Proven Success Accelerating Digital Evolution and Transformation

SmarTek21 Overview

SmarTek21®

Mid- to large-sized companies often find their IT infrastructure and applications are getting in the way of their business instead of enabling it.

The number of technology and application choices available today is creating an environment where many companies are not getting the value they need. This can be caused by selecting the wrong product, misconfiguring a product or simply having outgrown what a product can do. Many companies find themselves unable to address this challenge and need proven experience and services to extract the value of their current IT infrastructure, modernize when needed and rapidly deliver against mission-critical initiatives. But more importantly, they need help delighting internal and external customers by doing it right the first time—while continuously evolving to meet changing business needs.

SmarTek21 provides outcome-based deliverables by combining project-driven professional services and ongoing managed services that help identify, deploy, optimize and support the right technology and applications to deliver on your specific business goals.

Value Realized by Our Customers
- Enabling better productivity for over 500,000+ employees worldwide
- Raised customer satisfaction by 30% to 60% on average
- Reduced support costs by 15% to 40%
- Improved SLAs to exceed 99%

We are not a consulting firm, who typically have a siloed and short-term mentality that requires periodic re-architecting, re-deployment and disruption to day-to-day business. Instead, we offer a collaborative solution that helps ensure business goes smoothly today, tomorrow and for years to come.

INDUSTRY
All

REGION
Global

BUSINESS IMPACT
Since 2006, our customers have trusted us to deliver on their aggressive digital transformation projects and rescue them from technology challenges that stall their business.

SmarTek21®

Business outcome focused

We focus on ensuring a positive ROI for every IT dollar spent and making a measurable impact on each of our customer's businesses.

Technical competencies

We have industry leading technologists with high customer referenceability and the experience to tackle a wide range of projects and applications.

Dependable operations

We bring repeatable best practices and "productized" managed services to ensure success and 24x7 support.

Service Practices

Current IT trends should play a role in shaping the digital evolution and transformation of your business. At SmarTek21, we've developed core service practices that can help you stay at the forefront of digital technology and meet the needs of today's enterprise:

Digital engagement & customer experience

Transform the way your company does business in the digital world and improve customer satisfaction.

Cyber security & risk management

Accelerate your GRC compliance and ensure you remain secure and in good standing.

Conversational AI

A comprehensive conversational platform that can help you customize and personalize conversational experiences.

Hybrid cloud & data services

Accelerate the value of cloud with hybrid deployments and without having to commit to 100% migrations.

Sales performance management

Delivering operational excellence for your SPM processes and systems to ensure on-time and accurate payouts.

Data management & data cleansing

Simplify integration initiatives and address the challenges of accessing all your data and improve its accuracy to power applications and insights.

Office 365 & productivity

Drive higher adoption of Office 365 services and ensure value with better productivity and team collaboration

Agile DevOps management

Increase the pace of your release management by relying on us to add DevOps practices.

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What Outcome-Based Deliverables Means to Your Business

By combining project-driven professional services and ongoing managed services, our clients benefit from having a team who can provide the necessary skill set and bring the experience needed to ensure success.

We have delivered on this promise and have clients across the globe, including:

SAMSUNG   Liberty Mutual INSURANCE   T··Mobile   NBC UNIVERSAL   KAISER PERMANENTE

Microsoft   bing   amazon.com   yp The Real Yellow Pages®   Expedia®

Successful Projects

- Architected a **global music platform** to support 1M+ events/sec

- Re-factored an **advertising platform** and automated 90% of quality assurance (QA) processes while reducing operating expenses by 42%

- Enhanced a **marketing automation platform** with more granular tracking, leading to a USD75M increase in annual revenues

- Implemented DevOps practices to increase **software release cadence** for a client by 4x, saving them USD1.3M annually

- Implemented an **incentive compensation platform** for a client that handled USD3B and saved them USD14M in operating expenses annually

- Helped a customer migrate **on-premise data to the cloud** in under three months for a 30% efficiency gain

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- **USD70+ million generated** in attributable revenue for our client leveraging our SmartEngine delivering over 2+billion emails per year

- **40 percent increase** in sales and service productivity for a major insurance company through a combination of collabo-ration and business intelligence solutions.

- **67 percent increase** in call center productivity for a major insurance company through a combination of collaboration and business intelligence solutions

- **50 percent saved** on development and deployment costs through our unique hybrid staffing model for mobile wallet and payments provider

- **USD10+ million saved** annually for the world's largest online retailer by leveraging our collaboration and system integration strategies

- **USD2+ million saved** for a client on the cost of paper alone through our development of web-based portal to automate a manual process through our hybrid development team.

- **Three to 10 years** delivering sustained value with average contracts lasting years

- **Gartner. top 20 vendors** for conversational platforms

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A Team and Offerings You Can Put to Work

Our People

- 400+ employees across the globe

- Flexible engagement model: project-based and ongoing managed services

- Use a blend of offshore and onshore resources to help reduce costs

- 300+ patents & 2,500+ award nominations

- 24x7x365 support help desk

Our Packaged Applications Expertise

- Over a decade of experience helping customers identify, deploy, optimize, and support the right technology and applications

- Includes category leading enterprise applications such as SAP, Oracle and SharePoint

- Over 1/3 of our employees hold advanced certifications

- We leverage our experience to deliver on the goals of your business

Our Products

To address unmet market needs, we've developed out own line of products:

SmartBotHub

SmartBotHub is an industry leading Conversational AI platform that solves tough challenges and unearths new opportunities through customer care and digital marketing programs -- Gartner's top 20 vendor

Enterprise CloudConnect

Enterprise Cloud Connect (ECC) provides a fast and easy way to connect disparate data sources and better integrate them with your systems

Engage With Us Today

Call us today to discuss how SmarTek21 can ensure your technology delivers business value.

+1.425.242.3786

For more information and to schedule a free consultation, visit SmarTek21.com

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