



IDS Run 2 Grow Strategy

Proposal Presentation



Constellation Brands

Agenda

1 Executive Summary and High-level Solution

2 RUN Services

3 GROW Initiatives

4 Why Softtek?



Solution Differentiators that Set Us Apart

Proven Partnership

Built on trust, we have consistently exceeded expectations delivering value to CBI.

Perfect Fit

Softtek's cultural alignment, shared geographical footprint, and agile business model make us the perfect partner for CBI's digital transformation.

GenAI-Powered Innovation & Automation

Enabling intelligent automation and predictive insights for enhanced efficiency.



Largest Nearshore Native Player

Delivering quality-focused, data-driven operations with proximity and flexibility, complemented with offshore delivery.

Value Through Technology Arbitrage

Driving Innovation & Productivity Over Pure Labor Arbitrage Models

Experience

Our extensive expertise in IT Operations, digital product development, and SAP solutions empowers us to drive transformative value across CBI's business.

Big Enough to Deliver, ~~Small~~ Close Enough to Care



Our Understanding of CBI's Strategy

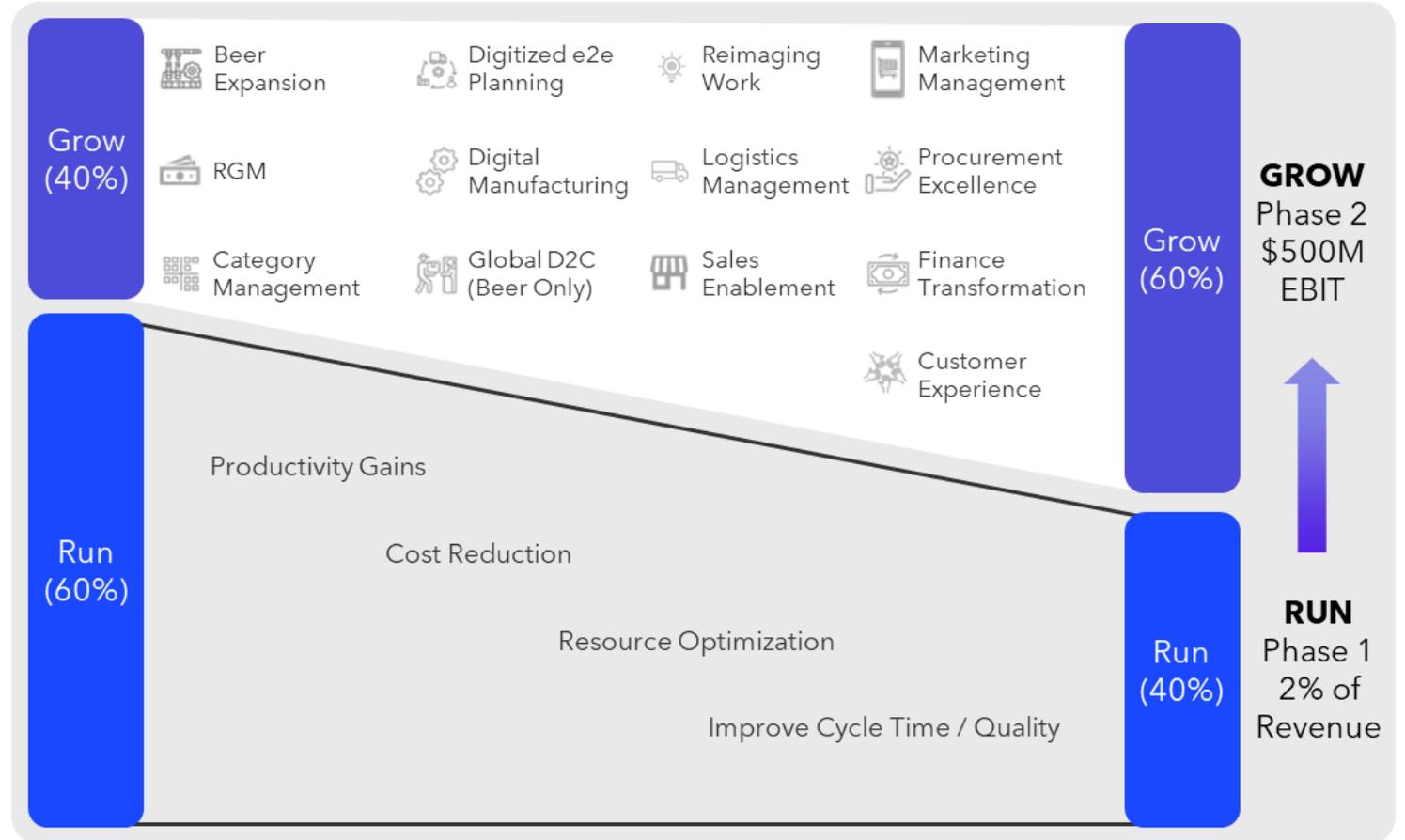
Run to Grow (R2G) strategy aims to **transform** IDS into a relevant contributor to the business **profitability**.

