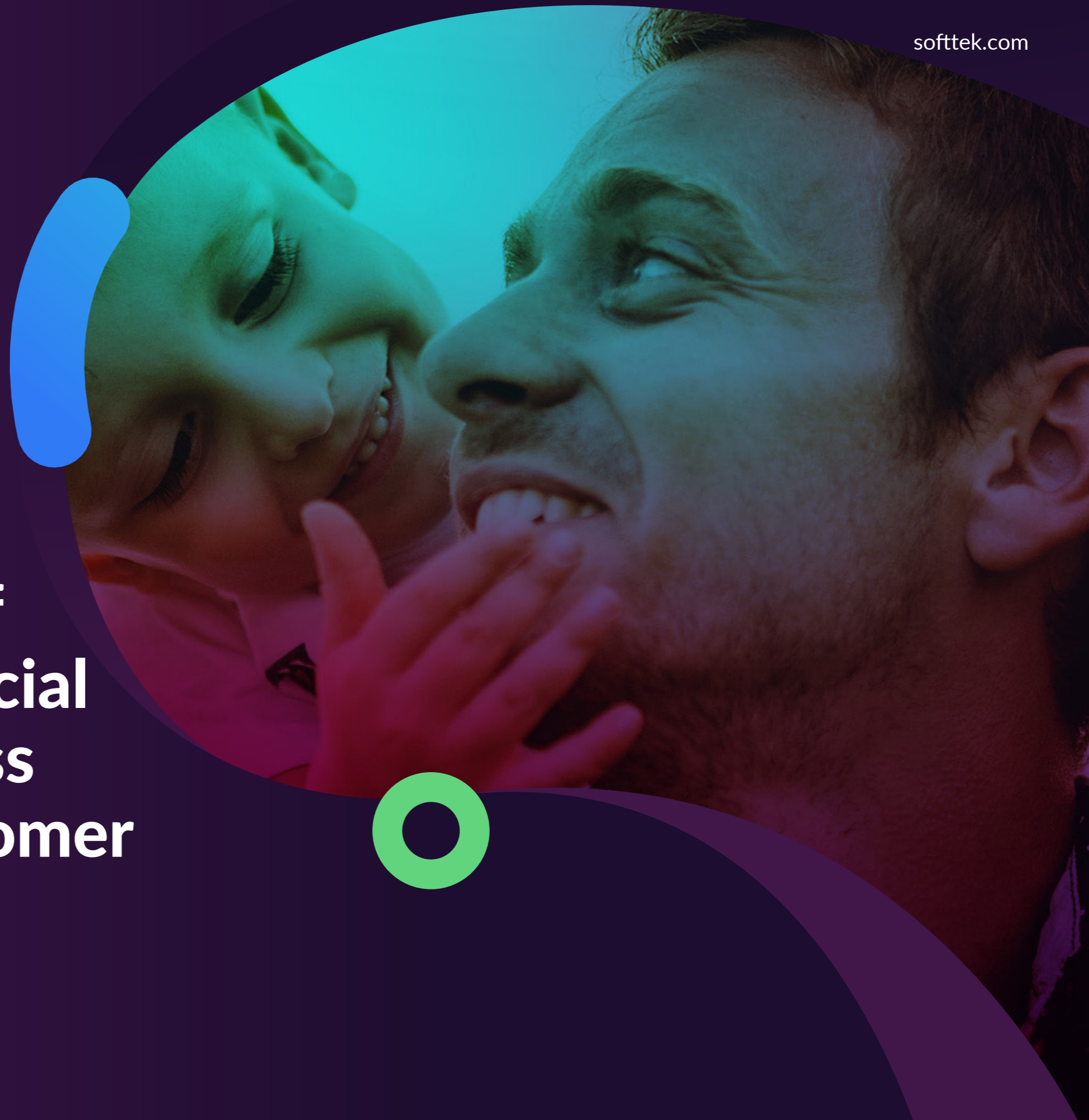




CASE STUDY / INSURANCE

Leading Global Provider of Insurance and other Financial Services Increases Business Agility and Improves Customer Satisfaction

Application Management Services.





About the customer

Leading global provider of insurance and other financial services.



#1

life insurance company
for USA & Mexico.



60+

countries.



100M+

clients.



Softtek

INSURANCE | Leading Global Provider of Insurance



Business challenges



The organization sought to ensure business continuity and operational stability over time.

1

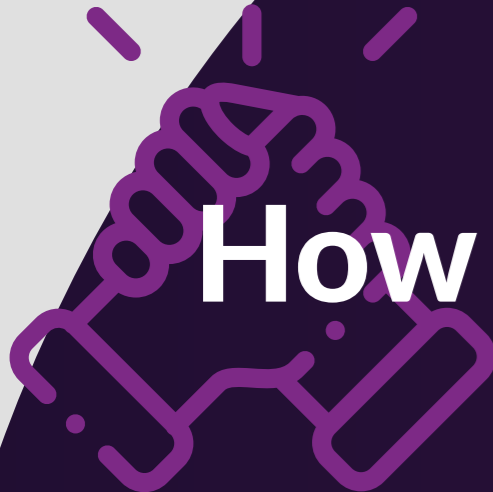
Improve the customer experience of services provided.

2

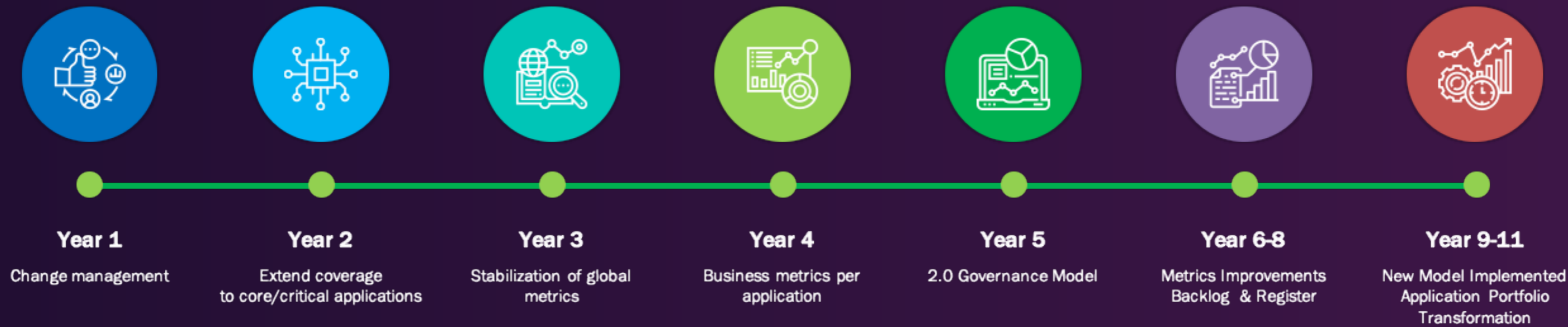
Timely attend new business trends.

3

Consolidate operating models, generating process optimization and savings.



How Softtek comes into play





Business impact

Ensured

business continuity and system reliability.

90%+

increase in customer satisfaction associated with business & IT services provided (compared with previous measures).

20%

time to market improvement for new products development & deployment.

22%

savings in IT applications maintenance.



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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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