

Applications

Overview

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Diogo Rodrigues – Applications Senior Business Developer



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With **8 years of experience in technology**, Diogo started his career in the integration area, evolving to leadership roles in **Cloud and Integration** projects.

Today, as a **Business Developer** in the **Applications area at Claranet**, he combines technical knowledge and strategic vision to ensure high-quality deliveries and **real impact for customers and partners**.

With a dynamic and challenge-oriented profile, he is always available to **discuss technologies, trends and opportunities**.

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Claranet is a specialist in modernisation, safety, operation and maintenance, critical infrastructure, applications and data, supporting customer 24x7

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About **Claranet**

- **Founded in 1996**
- **+ 10.000 clients** (2,000 in PT)
- **+ €600M annual turnover** (+ €200M in PT)
- **+ 3.300 collaborators** (+1.000 in PT)
- **24 offices** (3 in Portugal – Lisboa, Porto e Viseu)
- **50 datacenters in Europe** (2 in Portugal – Lisboa e Ermesinde)
- **NOC/SOC**
- **Claranet Group with operations in 11 countries**
(PT, UK, ES, FR, DE, NL, IT, CH, BR, USA e IN)



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Our Benefits

Remote

If your function can be carried out in a flexible work regime, you can do so according to the policy in force, that is, up to a limit of 3 days remotely.



Program with different health and wellness initiatives (workshops, psychology consultations, quick massages, Christmas Eve/New Year's Eve/Carnival, health insurance and life insurance)



Udemy platform has 3,500+ areas and hundreds of thousands of courses available with unlimited usage



Referral reward where you earn €1000 by referring a friend or family member to work at Claranet, if they are recruited! If it is an IT profile the prize is 1500€!

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Our Benefits



Claranet offers its employees their birthdays! It's Carnival day, and Christmas/New Year's Eve.



Multicare insurance with the possibility of extension to family members!



Baby Voucher: Claranet offers a voucher for €100



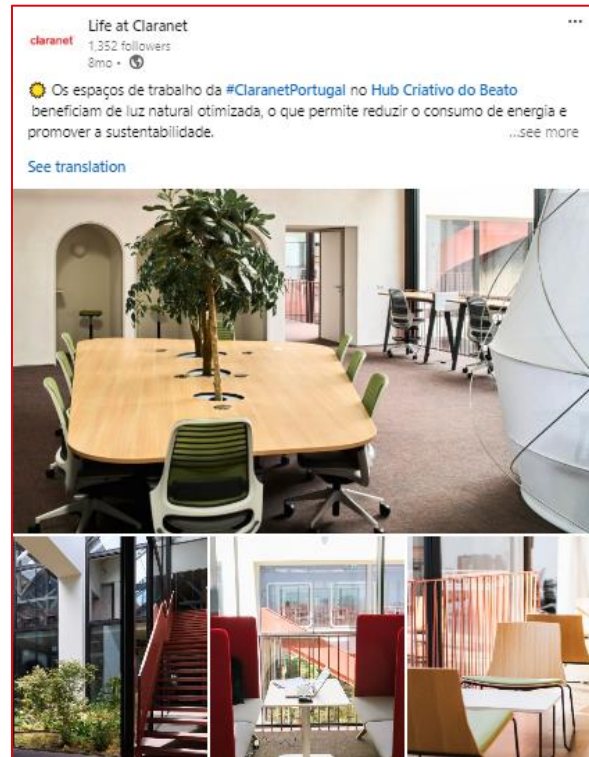
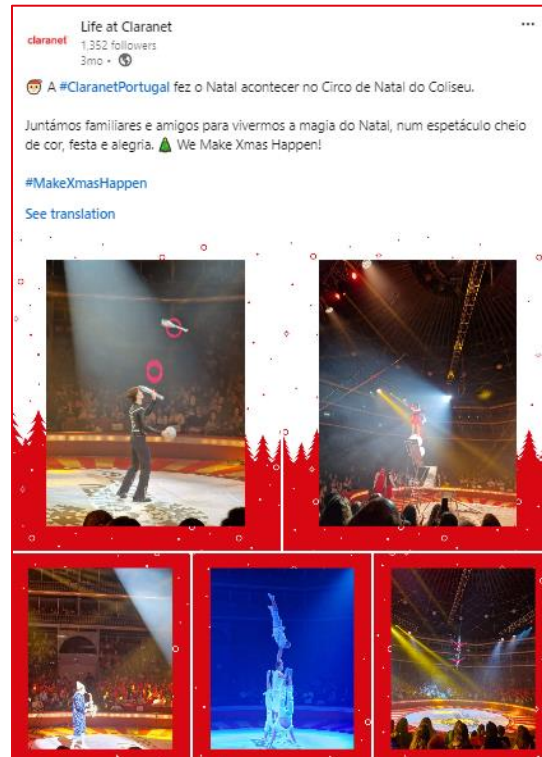
Simple, agile and comprehensive meal allowance and benefits management platform

