Wesley Clover SOLUTIONS

ECLIPSE

CUSTOMER SUCCESS STORY // GLOBAL TREASURY GROUP

Global Treasury group deploys own hosted trading solution to support Remote Users

KEY HIGHLIGHTS

BACKGROUND

American multi-national consumer goods corporation.

CUSTOMER NEEDS

After replacing their legacy trading platform with office phones, the company realized that their treasury group needed a trading turret system with mobility. Company plans included deploying their own hosted trading solution in Europe to support all their users in their offices and homes.

SOLUTION

Wesley Clover Solutions deployed their Eclipse trading and Recording solution in the European data center, while supporting SIP integration to their current UC office platform. Each global user received one profile for their Eclipse device and soft client

RESULTS

The client had a hosted trading system deployed that allows them to meet their internal compliance policies. Globally, each user has one profile to be used between their physical turret and soft client.

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

This multi-national firm had a legacy office system that was being used for all their personnel. They required a hosted platform that can support all their users across Europe and North America, from their homes and eventually back in the office.

Their requirements were for a trading communications platform:

- *Trading turret system*
- *Teleworker – user mobility across the world*
- *Soft-client turrets, either PC or laptop-based*
- *Recording system for all users*

SOLUTION

Wesley Clover Solutions delivered a fully redundant hosted Eclipse trading system platform in Europe to support their global users. As part of the client hosted deployment, Client was able to retire their inhouse datacenter and thereby reduce costs in IT infrastructure and operations.

WCS included SIP integration to their existing UC office system for dial-tone and inter-office dialing. In addition to the Eclipse trading system, a recording platform was installed to record all users and applications

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

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 Soft Turret mirrors the Eclipse physical turret layout and operation. There is little to no training required by Eclipse users to utilize their soft turret profile. The Soft Turret uses the same user profile as the physical device, providing the user with a virtual Command Module and/or Key Module, with the same configuration including with key and feature layouts.

RESULTS

System deployment – WCS provided a proof-of-concept system that was followed by a seamless trouble-free deployment. All traders were trained on the platform via TEAMs.

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.

Includes built-in BCP "Disaster Avoidance" – With a cloud-based system, customer can set up shop in a new location or work from home and get back to work, almost like nothing has happened.

Outsourced support functions – The company no longer must maintain/support system and all associated Infrastructure to support their trading & recording systems. Client was able to retire their inhouse datacenter and thereby reduce costs in IT infrastructure and operations.

Teleworker included for user mobility for trading – Users can connect anywhere via internet with built-in Wi-Fi.