LIFECYCLE



Softtek is focused on delivering SAP solutions that align with your business needs and exceed your expectations. As a premier SAP partner with over 20 years of global experience, Softtek offers comprehensive services including implementation, consulting, mobility, HANA, application management, and turnkey SAP Business All-in-One solutions.

## Business Consulting

Value Engineering  
Governance  
Business Transformation  
Benchmarking  
Optimization  
Centers of Excellence

## Servicios de Implementación de Soluciones

Global/ Regional / Local  
Implementation & Rollouts  
Upgrades  
SAP Mobility  
SAP HANA  
SAP CRM  
Success Factors  
Business Analytics

## Servicios Administrados

Blended Support Models  
Corrective  
Adaptive Maintenance  
Enhancements  
Cloud Hosting

## BETTER TOTAL COST OF OWNERSHIP

Driven by Softtek's Value-Generation™ Model

We trademarked the term Global Nearshore™ and have been effectively deploying resources On-site, Off-site, Offshore and Nearshore to maximize the business value of IT for our clients.

## Near shore Benefits

- Better time zone compatibilities
- Intellectual property protection
- Lower total cost of ownership
- Highly skilled talent
- Low staff turnover
- Similar cultures

## SAP Preferred Services Partner

- SAP Business All-in-One Partner
- SAP Gold Channel Partner
- SAP Hosting Partner
- SAP Rapid Deployment Partner
- SAP Application Management Partner



## Gartner

Positioned in Gartner Magic Quadrant

SAP Application Management Service Providers, Worldwide 2013 & 2014

## MOVE FROM IT MAINTENANCE TO IT INNOVATION

Let Softtek's industry leading SAP support manage not only with the day-to-day requirements, but also navigate the continual process improvements and the shifting organizational demands.

### SAP Application Management

- Preventative, adaptive & corrective maintenance Strong SLAs, Methodology and Processes.
- More than 2,300 applications under management.
- Currently supporting over 250,000 users worldwide.

### Achieve 30-50% in cost savings

- Flexible pricing: consumption-based pricing (per ticket, per hour) or fixed
- Driven by Softtek's Value-Generation™ Model

### Unique SAP Support Models

- Dedicated, Shared or Hybrid.
- Experienced Staff with Low Turnover
- Global 24/7 support, Multi-lingual
- 24x7 Helpdesk

**SAP® Certified**  
in Application Management Services



**One of the Best Providers in the World**  
By Prestigious IAOP Global Outsourcing 100 List®  
From 2009 to 2014

### SAP Support



- SAP Practice 2,400 people strong with over 1000 implementations.
- Extensive experience in multi-national implementations, rollouts and maintenance & support.
- Strong practice in SAP Business Suite, Mobility, HANA, Cloud, Analytics, CRM, SuccessFactors.
- BI and Mobile Development
- 11 Global Delivery Centers

### ABOUT SOFTTEK

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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