



CASE STUDY

About Wesley Clover Solutions

Wesley Clover Solutions was formed to meet the growing demand from financial trading firms for expertise in managing the transition from legacy to next-generation IT solutions.

We help customers realize the potential of new technologies while reducing risks, complexity and costs.

We have deep domain expertise in financial trading technology and experience installing and supporting mission-critical real-time trading infrastructure.

Wesley Clover Solutions also draws on resources of our parent company, Wesley Clover, and industry-leading partners to deliver reliable, flexible and cost-effective solutions to our customers.

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Wesley Clover Solutions Provides Growing Broker Dealer with a Flexible and Scalable IP Communications Platform

This NY-based broker dealer with 40 staff embarked on a hiring binge to bring in talented trading teams in various cities that had become available because of the financial crisis. They needed to invest in and upgrade its communications infrastructure and systems rapidly to meet the needs of the new employees who were used to state-of-the-art tools and expert support at bulge bracket firms.

The company wanted a single platform from a single supplier that could simplify communications among staff, both on and off the trading floor, and eliminate the expense and complexity of having separate trading turret systems for select users. Another concern was to be able to deploy the systems rapidly by relying on a vendor partner with presence in all of their office locations. Further, with only a small IT staff, the systems would need to be managed centrally at the headquarters location.

By selecting the Wesley Clover Solutions IP Voice Communications Platform, the company achieved its business objectives and significantly reduced acquisition and lifecycle costs while simplifying growth and system management. The Wesley Clover Solutions platform provides state-of-the-art turret functionality for traders, a suite of more than 500 features and applications for office staff as well as hoot n holler and voice recording. As a single provider with expertise in trader voice and enterprise telephony as well as a global implementation and support organization, Wesley Clover Solutions is calibrated to support their needs from a central Help Desk and able to provide local technical support to all of their offices on a stringent service level agreement.

Traders, many of whom were using standard office telephones before, benefit from the IP Turret's ability to clearly present many lines at once, enabling them to prioritize calls. The Turret offers users dual handsets for dealing with multiple calls at the same time, wireless headsets free their hands for the keyboard. Mobile Extension enables staff to answer a call coming into their desk phone on their cell phone and Teleworker functionality means a trader can connect an IP Turret or Traderphone at home over a broadband circuit and work just as if they were at their desk. Further, since all staff in all offices is on the same phone system, communication and collaboration across the company has become much easier.