

CUSTOMER SUCCESS STORY // INVESTMENT MANAGEMENT

# Investment Management Company moves to the All-in-One Eclipse Cloud

## KEY HIGHLIGHTS

### BACKGROUND

U.S. Investment Management Company

### CUSTOMER NEEDS

Migrate the customer's premise-based platform to a flexible cloud-based solution (i.e. phones, trading, and soft devices) with remote user mobility to support all their company personnel throughout the U.S.

### SOLUTION

The Eclipse Smart Phone with associated soft client, Office phones and user mobility powered by the Eclipse Cloud. Each user would have one profile with multiple devices or applications.

### RESULTS

Client achieved an all-in-one communications system serving all employees with the ability to be access their system from multiple locations. This included their two primary offices, home offices and remote sites.

### 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 was incurring substantial costs to maintain their legacy office/trading system with limited functionality and mobility. Users 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 from their offices, homes, and remote sites.

Their requirements were for a complete business communications platform:

- All users required access all system lines with unlimited line barging
- One profile per user with multiple physical or soft devices
- User mobility via the internet for both physical and soft clients
- Porting of current circuits with U.S. and international dialing plan
- 24/7/365 Support

## SOLUTION

Wesley Clover Solutions delivered their enhanced integrated, full-featured communications system with user flexibility and mobility. The integration capabilities included shared/bridged lines between all devices with internal intercom. Each user's profile has the flexibility to share and access any system line.

Each user would have one primary profile that would be mirrored between multiple Eclipse Smart Phones and their associated soft user application. Therefore, there is no additional training required by any Eclipse Smart Phone user to log into their profile from any type of device, from any location they decide to work from. The Eclipse Smart Phone provides the users with the combined functionality of an office phone and the trading phone (formerly known as the Turret/Dealer Board) that they have become accustomed.

This includes: - Call barge-in, voice mail, conferencing, call history, two handsets and the irreplaceable programmable speakers  
- Plug-and play over the internet with built-in Wi-Fi, Bluetooth and camera

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

**Each user provided with multiple end points (physical or soft)** – To provide quick and easy remote access of system profiles and system lines.

**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 and trading 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 shop in a new location or work from home and get back to work, almost like nothing has happened to quickly and easily returning to their office.

**System Deployment** – WCS provided a proof-of-concept system that addressed all customer requirements. Thus, establishing the blueprint for a seamless trouble-free deployment plan.