



# CORPORATE

Perform to perfection.

Gold  
Microsoft  
Partner  
 Microsoft

ORACLE | Partner

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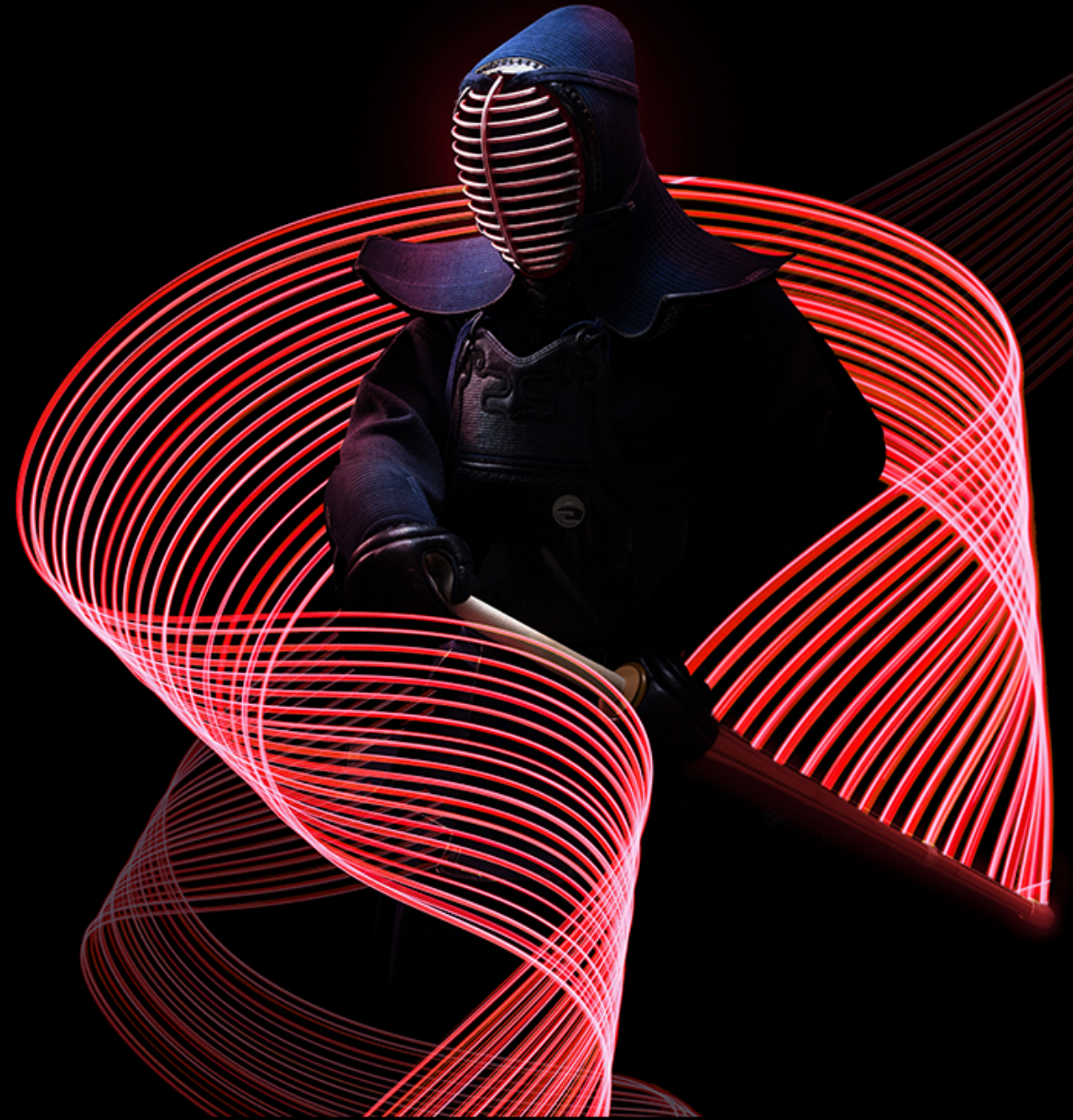
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# WHO WE ARE





## MISSION

By Performing to Perfection We Create Time: Every Millisecond Counts to make Technology Improve Our Lives!