Current State

- IT as Order taker
- Redundancies
- Complex architecture
- Technical debt
- Team dependencies

RFP Objectives to a Future State

- Consolidate, Optimize, and Scale Operations
- Drive Operational Efficiency via technologies, including but not limited to, Automation and AI
- Improve User Experience and Service Performance
- Enhance Profitability with Strategic and Operational Cost Reductions
- Implement Advanced Analytics and AI for Predictive Insights
- Establish Sustainable IT Governance and Security Standards

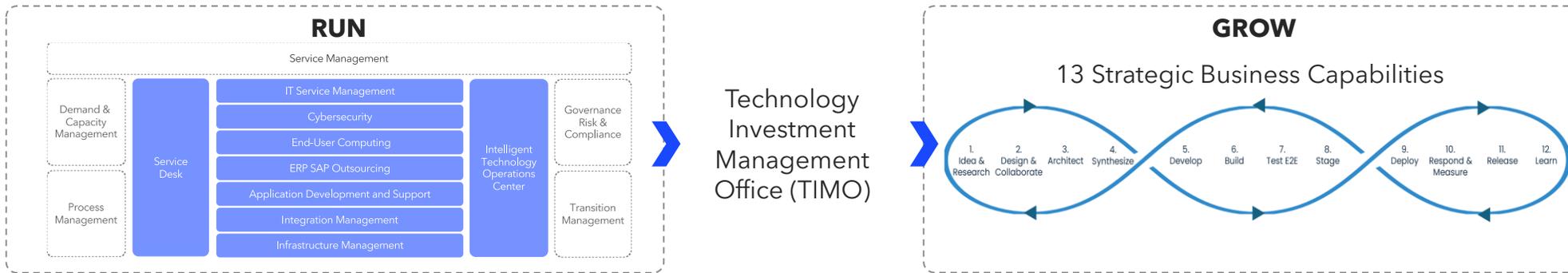


High Level Integrated Solution



IDS GOVERNANCE BOARD

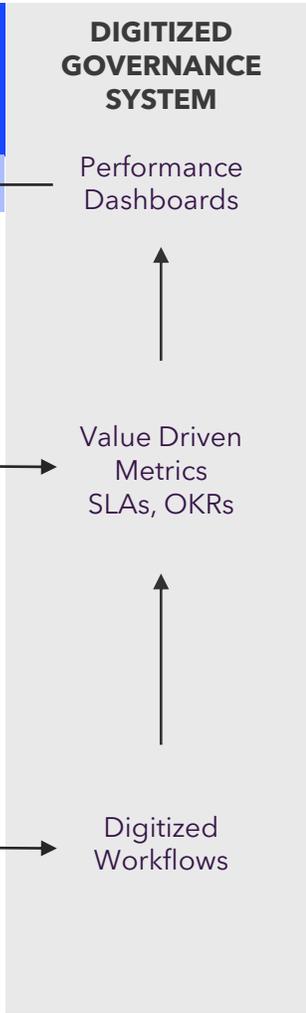
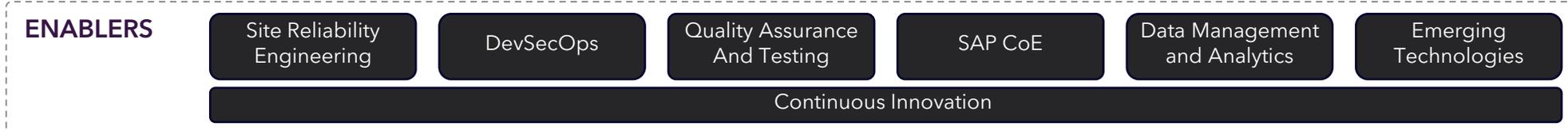
SERVICES WITHIN SCOPE



