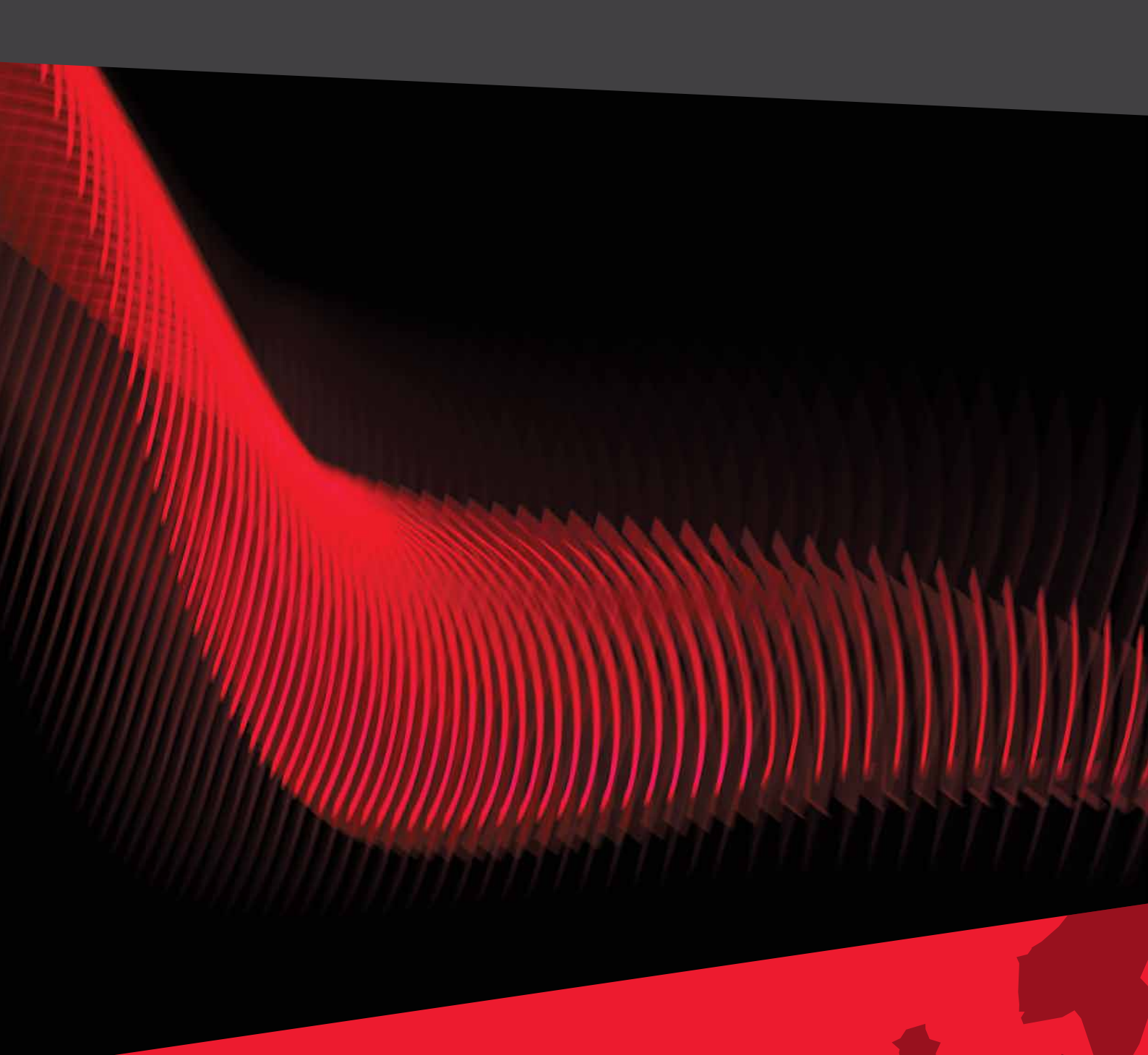# We go beyond your expectations

COMPETENCE
CENTER

CROSSJOIN

CROSSJOIN AVEIRO
CROSSJOIN LISBOA

We globally deliver Performance, Monitoring, Development and Infrastructure services with our Competence Center

Crossjoin's Competence Center experts collaborate with each other to deliver the best performance engineering services and to develop an important role as mentors for the less experienced consultants in specific technologies.

Our Competence Center has a delivery model that allows Crossjoin to offer the "right sizing" and the "right people" for the challenges ahead, without compromising the commitment, the expert knowledge and quality services, both nearshore or on premises.