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Life @ Claranet



Life @ Claranet

Esta semana, tivemos a nossa pausa refrescante 🧊📸 e reunimos algumas fotos que capturaram esse delicioso momento 😊

Consulta a [HR AREA](#) e conhece todas as iniciativas!

[Show translation](#)



Recordamos que podes ter aconselhamento online de uma Nutricionista e um Personal Trainer, através da Multicare! 📺👤

O **Põe-te em Forma** é um programa personalizado de 8 semanas que te oferece aconselhamento com **Nutricionista** 🍎 e um **Personal Trainer** 🏋️. Simples, sem custos e em formato online, este programa faz parte do seguro de saúde Multicare que a **Claranet** disponibiliza.

Após uma consulta de avaliação, recibes um plano alimentar e um plano de treino e, ao longo do programa, o nutricion... see more

[Show translation](#)

01-12
ABRIL
REGISTO
0€
6.67€ /SEMANA
7.59€ TOTAL
SEM FIDELIZAÇÃO
EXCLUSIVO ATRAVÉS DO LINK:
<https://bit.ly/fitnessclaranet>
FITNESSHUT.PT
Info: Soraia Silva | 915 743 027 | soraisilva@claranet.com

Save The Date | Happy Hour Claranet

🗓️ Porque os momentos de convívio são muito importantes, esperamos por ti, dia **18 de abril, das 17h30 às 18h30**, para uma Happy Hour, na **Praça Beato**, em Lisboa.

📍 **Porto** - fica atento ao Yammer, **mais informações brevemente!** ⌚

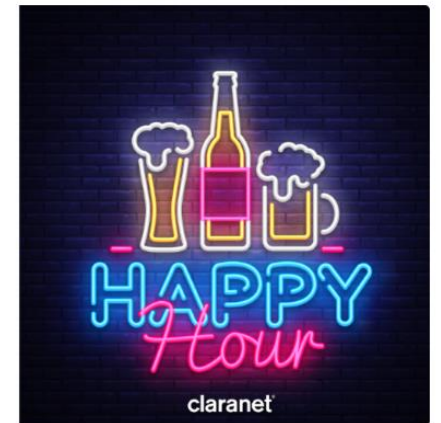
Podemos contar contigo para fazer a festa? 🍷

Sabemos que não vais querer faltar!

[Show translation](#)

INICIATIVA INTERNA

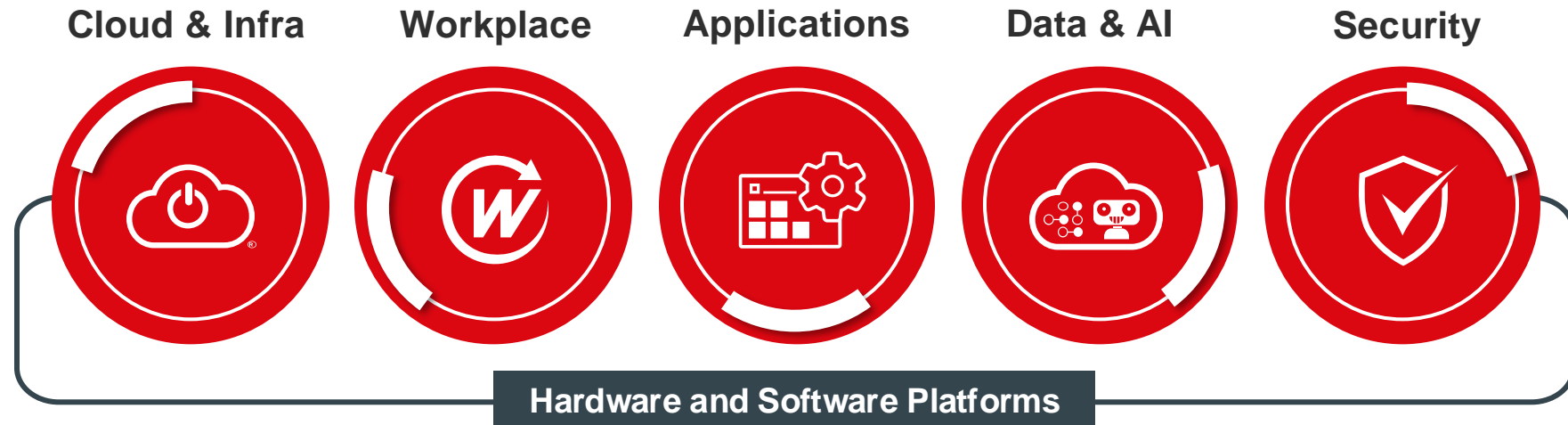
Save the Date
Happy Hour Claranet
18 abril | 17h30