IMPACTO

Strategy Frameworks

READY

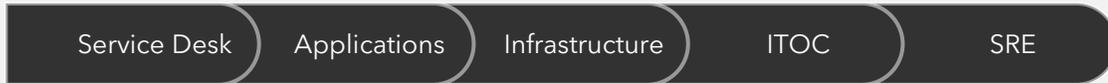




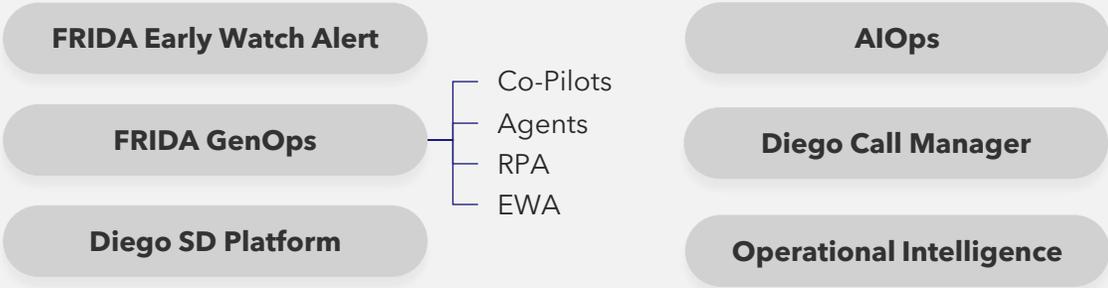
GenAI-Powered Innovation & Automation

Our solution harnesses the power of GenAI to drive smart automation, streamline operations, enable predictive insights, and enhance decision-making across IT and business processes.

Run



Drive agility, growth, and measurable business outcomes



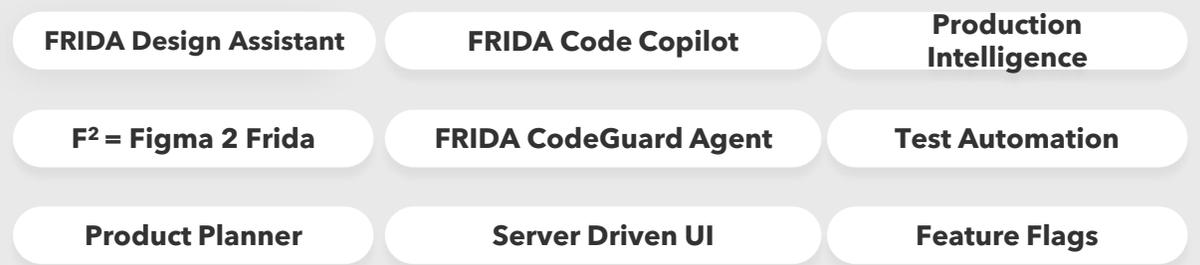
- 25% Faster ticket Resolution
- 98% Increase classification accuracy

- 38% Reduce manual activities
- 35% Increase in user satisfaction
- 45% Reduce MTTD

