



# KiPoint Solutions

*“Key Solutions for your Business”*

**Business Presentation**

# Agenda

About us

Company Purpose

Services Portfolio

Framework

Customers

Contact



# About us

KiPoint is a Company dedicated to generate **solutions that add value to our customers**, our team have more than 10 years of experience offering **innovation, quality and a customer satisfaction** on each implementation process.

Our team members have skills for analysis, planning, design, construction and deployment for each one of our costumers requirements.

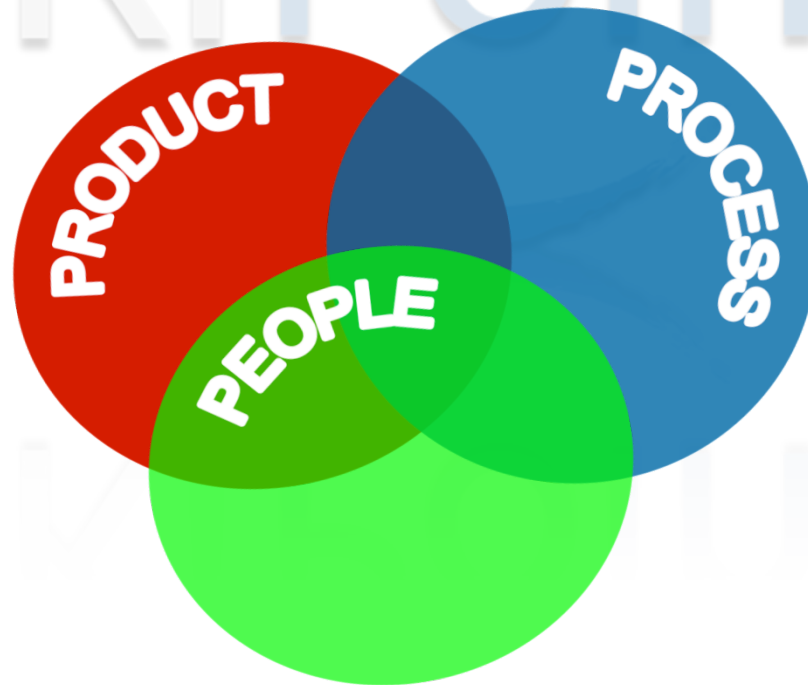
Our costumers trust for recommendations in quality assurance for new deployments or in-use systems, from other companies or internal developments, talk about our level of experience.

*Key solutions for your Business.*



# Company Purpose

**KiPoint Solutions** was created as a Company specialized in analysis, creation, innovation, optimization and process automation of Business and Information Technology for Companies optimal operation providing solutions with the best technology according to their needs.



# Services Portfolio

Process Improvement

A flowchart diagram with a blue circle at the bottom left, connected by lines to several green and orange rectangular boxes arranged in a zig-zag pattern.

Application Performance Monitoring

A screenshot of a dashboard with various charts and graphs, and a circular logo with the text "New Relic" in the bottom right corner.

Software Development

A photograph of a person's hands working on a computer keyboard, with several colorful paper airplanes scattered around.

Project Management

A circular diagram with three segments: a red segment labeled "SCORE", a green segment labeled "TIME", and an orange segment labeled "COSTS". In the center are three silver coins.

Business Partner  
**MicroStrategy**

# Process Improvement

Process Improvement



# Process Improvement

## Our Offer includes

- ☺ **Assesment and diagnosis** of IT Processes
- ☺ **Analysis, design, implementation and improvement** of IT processes
- ☺ **Audits** and **quality assurance** processes.
- ☺ **Human Resources** Administrative Services
- ☺ Process **documentation**
- ☺ **Assessments** of adherence to processes

# Models and Frameworks

To implement process improvement Kipoint Solutions is based on the following models and frameworks:

- ☺ Capability Maturity Model Integration (**CMMI**)
- ☺ Project Management Body of Knowledge – Project Management Institute (**PMI - PMBOK**)
- ☺ Rational Unified Process (**RUP – IBM**)
- ☺ Information Technology Infrastructure Library (ITIL)
- ☺ Control Objectives for Information and Related Technology (**COBIT**)