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Areas of Expertise



Market Trends

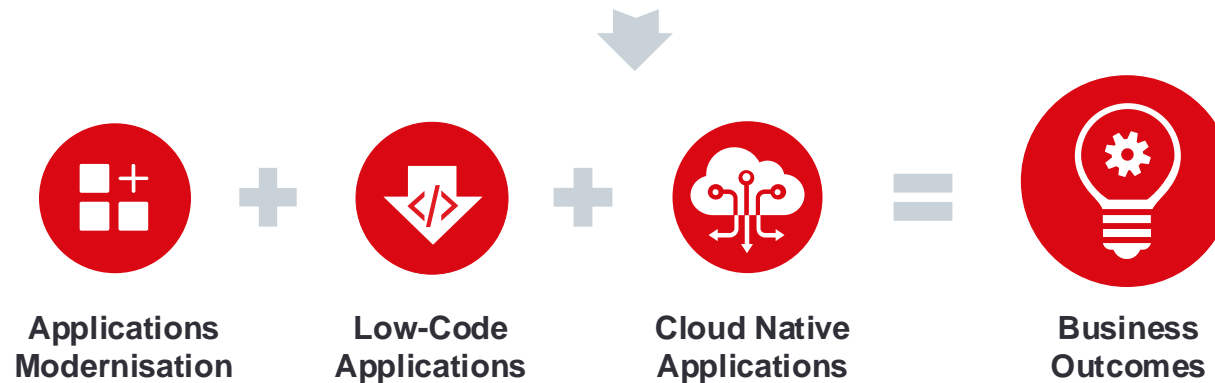


For many organisations, legacy systems are seen as holding back the business initiatives and business processes that rely on them.

