



Softtek®

CASE STUDY / NATURAL RESOURCES

Company with Global Presence has 100% Business Continuity while Unifying, Standardizing and Optimizing Commercial Operations

Softtek implemented and focused on the maintenance of numerous SAP modules as well as other new technologies for the firm to gain competitive advantages and reduce additional costs.





About the customer

Company with global presence specialized in construction and engineering for energy generation



22M+
employees



85M+
construction man
hours



2M
engineering
man hours





Business challenges

The corporation had to standardize processes across its subsidiaries, guarantee business continuity and optimize costs.

1

Trouble ensuring operational continuity at reasonable costs

2

Disintegrated and non-standard operating processes between subsidiaries

3

Lower costs related to application maintenance

How Softtek comes into play

Softtek incorporated self-service processes to increase customer satisfaction



Global Coverage:
Argentina, Brazil, Colombia, Uruguay, Chile, Ecuador,
Peru, Colombia, USA, Mexico, Canada, Italy and Spain.

Make the most of applications
functions, reducing
extra costs

Ensure operational continuity
by reducing costs

Implement root cause analysis to reduce tickets generation

SAP support and maintenance for:

Modules: MM, FICO, PP, PM, EHS, ETM, HCM, PI, BI/BO, FiTV,
CATS, ABAP, SAP data integration
Users:3000

Provide non-SAP support and maintenance:

Technologies : SharePoint, Microstrategy, MS Dynamics, .Net,
Azure/Android, PowerBI
Users:80





Business impact

The company achieved 100% business continuity while unifying, standardizing and optimizing commercial operational processes worldwide



100%
operations continuity

98%+
tickets efficiency,
generating cost reduction

25%+
Increase in first time
right resolution

68%+
tickets reduction,
generating operational
savings



ABOUT SOFTEK

Founded in 1982, Softtek is a global company and the largest provider of IT services from Latin America. With a broad portfolio of business-transforming products and solutions, Softtek helps Global 2000 organizations evolve their digital capabilities constantly and seamlessly, from ideation and development to execution.

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