



Softtek[®]

CASE STUDY / BANKING & FINANCIAL SERVICES

Global financial group reduces TCO with Agile application development

Improving business KPIs for market and revenue growth through a new mobile application.



About the customer

Remittance service provider, subsidiary of a global financial group.



Global Bank
with presence
in **100+**
countries



72+
payment
entities



Offers remittance
services in **70+**
currencies



Focused on **100%**
digital, cashless
transactions





Business challenges

Our client sought to strengthen its presence in the US, standardize customer experience, and innovate within the remittance services sector.

1

Provide customers with Remittance Services through mobile app

2

Increase geographic coverage and market participation, particularly in the US

3

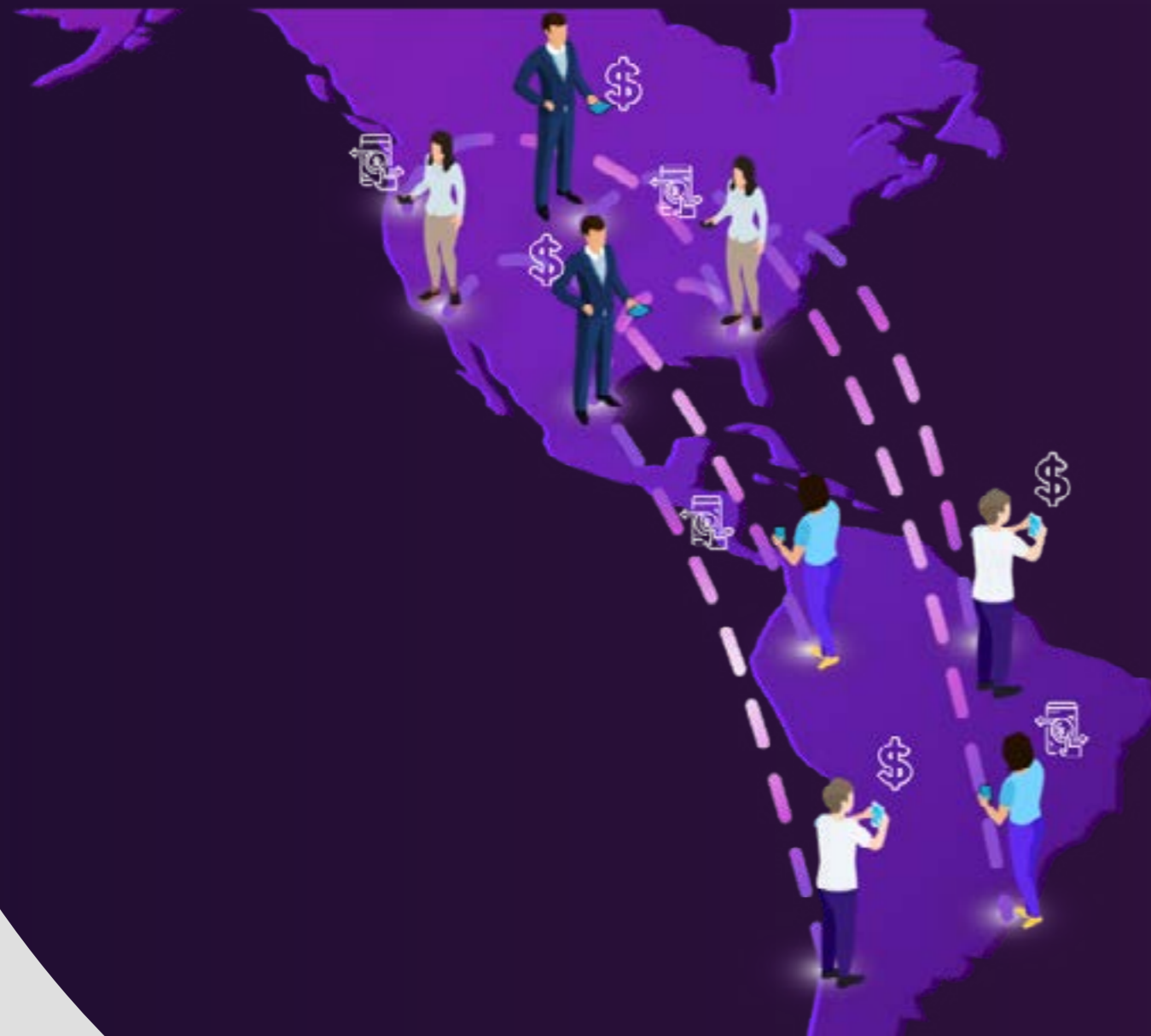
Avoid disruptions to clients during transition process

4

Increase corporate coverage, along with business revenue

How Softtek comes into play

Softtek deployed Agile development teams to manage, support, and improve internal and customer-facing processes and apps. Softtek's Agile teams also enabled a new channel by developing a mobile remittance app.



Improved business continuity and service quality by providing 24/7 support service for critical applications and go-live support.

Automated customer service processes, enabling an increase in service capacity.

Implemented safety measures, such as customer validation, and transaction cancellation, across all digital service channels.

Leverage available database services through XML services

Developed native app for all of the client's platforms within 4 months



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BANKING & FINANCIAL SERVICES | Remittance, Digital Evolution Services



Business impact

Our client successfully revamped their digital services through their partnership with Softtek, increasing customer satisfaction and acquisition, while reducing customer service costs.



Increase applications coverage incorporating new LATAM countries and multi-currency

Improve Time to Market for deploy new products

Improve business KPIs like remittance amount, customers affiliated and transactions number

Reduction of the TCO generated by development method licenses savings



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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