Grow



Accelerate the SDLC: SAP - DATA - DIGITAL



AI Fueling
The Solutions



35%
Productivity

Technology



Computer-Using Agent Model



Dynamic Few Shot Prompting



Proprietary Real-Time Model Selector



Proprietary Agentic Process Automation Engine



Generative Interfaces

IDS High-level Organizational Structure

Governance Entities

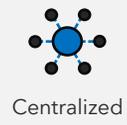
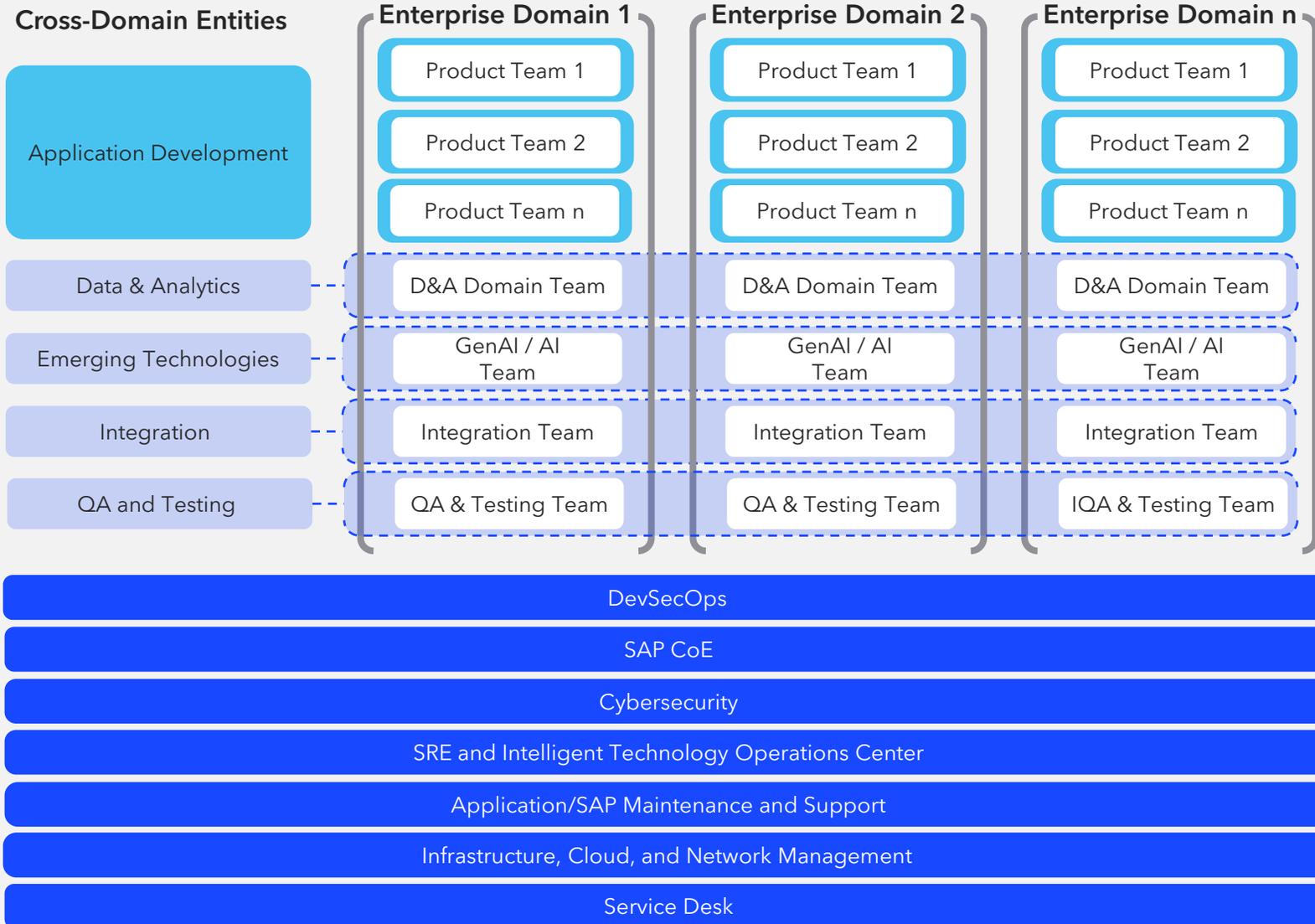
Technology Investment Management Office

IT Governance Office (PMO, Lean Portfolio Mgmt.)

