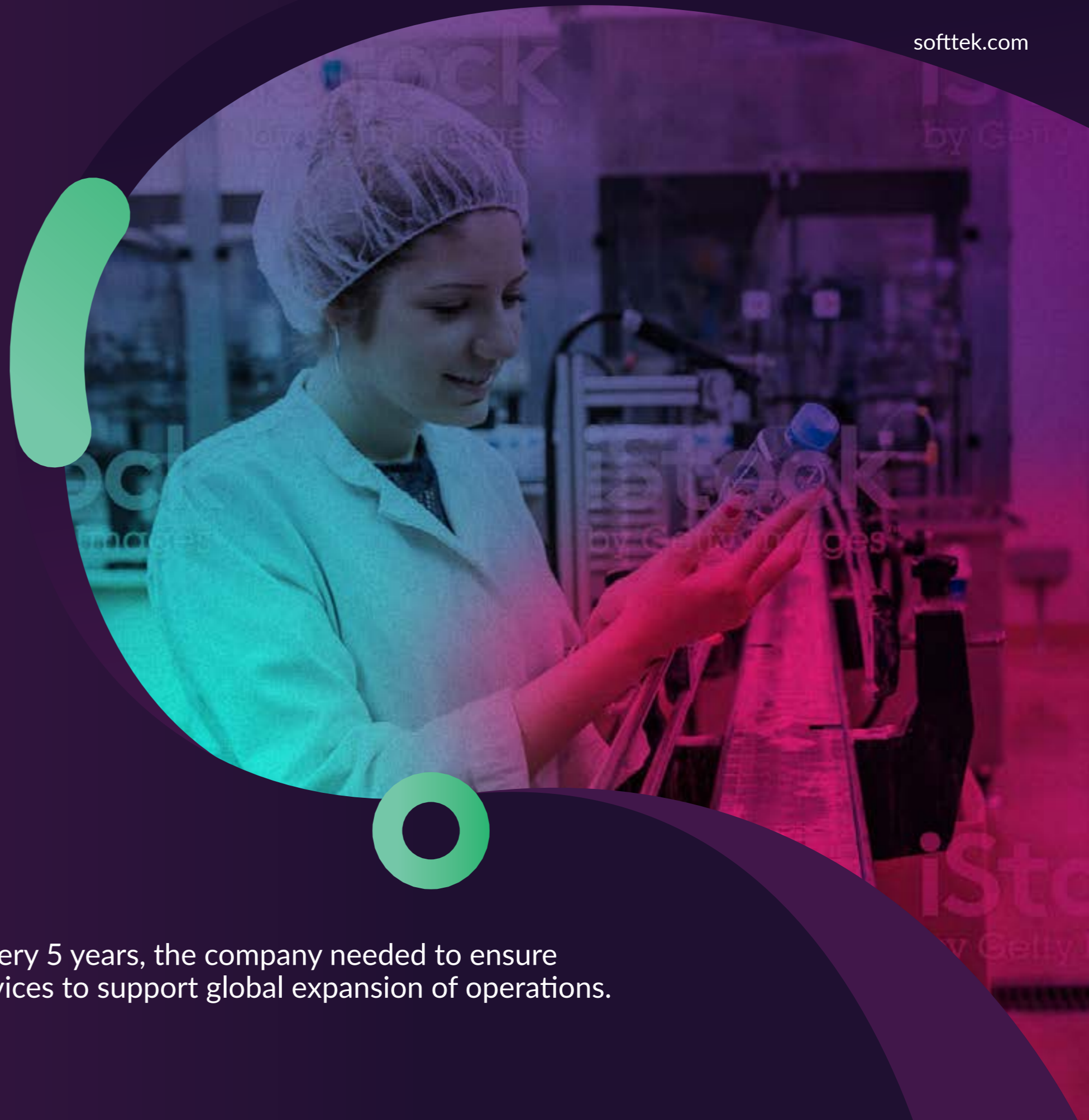




CASE STUDY / CPG

Profitability growth enablement through Outsourcing IT Services

With an aggressive corporate goal to duplicate profitability every 5 years, the company needed to ensure alignment with industry best practices for Infrastructure Services to support global expansion of operations.