## VISION

We aim to be the leaders of the global market, by delivering "out of the box" innovative and smart solutions, that self optimize and proactively maintain complex digital systems.





## WHY KENDO?

### Our philosophy, our spirit

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Crossjoin's methodology embraces the spirit of Kendo (Can do), a philosophy that seeks incessantly to perfection.

The cult of this discipline becomes part of the DNA of each new member of our teams. The Kenshis (Kendo Practitioners) are highly accurate in every attack they make.

Crossjoin positions itself as a company that from the assessment to the execution of any project performs the proposed objectives with total commitment, professionalism, speed and precision.

# OUR VALUES

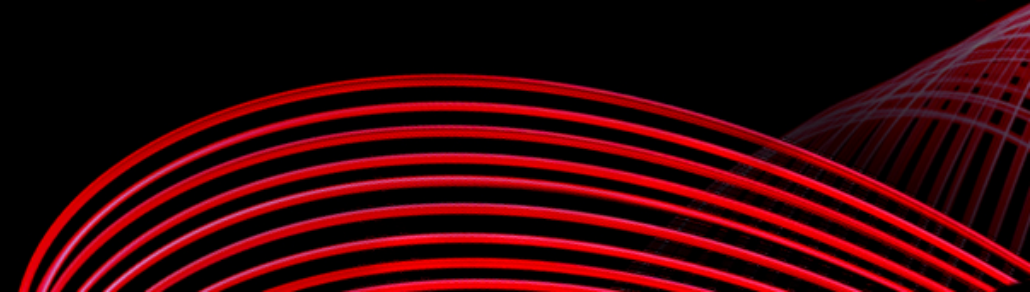
Integrity

Sustainability

Communication

Determination

Transparency



# KENSHIS OF CROSSJOIN ARE:

## CROSSERS

Because we learn and adapt quickly, we work with passion and we are goal oriented. We are focused and obsessed with our mission.

## JOINERS

Because we respect the principles, values and organization of our clients / partners and colleagues.

# HOW WE'RE SEEN

At first, seen as a "Mission Impossible" by many!  
Quickly, Crossjoin proved to have the necessary skills.

**Pedro Sardo**

Director of the Information System at Portugal Telecom in 2011  
Current CIO on Vodafone UK



# WHAT WE DO





## We Leverage Business Process Performance Optimization

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We are specialists in optimizing information systems. Our approach provides our customers with information relevant to their business, allowing them to act effectively, at the right time, ensuring competitiveness and cost reduction.

# CHALLENGES

Business & Digital Transformation Projects

Promote and Improve IT Operations Resilience

IT Business Process Alignment And Optimization

Security Auditing

# OUR APPROACH

1

## Engage our Business Process Performance Firefight & Stabilization Services

Our Senior Performance Architects **will diagnose and analyze each selected process and system**, end to end, layer by layer (frontend, backend, middleware, legacy, databases) to find the problem root causes and the right actions to solve them.

2

## Engage the appropriate Proactive, Preventive or Maintenance Business Process Optimization Offerings

- Transformation Projects
- Operational Resilience
- Full Stack Architecture Advising

Nearshore / Onsite

(among others)





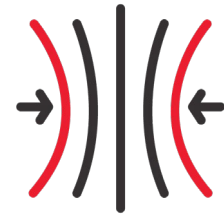
## Transformation Projects

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Participation in **large transformation projects** - preferably from the beginning of the Project: large integration, migration or upgrade projects followed up, from start to end, with stress test phases avoiding performance surprises in production time.

- IT Systems Performance Optimisation
- Capacity Planning
- Enterprise Testing
- Incident & Problem Management
- Monitoring & Metrics
- Continuous Delivery Automation
- Design and Implementation of Business Continuity Solutions
- System Architecture Design & Advisory





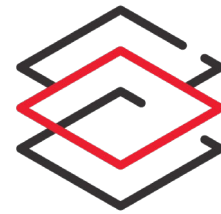
## Operation Resilience

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We deliver a **continuous IT performance optimization** service using our most valuable skills and consultants in a heterogenous IT Stack.

