



Softtek[®]

CASE STUDY | TRANSPORTATION

Transport services
company sees ROI in 10
months through application
and infrastructure services



About the customer

One of the leading providers of transportation management services.



**Top 10 freight
brokerage**



**Robust carrier
network**



**20K+ shipments
per day**





Business challenges

Our client wanted to transform the way its IT department supported the business to proactively reduce downtime, drive efficiency, and increase the maturity of its IT services. Its main goals were to modernize IT infrastructure and improve support.



1

Modernize legacy systems to improve documentation accuracy.

2

Reduce reliance on SMEs to handle the backlog.

3

Centralize IT and operation infrastructure monitoring.

4

Improve response times.



How Softtek comes into play

Leveraging its nearshore capabilities composed of Agile teams focused on evolving the client's applications and infrastructure environment, Softtek provided 24/7 monitoring and help desk services aligned with the highest standards in governance, compliance, monitoring, operational intelligence, and infrastructure and application support. Areas included servers, storage, network, telecom, patching, and database IT infrastructure.

Governance and compliance improvement through service desk consulting and the implementation of change, problem, incident, and service request management.

Strong monitoring backbone for the company's applications and infrastructure.

Infrastructure L2 and application L2 and L3 support.

Automated alerts, incident creation, and incident categorization.





Business impact

This partnership has significantly reduced silos and increased traceability and accountability for services related to the applications and infrastructure in scope. Our client also enjoys year over year automation increases and ticket reduction, thanks to shift-left principles and a partner dedicated to continuous process improvement.



\$750K savings in overall IT budget in 2019.



95% reduction in time to invoice.



ROI in less than 10 months.



Detected potential outages through predictive analytics, avoiding major incidents.



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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