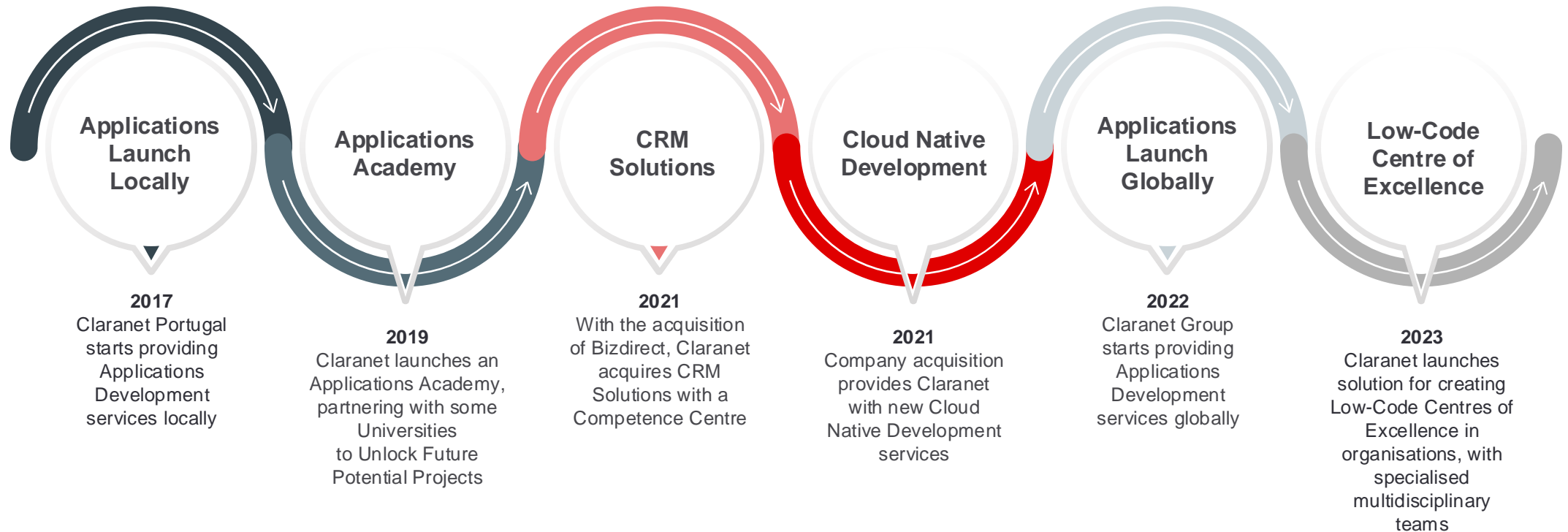
Source: Gartner



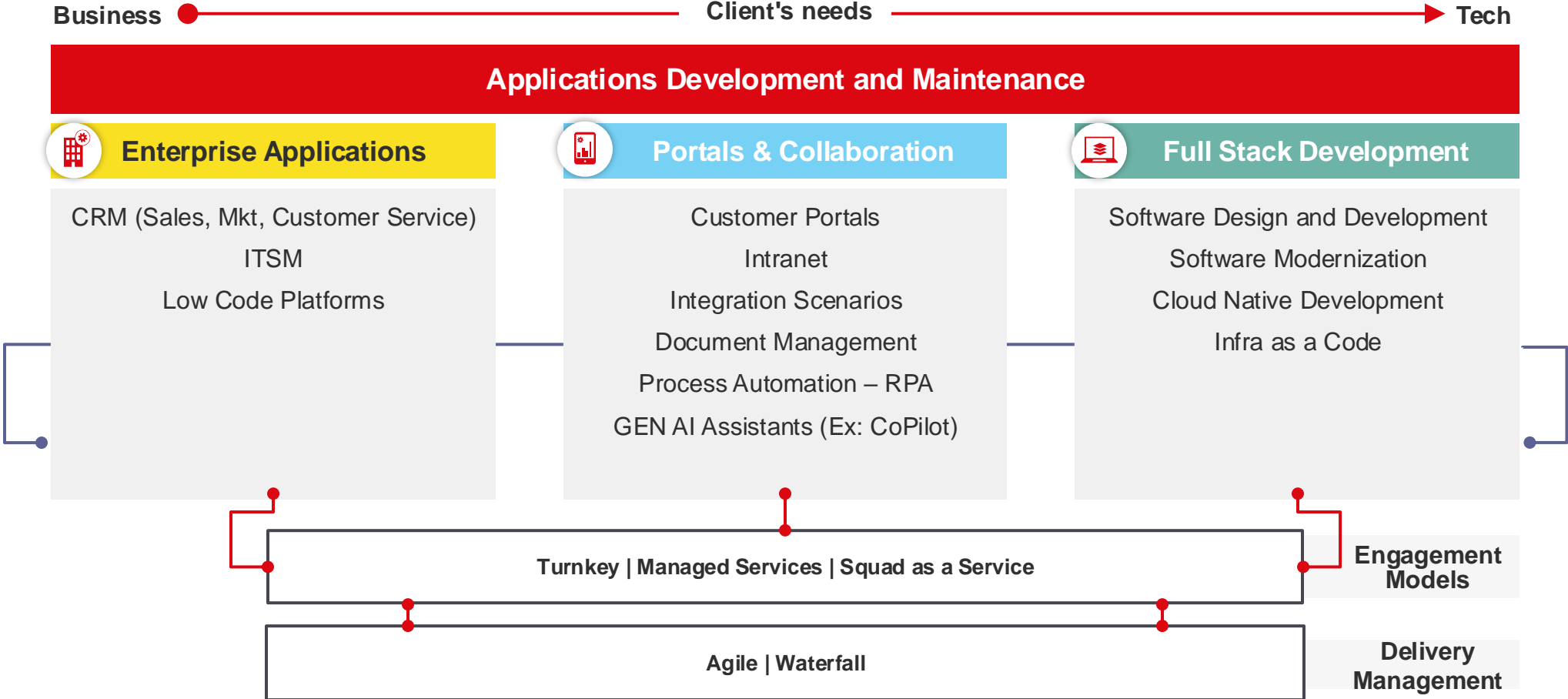
Business innovation is increasingly based on **creating and modernizing applications** on a regular, streamlined based