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# Project Management

Project Management



# Project Management

## Benefits

Increase the human resources, financial and technological efficiency



Optimize Projects



Redundancies Reduce



Continuous Improvement



Strategic Alignment

Maximize the actual knowledge and capacity



Knowledge and Capacity



Licenses



Hardware



Technical Infrastructure

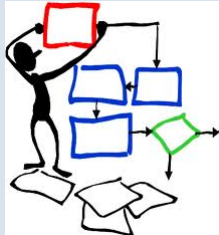
Compliance



Expectatives and requirements of end users



Level of Services and Quality Assurance of Third party development



Internal Process



Internal Procedures

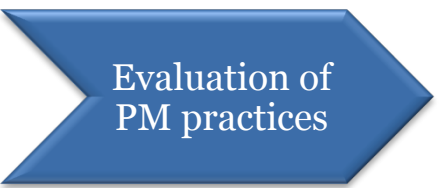
# Deployment and Operation

## Process Definition



- Preliminary Analysis of the process and continuous improvement
- Quick Hit 1 : Process Improvements established in change initiatives
- Quick Hit 2: PMO pilot administration and process improvements

## Process Execution



- Process Execution
- Advance practices
- Administrative Support

# Project Management

## Our offer includes:

- ☺ Design and Process Definition of **Project Management, Project Management Offices and Centers of Excellence.**
- ☺ Project and Portfolio Management
- ☺ Project management **mentoring**
- ☺ Implementation of project management tools. (Open Source & Licensed)
- ☺ Dashboards and Dynamic Reporting of Project Portfolios
- ☺ **Resource Management** Services – Certificates Project Managers or in certification process. PMP and CAPM.
- ☺ Project Management Process **Assessments**
- ☺ **Project Management** training - PMP Exam Prep Project Management & Foundations

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A 3D circular diagram with three segments: a red segment labeled "SCOPE", a green segment labeled "TIME", and an orange segment labeled "COSTS".

Business Partner  
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# Software Development

Software Development



# Software Development

## Our offer includes:

- ⊙ Requirements Engineering
- ⊙ Requirements Administration's Design and Process Definition
- ⊙ Identification, analysis and definition of requirements, traceability matrix generation
- ⊙ Requirements Administration's practice advisory
- ⊙ Use Cases and Test Cases Developing
- ⊙ Quality Assurance
- ⊙ Human Resources Management Services – Requirements Engineers





# Software Development

## Our offer includes:

Analysis, Design, Generation and Implementation of solutions with cutting edge technology.

- ⦿ Systems Statistics Report
- ⦿ Administrative Management System
- ⦿ Development of Transactional Applications
- ⦿ Development of automated solutions for document control
- ⦿ WEB Solutions
  - ⦿ Design and Development Portals and Web Sites.
- ⦿ Design of Virtual Stores
- ⦿ Content Management
- ⦿ E-Commerce B2B, P2P, P2B.



# Software Factory

## Web Solutions

- Mobile applications
- Web solutions
- Web design

## Mobile Applications

- E-commerce portals
- GPS Based applications
- Social Networks

## Desktop Applications

- Development of custom software
- Databases and portals
- Redesign and development of existing applications

## Multimedia Development

- Products and Scheduled sales Publicity

# Software Factory

Adhered to the **development lifecycle**, providing functional and technical requirements through coding and testing:

## Specific skills:

- ☺ Service Development
- ☺ SharePoint Development
- ☺ Cloud Computing
- ☺ Web Applications
- ☺ Embedded Solutions
- ☺ Mobile Application
- ☺ Multimedia Development
- ☺ Content Writing...



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# Business Intelligence



# Business Intelligence

## Desktop & Mobile Business Intelligence - Partners

- ☺ Strategy tools and knowledge creation.
- ☺ Documents construction, Reports and Dynamic Dashboards.
- ☺ Proactive performance monitoring business, projects, operation and delivery of reports alerts by email, file servers



**MicroStrategy**<sup>®</sup>  
Best In Business Intelligence™



# Services Portfolio

Process Improvement

A flowchart diagram with a blue circle at the bottom left, connected by lines to a series of green and orange squares, representing a process flow.

Application Performance Monitoring

A screenshot of a dashboard with various charts and graphs, representing application performance monitoring.

Software Development

A photograph of a person's hands working on a computer keyboard, representing software development.

Project Management

A circular diagram with three segments: a red segment labeled 'SCORE', a green segment labeled 'TIME', and an orange segment labeled 'COSTS', representing project management metrics.