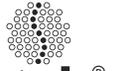
IT Vendor Management Office

Enterprise Architecture Office

Phase 1: Run to Grow Transformation

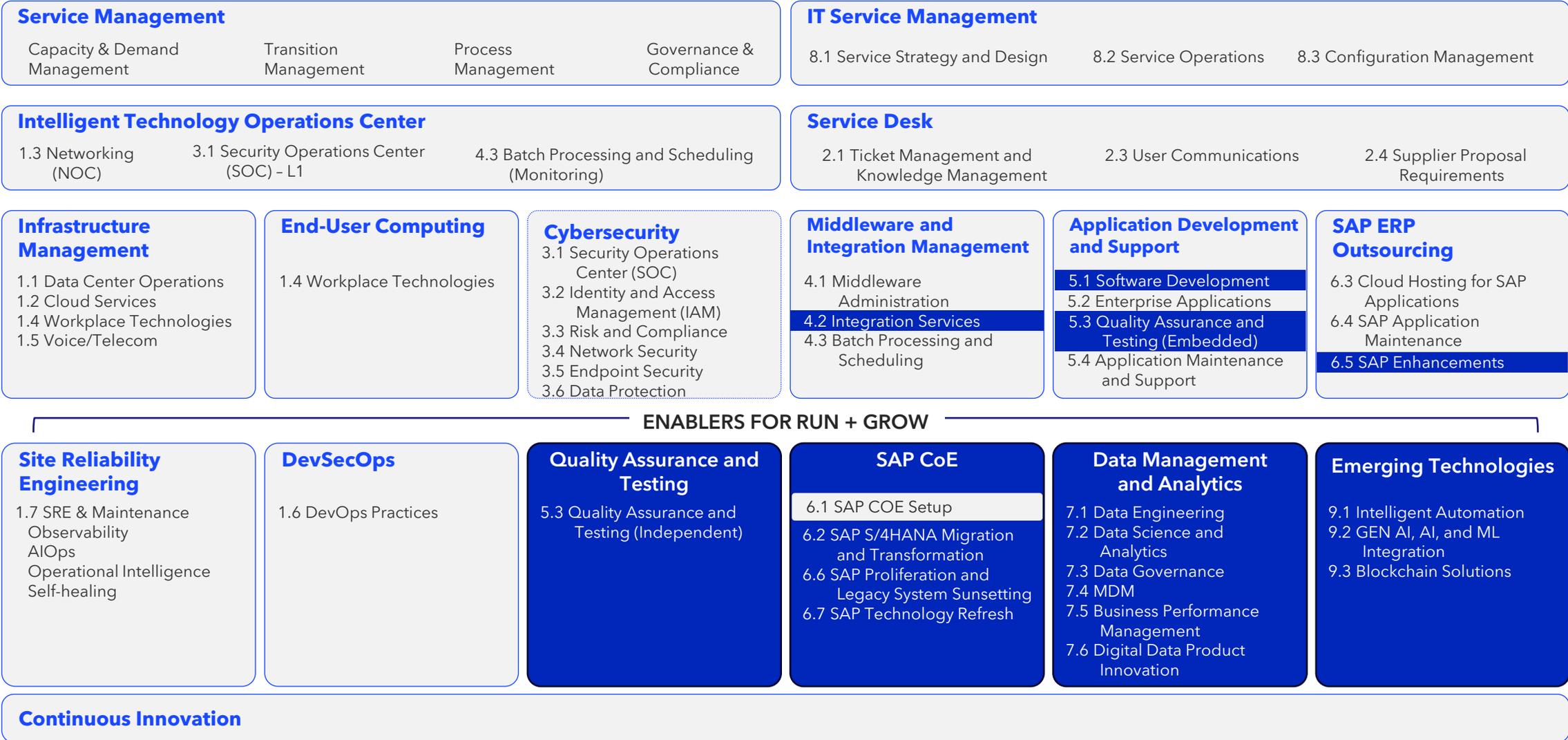


Engagement Model



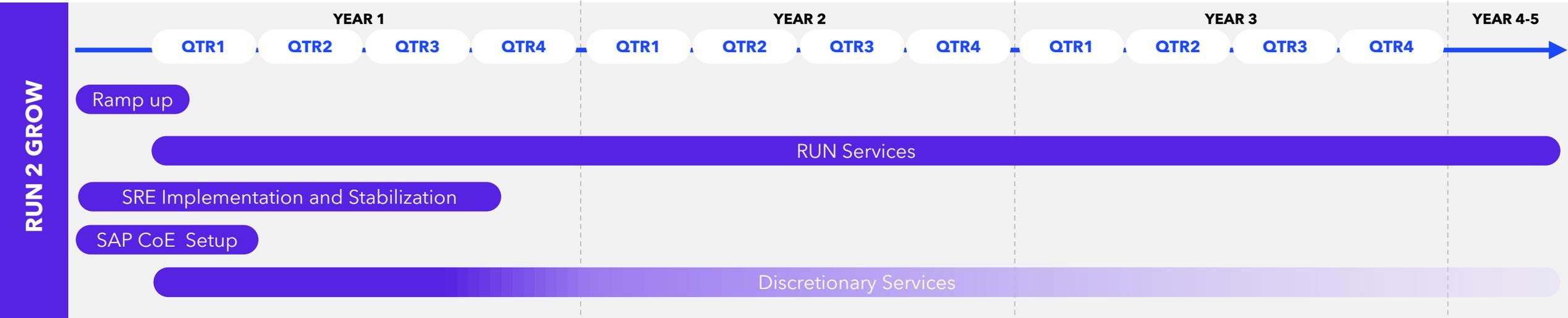
Softtek®

- Fixed-Price Managed Services (Non-discretionary Services)
- Managed Capacity (Discretionary Services)