Claranet at the forefront of Applications development



Portfolio macro view



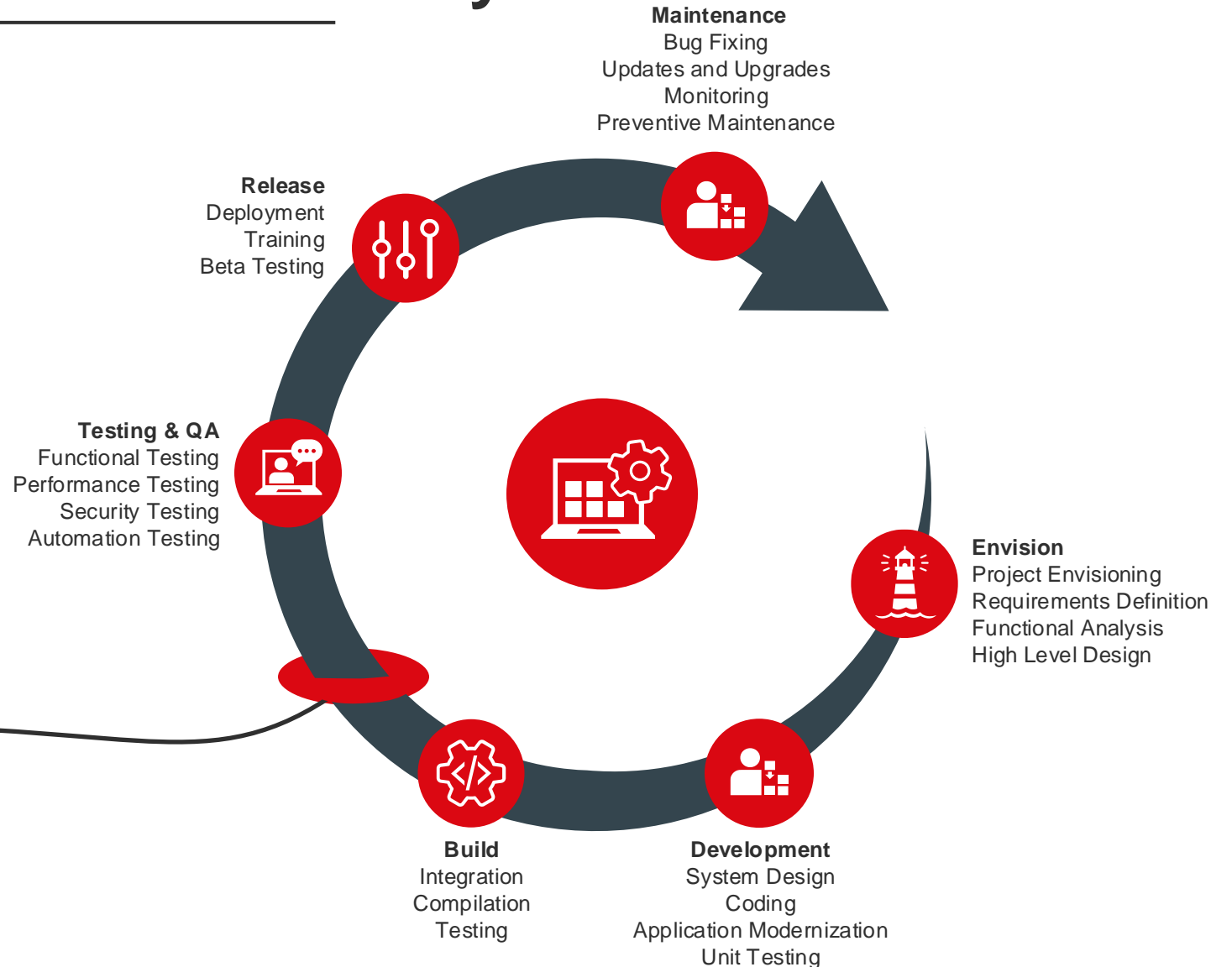
How we support Customer Journey



Applications Lifecycle Management

- From design to Management
- Engagement Models: Turnkey, Managed Services & Squad
- Delivery Models: Waterfall & Agile
- End to end approach

