

CASE STUDY: CONF-TECHNOLOGY



MAKE IT HAPPEN



CASE STUDY

# Tech talent for mission-critical operations

Specialized teams that make impact happen

Technology

18 months



## THE CLIENT

A leading technology services company with operations across Latin America, specialized in providing support, infrastructure, and digital transformation solutions for both public and private organizations.

From their hubs in Uruguay and Chile, they manage critical platforms for governments, banks, utilities, and customer service centers.





## THE CHALLENGE

### **Specialized talent for high-demand environments**

The company encountered difficulties sourcing specialized talent capable of maintaining and evolving its customer support systems.

Its teams oversaw high volumes of tickets, automation processes, and databases linked to the customer experience.

- **Proactive monitoring of critical systems** to prevent incidents.
- **Automation of repetitive tasks**, optimizing response times.
- **Database management** across the customer ecosystem, ensuring integrity and availability.
- **Continuous technical improvements** to strengthen operational efficiency.

## THE SOLUTION

### **Collaboration that elevates the user experience**

As a strategic talent partner, Applica integrated specialized Tech Squads within the client's teams, ensuring the operation of critical platforms and delivering a smoother, more efficient user experience.



## TECH & TOOLS

### Key capabilities

- **Platform and database integrations:**  
Real-time access to critical information, improving ticket resolution speed.
- **Custom scripts and tools:**  
Automation of repetitive tasks and report generation to boost productivity.
- **Level 2 and evolutionary support:**  
Managing complex issues and driving continuous improvements to keep systems stable and up to date.
- **System monitoring and automated alerts:**  
Early incident detection and rapid response to minimize disruptions.



### Integrated tech squads

2 Team Leads  
2 QA Testers  
1 DevOps Engineer  
1 Data Engineer  
2 Database Administrators  
2 QA Engineers  
4 Support Technicians  
2 Integration Engineers



## High-impact specialized teams

 **40%**

tickets managed per month during the first year.

**+12.000**

reduction in critical incidents across support systems.

Thanks to the evolutionary support model implemented with Applica, the client strengthened its customer service operations, reduced the number of critical incidents, and built a specialized team that enhances service quality and stability across the region.



Got a project in mind?  
**Let's make IT happen!**

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