About the customer

One of the largest non-alcoholic worldwide bottlers with plants and distribution centers in Mexico, Ecuador, Peru, Argentina, and the United States.



+60,000
Employees Globally



50
Production Centers
(Plants) globally



+370
distribution centers

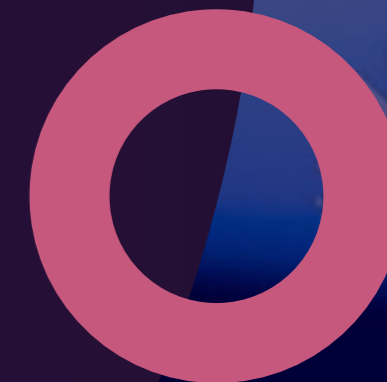


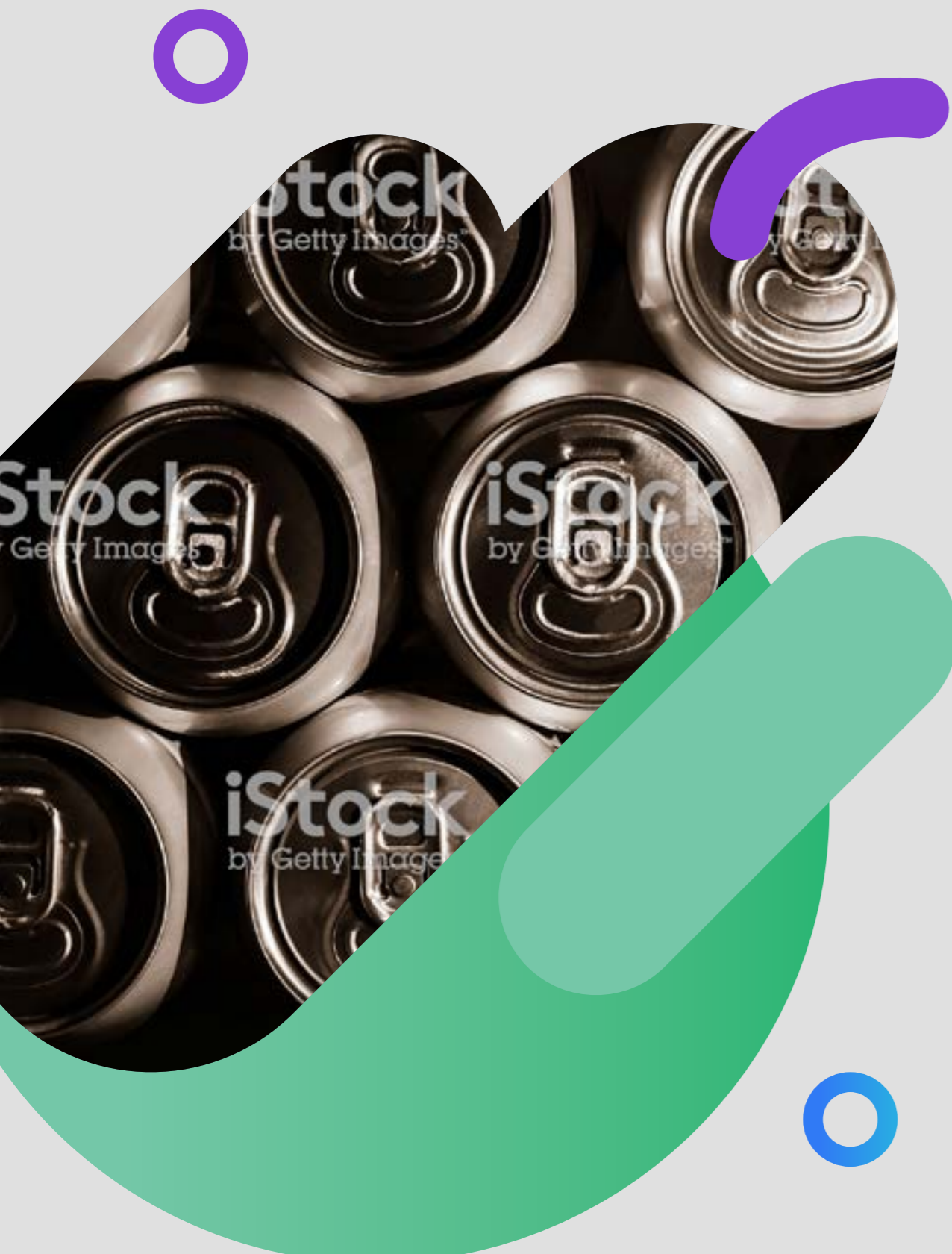
Serves >70
manufacturing
facilities



The consolidation of infrastructure services will allow our Company to optimize IT expenses throughout acquisitions, while leveraging current operations and achieving the planned synergies

Chief Information Officer





Business challenges

Due to expansion into additional global markets in Argentina, Ecuador, Peru, and the US, Arca needed a robust and resilient IT infrastructure to support the expanded global operation.

1

Carry out a Data Center Migration without causing a negative business impact

2

Establish a new IT support model that allows for greater flexibility and responsiveness in support of the Arca global business.

3

Standardize a support model internationally in countries where ARCA operates.

How Softtek comes into play

