



Softtek[®]

CASE STUDY | RETAIL

Custom store management system benefits 120+ home improvement retail locations



About the customer

Top home improvement retailer.



**Presence
throughout the
Americas**



**2,000+ retail
locations**



**300K+
employees**





Business challenges

Our client was pursuing an ambitious growth strategy for its 100+ locations in Latin America as well as new store openings in different formats. This strategy required an updated technology platform that could handle the increased business volume.



1

Address complaints from business users about unsatisfactory service levels for day-to-day operations.

2

Minimize disruptions to store operations.

3

Create a more consistent in-store customer experience.

4

Boost sales in the region.



How Softtek comes into play

Over time, Softtek delivered a suite of services including application management, Agile application development, and DevOps via nearshore and Mexican teams to successfully update the client's technology landscape throughout Latin America. Specifically, Softtek supported the onboarding and management of 80% of the applications supporting the overall retail store management system.

Initial assessment of application portfolio to identify the current state and track the progress toward the future state of the technology ecosystem.

Performed an IT governance refresh to bring new maturity to the client's application practice and mitigate significant business risk associated with time to market improvements.

Provided QA services with FRIDA, Softtek's cognitive automation tool, to improve the quality of the IT applications portfolio.





Business impact

Softtek provided on-time, on-quality, and on-budget application development and management services, effectively managing the majority of the SDLC for the client's store management system in Latin America.



Reduced schedule variance by 52.5%



Reduced cost variance by 57%



Reduced project delivery delays by more than 50%



Improved application uptime and time to market for new initiatives.



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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