



What's in it for you?

"Softtek client references gave it above-average scores on post-implementation capabilities, including training, change management, and skills transfer"

The Forrester Wave™:
SAP Implementation
Providers, Q3 2009



Globalize IT & BPO operations

- Increase the ability to compete globally, while leveraging deep local knowledge.
- Operate under world-class standards, regardless of the local, regional or global nature of the business.
- Place the service wherever in the world it makes the most sense for your business, not your vendor's.

Reduce the complexity of IT services management

- Consolidate the portfolio of vendors. Establish performance-driven vendor-partner relationships.
- Ensure that vital processes' behavior is predictable and its operation remains uninterrupted.
- Monitor Service Level Agreements, not timesheets.

Support the evolution of the business

- Expedite the implementation, customization and deployment of enterprise applications at the best possible ROI.
- Support globalization initiatives.
- Build a platform for the future. Implement solid/reliable applications and the processes to support them.

Optimize costs

- Reduce the Total Cost of Engagement. Lower indirect costs. Leverage the lowest cost location to its fullest.
- Optimize processes. Consolidate functions. Reduce defects. Ever evolve the Service Level Agreements.
- Optimize the use of technology. Accelerate new technology deployment while ensuring its effectiveness.

About Softtek

Founded in 1982, Softtek is a global provider of IT and business process solutions with close to 6,000 associates across 30 offices in North America, Latin America, Europe and Asia. With nine Global Delivery Centers in Mexico, China, Brazil, Argentina and Spain, Softtek provides in-depth, high-quality and cost-effective solutions to top-tier corporations in over 20 countries through on-site, on-shore and its trademarked Global Nearshore™ service delivery models. Creator and leader of the Near Shore® Industry, Softtek is the largest private IT service provider in Latin America.

We have created this visual map to explain who we are as a company, which is determined by three components: The first one is our reason to exist; what we can do for our clients. Second is the way we do what we do; and third, the essence that makes this company unique, different from the rest.

Hope you find it useful.

"Softtek represents a unique combination of being a formidable offshore services provider and being the only non-Indian vendor to pose serious competition"

Leading IT Industry Analyst



The functionality of Softtek's global delivery model is supported by on-shore presence in over 13 countries, and leveraging one or more of the nine non-India centric Global Delivery Centers (GDCs) based in Mexico, China, Brazil, Argentina and Spain. Softtek serves customers in North America, Latin America, Europe, and Asia.

Global Capabilities

Offshore

Near Shore®

On-shore

How do we do it?

A Quality Model geared for productivity

Robust lines of service

Application-Related Services

Covering the entire application lifecycle. Clients benefit from process efficiency, lean cost structures, rigorous service level commitments and global reach.

- Application Development
- Software Testing & Quality Assurance
- Maintenance & Support
- Application Security

ERP Services

Softtek has been named a Strong Performer in SAP Implementation by Forrester for two years in a row.

- SAP Process Consulting
- SAP Solution Implementation
- Upgrades
- Global/Regional Rollouts
- SAP Application Management (AMS)

IT Infrastructure Support

Offered as a complete managed solution, aimed to ensure the availability, accessibility and dependability of technical infrastructure. Services build around ITIL and Six Sigma.

- User Support Services
- Infrastructure Support Services
- Security Administration
- Operational Security
- IT Back Office Services

Software Products & Associated Services

Softtek is a Value Added Reseller for Latin America for some of the world's most renowned software solutions, including ERP, Data Integration and Business Intelligence. Softtek offers services, such as training and first-level support.

- SAP
- Cognos
- Informatica

Business Process Outsourcing

Combining a strong IT background, excellence in processes and the interactivity of the Near Shore® model, results in significant transaction cost reductions and productivity improvements for non-core functions, which otherwise would be difficult for corporations to outsource.

- Procurement Services
- Document Management Services

"Softtek is used to compete head-to-head with both the Indian vendors and the large multinationals"

The Forrester Wave™:
SAP Implementation Providers, Q4 2007,
Forrester Research, Dec. 2007

A unique corporate culture

A unique asset in a talent-driven industry. A reputation of entrepreneurship and focus on the Human Element. Promotes a behavior based on self-determination, openness and respect, which improves retention, creativity and enthusiasm, resulting in highly efficient and committed teams.

What's behind it all?

Recognized ability to execute

Softtek's capabilities have been recognized by industry experts, and a long list of recurring clients, that include some of the most demanding global corporations.

Vision

Relentless pursuit of global competitiveness. Constantly investing in process maturity, scale and the specialization. Softtek was the first mover in global services from Latin America. First partner of SAP in Latin America, and an early adopter of software engineering techniques in the 80's. Introduced the Global Nearshore™ concept delivering services to and from the Americas, Europe and Asia.

Six Sigma
CMMi & ITIL
Automated processes
Metrics-orientation

Measurable and ever-evolving productivity is the value you get from our 4-tier quality model.

"Softtek exhibits strong process maturity and has leveraged consistent tools, processes and governance across its developing GDC structure"

Leading IT Industry Analyst

Reliability
Control
Predictability
Continuous Improvement

Productivity Gains

Global Presence



Global Nearshore™

The Near Shore® service model, introduced in 1997 by Softtek, has been embraced by the global sourcing community. Its evolution - Global Nearshore™ - is a true global delivery model which can provide networked resources, true risk diversification and transformational change while delivering an outstanding customer experience for onshore, offshore or nearshore solutions.



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