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## Application Performance Monitoring





# New Relic

## Application Performance Monitoring

New Relic APM is the only **SaaS** application monitoring tool that monitors the entire .Net app. with a single product and a single UI, New Relic lets you see the whole stack, front and back, in a real-time performance dashboard you can access anytime, anywhere. New Relic offers enterprise-class capabilities such as server monitoring, multi-language support, user monitoring, and deep-drive transaction analysis for a fraction of the cost of on-premise monitoring tools.

⋮

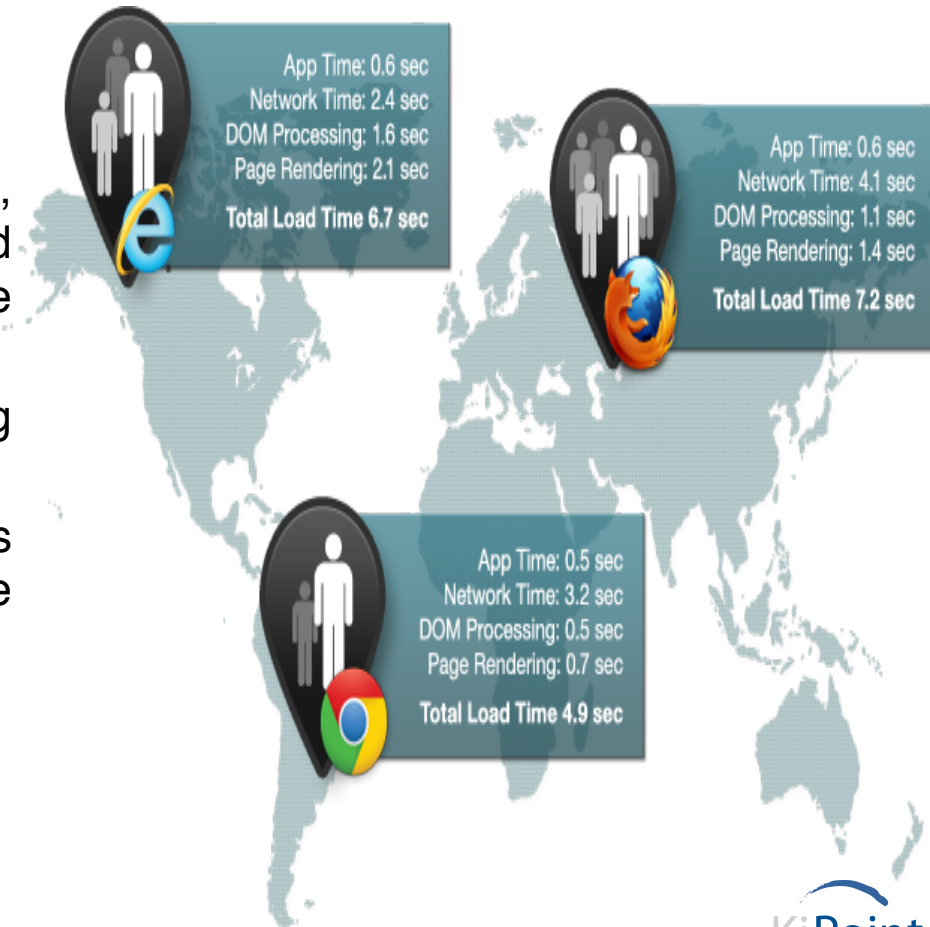
- ⊙ Web Applications
- ⊙ Mobile Applications
- ⊙ Transactions
- ⊙ Servers
- ⊙ Plugins



## Real User Monitoring

See exactly what end users are seeing:

- ⦿ **Performance data browser** in real time, detailed tracking transaction individualized browser instances requiring that cause slowness in end-user page.
- ⦿ **Transactions** JavaScripts processing speed and network latency.
- ⦿ Measure **Apdex** (Applications Performance Index) from the perspective of the end user and the application.

