



Softtek[®]

CASE STUDY | TELECOMMUNICATIONS

Cloud IoT solution reduces labor costs associated with telco equipment monitoring by 80%



About the customer

Global telecom leader.



Serves a large percentage of the Mexican market



Millions of subscribers in Mexico



10K+ employees in Mexico





Business challenges

To expand its market share, our client made multiple acquisitions. Both the newly acquired and existing data centers were operated using legacy systems that required manual sensor readings and reporting. This resulted in several inefficiencies including high costs, long reporting periods, regulatory and compliance issues, and limited agility in responding to changing technical requirements and hardware updates.

To address these problems, the client sought an IoT-enabled asset performance management solution that could:

1

Predict and prevent anomalies that impact the quality of services provided to customers.

2

Replace the legacy systems with on-premises and cloud-based licensing options based on specific needs across data centers.

3

Enable geo-redundancy to reduce the severity and frequency of outages, increase availability, and optimize performance by load balancing traffic.

4

Enable real-time monitoring of 32,000 electromechanical devices across 24 datacenters.





How Softtek comes into play

Softtek implemented its proprietary enterprise IoT solution, blauLabs, and performed the instrumentation, physical installation, and hardware configuration in all 24 of the client's data centers throughout Mexico.

This multiplatform and multiprotocol approach to asset performance management is designed to integrate multiple devices (sensors, electromechanical, network) into blauLabs and enable the real-time monitoring of all relevant indicators in physical spaces (temperature, power, space availability, network capacity).

SCADA view module and automated alerts to reduce manual tasks and enable remote asset monitoring and programming.

Dashboards for real-time KPI visualization and a customizable instant report builder.

Simulation-based capacity planning tool to reduce planning time when adding new datacenters and devices.

Database management and 24/7 support.





Business impact

With all recently acquired data centers under the same IoT monitoring umbrella, our client perceived M&A efficiencies earlier, reduced the time to plan new projects, held all data centers to the same operating standards, and reduced application services costs.



80%+ reduction in labor costs associated with equipment monitoring.



50%+ reduction in preventative maintenance costs.



50%+ reduction in insurance and bonds associated with asset management.



30%+ productivity increase through manual task reduction.



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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