



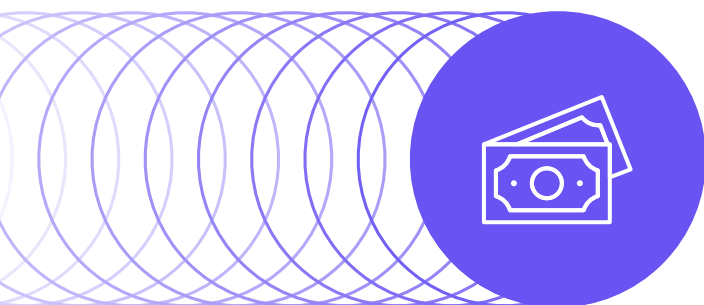
CASE STUDY | TRANSPORTATION

Logistics leader turns data into cost savings and strategic forecasting



About the customer

Transportation, shipping, and logistics leader delivering billions of packages each year.



US \$70B+
revenue



400K+
employees
across the world



100K+ vehicles
in its delivery
fleet



10M+ pick-up
and delivery
customers





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, allowing drone delivery to expanded networks including hospitals and university campuses.

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

Simplified crossborder 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.

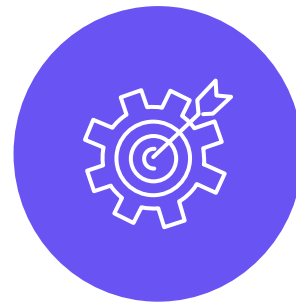




Business impact



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 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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