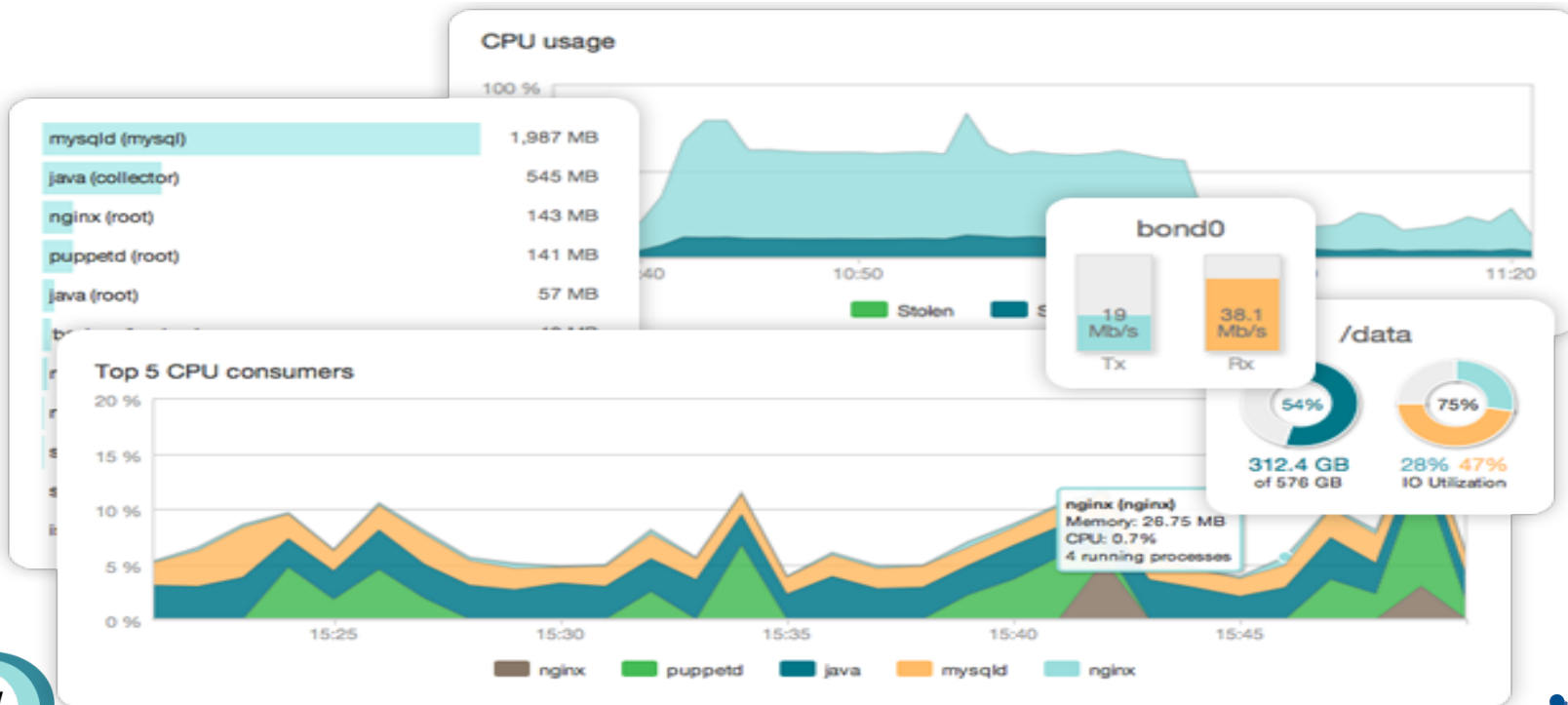


# New Relic

## Server Monitoring

See your servers from the perspective of the app:

- An overview of the **impact of server utilization on the overall** performance of the application.
- Summary **metric for CPU**, memory, network activity and processes.
- Easy of use **Integrated Graphics and Dashboards**.



# New Relic

## SQL / NoSQL Performance

See detailed information for analysing the performance of your database:

- ☉ Relational SQL, NoSQL or both.
- ☉ For slower operations **database** reaches **the code level**.
- ☉ Get **usage trends** and **performance** over time.

The screenshot displays the New Relic SQL performance analysis interface. It includes a list of SQL queries, a 'Query analysis (show details)' window, a 'Top 5 database operations by wall clock time' chart, and a 'Stack trace (show Rails)' window.

**SQL Query List:**

```
SQL
INSERT INTO `metrics` (`name`, `scope`, `account_id`) VALUES('Other', '', 64
SELECT `accounts`.id FROM `accounts` WHERE (LOWER(`accounts`.`name`) = BINAR
'cienet') LIMIT 1
SHOW TABLES
DELETE FROM transac
transaction_tra
SELECT DISTINCT me
metrics.id=metri
'Database/CONTAC
SELECT id FROM tra
'transaction_tra
253067,253077,25
```

**Query analysis (show details):**

Table	Hint
ts_49923_11294_1h	- The table was retrieved with this index - You can speed up this query by query that includes every field in your query, - Approximately 900 rows of this table v

