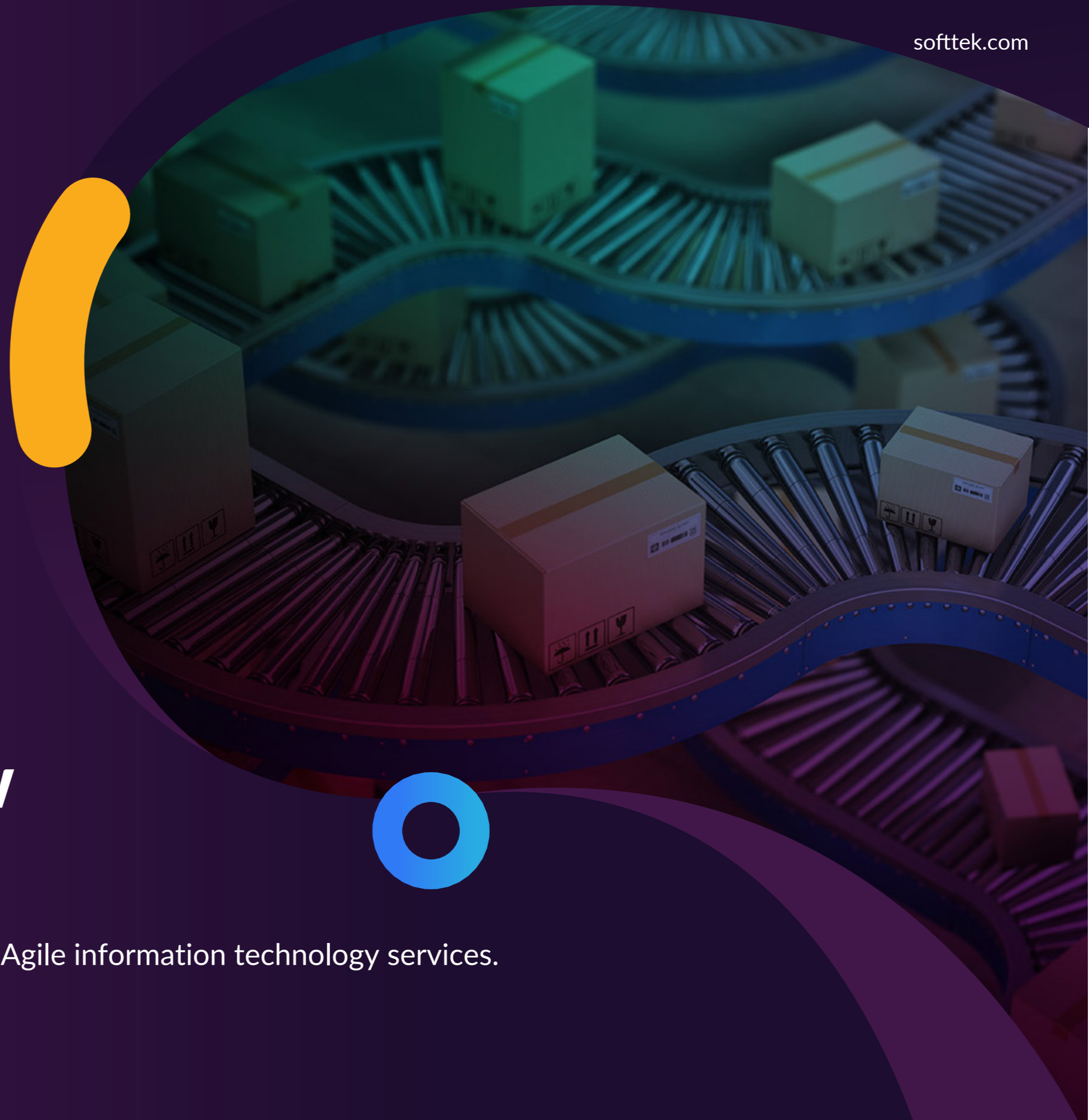




CASE STUDY / TRANSPORTATION

Logistics and Delivery Company Accelerates Time to Market for New Application Features

Softtek supports the evolution of the logistics business with Agile information technology services.





About the customer

One of the largest logistics & delivery companies.



5.5B

20M+ packages delivered daily, worldwide+D18.



\$74 B

500K+ employees.



495,000+

300M+ tracking requests per day.



125,000

6K+ vehicles and 22K+ trailers.



11.5M

pick-up and delivery customers.



Softteks nearshore model allowed us to provide optimal customer service and improved the efficiency of our delivery service applications.

CIO, Logistics & Delivery Company



Softtek

TRANSPORTATION | Logistics and Delivery Company Accelerates Time to Market for New Application Features.



Business challenges

The logistics delivery company grew aggressively and expanded their delivery service quickly in over 30 countries, requiring new structural demands in their IT infrastructure and operations. They needed a dependable application to optimize speed and network capabilities, as well as modernizing their current digital processes to simplify cross-border shipping.

- 1**
Business growth and high demand, requiring a quick solution.
- 2**
Legacy digital services and processes.
- 3**
Need to increase operational capacity and business productivity.
- 4**
Large demand from customers, impacting customer service.
- 5**
Inefficient use of freight and vehicle miles and fuel.





How Softtek comes into play

Softtek proposed a nearshore model to transform and optimize the customer delivery experience by modernizing digital capabilities to support the expansion of extended hours and pickups. The new technology streamlined global shipments with Agile updates and advanced routes

Developed technology

to support the expansion of extended hour services and weekend pickup and delivery.

Simplified cross-border shipping,

adding Agile upgrades to digital services.

Invested in additional technology

to improve the speed of the shipping network.

Optimized routes

to enable a new customer service process.

Drone delivery service

expanded to university campuses and hospital networks.





Business impact



Enabled global logistics network system, optimizing assets utilization.



Provided service differentiators to improve customer experience and brand loyalty.



Ensured FDA compliance were met on healthcare logistics systems.



Increased in time to market for new application features.



Reduced cost with nearshore capabilities and team.





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.

info@softtek.com
softtek.com