CROSSJOIN

SERVICE
OFFERINGS
2020

Gold
Microsoft
Partner

Microsoft

ORACLE | Partner

We Leverage Business Process Performance Optimization

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.

WHO WE ARE

OUR GOAL

Response Time

IT QoS ≥ 99%

Security

Reliability

Availability

OUR MISSION

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

A PROVEN TRACK RECORD

Focused on performance since the creation of the company in 2010. A fully owned Portuguese company.
Reference on Performance for national customers (Brisa, SIBS, PT/MEO, Fidelidade, Outsystems, Autoridade Tributária), international customers (Vodafone UK, Rogers, Proximus, Entel) and partners (Accenture, Celfocus).

KENDO

Our philosophy, our spirit

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.

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.

WHAT WE DO

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
Former CIO on Vodafone UK

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
- Operations Resilience
- Full Stack Architecture Advising

Nearshore / Onsite
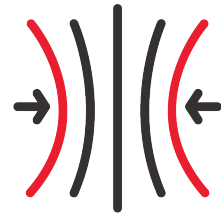
Operations Resilience

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

Transformation Projects

Participation in **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 IT Testing
- Incident & Problem Management
- Monitoring & Metrics
- Continuous Delivery Automation

- Design and Implementation of Business Continuity Solutions
- System Architecture Design & Advisory
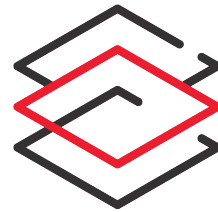
Full Stack Architecture Advising

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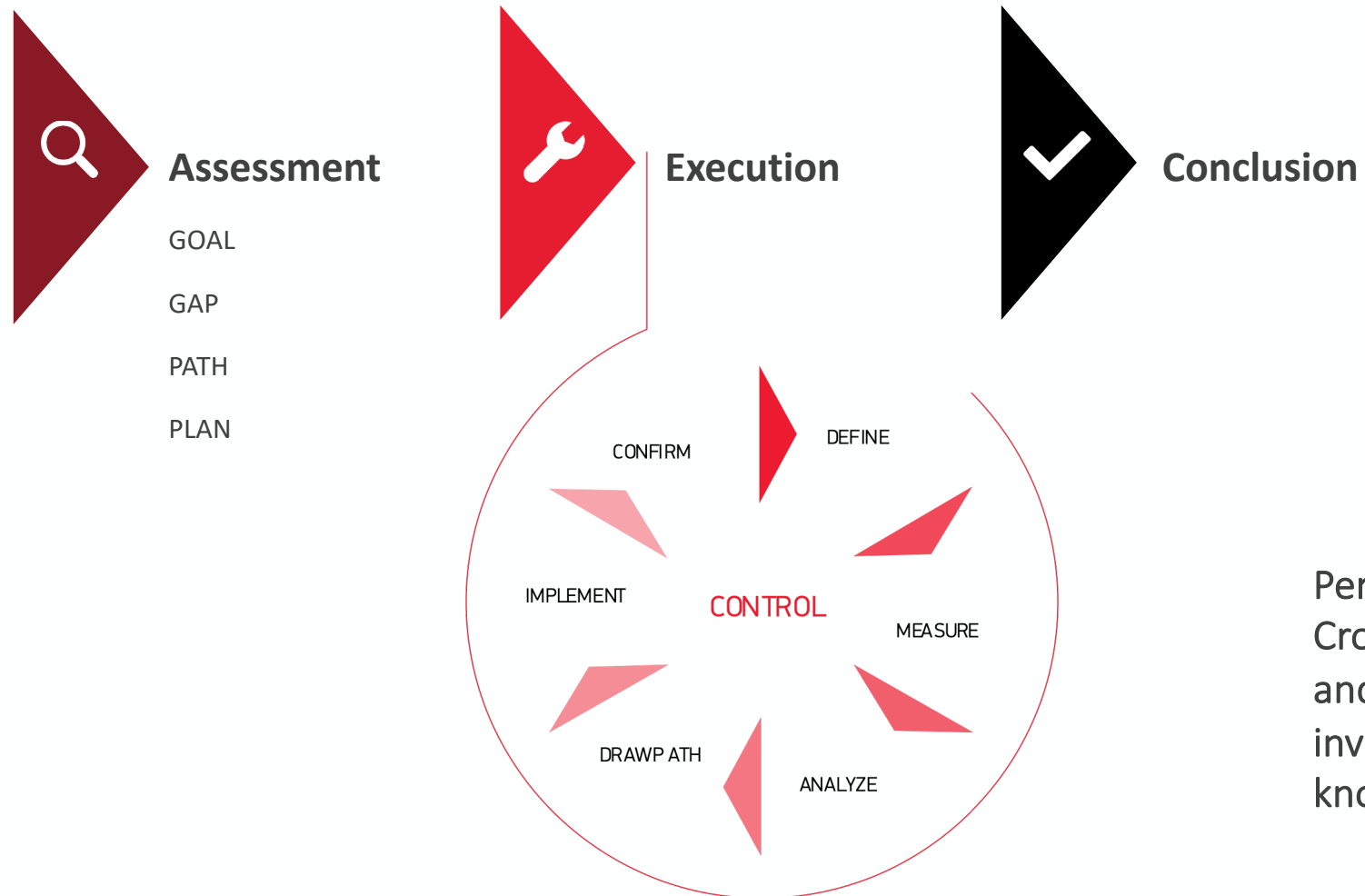
- IT Systems Performance Optimisation
- Capacity Planning
- Solution & Enterprise Architecture Review
- Subject Matter Experts
- Systems, Database, Middleware and Security Audits
- Development support

HOW WE DO

LINES OF SERVICES

OUR METHODOLOGY

Assessment

GOAL

GAP

PATH

PLAN

Execution

Conclusion

CONFIRM

DEFINE

IMPLEMENT

CONTROL

MEASURE

DRAWP ATH

ANALYZE

Performance Engineering at Crossjoin is a disciplined and structured investigation, that leverages knowledge expansion.

