



Softtek[®]

CASE STUDY | INDUSTRIAL

Enabling commercial application continuity through optimized IT infrastructure services



About the customer

Leading energy technology company.



Global presence



**Presence
in energy
infrastructure,
renewables, gas,
and more**



**One of the top
power producers
worldwide**





Business challenges

The client was no longer able to meet business demands through its current IT service model, they required a swift restructuring of their service model that ensured the reliability of core IT infrastructure, improved communication with customers, and facilitated internal communications.

1

Provide customers with remittance services through mobile app.

2

Increase geographic coverage and market participation, particularly in the U.S.

3

Avoid disruptions to clients during transition process.

4

Increase corporate coverage, along with business revenue.





How Softtek comes into play

Softtek successfully supported, and in some cases automated, commercial and customer-facing applications and infrastructure by implementing standards of excellence for IT services and support and establishing continuous monitoring.

Establishment real time monitoring provided top of the line support to applications from multiple business areas that have a customer facing component.

Enablement of full control met availability SLA's (95%).

Measurement of relevant data points implemented continuous Infra-monitoring.

Implementation of a Maintenance and support Methodology provided custom support to applications.





Business impact

Through Softtek's best-practice consolidation of app and infrastructure support, the client was able to scale its IT service model to meet business demands while optimizing processes and costs.



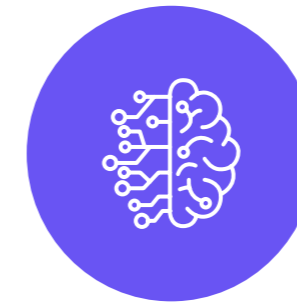
No impact on revenue from application disruptions.



Alerts from critical applications attended in record time.



Properly orchestrated releases improved application reliability and end customer satisfaction.



Successful robotic process Automation for IT Infrastructure & Applications.



100% business infrastructure and field support technology services coverage.



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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