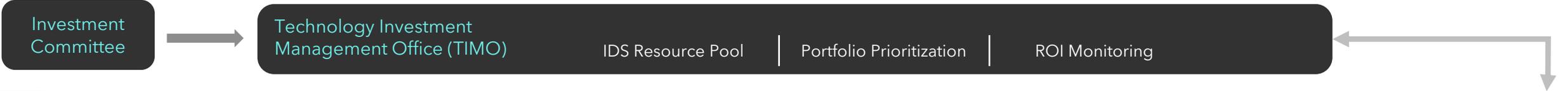




R2G Roadmap

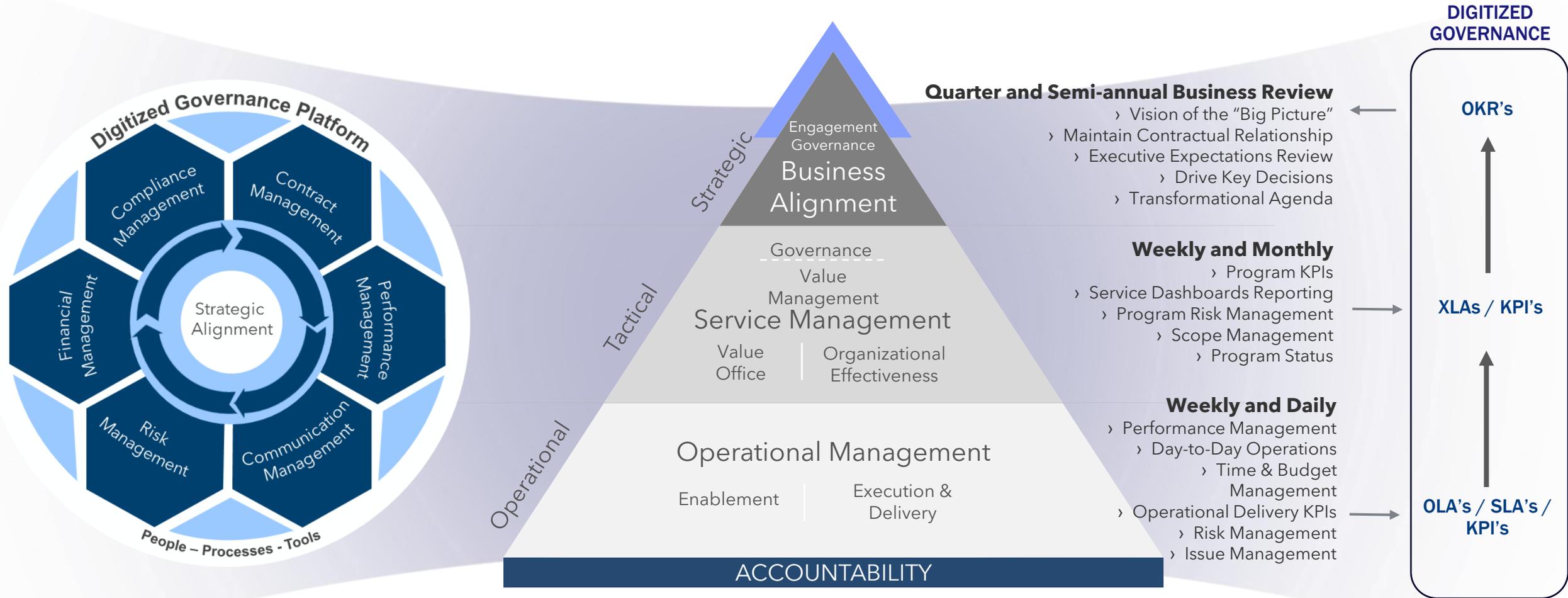


Release talent and budget for Strategic Initiative





Governance: The Foundation of a Thriving Partnership



A proven multi-tier governance framework to