

CUSTOMER SUCCESS STORY // BUSINESS COMMUNICATIONS FINANCIAL SERVICES FIRM

Global trading firm speeds remote trading operations with the Eclipse Cloud

KEY HIGHLIGHTS

BACKGROUND

Global firm focused in derivatives markets.

CUSTOMER NEEDS

Migrate the customer's premise-based platform to a flexible cloud-based solution (i.e. phones, Unified communications, turrets, soft devices and recording) with teleworker mobility to support all their company personnel globally.

SOLUTION

The Eclipse Dual Module configuration with associated soft client, Unified Communications Office phones, user mobility and recording powered by the Eclipse Cloud.

RESULTS

Client achieved an all-in-one communications system serving all employees, including trading and office users, and recording of all calls.

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 a cloud-based, on-premises or hybrid service.

CUSTOMER NEEDS

This firm had a legacy office system with limited functionality that was being used companywide. Traders needed a trading system that was scalable, cost effective with easy to use mobility options. The firm required a cloud-based platform that can support all their users globally from their homes and eventually back in the office.

Their requirements were for a complete business communications platform:

- *UCC Office & Trading system with full feature integration*
- *User mobility – teleworker devices and soft clients*
- *Recording system for office and trading users*

SOLUTION

Wesley Clover Solutions delivered their enhanced integrated, full-featured communications system with user flexibility and mobility. The integration capabilities include shared/bridged lines between all devices, intercom, and unified communications.

With the introduction of the first true plug and play teleworker trading device at the beginning of the pandemic, Wesley Clover Solutions was able to set up the customers trade team in their homes with a physical device that supports two handsets, speakers, intercom and all lines and features as they would have had in their office.

Users also had the option of a soft client that mirrors the physical device. Therefore, there is little to no training required by an Eclipse users to utilize their soft turret profile. The soft client uses the same user profile as the physical device, providing the user with a digital Command module and/or Key Module providing all saved configurations along with key and feature layouts.

Office users was provided similar options as the trade team and due to our unique office and trade integration, office users can share lines, see presences and interact with the occupied trade lines for support.

All users are support in the Eclipse Cloud with full resiliency and 24/7/365 support and BCP pop-ups for quickly adding new team members to their voice system.

RESULTS

24/7/365 cloud support – Predictable cloud service that is 100% hosted, managed, and maintained. Therefore, Client IT personnel can focus their time on other technologies

Full resiliency and high availability – Includes a resilient platform on Client's own dedicated instance with maximum uptime via state-of-the-art-datacenters.

All-in-one Office and trading – Office, trading and recording on one platform with full integration including shared lines, private wires and presences across all devices, physical or soft.

Disaster avoidance and BCP Pop-ups – With a cloud-based system, client can set up in a new location or work from home and get back to work, almost like nothing has happened. In addition, to quickly and easily returning to their office.

Full Mobility – Teleworker included for user Mobility for Office & Trading. Users can connect anywhere via internet.