We allow our customers to focus in their core business while our team is monitoring, analyzing, improving and controlling their processes and systems to achieve customer's performance needs and expectations.

- Performance Engineering Service for IT Systems Optimisation
- Incident & Problem Management
- Monitoring & Metrics
- Continuous Delivery Automation
- Infrastructure Administration



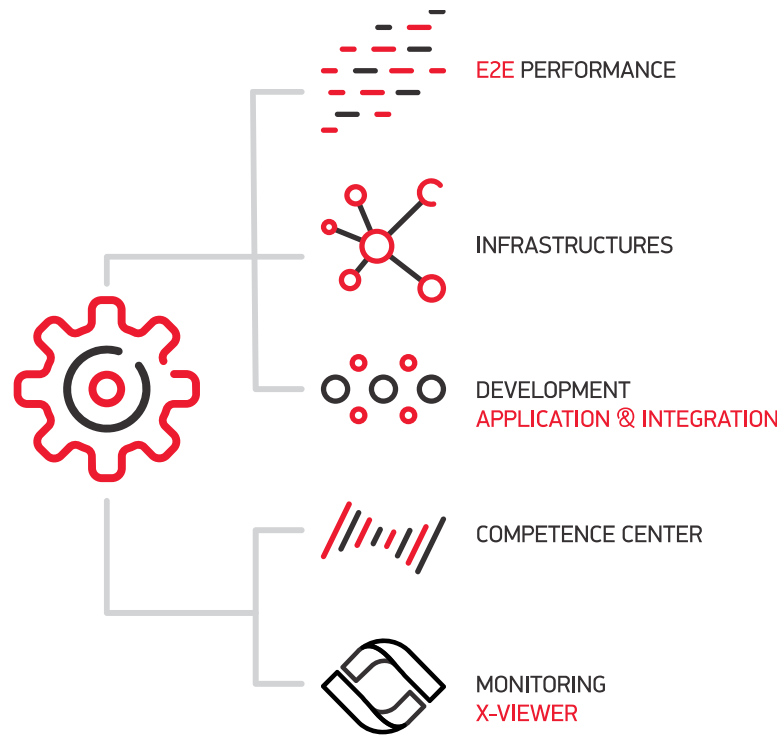
## Full Stack Architecture Advising

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Certified consultants in the most recent state of the art technological solutions, with large practical experience in performing OS, Database administration, providing engineering services to comply with the most demanding SLA's, seeking for perfection.

- IT Systems Performance Optimisation
- Capacity Planning
- Solution & Enterprise Architecture Review
- Subject Matter Experts
- Systems, Database, Middleware and Security Audits
- Development support

# SERVICES AND TOOLS



## PERFORMANCE (QMS)

We take performance seriously

## INFRASTRUCTURES (IMS)

We like good challenges

## DEVELOPMENT (AMS)

We target solutions

Supported by our Competence Centers with the help of Monitoring (X-Viewer)



## E2E PERFORMANCE

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**Crossjoin** is already a reference to our clients as experts in performance and quality of service. We use our skills and our most valuable consultants to execute what we call, in the IT context, stack optimization: Perform to Perfection.

Our clients can focus on their core business while Crossjoin's team monitors their processes and systems, analyzing, improving and controlling, in order to achieve the expected performance according to the needs and expectations of our clients.

- **Quality Assurance**
- **Performance Engineering Services**





## INFRASTRUCTURES

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**Crossjoin** has certified consultants with knowledge in technological solutions in state of the art, with extensive practical experience in performing database administration tasks (**DBA**), in addressing challenges and complying with requirements of our customers and partners.

- **Administration and Maintenance**
- **Specialized Services**





## DEVELOPMENT **APPLICATION & INTEGRATION**

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**Crossjoin's** development team is responsible for the design and construction of first-class software applications for our customers and internally at Crossjoin, including our own **X-Viewer** product. We also review our solutions for clients and share solid feedback.