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Full-Stack / Cloud Native



Front-end Dev

UI/UX

Back-End
Integration

Micro
Applications/Front-ends



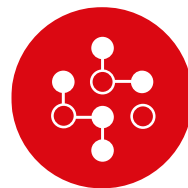
Back-end Dev

APIs

Business Logic

AuthN/AuthZ

Core Systems
Integration



Databases

Document-based
DB

Relational DB

Cache

Big Data



Ops

APIOps / GitOps
/ DevSecOps

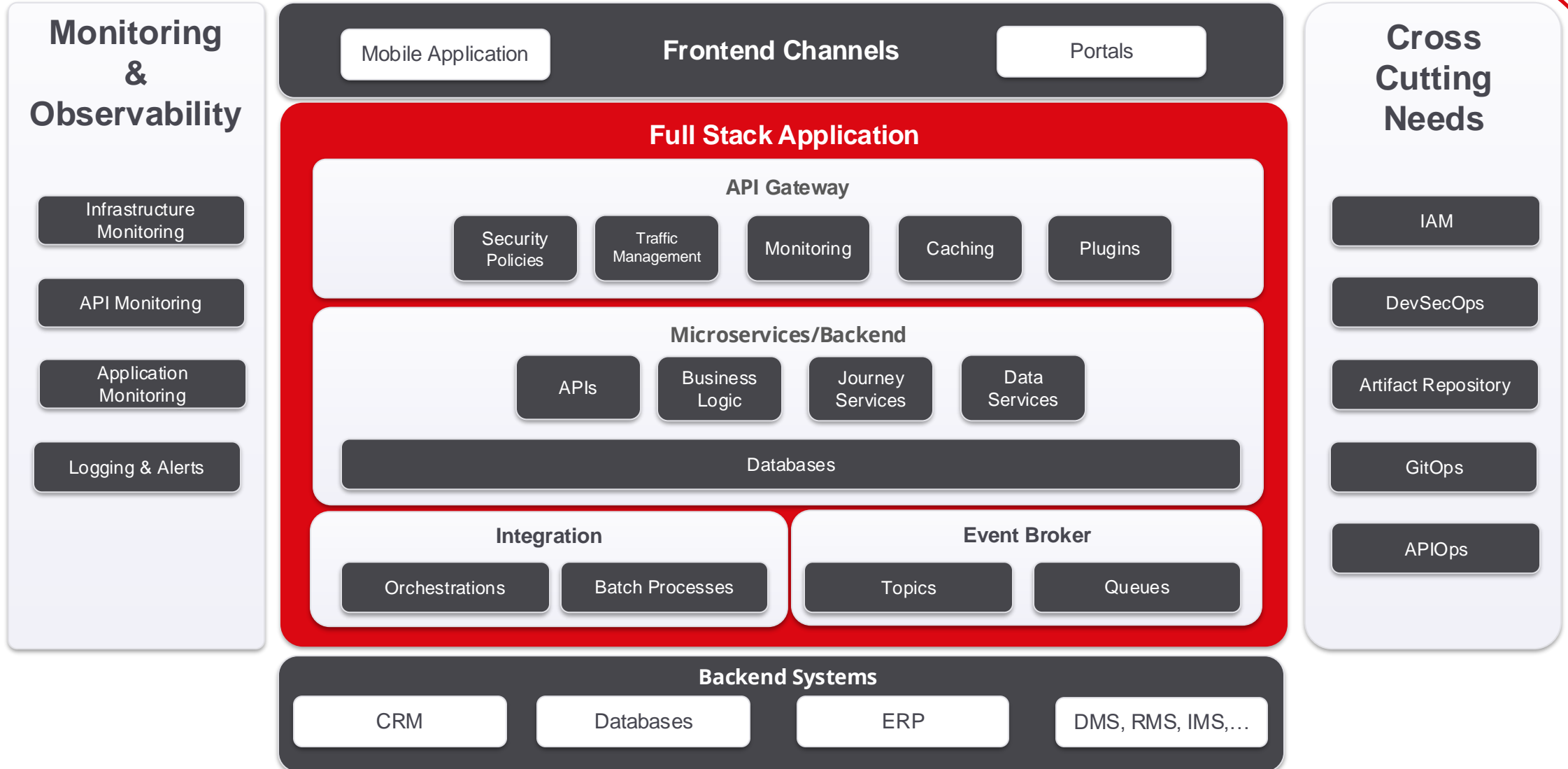
IaC

Automated Tests

Monitoring &
Observability

Cloud & Infra

Framework Full-Stack / Cloud Native



Cloud & Infra

Life as a Software Engineer at Claranet

Innovation & Experimentation

AI pilots and MVPs for key customers

Agile & DevOps Culture

Collaboration, automation, and continuous improvement

Growth & Learning

Certifications, tech talks, mentorship programs

Modern Development Practices

CI/CD, automated testing, Infrastructure as Code, AI Code Assistant

Internal Engagement

Regular All Hands meetings and knowledge-sharing sessions

Impactful Work

Developing critical applications for enterprise clients


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Accreditations & Certifications



Claranet Portugal holds top industry accreditations and certifications.

Processes & Methodologies







 



 



  




Tech Stack







Expertise



| | |
|----------------------------------------------------------|------------------------------------------------|
| 250+ Developers | 60+ Scrum Master/ Project Manager |
| 180+ Certifications | 800+ Projects |
| 30+ Functional Consultant and Architects | >4 CSAT in Applications |

Customers & Partners

 **Financial Services & Insurance**




banco**ctt**



 **Telco, Media & Tech**



 **Retail, Leisure & Hospitality**



Sonae

 **Healthcare & Public Services**



 **Industry & Utilities**



EASYVISTA™

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Portal Customer Story

(ANACOM – Services Portal)

Context, Objectives / Challenges:

The National Communications Authority (ANACOM) is a public institute responsible for regulating the communications sector, including electronic and postal communications and, without prejudice to its nature as an independent administrative entity, providing assistance to the Government in these areas. order to fulfil its mission, ANACOM needed to create a technological solution that would allow regulated entities to access a list of services that they could submit to ANACOM for analysis and processing. The objective was to digitalize the entire process of relationship between the Institute and the regulated entities.

