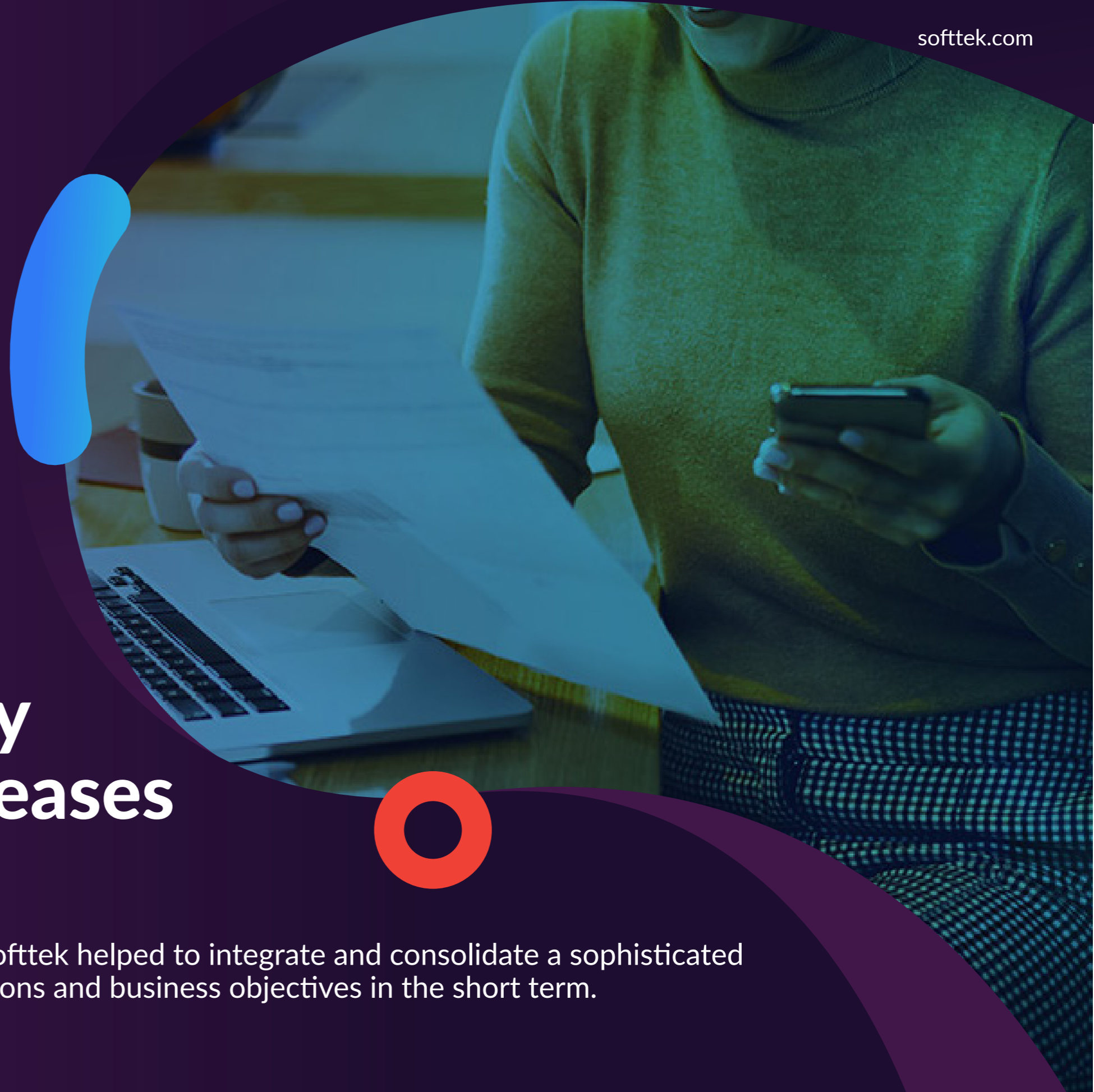




CASE STUDY / HIGH TECH

Background and identity solutions Company increases revenue streams

After the client completed a set of mergers & acquisitions, Softtek helped to integrate and consolidate a sophisticated suite of products and services to achieve customer expectations and business objectives in the short term.





About the customer

Worldwide Background and identity solutions Company that verifies and checks employment history.



600K
background check orders
per month on average.



\$500M+
annual revenue.



Presence in
9 Countries.



4,000+
employees
worldwide.



50,000+
customers
worldwide.



Business challenges

To bring value and create efficiencies in the short term, the client needed to consolidate and standardize all business processes after several acquisitions.

1

Lack of business processes to successfully integrate all acquisitions.

2

Loss of revenue as the new product/service catalog was not available to customers.

3

Diversity of applications for different business processes.



How Softtek comes into play

With Softtek's Nearshore model, the client successfully transitioned from Waterfall to Agile methodology, integrating our capabilities in Application Development, AMS and QA to achieve business goals.

Implemented new business processes to the client's core application platform.

Enabled access to acquired companies' service portfolios, helping the client further differentiate in the market, increase revenue streams, provide more value to the customer and increase market coverage with new products.

Consolidated new companies' tech stacks into an agile environment, making them more stable and reliable.





Business impact



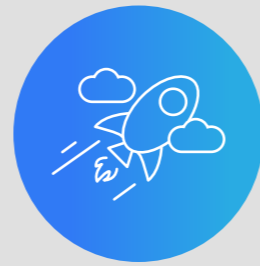
Softtek successfully consolidated recent acquisition services and operating practices, helping the client perceive M&A efficiencies earlier and reduce application service costs.



7.5% savings
year over year in
Application Services.



Expedited acquired
companies' value
integration to core
business values.



Fast-tracked projected
business benefits from
acquisition strategy.



Ensured operational
continuity for legacy
and new services.



69% Reduction in AMS
backlog by implementing
application improvement.



Improved
time to
market.



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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