Our Software Engineering team is made of engineers with a passion for cutting-edge technologies and software design that works perfectly. We also have a UI / UX team to help our solutions work as well as they look.

- **X-Viewer Product management**
- **Application Development & Management**
- **Architecture**

# HOW WE DO



# HOW WE'RE BUILT

Through extensive experience gained in various technologies, we join our Xpartner's teams and through the analysis of factual metrics obtained by our X-Viewer, we strive to optimize business processes to perfection.

## COMPETENCE CENTERS

Lisbon, Portugal  
Oporto, Portugal  
Aveiro, Portugal  
Santiago, Chile



CROSSJOIN



X-VIEWER

METHODOLOGY  
& TOOLS

## LINES OF SERVICES

E2E PERFORMANCE  
INFRASTRUCTURE  
APPLICATION & INTEGRATION



HOW WE DO

# COMPETENCE CENTER



# COMPETENCE CENTER

**As part of Crossjoin's success built over the years, Competence Center is a key change on the approach towards multi-technology challenges**

## **WE GO BEYOND YOUR EXPECTATIONS**

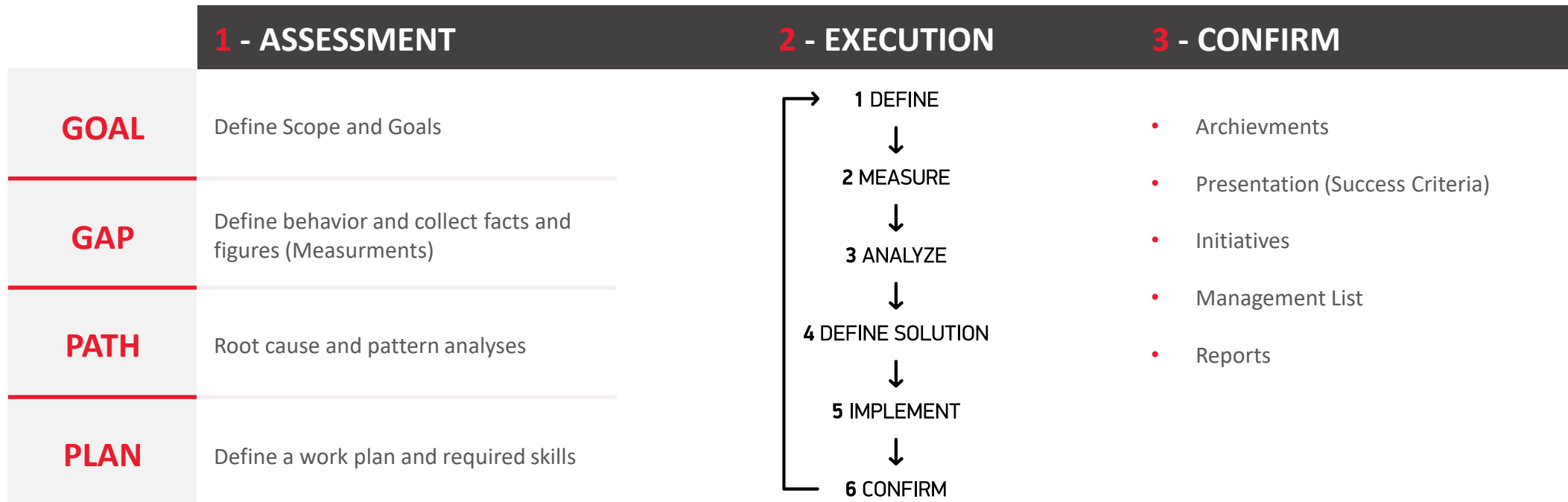
In Crossjoin Competence Center, our subject matter experts collaborate to deliver our services and provide enthusiast mentoring to less experienced consultants in specific technologies.

Our delivery model, with competence center, nearshore or on premises, allows Crossjoin to offer the “right sizing” and the “right people” for the challenges ahead without compromising the commitment, expert knowledge and quality delivery.