Approach / Proposed Solution:

The objective of the project was to take advantage of existing Microsoft technologies, namely Power Platform, and create the following technological components:

- **Front-End:** Web Portal component available to external entities;
- **Backoffice:** Component responsible for the management of services, parameterization and content management.

A virtual agent (bot) was developed also to facilitate access to regulatory information without the need for interaction through the human channel.

Benefits Provided to the Client:

- ✓ A single platform for managing requests from external entities
- ✓ Improving customer satisfaction through a differentiated digital experience
- ✓ Improved efficiency in the management of technological systems
- ✓ Modular and scalable solution

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Sector:
Public Sector

Type of Collaboration:
Turn Key Project/waterfall



Applications Development Customer Story

(MNE - Consular Management System – Portals & Full-Stack)

Context, Objectives / Challenges:

The Ministry of Foreign Affairs (MNE) formulates, coordinates and implements Portugal's foreign policy. It is up to the MNE to ensure the representation of the Portuguese State to other countries and international organizations, through its External Network of embassies, permanent missions and consular posts.

To manage all the consular registrations and acts performed by the consulate, MNE needed to implemented a solution that was able to manage all the consular registrations and acts performed by the consular posts. Claranet build a solution that is used every day in all Consular posts to preform consular acts.

Approach / Proposed Solution:

A crucial objective of the entire project was to define a performative and scalable technical architecture that would be able to ensure a large volume of access in multi-geographies without any downtime. It was decided to build a solution in NET MVC and Microsoft SQL Server that support three major components:

- **Front-end** so that users can perform the functions inherent to consular activity;
- **Back-office/Management and Administration:** responsible for the management, parameterization and synchronization of information;
- **Integration services:** integration layer with the external system.

Benefits Provided to the Client:

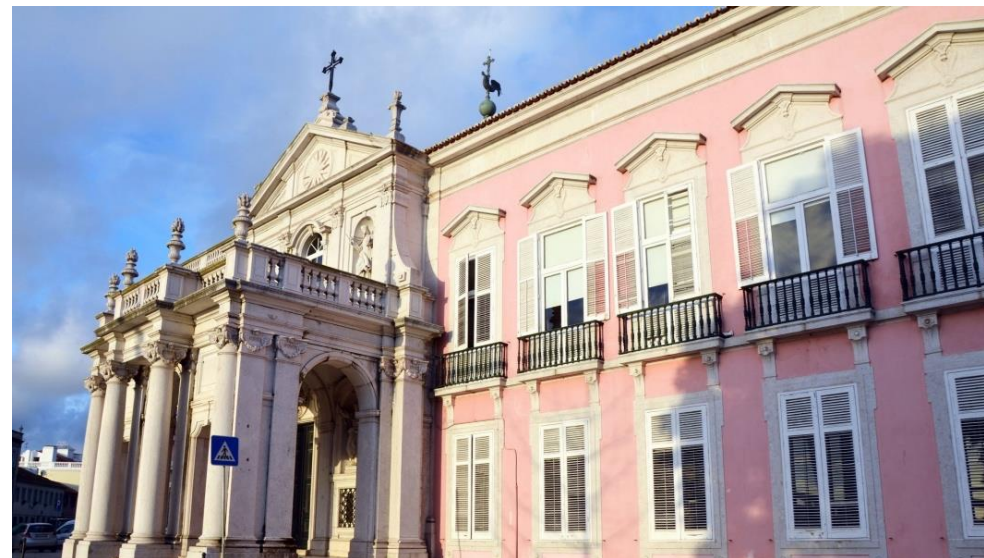
Some indicators:

- ✓ Accessed by +2M users, **worldwide**
- ✓ Present in all Portuguese consulates (+150)
- ✓ Application users: +1500

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Sector:
Public Sector

Type of Collaboration:
Turn Key Project/Waterfall



CRM Customer Story

(FNAC – Customer 360)

Context, Objectives / Challenges:

Fnac aims to develop a unique comprehensive **customer profile** that offers an **aggregated and 360° view of the customer** to create personalized experiences in Marketing and Customer Service contexts. This initiative aims to take advantage of the wealth of **data dispersed across multiple platforms** and geographies, covering areas such as Catalogs, Purchases, Loyalty Programs, Repairs, in-store interactions, among others, to create a **unique representation of the Fnac customer**.

Approach / Proposed Solution:

Claranet has assembled a specialized team with expertise spanning Cloud, Data, and CRM. This team is dedicated to integrating data sources, both on-premises and from partners, to construct a robust model to empower Fnac to effectively meet their Marketing and Customer Service objectives.

The main elements of the Platform were:

Azure Data Stack (Synapse-based); Dynamics 365 CRM and Customer Insights

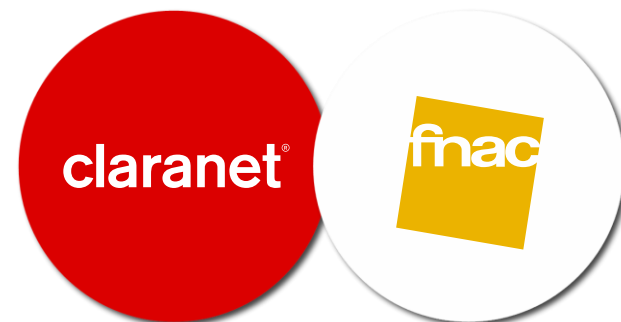
Benefits Provided to the Client:

- ✓ Fnac now benefits from a Unified Customer Profile, which consolidates data from disparate sources and geographical locations, offering a holistic view of the customer journey.
- ✓ The integration of Azure Data Stack enables Real-time Marketing Campaigns, allowing Fnac to respond swiftly to market trends and customer behavior.
- ✓ Enhanced Customer Service Efficiency, as the comprehensive customer profile provides support teams with immediate access to complete customer histories and preferences.

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Sector:
Ecommerce

Type of Collaboration:
Squad Team\Agile



IDC Future of Digital Innovation

FNAC Portugal | Pessoas

As pessoas fazem o sucesso dos projetos

- Apoio do CEO da FNAC Portugal, do CEO em França, do Diretor de IT de França e do Diretor Ibérico
- 3 PMOs: Claranet, FNAC Portugal e FNAC França
- Líderes funcionais do lado do cliente do lado da Claranet (CDP, Marketing e Service)
- Líderes técnicos com know how e uma equipa comprometida com o sucesso
- Mais de 70 pessoas envolvidas no projeto
- Uma equipa apaixonada e determinada!

claranet FNAC DARTY

Joint Project Presentation: <https://www.claranet.com/pt/claranet-fnac-idc-future-of-digital-innovation-leading-cultural-electronic-retail-through-big-app>

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