**Stack trace (show Rails):**

```
SELECT *
AND ((
SELECT DI
metric
'Datab
SELECT 'a
INNER
WHERE
SELECT
```

**Top 5 database operations by wall clock time:**

Operation	Percentage
Product#find	18%
SQL - SELECT	16%
Order#find	8.6%
Shop#find	6.7%
ProductVariant#find	5.7%
Subscription#find	5.7%
Theme#find	4.5%
ProductImage#find	4.4%
	3.1%
	2.4%
	1.6%
	1.5%
	1.0%

**Top 5 database operations by wall clock time (Stacked Area Chart):**

The chart shows the percentage of database operations over time from 08:30 to 11:00. The operations are: Product#find (brown), SQL - SELECT (green), Order#find (blue), Shop#find (orange), and ProductVariant#find (light blue).

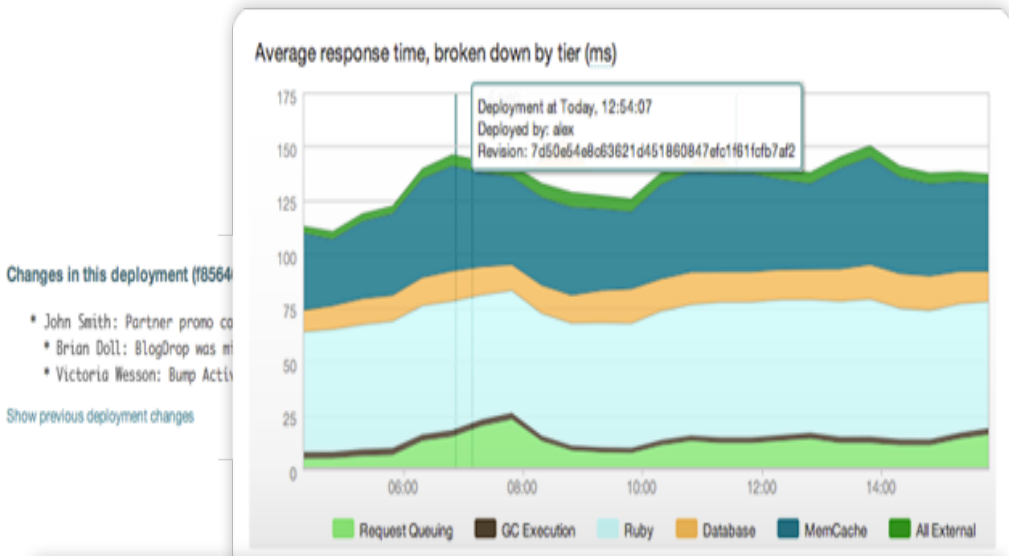


# New Relic

## Implementation History

See the code implementation along with performance data applications.

- ⌚ Detecting a buggy **version before users are affected.**
- ⌚ Track the **performance of each installation.**
- ⌚ Get updates on the **log and report** changes in performance.



Overview Change log Change report

Changes in the top 10 controller actions consuming the most time

Throughput Total time Average time Apdex score Web transaction plotting Total time

Action	This deployment	Previous deployment
Admin:AccountsController#show	0.72 rpm, 0.215 s, 299 ms, 0.215 s	0.75 rpm, 0.148 s, 199 ms, 0.148 s
Admin:ApiController#auth	1.7 rpm, 0.114 s, 66 ms, 0.114 s	1.1 rpm, 0.054 s, 50 ms, 0.054 s

