Where IT Performance Optimization meets your Business

X-VIEWER

CROSSJOIN

The ultimate solution to monitor your business

X-VIEWER
BY CROSSJOIN

X-Viewer®, a 100% "in-house" solution that gathers into a framework all the knowledge and methodology of our core Performance Tuning service.

From the business and operation processes to the infrastructure layer, on-premises, cloud, or hybrid, track and monitor every app and service with pinpoint clarity and full context. With X-Viewer® you get a real time overview of your Business health:

→ **Fast** deployment

→ **End-to-end** visibility of your business

→ Assess your **Business Health**

→ **Pinpoint** your problems faster

→ Improve your **business performance**

→ **Model** your business and processes

→ **Monitor** all mission-critical events

X-Viewer® is a very powerful, competitive and versatile solution to monitor and adapt to the most demanding performance challenges of your organization, business processes, systems and infrastructures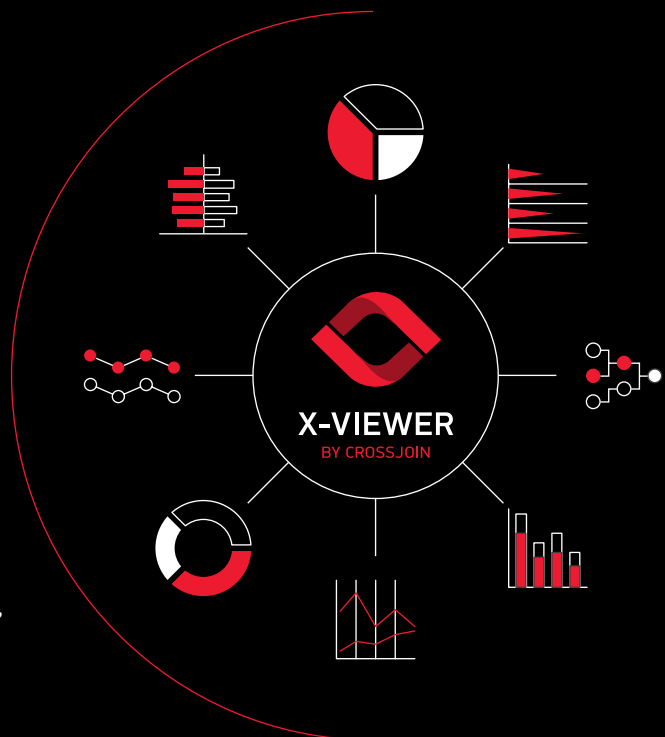. It has no third-party dependencies, you can have unlimited users, unlimited storage and unlimited processing. It provides dashboards, systems and process alarms, synoptic views, fast root causes analysis through drill down actions on business processes.

X-Viewer® gives you the power to:

→ Control your most critical business processes

→ Control your IT Implementation

→ Control the quality of your operations

→ Control the SLA's of your suppliers

X-Viewer® enables you to:

→ Assertively find the root cause of your performance issue

→ Consistently share performance information across stakeholders

→ Build and re-use dashboards to continuously monitor your systems performance

→ Provide extensive and integrated smart reports over your IT environment for Auditing, Load Tests, Event Management and Capacity Management

→ React fast under crisis

X-VIEWER
BY CROSSJOIN

We value quality insights

VISION

Nowadays, resulting from the increasing complexity and demanding time-to-market deployment environment, organizations are facing significant challenges to have in place effective monitoring solutions over their operations, platforms and end-to-end business processes.

Technology operations are often perceived as a burden to the organizations. **Having an effectively controlled operation is a must to maximize the value delivered to the business and provide end-to-end visibility of your business health.**

The X-Viewer® mission is to become *de facto* the enterprise tool for any performance related decision making. It should be the central point of information about organization performance, from the IT systems up to the business-critical processes, **making it possible to take proactive decisions and provide a consistent view of the organization systems across stakeholders.**

By seamlessly integrating performance data across the organization, X-Viewer® significantly reduces the effort required to identify and prevent rising issues.

UNIQUE PRODUCT

Crossjoin offers performance engineering services across multiple technologies and quickly realized that there was a technological gap to collect, process and produce an integrated view specialized in performance and tuning KPIs.

X-Viewer® was built based on our long performance services experience and knowledge in the industry. Due to its architecture based on light protocols and incremental algorithms, it is a residual intrusiveness solution for event collection with minimum impact on the customer's systems and processes.

X-Viewer® provides dashboards, systems and process alarms, customized visualizations, fast root cause analysis through drill down actions on business processes. All the features are based on configuration and reutilization of dedicated connectors, deploying X-Viewer® do not require any additional development. It also has a very fast deployment process, so you get going with very few efforts.

TARGET AUDIENCE / COMPANIES

X-Viewer® is especially aimed at Telecommunications, Banking, Government and Utilities, where it has significantly reduced operational costs, increased visibility over several key areas and provided actionable data.

Wherever Crossjoin starts a performance and tuning service, with the inclusion of X-Viewer®, customers recognize its added value and keep bringing us back for more challenges.

They understand that X-Viewer® gives them the straight forward results they need. Nowadays, it has become a key tool to Crossjoin's success on our IT optimization missions.

I strongly recommend Crossjoin as a company specialized in performance issues. In our area, they managed to increase the performance of the GLX/JSP flow from more than 24 hours (best time obtained by our off-shore delivery team) to only 1,30 hours!
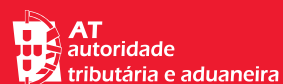
Nineta Tanasoiu
Manager at Proximus

Reach out for a
free health check!

Clients

We are proud of our clients and their success stories

ROGERS

vodafone

proximus

outsystems

FIDELIDADE
SEGUROS DESDE 1808

altice

ERICSSON

SIBS International

SIBS

CENTRO HOSPITALAR DE LISBOA CENTRAL, EPE

Brisa

accenture

CELFOCUS

entel

AT autoridade tributária e aduaneira

galp energia

André Simões
Product Line Manager

I strongly believe that monitoring an organization can't stop at the technological level, it is important to be able to assess how good your business processes are performing to reach the next level. With X-Viewer you can have the best of both worlds: a performance monitoring tool that can help you continuously improve your organization.

AT – Portugal

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

Vodafone UK is renewing its Digital infrastructure and software based on the new web standards, best practices and technologies. The new web site and services will be based on the Cloud using virtualisation and microservices taking advantage of what Amazon Web Services has to offer. The Vodafone Native Mobile app and backend need to be fast and error free to improve customer experience, engagement and be able to serve marketing campaigns without issues. Aligned with these expectations, Crossjoin provides performance recommendations and new design solutions in accordance to Vodafone Digital teams Agile and Scrum methodologies.

Telenet – Belgium

Crossjoin were challenged to optimize E2E Billing scheduler, for the company, in half, decreasing the elapsed time to 12 hours. The whole scheduler, compounded with more than 350 jobs, has a high level of complexity with several layers of parallelism. It was a must to the client, since delays in Billing chain directly impacting invoice delivery and maintenance windows.

Entel – 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).

Brisa

Brisa and Crossjoin jointly defined and implemented a list of user experience (UX) and activity metrics to monitor the overall health of their Customer Care infrastructure. This gave Brisa a starting point towards real-time performance evaluation of their key platforms communicated through an enterprise dashboard that was also jointly designed and implemented by Crossjoin and Brisa.

Telcos in Brussels

Remotely from Portugal, our Competence Center experts provide insights and concrete action plans for critical and challenged operations issues, regarding system performance and stabilisation for two large telecom operations 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.

Perform to perfection