ECLIPSE

CUSTOMER SUCCESS STORY // EQUITY HEDGE FUND

US Hedge Fund uses Eclipse Cloud for Remote Trading

KEY HIGHLIGHTS

BACKGROUND

Equity hedge fund based in the United States of America.

CUSTOMER NEEDS

Migrate the hedge fund's legacy, manufacturer-discontinued, premise-based platform to a flexible cloud-based solution, with mobility to support remote users. Each user requires ability to broadcast to each other hands-free.

SOLUTION

Each trader to be provided one shared user profile with two physical trading devices or one physical trading device with an associated soft client. These would be deployed in their U.S. office location and at each trader's home.

RESULTS

Client realized a cost-effective solution that provides teleworking capabilities, and simple mobile, plug-and-play operation. All devices support free-seating functionality, allowing users to use their profile on any device across the company network or with the remote teleworker turrets.

About Wesley Clover Solutions

Wesley Clover Solutions was formed to meet the growing demand from enterprises with mission-critical voice applications for expertise in managing the transition from legacy to next-generation voice communications.

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

To learn more about Wesley Clover Solutions, please visit our website at: https://www.wesleycloversolutions.com

Wesley Clover Solutions provides a single voice platform for your office, trading, mobility, and recording needs, all delivered through cloud-based, on-premises or hybrid services.

CUSTOMER NEEDS

The hedge fund had a legacy trading system with limited user functionality that did not support mobility or teleworker functions. Traders needed a trading system that was scalable and cost effective with easy-to-use mobility options.

Their requirements were for a trading system communications platform with:

- *Flexible and ease of use trading device*
- *Physical turret and soft client device options*
- *Interfaces to their existing Cisco office phone system*
- *Internal hoot capabilities*

SOLUTION

Wesley Clover Solutions delivered a fully resilient cloud-based solution on Client's own dedicated instance with maximum uptime via state-of-the-art-datacenters to the hedge fund's traders that required little-to-no ongoing support after the system went live.

The solution was a plug-and-play operation that supported free-seating functionality, allowing users to use their profile on any device between their office and remote sites. The Eclipse hoot-and-holler system provided each trader with full hands-free communications to allow them to work as one team across several locations.

Wesley Clover Solutions operations team implemented the move of all the clients' current private lines and the integration between the Eclipse system and their existing Cisco phone system.

All services were covered under a predictable low monthly payment including all services plus maintenance:

- 24x7 Support
- Software & Hardware
- Moves and changes
- On-site spare parts kit
- Software upgrades

RESULTS

24/7/365 cloud support – Predictable cloud service that is 100% hosted, managed, and maintained. The company IT support staff can focus on other issues.

Full resiliency and high availability – Includes a platform on the hedge fund's own dedicated virtual machine with maximum up-time via state-of-the-art datacenters.

Disaster avoidance and BCP Pop-ups – With the system design, the hedge fund can set up shop in a new location or work from home via the Internet and get back to work, with seamless operations.

Outsourced support functions – The client no longer must maintain/support system and all associated Infrastructure to support their trading & recording systems. Client can rely on WCS to fully manage/maintain the communications system for them, which allows their IT staff to focus on other matters.

Full Mobility – Client achieved total flexibility allowing all their traders working from the office, from home or elsewhere, (or a combination of working some days from the office and some days from home).