Our locations Lisbon, Aveiro, Porto and with closer collaboration with Universities and Institutes, our main focus is to continue to expand across the country. Our purpose is to hire and build competencies for the future in a field where there is a major gap between market needs and graduates.



# COMPETENCE CENTER METHODOLOGY



HOW WE DO

# MONITORING





# X-VIEWER

BY CROSSJOIN

THE ULTIMATE **MONITORING**  
SOLUTION FOR YOUR BUSINESS

# PERFORMANCE IS TIME AND TIME IS MONEY!

*X-Viewer* provides dashboards, systems and process alarms, synoptic tables, fast root causes analysis through drill down actions on business processes. All the features are based on configuration and reutilization of connectors so deploying X-Viewer does not require additional developments.

## X-VIEWER ENABLES YOU TO:

- Drill down from metrics to its facts
- React assertively when under crisis
- Scalable Storage
- Scalable processing
- Unlimited Users

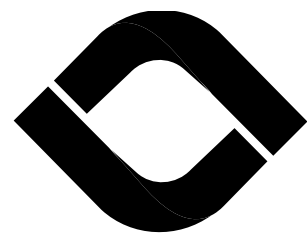


# **X-VIEWER, CROSSJOIN REGISTERED TRADEMARK AND 100% “IN-HOUSE MADE”, OPEN SOURCE TECHNOLOGY BASED**

X-Viewer is a very competitive solution to monitor your IT implementations, flexible on every component and it can also adapt and develop to the most demanding wishes of the organization. Monitor and control your business processes, your systems and your infrastructures.

## **X-VIEWER ENABLES YOU TO:**

- **Control your IT implementations**
- **Control the quality of your operations**
- **Control the SLA's of your suppliers**



# X-VIEWER

BY CROSSJOIN



**Click to  
watch the videos**

HOW WE DO

# LINES OF SERVICES





## LINES OF SERVICES

### E2E PERFORMANCE (QMS)

Provides to our customer performance and quality assurance engineering services

### INFRASTRUCTURE (IMS)

Perform all DBA tasks, design strategic plans and maintain databases in excellent health

### APPLICATION & INTEGRATION (AMS)

Very cost-effective nearshore/offshore model offering turn-key solutions, which can be provided as either on-premise, IaaS1, SaaS2 or PaaS3 models

## OFFERINGS

### TRANSFORMATION PROJECTS

Large integration, migration or upgrade projects followed up, from start to end, with stress test phases avoiding performance surprises in production time

### OPERATIONS RESILIENCE

Continuous IT performance optimization service using our most valuable skills and consultants in a heterogeneous IT Stack

### FULL STACK ARCHITECTURE ADVISING

Certified consultants providing engineering services to comply with the most demanding SLA's, seeking for perfection

## COMPETENCIES

### QUALITY ASSURANCE

- Performance Engineering
- Capacity Planning
- Enterprise Testing
- Incident & Problem Management
- Monitoring & Metrics
- Test Automation
- System Audit and Health Check

### PERFORMANCE ENGINEERING SERVICE

- Solution & Enterprise Architecture
- Systems Performance Tuning
- DevOps

### ADMINISTRATION AND MAINTENANCE

- Database(\*) Administration
- Middleware Administration
- System Administration
- Network Administration
- Virtualization and Cloud Administration
- Backups and Storage Administration

### SPECIALIZED SERVICES

- Oracle Engineering Systems Administration
- Design and Implementation of Business Continuity Solutions
- Infrastructure Architecture Planning and Design Review
- Systems, Database, Middleware and Security Audits
- Infrastructure Assessments
- Optimization of Database Systems and Query Tuning
- Oracle Golden Gate real-time data integration

### X-VIEWER PRODUCT MANAGEMENT

- X-Viewer Services
- X-Viewer Customization

### APPLICATION DEVELOPMENT & MANAGEMENT

- Custom Application Development
- UI/UX Development
- Application Lifecycle Support
- Code Reviews
- Continuous Delivery Pipeline Design and Implementation

### ARCHITECTURE

- Architecture Design
- Technological Roadmap Advisory
- Architecture Review and Evaluation