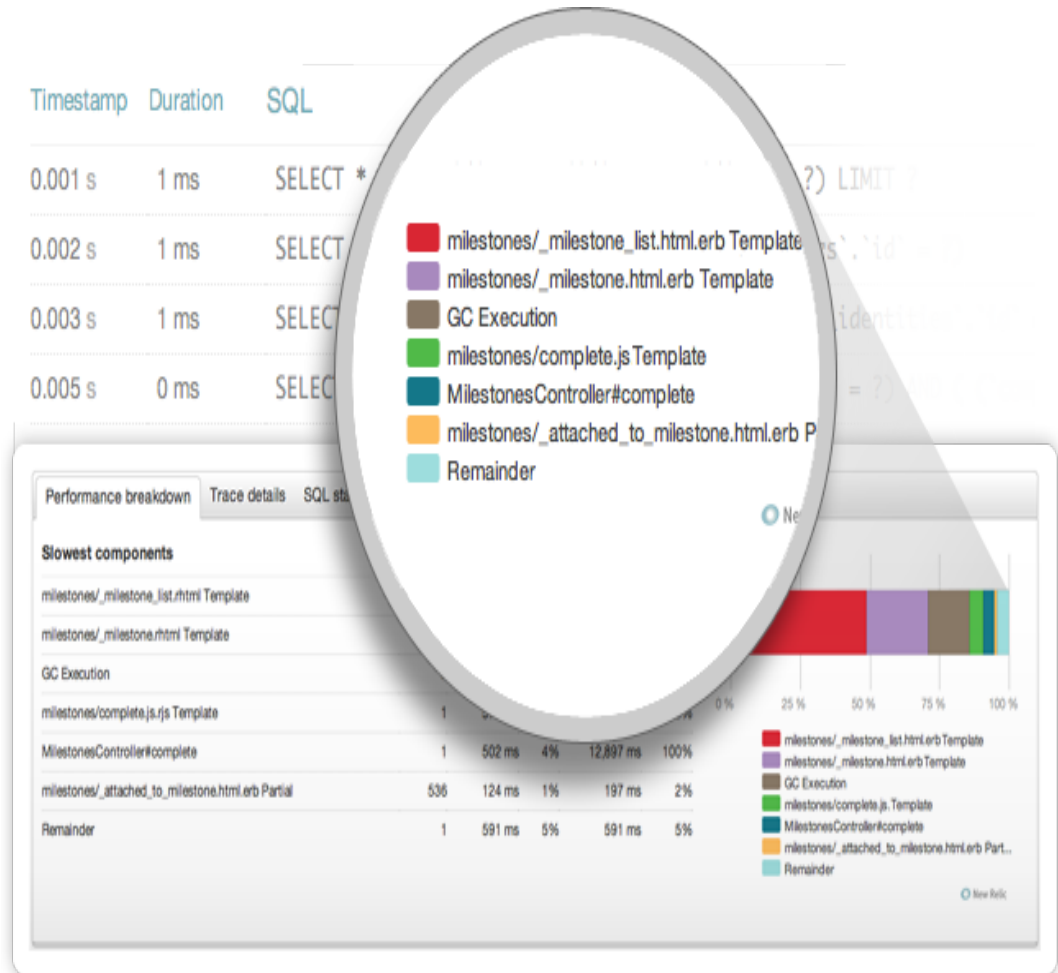


# New Relic

## Tracking Transactions

Focusing on the problems quickly no matter where they occur

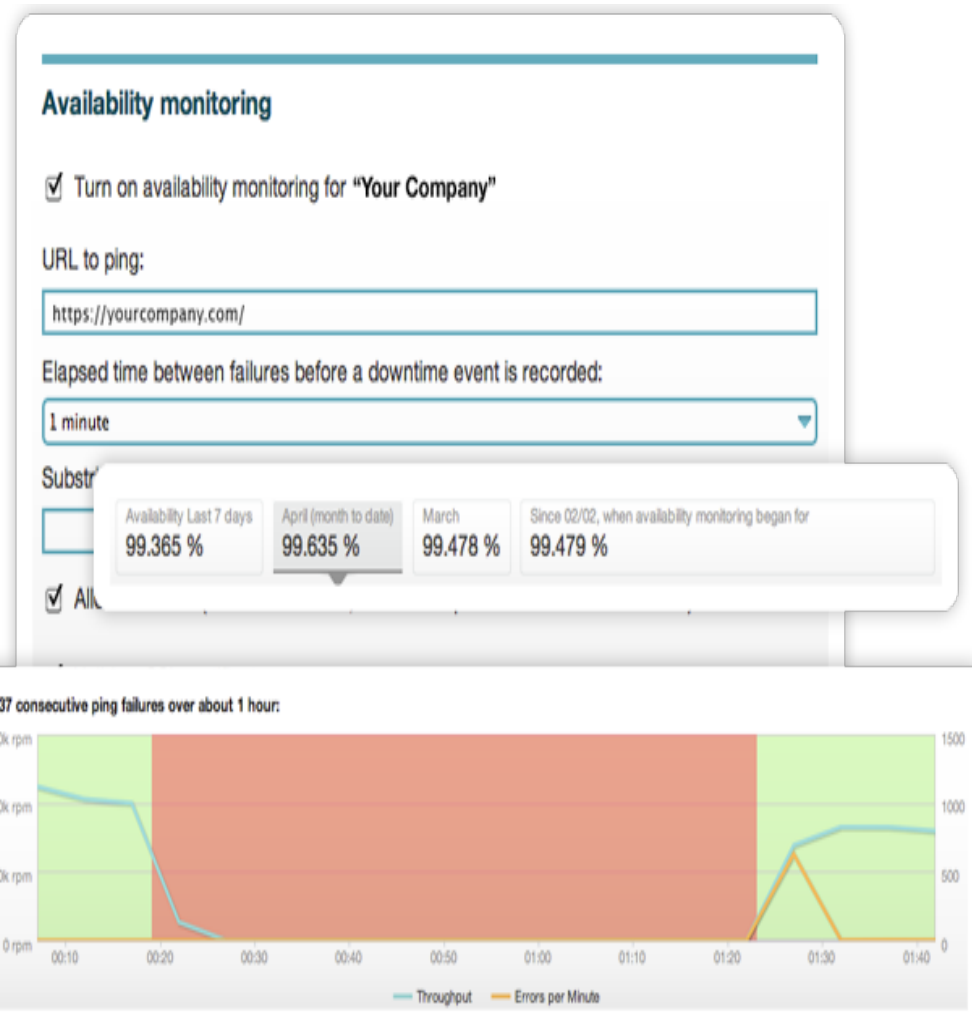
- Full tracking response.
- Detailed schedule of individual request.
- SQL queries in specific transactions.