enable alignment in or operating strategy model with our Clients

Governance DEMO



Why Softtek?



**Largest
Nearshore
Native Player**



**Perfect
Fit**



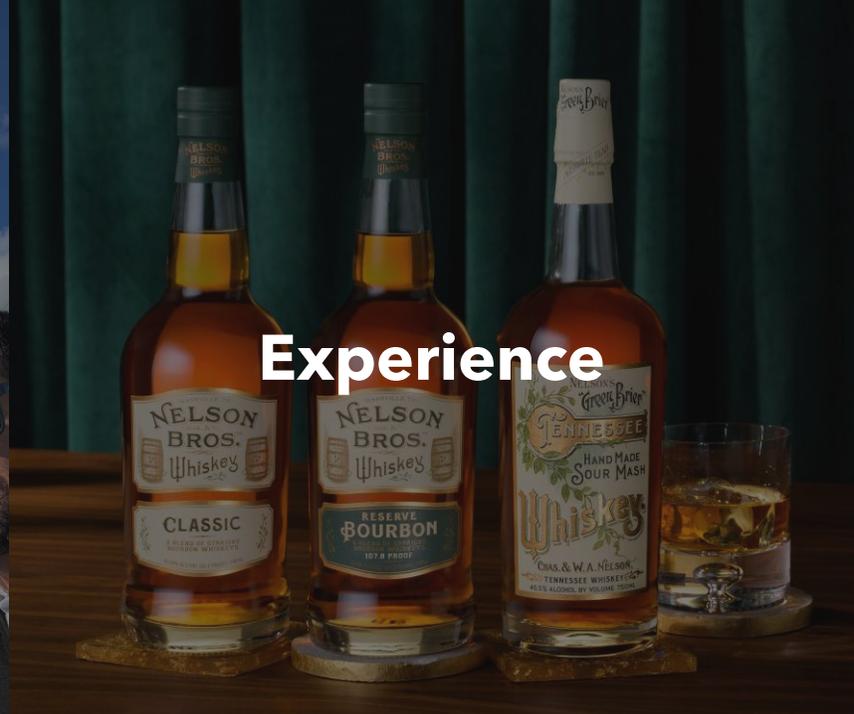
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Thank you