

CUSTOMER SUCCESS STORY // INVESTMENT BANK

# IT staff jobs made easier when Investment Bank Traders use Dual Eclipse trading stations

## KEY HIGHLIGHTS

### BACKGROUND

Investment Bank specializing in healthcare.

### CUSTOMER NEEDS

The bank required that all their traders had the ability to work from home during the pandemic, and in the future. They wanted a solution that was plug-and-play and required minimal ongoing support from their IT staff.

### SOLUTION

Each trader was provided one user profile with two Eclipse trading devices to be deployed in multiple U.S. office locations and at each trader's home. Soft turrets were not provided, as the IT staff did not want to manage service calls from user-created PC / laptop issues.

### RESULTS

The bank met their goals of a teleworker trading turret solution with two handsets and programmable speakers with simple, plug-and-play operation." All devices support free-seating functionality, allowing users to use their profile on any device across their network.

### 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 model.

## CUSTOMER NEEDS

The customer required a premise-based platform that would support all their users in the U.S. from their homes and in the office. During the pandemic, users would stagger their schedules between home and office and needed free-seating capabilities.

Their requirements were for a trading system communications platform with:

- *Flexible and ease of use trading device*
- *Access to all office extensions and point-to-point private lines*
- *User mobility*
- *Internal hoot capabilities*

## SOLUTION

Wesley Clover Solutions delivered a fully redundant cost-effective solution to the bank's IT staff that required little-to-no ongoing support after the system went live.

The solution was deployed within the bank's datacenters that included integration to their office system and access to all existing private lines that are spread across three locations.

Soft turrets were not provided, as the IT staff did not want to manage service calls from user-created PC / laptop issues. Therefore, each trader was provided one user profile with two Eclipse trading devices to be deployed in multiple U.S. office locations and at each trader's home. The solution was a plug-and-play operation that supported free-seating functionality, allowing traders to use their profile on any device across their network.

The Eclipse platform supports enhanced system integration to their current office system. Therefore, if the bank ever requires these features (i.e. shared bridge lines, intercom, voicemail etc.) they can be easily, and cost effectively added.

## 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.

**Disaster avoidance and BCP Pop-ups** – With the system design, the bank can set up shop in a new location or work from home via the internet and get back to work, almost like nothing has happened.

**Full Mobility** – Teleworker included for user mobility for trading. Users can connect anywhere via the Internet.

**Full resiliency and high availability** – Includes a resilient platform within the bank's existing locations and datacenters.

**IT Support Resources** – The bank has deployed the Eclipse platform to support remote traders with a plug-and-play operation.