## Availability Monitoring

Receive immediate alerts when applications are degraded, even for a minute.

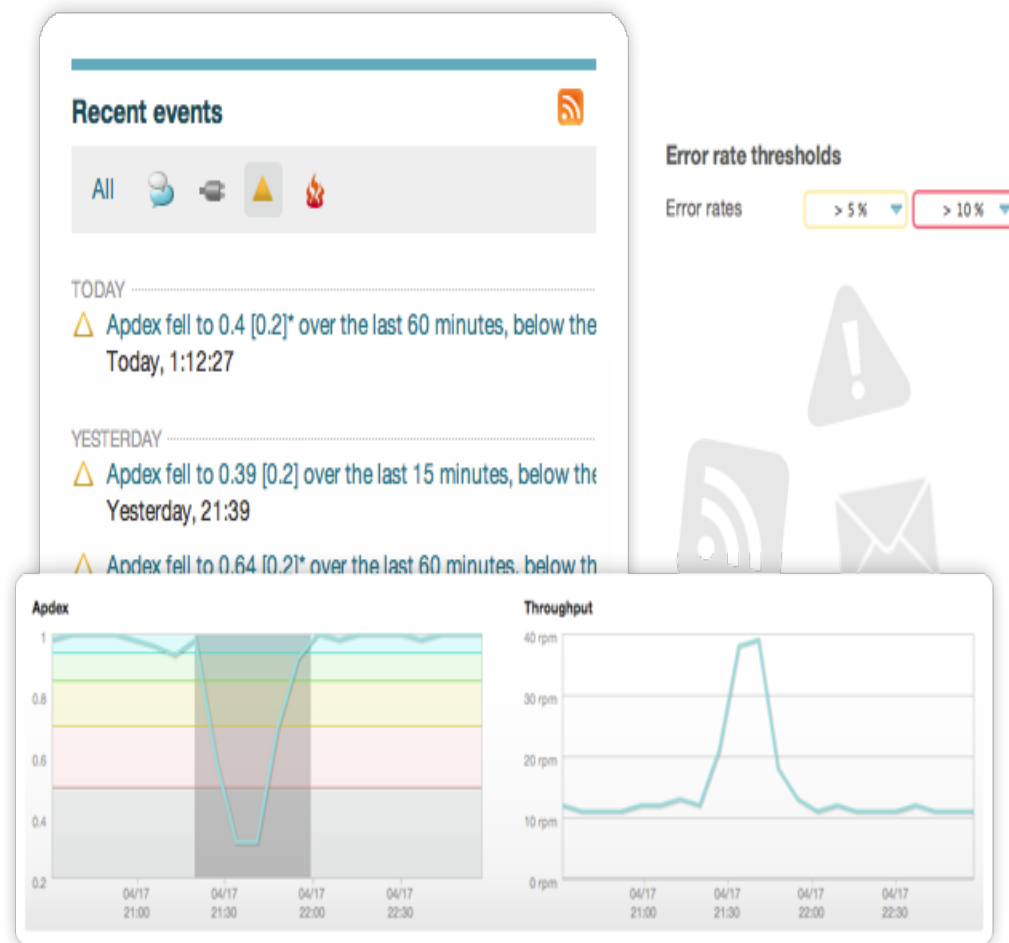
- Monitoring live availability **24x7**.
- Time thresholds** customizable inactivity.
- Matching** optional **content** and **validation SSL**



## Proactive Notifications

Be the first to know about problems or unusual behavior of their applications:

- ⌚ **Thresholds** can be set for critical metrics.
- ⌚ **Email alerts** for performance issues and response time.
- ⌚ For **error rates** within a given time period.



