Softtek®

CASE STUDY | CPG

Multinational non -alcoholic bottler saves 27% YOY on infrastructure monitoring

About the customer

One of the top non-alcoholic beverage bottlers in the world.

50k+ employees

40+ production centers around the world

300+ distribution centers

"The consolidation of infrastructure services will allow our company to optimize IT expenses during acquisitions while leveraging current operations and achieving the planned synergies."
Chief Information Officer

Business challenges

As a nearshore leader in Latin America, Softtek was well-positioned to enable peak availability of the client's datacenter and cloud infrastructure throughout Latin America. Softtek began by completing an initial maturity assessment to determine a governance model to quantitatively measure and improve various aspects of the service. Then, Softtek implemented and matured processes while completing the transition from the incumbent vendor in just three months.

1
Complete a data center migration for all newly acquired businesses into the ecosystem.

2
Establish an IT support model with international coverage.

3
Build flexibility, scalability, and continuous improvement into the contract.

How Softtek comes into play

As a nearshore leader in Latin America, Softtek was well-positioned to enable peak availability of the client's datacenter and cloud infrastructure throughout Latin America. Softtek began by completing an initial maturity assessment to determine a governance model to quantitatively measure and improve various aspects of the service. Then, Softtek implemented and matured processes while completing the transition from the incumbent vendor in just three months.

Used domain-driven infrastructure design to mirror the business structure.

Completed a datacenter migration in less than 20 hours, coordinating over 120 resources from different vendors and suppliers.

Set up and operated a command center for infrastructure monitoring, with L2 and L3 support.

Business impact

Softtek completed a datacenter migration without any impact to operations and delivered an integral command center for infrastructure monitoring, enabling continuous cost optimization and improved operational efficiencies as well as igniting a 5-year contract renewal.

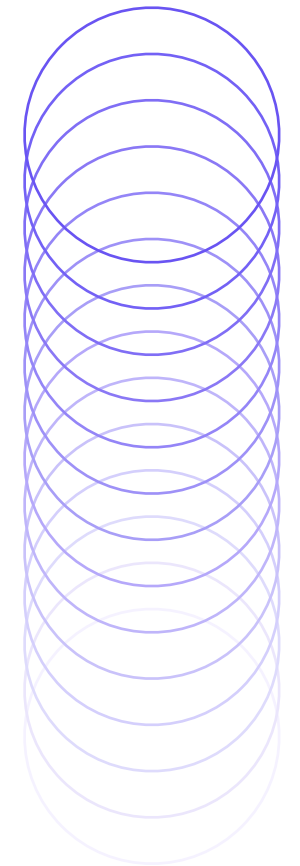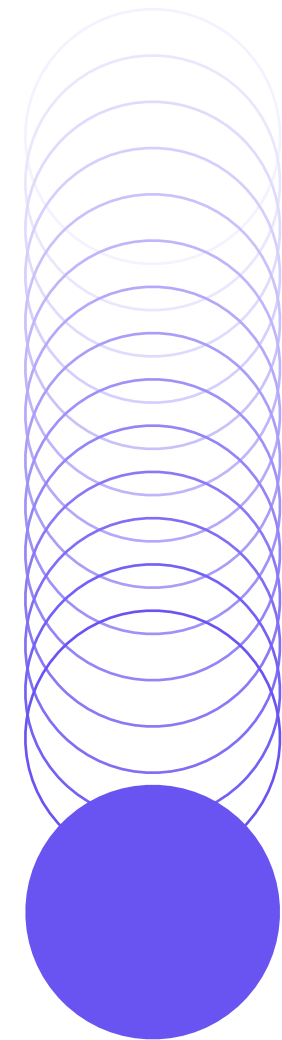27% year-over-year savings achieved through operational efficiencies.

70% reduction to critical incident volume in the first year.
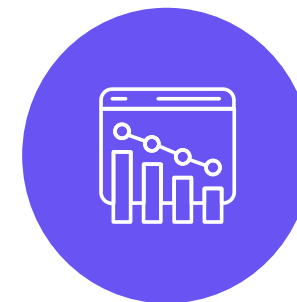
99.99% global operation availability through the infrastructure command center.

Increased infrastructure device volumes by 10% versus previous year at no additional cost to monitor.

Softtek®

ABOUT SOFTTEK

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.

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