

## **Softtek Releases White Papers at Gartner Outsourcing & Vendor Management Summit**

*By Softtek*

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*Softtek Releases White Papers on Multisourcing Strategies and Application Maintenance Support Outsourcing at the Gartner Outsourcing & Vendor Management Summit. Three Papers Address Multicountry Sourcing and SLA-based Engagements as Growing Trends.*

GARTNER Outsourcing & Vendor Management Summit, Washington, D.C., – Softtek, a global provider of IT and business process solutions and the largest private IT service provider in Latin America, today announced the release of three white papers that address a new generation of global outsourcing strategies and an evolution of application maintenance support (AMS) outsourcing models at the Gartner Outsourcing & Vendor Management Summit.

All three white papers are available for complimentary download at Softtek's website:

1. "Mind The Offshore Gap – Finding a balance for outsourcing strategies"
2. "Results Driven Application Maintenance and Support – Making the case to evolve from timesheets to deliverables (Part 1 of 2)"
3. "Results Driven Application Maintenance and Support – A blueprint to evolve beyond staff augmentation (Part 2 of 2)"

"With our deep experience in providing comprehensive global sourcing capabilities, we are pleased to make these informative papers available for organizations around the world," said Beni Lopez, CEO of Softtek Near Shore Services. "Softtek has gained a strong reputation in the IT & BPO global sourcing industry through its trademarked Global Nearshore™ model, and the white papers showcase the culmination of our expertise and thought leadership in the industry."

The first white paper, titled "Mind the Offshore Gap," analyzes a new generation of global outsourcing, called multicountry sourcing. In this approach, companies use different providers in multiple locations by employing a combination of offshore, onshore, and nearshore models to close the gap left by single-country outsourcing strategies. The gap is characterized by the need to diversify risk, increase interaction among the stakeholders, access multilingual professionals, and lower the total cost of engagement.

The second and third white papers are a two-part series, titled "Results Driven Application Maintenance and Support," that examines the shift in application service outsourcing models, specifically AMS. While "time and materials" sourcing is the norm, SLA-based or output-driven models are increasingly becoming the preferred sourcing model among hiring managers. Part one of this report evaluates the SLA-based sourcing model for both the client and vendor. Part two outlines critical success factors when implementing an SLA-based engagement as well as steps the client and vendor can take to evolve their application outsourcing models past staff augmentation.

Complimentary copies of these white papers are available at <http://www.softtek.com/>

### About Softtek:

Founded in 1982, Softtek is a global provider of IT and business process solutions with close to 6,000 associates across 30 offices in North America, Latin America, Europe and Asia. With eight Global Delivery Centers in Mexico, Brazil, Spain and China, Softtek provides in-depth, high-quality and cost-effective solutions to top-tier corporations in over 20 countries through on-site, on-shore and its trademarked Global Nearshore™ service delivery models. Creator and leader of the Near Shore® Industry, Softtek is the largest

private IT service provider in Latin America. For more information, visit [www.softtek.com](http://www.softtek.com).

#### About Gartner Outsourcing & Vendor Management Summit

The Gartner Outsourcing & Vendor Management Summit is a productivity-enhancing event delivering new ways to dramatically improve outsourcing outcomes. The Summit provides unbiased, road-tested advice and best practices necessary to master today's biggest challenges from vendor performance and cost escalation to managing multiple providers. Additional information is available at [www.gartner.com/us/outsourcing](http://www.gartner.com/us/outsourcing).

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