We are now present in Lisbon and Aveiro, and our main focus is to expand Crossjoin across the country in order to reach the Computer Science Universities. Crossjoin wants to hire and build competencies for the future, in a field where there is a major gap between the market needs and graduated people on this area.

We go beyond your expectations

Crossjoin's Competence Center relies on a figure called "Service Facilitator" whose role is played by a Crossjoin's specialist. A "Service Facilitator" eases the communication between different stakeholders and acts as a main point of contact; gathers all the necessary requirements and executes them; defines the scope; manages customers requests, expectations and leads; assures the quality of delivery and checks the results and achievements.

In an intermediate level, the team leader from the Competence Center (a Senior Performance Architect), with the required seniority and experience, will be responsible for providing a bridge between customers teams, performance specialists and Competence Center technical teams. This Consultant has to work alongside with the Service Facilitator in order to define the success criteria and requirement gathering.

Crossjoin's Competence Center team of specialists is able to analyze the performance issues end-to-end, throughout the complete technological stack, focused on ensuring that the business goal from the IT process is attained, regardless of the specific technological implementation chosen by the client and delivering the best service for a valuable solution. A Senior Performance Architect can also play the Service Facilitator role when several technologies are involved and his presence is significantly positive when increasing value on the customers teams.

CLIENT DELIVERY MANAGER

Single Point of Contact for the nearshore, insuring that:
— the priorities of the Client are addresse
— the best fitted technology specialists are allocated to each need
— there is a scalable response for the Client needs
— the response is in time and with quality

EXPERT TECHNICAL POOL

Multidisciplinary team of specialists in the most diverse technologies of large scale IT business stacks, that receives the tasks from the Delivery manager and is responsible for:
— Analysing issues, identifying the root cause and recommendations for improvement
— Implementing and executing quality testing (load test and others) to insure system quality
— Implementing performance and quality monitoring and reporting
— Platform Administration and proactive maintenance
— Software development

Crossjoin's Competence Center team of specialists is able to analyze the performance issues end-to-end.

TECHNICAL SERVICE MANAGER

Single Point of Contact for the onsite team, insuring that :
— the needs of the Client are identified and goals of
— the each request are defined
— the Client priorities and concerns are fully communicated to the Expert center
— the recommendations for improvement of the Expert Center are fully communicated and enter the change management process of the Client
— the communication between the expert center and
— the Client is timely and effective
— the onsite technical pool is present in the necessary foruns (war-rooms etc...) and works with the Expert Center support to insure the best and timely response to Client needs

ONSITE TECHNICAL POOL

Receives the tasks from the technical service manager and is primarily responsible for technical activities that require continuous comunication with Client teams

CLIENT

Cases

Our clients, our success stories

In AT
Crossjoin assures the maintenance of the Oracle and SQL-Server Database Management Systems, also improving their performance. Our team implements the best practices on the Database Management Systems and helps to execute solutions for Disaster & Recovery.

Vodafone UK
Performance Expert Services for all IT systems, remotely delivered by our Consultants from the Competence Center in Portugal.

Vodafone TR
Performance certification for a large CRM and BSS/OSS transformation project, remotely delivered by our consultants from the Competence Center, in Portugal (includes load and stress test automations).

Entel in Chile
Performance certification for a large CRM and BSS/OSS transformation project, remotely delivered by our consultants from the Competence Center, in Portugal (includes load and stress test automations).

Banking in Africa
Alongside with SIBS International, our Competence Center team in Portugal remotely sets up a short term task force project, to quickly address performance and stabilization issues in any applicational/system components for large banks in Africa.

Telcos in Brussels
Remotely from Portugal, our Competence Center experts provide insights and concrete action plans for critical and challenging operation issues, regarding system and stabilisation for two large telecom companies in Brussels. Two large telecom operators, Proximus and Telenet, in Brussels.

Outsystems
Extranet based on AWS Cloud Computing Services
Crossjoin Competence Center runs important diagnosis tools and produces relevant and critical action plans to address performance issues.

In Portugal
MEO, SIBS Processos, Accenture, Celfocus, AT, Vila Gale, Luis Simoes, Galp Energy, are our clients for business optimization processes, "firefights" and certification on transformation projects (includes load and stress tests automations).

AT autoridade tributária e aduaneira

SIBS

galp energia

ERICSSON

e)

accenture

vodafone

proximus

MEO

CELFOCUS

Heads of Department

Rodrigo Garcia
Research Engineering

Paulo Cunha
Delivery Manager

Perform to perfection

CROSSJOIN

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