Dependable
Managed Services

Lean IT service delivery
Explore the potential of nearshore IT services

We are CMMI Maturity Level 5 rated.
For a list of our certifications & standards
visit our website.

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NEARSHORE SERVICE DELIVERY

Critical Software especialises in nearshore application outsourcing using a managed services delivery model. A flexible range of services allows clients to explore the full potential of nearshore application outsourcing whatever their need, from a single application to an entire portfolio.

MANAGED SERVICES CENTRE IN PORTUGAL

Critical Software's Managed Services Centre is based in Portugal. This makes it the perfect fit for companies looking for affordable and reliable engineering services that contribute to the development of the European economy.

Working with Critical Software secures immediate benefits for European clients:

• Fluency in English

• Politically secure location within Europe

• Physical proximity to clients

• Minimal time zone differences

• Low geopolitical risks

• Compliance with EU standards and regulations

• EU and NATO security clearance

• Access to highly-specialised resources and technical competency at extremely competitive prices

• Certified quality and standard-oriented management practices

COMPREHENSIVE SERVICES

Critical Software provides managed services for:

• Customised Software Factory Implementation

• Software Maintenance & Support

• Application Portfolio Management

• Software Testing & Quality Assurance

• Independent Software Verification and Validation

• Knowledge Transfer and Application Ownership

• Application Renewal

FLEXIBLE AND RESPONSIVE

Critical Software's Managed Service model provides:

• Service Level Agreement delivery commitments

• Flexible allocation of capacity to cope with variations in demand

• Pricing tied to service levels and volumes

• Operational performance metrics linked to process, documentation and outcomes

• Documented and transferable knowledge

• Flexibility to meet individual client requirements

• Access to highly-specialised personnel

FLEXIBLE AND RESPONSIVE

• More than a million hours of application management expertise

• Existing clients include Infineon, Vodafone and AgustaWestland

• Support for mission and business-critical applications

• More than 15 years' experience in software development for multiple markets and knowledge domains

QUALITY AND CERTIFICATIONS

Quality has been central to Critical Software's progress since it was founded in 1998. Today, it remains an important and distinctive factor in its growth.

Critical Software's methodologies are certified against mature software engineering certifications:

• CMMI Level 5

• SPICE/ISO 15504

• ISO 9001:2015

• EN 9100

• AQAP 2110 and AQAP 2210

The Project Management and Risk Management processes are inspired by the Project Management Institute's Project Management Body of Knowledge.

ABOUT CRITICAL SOFTWARE

Critical Software provides systems and software services for safety, mission and business-critical applications. We work closely with our clients, helping them to meet the most demanding standards for performance and reliability.

We were founded in 1998, with NASA our very first client. Today, we work across many international industries and have offices across the globe.