



**Softtek®**

**CASE STUDY** | HOSPITALITY

# Global QSR brand cuts IT operations cost by 30% first year with high availability





# About the customer

Multinational fast food restaurant holding company.



**Multiple iconic  
brands**



**US \$20B+ in  
annual system-  
wide sales**



**20,000+  
restaurants**





# Business challenges

Our client had a complicated multi-vendor outsourcing model for its applications, IT infrastructure, and corporate service desk support. This caused performance visibility issues, slowed resolution times at a higher cost, and led to datacenter and on-premises maintenance backlogs. Our client sought to improve its supplier management by consolidating vendors and working toward more robust, secure, and scalable corporate systems to keep its franchises growing.

1

Reduce costs associated with an inefficient multi-vendor sourcing model.

2

Improve datacenter and on-premises maintenance at a lower cost.

3

Reduce technical debt to grow current brands and enable the acquisition and integration of new brands.

4

Increase transparency related to the key metrics, SLAs, and KPIs for application and infrastructure services.







# How Softtek comes into play

Softtek implemented an integrated, cost-effective, end-to-end IT operations model, built on ITIL best practices, continuous process improvement, and automation (AIOps and RPA), capturing significant year-over-year savings.

**Right-sized and right-placed support organization** leveraging Softtek's nearshore model, aligned with the client's business demand in its different geographies.

**Migrated USA and Europe datacenters** to AWS Cloud, leveraging strategic rollover windows for zero disruption to the business.

**Developed an M&A IT execution, testing, and validation playbook** including ERP, datacenter, BI, and payroll to enable effective new brand integration.

**Implemented a centralized monitoring platform** for all technology platforms in the restaurants.





# Business impact

Impressed with the partnership approach and value generated during the initial years of the engagement, our client has kept Softtek around for multiple new projects beyond the scope of this success story, including large-scale automation, cloud migration, SAP integration, and more, further supporting its ability to integrate newly acquired brands and grow.



40% IT operations cost reduction through vendor consolidation and achieving economies of scale.



99.95% corporate and restaurant technology availability.



75% reduction in datacenter footprint in first two years.



Prepared the IT environment for rapid new brand integration.



#### 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.

[info@softtek.com](mailto:info@softtek.com) | [softtek.com](https://softtek.com) | [privacy note](#)