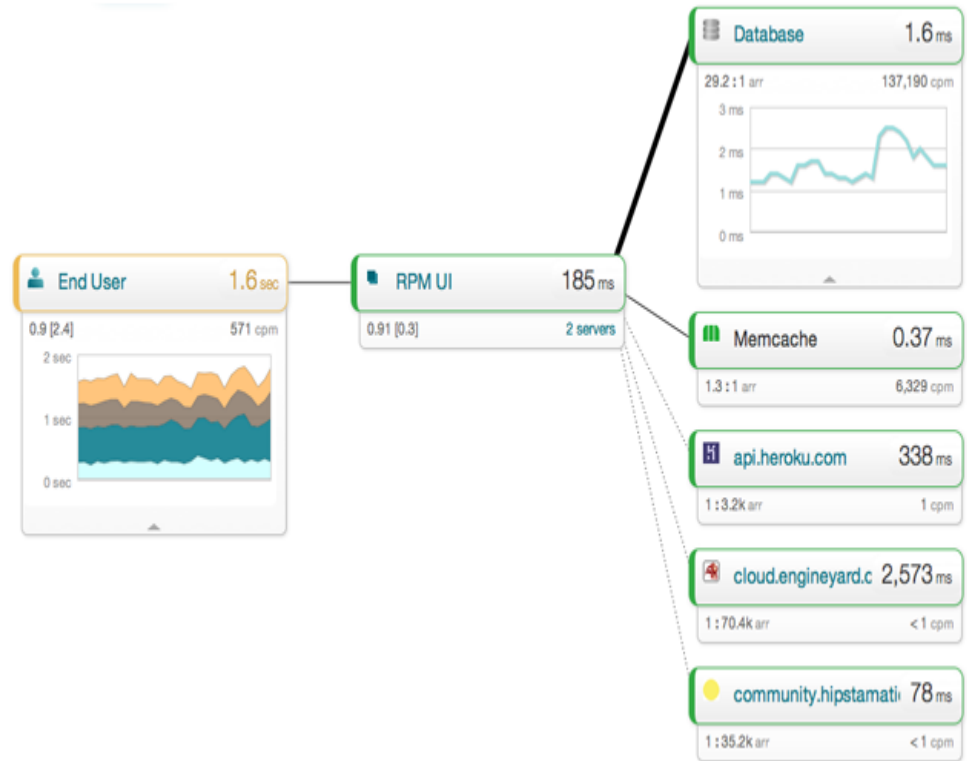


# New Relic

## Map App

Fast mapping application architecture.

- 🕒 **Clickable Graphic** showing the systems and services connected with their application.
- 🕒 **Connections** that require attention are easily isolated.
- 🕒 **End user data** are presented on the same page.



# New Relic

## Why New Relic?

Our solution based on SaaS delivery APM valued business benefits such as:

- ☺ Identify and solve problems quickly: Designed to generate real-time, end-to-end performance.
- ☺ Manage your application from anywhere securely.
- ☺ Increase user satisfaction: Real-time visibility, identify bottlenecks front-end.
- ☺ Save on infrastructure and maintenance: eliminate the hardware and hosting costs, increasing performance and capacity cluster.



# New Relic

## Free Trial

<http://www.kipoint.com.mx/producto/newrelic>



ALREADY HAVE AN ACCOUNT? SIGN IN

Sign Up Now



## Friends with benefits.



New Relic is a better way to monitor and boost performance for your entire web app environment.

Watch how it's simple and easy to use!

Sign Up Now

Your free New Relic Lite account is waiting.

It only takes a few minutes to sign up!

New Relic

KiPoint

# Framework

- ☺ Understanding and **real satisfaction** of needs and expectations.
- ☺ **Efficient management** of projects.
- ☺ Reduction of administrative and operational costs.
- ☺ Solutions based on **best practices** and processes.
- ☺ Providing products and services with **quality**



# Main Customers



# Contact

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