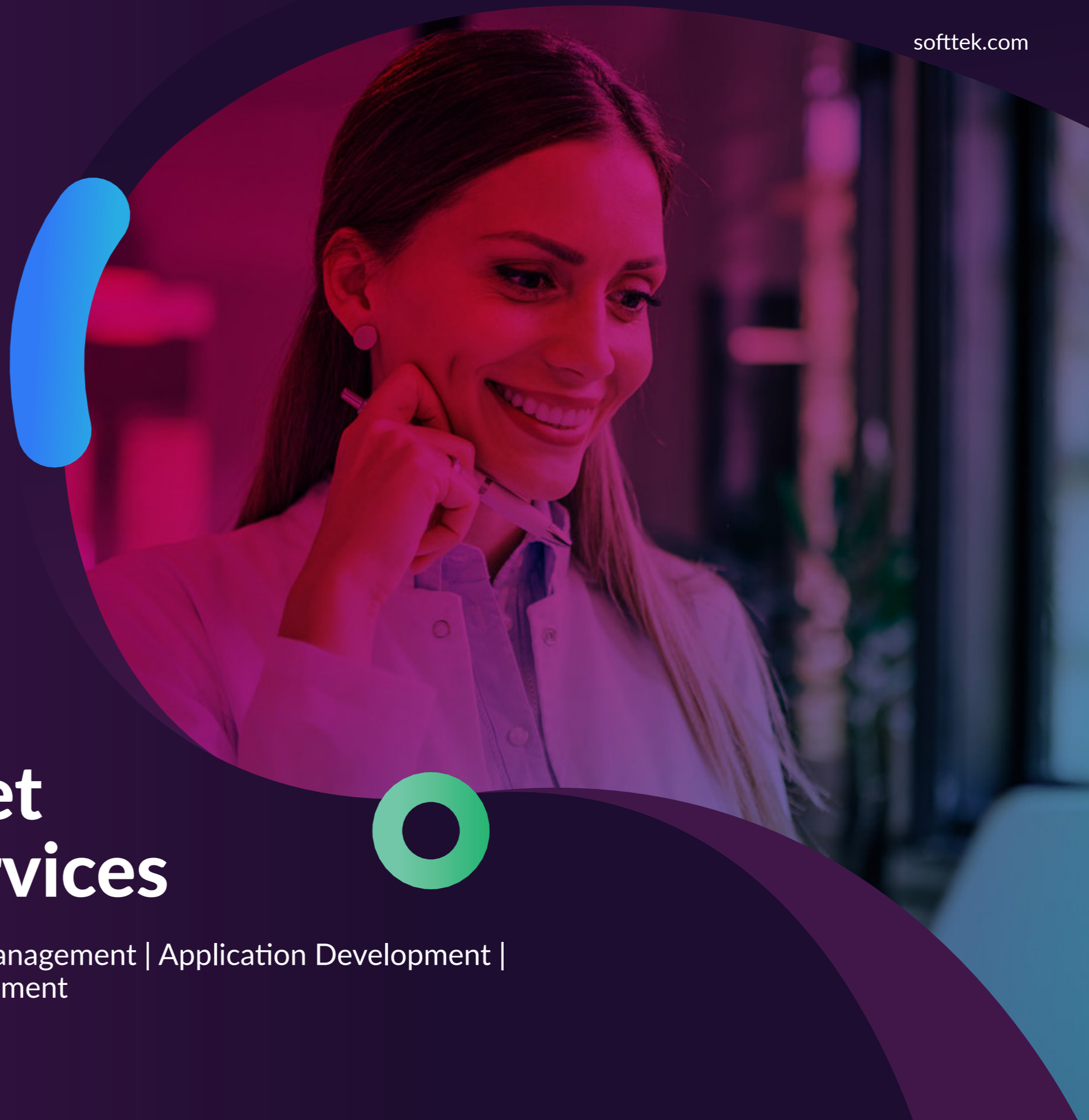




CASE STUDY / HEALTHCARE

# #1 Network of Medical Assistance Services in Argentina Strengthens Leadership in the Market through Application Services

Enterprise Management Solutions Life-cycle | Application Management | Application Development |  
Enterprise Agile Development | Modern Application Development





# About the customer

#1 network of medical assistance services in Argentina.



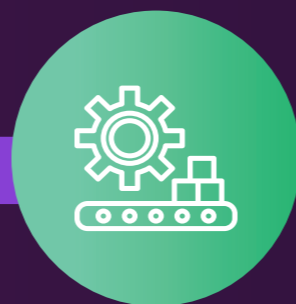
**40%**  
market share.



**2.5 M+**  
clients.



**140K+**  
medical services  
network.



**45+**  
years in  
market.





# Business challenges

The organization sought to strengthen its leadership in the market and improve customer satisfaction through application services.

1

Provide the best healthcare services to clients.

2

Ensure business operation continuity to provide the best client experience.

3

Optimize operative processes to improve client satisfaction.

4

Improve time to market of products and services.

# How Softtek comes into play

**2010**

Improve and optimize operative processes / Application Maintenance & Development

**2011**

Optimize the forecast tool, analyzing the impact of health care cost increases

**2012**

Support the development of the new core business application / Agile Development

**2013**

Maintain and support the reimbursement platform for healthcare services to increase customer satisfaction

**2015**

Technical & functional reengineering to improve the customer experience of client-facing channels / technology academies

**2016**

Assume the operation and stabilization of applications that direct and manage the process flows of healthcare systems / 100% Near Shore

**2018**

Assume the operation of the SAP R3 core platform / innovation initiatives

**2019**

Explore new technologies like machine learning to democratize information in the organization

**2020**

Digital transformation and innovation of business processes

**Softtek**

HEALTHCARE | Network of Medical Assistance Services in Argentina

# Business impact



**#1**

Customer has maintained its leadership position for the last 10 years, supported by our services

**99%+**

availability of supported applications, ensuring the business operation

**Cost reduction**

in business processes through innovative developments and automatization

**50%**

time to market improvement, increasing functionality and meeting legal requirements

**70%**

Incidents reduction and 45% cost reduction per ticket



#### 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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