

CUSTOMER SUCCESS STORY // INTERNATIONAL MONEY BROKER

International Money Broker chooses the Eclipse platform for trading operations

KEY HIGHLIGHTS

BACKGROUND

International money broker.

CUSTOMER NEEDS

The brokers needed to replace their legacy, manufacturer-discontinued, trading platform, with mobility to support remote users. Each user required multiple programmable speaker channels with dual handsets.

SOLUTION

A fully redundant trading and recording system platform with up to 16 speakers per user. Each user would have a physical device with teleworker capabilities and for remote use. In addition to the teleworker applicable, each user profile would have a soft client as another option for mobility

RESULTS

Customer achieved a fully resilient trading and recording system. All physical devices have plug-and-play teleworker functionality, with built-in capability to login the user profile to either a physical device or a 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

The money broker had a legacy trading system that has been manufacturer-discontinued while trying to support their users' needs during the pandemic. Traders needed a trading system that was scalable and cost-effective with easy-to-use mobility options.

Their requirements were for a complete trading communications platform:

- *User mobility function and free-seating to soft clients*
- *Recording system for dial-tone and speaker channels*
- *Each user required between 8 to 16 speaker channels*
- *Call twinning between device and mobile with recording*
- *Wi-Fi built into devices for home office use*

SOLUTION

Wesley Clover Solutions Partner delivered a cost-effective solution redundant premised-based trading and recording solution to support all the brokers. Every broker required 8 to 16 speaker channels with dual talk paths and our enhanced smart phone features.

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.

Mobility Requirements

1. Teleworker application has been included for user mobility. Users Plug-and-play over the Internet with Wi-Fi built into each Eclipse device
2. 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

Proof of Concept – A POC system was installed first to demonstrate all the required feature functionality. After extensive testing, the Eclipse platform was selected.

Full resiliency and high availability – Includes a resilient trading and recording system within the money broker's existing location. As part of the implementation of these systems, upgrades were made to overall client's infrastructure.

Disaster avoidance and BCP Pop-ups – With the system design, With the system design, the money broker can operate in a new office location or work from home via the Internet.

Full Mobility – Teleworker is included for user mobility while trading. Users can connect from anywhere via the Internet with Wi-Fi built into the devices. In addition, each user may use a soft client with the same user profile. 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).

Call Twinning with Recording – The Eclipse system was only platform to successfully demonstrate this capability.