Softtek®

World's largest brewing company boosts performance and availability of their production environments

softtek.com

About the customer

World's largest brewer company.

Annual sales US $55B

175K+ employees

Operations in ver 50 markets

500+ brands sold in more than 150 countries

Business challenges

A global brewer sought to standardize IT Operations and drive continuous improvement across technologies.

1

Standardization of IT Operations to maintain business continuity.

2

Comprehensive IT services while providing continuous improvement across technologies.

3

Needed a partner to align with best of industry standards for optimal operational performance.
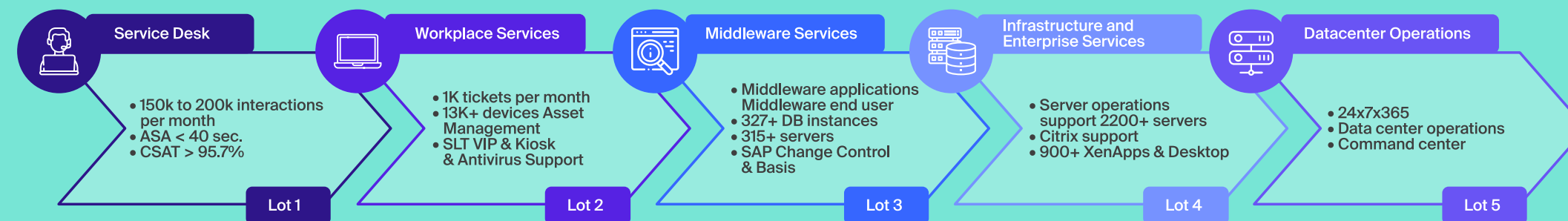
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How Softtek comes into play

Softtek engaged to maintain and improve the performance and availability of production environments with a vendor-agnostic approach by leveraging new technologies, methodologies, and tools.

Proactive responsive, and flexible support model by employing Automation First, Digitized Governance, and Operational Intelligence best practices.

Use of predictive analytics to identify potential problems and root cause resolution to avoid recurrence of issues.

Reduction of reliance on manual labor improved quality, reduced errors and proactively triggered warnings based on data analysis.

Service Desk
- 150k to 200k interactions per month
- ASA < 40 sec.
- CSAT > 95.7%

Lot 1

Workplace Services
- 1K tickets per month
- 13K+ devices Asset Management
- SLT VIP & Kiosk & Antivirus Support

Lot 2

Middleware Services
- Middleware applications Middleware end user
- 327+ DB instances
- 315+ servers
- SAP Change Control & Basis

Lot 3

Infrastructure and Enterprise Services
- Server operations support 2200+ servers
- Citrix support
- 900+ XenApps & Desktop

Lot 4

Datacenter Operations
- 24x7x365
- Data center operations
- Command center

Lot 5

Business impact

Softtek stabilized the infrastructure ecosystem ensuring business continuity, while aligning with industry best practices.

Critical incident reduction 15%, CMDB Cleansing,15% SLA Improvement.

Stabilization of environments, reduction of down-time, and improvement of recovery time.

Availability for critical systems of 99.5% and 98% for non-critical systems.

Development and Implementation of Recovery Plans for Core IT infrastructure.

Reduced IT operating and support costs by 45% in 3 years.

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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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