

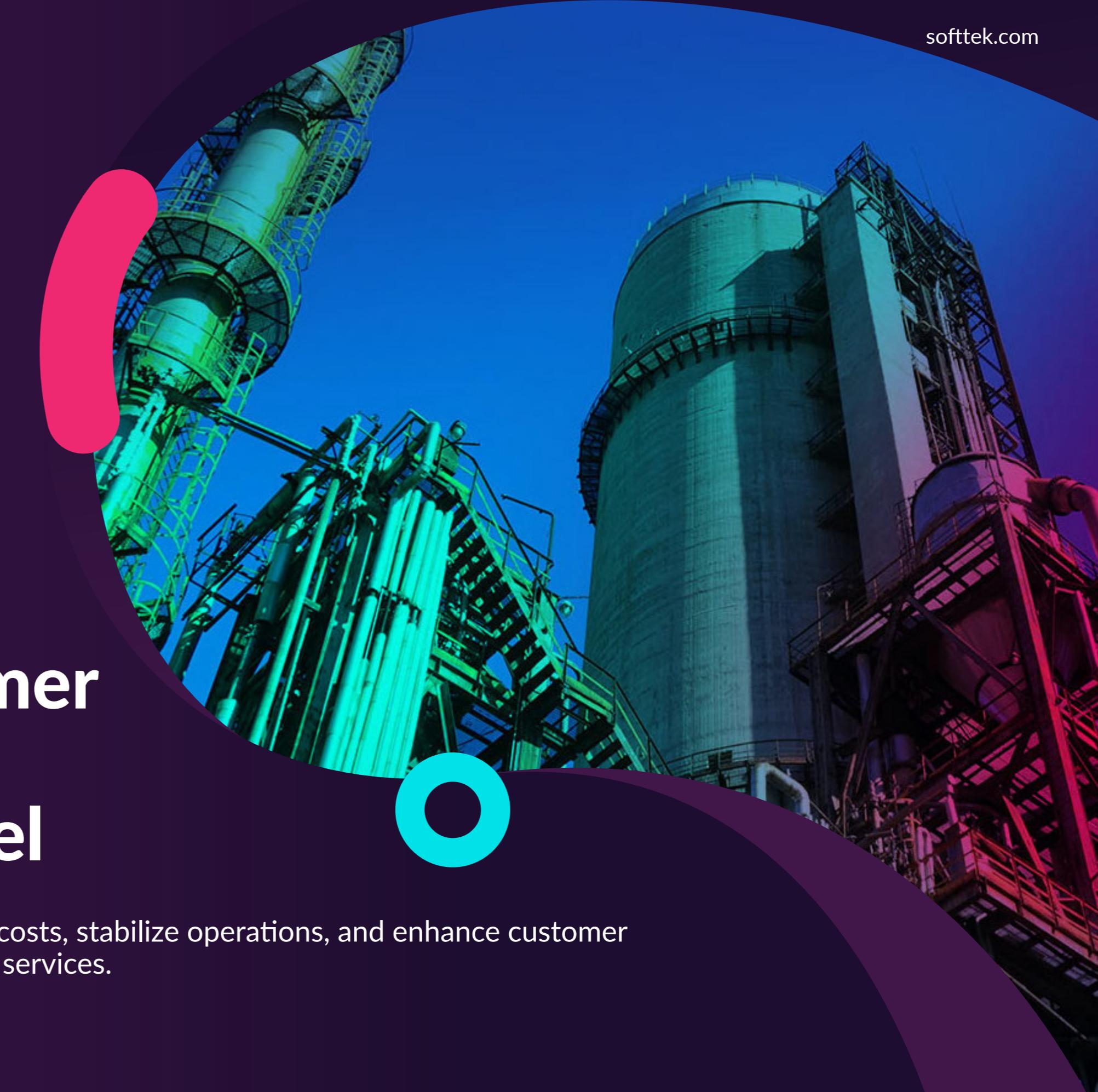


Softtek®

CASE STUDY / INDUSTRIAL

# Improving Business Operations and Customer Satisfaction through a Managed Service Model

Softtek helps a leading equipment manufacturer optimize costs, stabilize operations, and enhance customer satisfaction by consolidating and transforming technology services.





# About the customer

One of the world's leading diversified manufacturers of specialized industrial equipment, consumables, and related service businesses.



**45,000+**  
Employees



Operations in  
**55 countries**



**14 Billion+**  
USD revenue



**100 years**  
of business success



# Business challenges

The client began suffering from frequent IT service and infrastructure disruptions. The instability of their IT environments caused a general lack of visibility of internal processes, and compromise the reception and completion of customer requirements—leading to a loss of market share and revenue.

**1**

Initial IT services and infrastructure were not adequately supporting business processes, and were majorly impacting the operations of all business areas as frequently as every week.

**2**

Lack of IT processes to manage IT assets.

**3**

Alignment with best of industry standards for optimal operational performance.

**4**

Standardize a support model for IT operations that maintains business continuity. Stabilize the core processes of the company to allow the communication with clients and suppliers.

**5**

Comprehensive IT services while providing a continuous improvement across technologies.

# How Softtek comes into play

Softtek consolidated the client's technology services and transitioned them to a managed service delivery model, carrying out day-to-day operation support and project execution across business units to fulfill customer expectations

**Provided IT support** of core business functions, including sales, manufacturing, distribution, and logistics.

**Applied** the ITIL framework and IT best practices for infrastructure, service desk, applications and project management.

**Replaced** previous IT vendor by providing IT outsourcing support of main technology ecosystem elements.

**Improved** business operations by stabilizing and enhancing IT infrastructure.

**Implemented** an IT Security strategy that fulfilled corporate directives.



**Softtek**

INDUSTRIAL | Improving Business Operations and Customer Satisfaction through a Managed Service Model



# Business impact

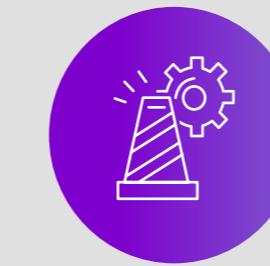
Softtek's support and stabilization of core business functions helped facilitate communication with clients and suppliers, eliminate disruptions to operations, and generate savings.



Stabilized operations,  
reducing logistics  
delays and speeding  
up order processing



Optimized business  
processes such as order  
processing, warehouse  
management, and order  
tracking



Eliminated loss of  
customer orders,  
representing a  
250,000+ USD annual  
gain

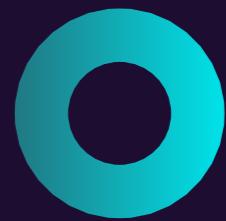


Implemented SLA-  
based IT operations



Carried out vendor  
consolidation,  
resulting in \$20,000  
savings in consulting  
expenses to third  
parties





**Softtek®**



#### ABOUT SOFTTEK

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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