During the expansion of their business, Softtek successfully performed the infrastructure integration of new countries, such as Peru and U.S., and enabled its IT environment to accommodate the rapid adoption of new technologies in response to business needs.

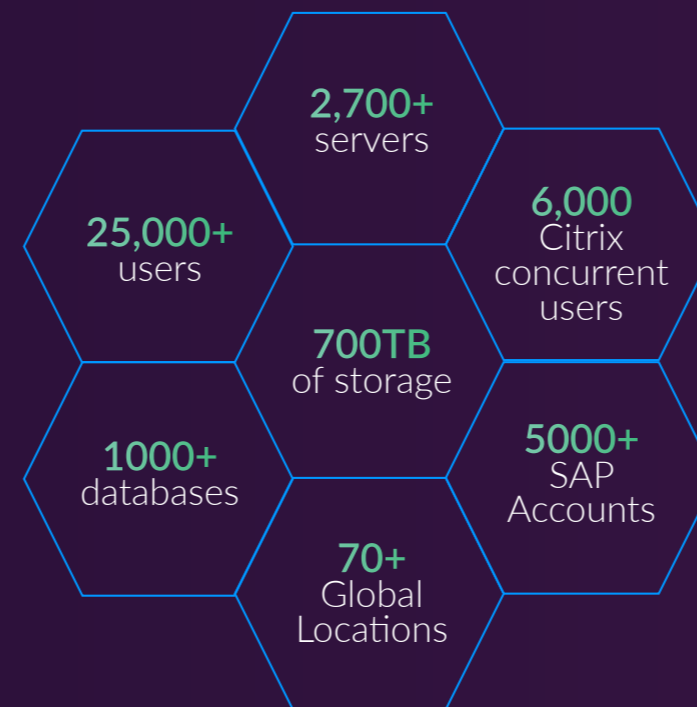
Full assessment of technological ecosystem, with a focus on performance and user experience.

Used domain-driven infrastructure design to mirror the business structure.

Set-up and operation of a centralized Operations Center for infrastructure monitoring.

Full and smooth transition from previous incumbent vendor in only three months.

Data Center Migration in less than 20hrs, coordinating over 120 resources from different vendors and suppliers.





Business impact



Softtek was able to implement a Data Center Migration without any business impact and

YOY cost reduction of IT infrastructure support services

10%

Financial savings for increased device volumes for up to 10% vs Last Year without additional charge.

70%

of critical incident volume reduction in the first year.

25%

of global operation availability through the infrastructure platform

***27%**

YoY savings achieved through operational efficiencies compared with previous vendor.





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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