  Presentation slide with text and diagram

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

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.

X-VIEWER THE ULTIMATE SOLUTION TO MONITOR YOUR BUSINESS

X-VIEWER, CROSSJOIN REGISTERED TRADEMARK AND 100% "IN-HOUSE MADE", OPEN SOURCE TECHNOLOGY BASED

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.

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 ENABLES YOU TO:

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

LINES OF SERVICES

E2E PERFORMANCE

INFRASTRUCTURE
(IMS)
Perform all DBA tasks, design strategic plans and maintain databases in excellent health

APPLICATION & INTEGRATION

OFFERINGS

COMPETENCIES

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 heterogenous IT Stack

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

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 integratio

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

Perform to Perfection Management Framework

Planning	Requirements	Design and Prototyping	Software Development	Testing	Deployment	Operations and Maintenance
Analyse the costs, value and risks of IT solutions - State of the art assessment - Cost/Benefit analysis QMS	**Performance Budget** - Define expected business volumes - Performance plan to meet business requirements QMS	**Vendor Selection** - Analysis of Performance POC results and solutions QMS	**Performance Guideline Reviews** - Audit performance guidelines - Knowledge base contribution QMS	**Load Testing** - Design/implement/ follow up load test - Tuning & Certify solution for business SLAs QMS	**Release, Change and Configuration management** QMS	**Monitoring and Improvement** - Guarantee QoS monitoring - Business Journey observability E2E QMS
Propose technological changes aligned with industry best practices - Roadmap Advisory QMS AMS	**Ensure business alignment** - Define expected business volumes - Performance goals QMS	**Architecture Planning** - Assessment - Technical Roadmap QMS AMS	**Architecture Reviews** - Reliability, Availability, Maintainability, and Security Reviews - Evaluation QMS AMS	**Solution baselining** - Performance baseline management QMS	**Application Lifecycle** - Continuous Integration - Continuous Delivery QMS AMS	**System, Applicational and Infrastructure Review / Audit** - Audit Reports QMS
Define and implement Proof of Concepts - Wrt performance QMS	**Capacity Planning** - Use tools to review current business volumes vs current infra capacity QMS	**Create Metrics/KPIs to assess performance** - List and define KPI's to be measured by tools QMS	**Code Reviews** - Best practices - Maintainability - Optimization QMS AMS	**Solution optimization** - Support performance incidents in non production environments QMS		**Incident and Problem Management** - Troubleshoot production incidents - Guarantee RCA and lessons learned QMS
	Best Practices Definition - Performance guidelines QMS	**Performance Proof of Concepts** QMS	**Application Development** - Web - Big Data AMS			**X-Viewer** - Realtime monitoring - Reports - Alarms AMS
		UI/UX Development - Design - Wireframes - Usability Testing AMS				

DELIVERY MODEL

ONSITE

CLIENT

Technical Service Manager

Perform To Perfection Management Officer

NEARSHORE

Performance
Development
Infrastructure
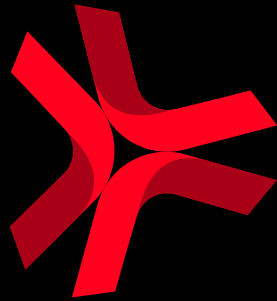Consultancy
COMPETENCE CENTER
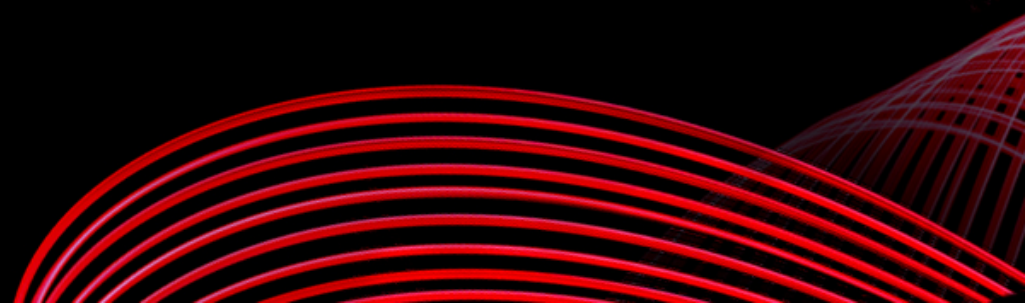
OUR CLIENTS & FOOTPRINT

OUR CLIENTS

Brisa

CENTRO HOSPITALAR DE LISBOA CENTRAL, EPE

proXimus

CELFOCUS

FIDELIDADE
SEGUROS DESDE 1808

altice

ERICSSON

SIBS International

SIBS

vodafone™

outsystems

accenture

ROGERS™

e) entel

galp energia

carrot
ICM for Telco Companies

AT autoridade tributária e aduaneira

TRAN QUILI DADE

OUR FOOTPRINT

COMPETENCE CENTER

CANADA

BELGIUM

UK

GERMANY

PORTUGAL

PALESTINE

SAUDI ARABIA

CAPE VERDE

COLOMBIA

PERU

TIMOR

S. TOMÉ AND PRINCIPE

BRAZIL

ANGOLA

CHILE

CROSSJOIN

Perform to perfection.

CONTACT US

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