## MAIN INDUSTRIES

Banking, Telcos, Healthcare, Insurance, Government, Utilities

### BUSINESS



**CRM**

**OSS**

**BI**

**BSS**

**UTILITIES**

**FINANCIALS**

### APPLICATION



SIEBEL ; BRM ; AIA ; FUSION; TIBCO ; SAP ; KENAN ; MSFT BI ; WEB METHODS ; TUXEDO ; OSM; OBIEE; ODI; BIP; JBOSS; WEBLOGIC; IIS; .NET; JAVA; GWT; JSP; COBOL, AS400, OUTSYSTEMS, RUBY; CUCUMBER; APACHE; ANDROID; C; C++; C#; ORACLE; SOLARIS; LIBRERIA; UNIX; LINUX; ZLINUX; AIX; EXADATA; CALLIDUS; BRM; RPG; ACMS; SQL; ASAP; TOMCAT; PHP; HTML; SYBASE; GLASSFISH.

### INFRASTRUCTURE



#### DBA / Infrastructure

Oracle  
Sql Server  
DB2  
PostgreSQL

#### Administration

Unix / Linux  
Windows  
AS400

HOW WE DO

# DELIVERY MODEL



## THE BEST OF TWO WORLDS BENEFITING FORM:

- Team with expert know-how of Full IT Stack for Telecommunications and Banking
- Lower costs with a scalable team
- Complete visibility report of the Competence Center and Quality Audit
- Onsite communication

BEST QUALITY – PRICE RELATION

## DELIVERY MODEL

ONSITE

**CLIENT**

**TECHNICAL SERVICE MANAGER**

NEARSHORE

**COMPETENCE CENTER**

**PERFORMANCE  
INFRASTRUCTURE  
DEVELOPMENT**



## TECHNICAL SERVICE MANAGER

Responsible for guaranteeing SLA's and quality on the delivery , it is the communication link (POC) between the client / team leaders and the Competence Center. The TSM role can be performed by Crossjoin or by the Client, depending on the remote access.



## SENIOR ADMINISTRATOR

Responsible for tutoring, leadership and support to technical teams and can also play the role of TSM to add value when several technologies are involved at the Client.



## COMPETENCE CENTER

Responsible for the operational area, involving several levels of experience in different technologies. It deals with the requests of the client and the TSM.

ONSITE

COMPETENCE CENTER

## DELIVERY MODEL ROLES





### ONSITE

- Identify clients' needs and objectives
- Define problems / reported issues
- Identify stakeholders and contact points
- Compilation of requirements and data for analysis
- Manage system access
- Apply recommendations and solutions
- Confirm and control the quality of delivery and the successful implementation of the solution

### TECHINICAL SERVICE MANAGER – CLIENT/CROSSJOIN



- Share requirements and objectives
- Identify the type of information needed to be collected for analysis
- Share the necessary information to complete the task
- Execute and comply with the criteria requests for customer success

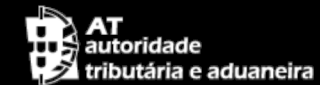
### COMPETENCE CENTER

## DELIVERY MODEL ROLES

# OUR CLIENTS & FOOTPRINT



# OUR CLIENTS



# OUR FOOTPRINT

COMPETENCE CENTER





“With CROSSJOIN, we have been able to increase the capacity of the systems and provide details of benchmarking whenever we have to prepare a new software release.”

**José Ruivo**  
Information System Dir. at PT inovação



“Crossjoin improved the E2E billing chain from 50 hours to 12 hours. After a great achievement with the Hallo project in 2009, in 2011 they exceeded all expectations.”

**Pedro Sardo**

Information System Director at Portugal Telecom in 2011

CIO in Vodafone UK



“... in IT projects, especially in the field of IS / IT Telco's with technology and more complex business development and with the need to respond to new monthly challenges. The metaphor of Adam Smith "invisible hand" is represented by Crossjoin and managed by João Modesto and Rodrigo Garcia with their IT skills in Tuning and Performance Systems.”

