

## Customer Success Case



### Brisa SGE (Sistema Gestão Expediente)

#### ECM system for handling and classification

Brisa is a group of companies built in 1972 and that started its business with the construction and management of the highways, which are considered today the backbone of the road system in Portugal.

Nowadays, the main mission of the group is to provide efficient mobility to its customers, through an innovative operations model, focused on technology and customer service, based on its growth in innovation. It's in this state of mind that Brisa SGE comes to life.

#### Key Benefits:

- Improve Customer Experience;
- Simple & Intuitive User Interface on any screen;
- More departments integrated into the solution, working seamlessly
- Changes in technology providing:
  - High availability;
  - More changes for growth;
  - A more structured architecture;

### Challenge

Almost every department of the Brisa Group, has to deal with incoming communications of several sources and types (letters, emails, and faxes). It was common for those departments to have their own ways, methods, and technologies for dealing with those communications. Since the group is in a never ending-volution and changes in structure it was clear that it was time to create a platform that was common to every department but still respected their differences.

This was the opportunity to revamp the current technology, creating a solution that had an improved customer experience, simple user interface and worked seamlessly in every computer or screen. With a vast experience in Enterprise solutions and a vast working experience with Brisa, Xpand IT was selected to guarantee this project's success.

### Solution

One of the top concerns while planning this solution, was to deliver a well-structured service that could grow easily, be highly responsive, had improved customer experience, could be used seamlessly by every department and have a high availability. The application was built on JEE standards, using JSF and Primefaces 6 technology for the frontend and EJB, JPA and JAXWS for the business layer, all powered by JBoss under-the-hood.

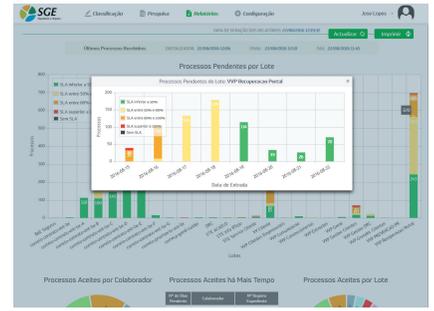
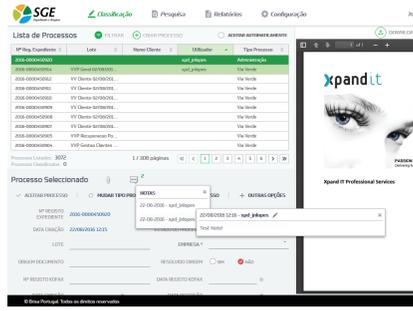


#### Why JBoss?

- › Applications are built, tested, and deployed faster.
- › Systems and data are connected more easily.
- › Manual, time-consuming processes are automated.

“Through Xpand IT collaboration, we were able to simplify the user interface, ensuring that it would work seamlessly in every computer or screen while improving our customers' experience.”

## Screenshots



## Technologies & Frameworks



Due to this being a lightweight open source library, it was vital to keep it as lightweight as possible. Usually, when a third-party solution is used, it can bring overhead. However, this is not the case since it's just one single jar with no dependencies nor configuration files.



EJB was chosen due to its ability to integrate with JEE platform. This technology takes a high-level approach to building distributed systems because it simplifies the code writing that's required in any enterprise application and allows the developer to concentrate on the business.



This application server has an interesting approach to memory management. With a strong cached indexed metadata and modular class loading, it prevents duplicate classes and loading more than the system configuration requires by reducing base memory overhead.

## The Road to Success



### CUSTOMER SATISFACTION

- Amazing User Experience
- Well-structured Solution
- Simple User Interface
- Faster Development



### REMARKABLE FEATURES

- High Availability
- Great Dashboards
- Integration with the Current Brisa Services
- JEE Standards
- Great Space for Growth



### GREATER ROI

- Faster Development and Deployment
- Automatic Common Functionality



### INTEGRATION PLATFORM

- SOA Best Practices Enforce
- Common Development Patterns to all Services



Xpand IT is a "Red Hat Premier Business Partner with Enterprise Middleware Specialization". Xpand IT and Red Hat are working together to incorporate the open source solutions in several industries (Government, Finance, Telco's, Transportations). With several successful deployments of Red Hat/JBoss technology in several companies around the world, Xpand IT is the reference partner to develop an agile approach to business process management.

## ABOUT XPAND IT

Everything we do is to inspire others to achieve outstanding results. We do that by investing in IT mastery to generate market value. As a global company, specialized in Big Data, BI & Analytics, Enterprise Middleware, Enterprise Mobility, Collaboration & Development tools, we have top products and services used by Fortune 500 companies. With more than 1000 customers in 58 countries, including Porsche, Lufthansa, Nike, Audi or Samsung, Xpand IT is recognized by its technological knowledge and "Passion for Excellence".

### LONDON OFFICE

1 Primrose Street,  
London, EC2A 2EX  
(Spitalfields)  
mail@xpand-it.com | (+44) 8458670875

### LISBON OFFICE

Parque das Nações - Ed. Mar do Oriente  
Alameda dos Oceanos, 1.07.1Y - Fração 2.3  
1990-203 Lisboa - Portugal  
mail@xpand-it.com | (+351) 218967150

### VIANA DO CASTELO OFFICE

Rua de Fornelos, nº 77  
4900-709 Viana do Castelo - Portugal  
mail@xpand-it.com | (+351) 218967150

