CROSSJOIN

CORPORATE

Perform to perfection

ORACLE
Gold Partner

MISSION

We are the favorite partner in optimization management systems.
Our goal is to provide relevant information to our customers and implement actions to improve performance, ensuring a high degree of quality, competitiveness and reduced costs.

VISION

We are the leading company in the global market in IT Control, promoting Business alignment.

VALUES

We are "Crossers" and "Joiners".

CROSSJOIN

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.

WHERE ARE WE?

CANADA
UK
GERMANY
PORTUGAL
BELGIUM
PERU
CAPE VERDE
SAN TOME & PRINCIPE
SAUDIA ARABIA
ANGOLA
TIMOR
CHILE

ONSITE

WHO ARE OUR CLIENTS?

HOW ARE WE PERCEIVED?

"At first, it was seen as a "Mission Impossible" by many, but soon, Crossjoin proved to have the necessary skills."

Pedro Sardo
Information System Director in Portugal Telecom in 2011
CIO at Vodafone UK

OUR **SERVICES**

SERVICES

Monitoring

Performance

Competence Center

Infrastructures

Development

Performance
We take performance seriously

Competence Center
We go beyond your expectations

Monitoring
We value quality insights

Development
We target solutions

Infrastructures
We like good challenges

Performance

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 Testing
➜ Responsiveness:

- Infrastructures Tuning
- Applications Tuning
- Availability

➜ Reliability

Monitoring

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

X-Viewer gives you the ability to:

→ **Control your implementations**
→ **Control quality of your operations**
→ **Control the SLA's from your suppliers**

Competence Center

Our Competence Center has a delivery model that can be "nearshore" or "onsite", and allows Crossjoin to offer the "right size" and the "right people" for future challenges without compromising the engagement, expert knowledge and the quality of the deliverables.

As part of the success of Crossjoin, built over the years, the Competence Center is a key change in the approach to the challenges of multi-technology.

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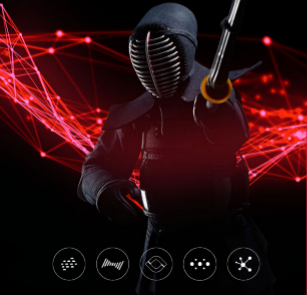
Crossjoin has certified consultants with knowledge in technological solutions in state of the art, with extensive practical experience in performing database administration tasks **(DBA)**, in addressing challenges and complying with requirements of our customers and partners.

➜ Engineering System Service

⇢ Database diagnosis

⇢ DB Performance Tuning

⇢ Database security

⇢ Installation, update and migration of of the databases

⇢ Design and implementation of the Continuity Plan of Business

Development

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.

➔ Software Engineering
⇢ Continuous Integration and Delivery
↗ Agile Development
⇢ UI / UX
↘ Software Architecture Reviews

OUR **OFFER**
"**STACK**" Services

CROSSJOIN

Performance Tuning **Quality Services**	CRM	OSS	BI	BSS	UTILITIES	FINANCIALS	❶ **Business**
Performance Tuning **Quality Services** **Technical Architecture** **Development** **Security Control** **Testing**	SIEBEL ; BRM ; AIA ; FUSION; TIBCO ; SAP ; KENAN ; MSFT BI ; WEB METHODS ; TUXEDO ; OSM; OBIEE; ODI; BIP; JBOSS; WEBLOGIC; IIS; .NET; JAVA; GWT; JSP; SILVERLIGHT; MATLAB, COBOL, AS400, OUTSYSTEMS, RUBY; CUCUMBER; APACH; ANDROID; C ; C++; C#; J#; ORACLE; SOLARIS; LIBRERIA; UNIX; LINUX; ZLINUX; AIX; EXDATA; CALLIDUS; BRM; RPG; PASCAL; ACMS; ASAP; TOMCAT; CRM; PHP; ATML; SYBASE; CSG; GLASSFISH.						❷ **Application**
Performance Tuning **BP Assessment** **Security Control**	**DBA / Infrastructure** Oracle Sql Server DB2 PostgreSQL			**Administration** Unix / Linux Windows AS400			❸ **Infrastructure**

BUSINESS MODEL
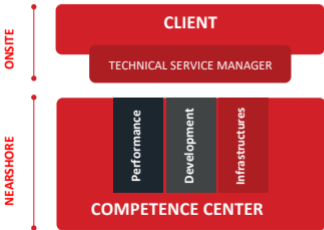
THE BEST OF TWO WORLDS BENEFITING FROM:

ONSITE

CLIENT

TECHNICAL SERVICE MANAGER

NEARSHORE

Performance

Development

Infrastructures

COMPETENCE CENTER

› 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

QUALITY - PRICE RELATIONSHIP

HIGH QUALITY
COMPETITIVE PRICE MODELS

Client

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 function can be performed by Crossjoin or by the Client, depending on the remote access.

Senior Performance Architect

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.

BUSINESS MODEL
ROLES

Client

> › 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

Technical 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

BUSINESS MODEL
ROLES

COMPETENCE CENTER METHODOLOGY ✈

ASSESSMENT				EXECUTION	CONFIRMATION
DEFINE SCOPE AND GOALS	DEFINE BEHAVIOR AND WHERE WE WANT TO BE	COLLECT PROCESSES OF BUSINESS APPLICATIONS OF CONTACT POINT SYSTEMS	ESTIMATION OF EFFORT DEFINE A WORK PLAN & REQUIRED SKILLS	DEFINE / MEASURE / ANALYZE / DEFINE SOLUTION / IMPLEMENT / CONFIRM / CONTROL	ACHIEVEMENTS PRESENTATION (SUCCESS CRITERIA) INITIATIVES MANAGEMENT LIST REPORTS
GOAL	GAP	PATH	PLAN	EXECUTION	CONFIRMATION
Client				TSM/ Client	Client

The Competence Center model does not differ from the onsite model, there are only different "players" in each phase.

The Competence Center offers "right sizing" and the right people for any challenge

PERFORMANCE IS TIME AND TIME IS MONEY!

X-VIEWER
BY CROSSJOIN

UNIQUE PRODUCT

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 • **INFO**

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 GIVES YOU THE ABILITY TO:

Control your IT implementations

Control the quality of your operations

Control the SLA's of your suppliers

X-VIEWER

BY CROSSJOIN

DEMOS WITH
X-VIEWER ▶

X-Viewer gives you the ability to:

✓ Control your IT Implementations
✓ Control the quality of your operations
✓ Control the SLA's of your suppliers

X-Viewer enables you to:

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

MORE CONTROL IN THE PROJECTS
OF DIGITAL TRANSFORMATION

MORE QUALITY CONTROL
OF OPERATIONAL SERVICES

MORE CONTROL IN THE SLA'S
FROM YOUR SUPPLIERS

MORE PROACTIVITY WITH
PREDICTIVE ANALYSIS

CLICK ▶ TO WATCH THE VIDEOS

WHAT DO THEY SAY ABOUT US? ✈

"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

👍 WHAT DO THEY SAY ABOUT US? ✈

"... 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

"I strongly recommend Crossjoin as a company specialized in performance problems. I also want to add that all the deliverables were always on time within the scope and budget. Therefore, I consider Crossjoin a competent, motivated and serious company."

Nineta Tanasoiu
Manager at Belgacom

👍 WHAT DO THEY SAY ABOUT US? ✈

vodafone

"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

CELFOCUS

"Company that is distinguished not only by know-how but also by the manifest interest in wanting to understand."

Miguel Valdez
Service Manager
CELFOCUS

CROSSJOIN