**Sabine**  
IT Manager at Telenet NV



“Crossjoin has been a decisive partner in improving performance in all levels of Oracle stacks, driving a very specific and independent analysis to mobilize adequate resources to deliver tangible results.”

**Andreia Martins**  
Head of UK IT Operations - Vodafone UK





## CASE STUDIES

- Crossjoin optimized Telenet's E2E Billing Scheduler by 50%
- Crossjoin helped improve Vodafone systems supporting Consumer core business
- Crossjoin helped Proximus successfully monitor the Performance during an architectural migration
- Certified the software to Production in terms of Performance and managed the entire database park to guarantee the QoS sla's of Entel

FIND OUR FULL CASES [HERE](#)



# CREDIT PACKAGES MODEL



# CASE PACKAGE MODEL

## CREDIT CONSIDERED ON STANDBY:

B: Business Hours (8am to 8pm)

O: Oustranding Hours (8am to 8pm)

W: Weekends or Holydays

## MINIMUM MONTHLY COST (service is available)

<b>B</b>	<b>O</b>	<b>W</b>	<b>MAX</b>
9,75	14,6	15,6	15,6
Credits	Credits	Credits	Credits



# CONVERSION OF HOURS INTO CREDITS

CONVERSION WEIGHT OF **AH** (ACTUAL HOURS) AND **SH** (STANDBY HOURS)

## PROFILES

- TSM - Technical Service Manager
- AC - Analyst Consultant
- SC - Specialist Consultant
- SA - Solution Architect
- SPA/DM - Delivering Manager

	PROFILES (P)					HOURS (H)			STANDBY (S)			SEVERITY (V)		
LEVEL (L)	AC	SC	TSM	SA	SPA/ DM	B	O	W	B	O	W	H	M	L
ENTRY	.3	.45	.6	.8	1	1	1.5	2	.04	.06	.08	2	1.5	1
INTERMEDIUM	.35	.5	.65	.85	1	1	1.5	2	.04	.06	.08	2	1.5	1
SENIOR	.4	.55	.7	.9	1	1	1.5	2	.04	.06	.08	2	1.5	1

$$f(AH,SH) = \max(V,H) * AH * P + S * SH$$

ONSITE DISPLACEMENT = 1.3 (NATIONAL) OR +2 CREDITS (INTERNATIONAL)

## SECURITY OF A REQUEST

H - HIGH / M - MEDIUM / L - LOW



## VOLUME DISCOUNT PRICING

Number of Credits	Discount	Credit Value (€)	Price/Year (€)
100	0%	100	>=10.000,00
500	20%	80	>=40.000,00
1000	30%	70	>=70.000,00
2000	44%	56	>=112.000,00





# PROFILES

## LINES OF SERVICES

IMS – INFRASTRUCTURE

QMS – QUALITY

AMS - APPLICATION

PROFILE	DESCRIPTION
TSM	Consultant with technical background, with more than 10 years of experience in similar projects. Profile: PMO.
AC	Consultant with training and certification "Crossmind" in the academy of Crossjoin. In Crossjoin methodologies, this profile has total autonomy for the stages of Measurement and definition and classification of Bottlenecks or major contributors, using the tools and methods taught in the academy.
SC	Consultant specialized in a specific technology, with training and specialization certified at Crossjoin's Crossmind academy.
SA	Evolution from OLTP Technical Architect, BATCH Architect, Real Time Architect, DW Architect, Big Data Architect, etc... with specific training of P.S. in recurrent technologies in the respective Architectures.
SPA/DM	Assumes responsibility for delivering and leading the project on the Crossjoin side. The SPA made a career in the Crossjoin academy reaching the previous levels. The SPA forms the TSM and counts on it, from the CC side, as the main representative element of the onsite project. It can and should always assume the responsibility of traveling to the project site and for the necessary duration to ensure the on track project. The training and background is the evolution and combination of the Solution Architect profile in the most diverse paradigms of information systems architecture.



**CROSSJOIN**

Perform to perfection.



## **CONTACT US**

[info@cross-join.com](mailto:info@cross-join.com) / [www.crossjoin.pt](http://www.crossjoin.pt)

