



Case Study

Global Trader Voice Delivery Project

Sourcing, Deployment and Testing
the global rollout of a new Trader
Voice Platform for a Global Financial
Institution

Scope of work

Crestwave Solutions was engaged by the global financial institution to review the Trading Platform Market, to identify and deliver an appropriate solution for the replacement of its legacy, out of support IPC Alliance Trading platform in London, New York and Singapore. The key directive, considerations and objectives which needed to be met were as follows: -

- Adopt a cloud-first strategy
- Move from infrastructure ownership to procurement of a managed technology service
- Change from Capex and "front-loaded" cost profile to an Opex model
- Desire to have ability to provide full cost allocation transparency per business unit
- Achieve cost-savings by deploying a solution that matches the scale of the organisation, increasing efficiencies in the operational management of the service and reducing datacentre footprint

Initial Project Approach

Crestwave Solutions utilised its wide-ranging market experience to assess suitable vendors which could deliver and match the scope and objectives of the project. Actions below were then carried out by Crestwave Solutions to progress the initial project stage: -

- Ensuring all requirements were considered by identifying and working with key stakeholders within the global financial institution
- Managing the RFI and RFP process, composing both RFIs and RFPs on behalf of the global financial institution
- Shortlisted vendors alongside the global financial institution and arranging presentations
- Arranged and organised product demonstrations from shortlisted vendors

Work Undertaken & Outcome

Once the vendor, Cloud 9 was selected, Crestwave Solutions then deployed a team globally to work with both the global financial institution and Cloud 9 to Project Manage and deliver a seamless transition of the new solution, successfully delivering the following end results:-

- A fully managed Trader Voice service which was accessible to traders working both in the London office and remotely in the UK, followed by rollout across New York & Singapore
- The capability to expand this service to other regions where required by delivering a uniform platform
- Integration with market leading Private Wire vendors
- Reduction of dependency on Private Wires by adopting Cloud9 user community

Work Undertaken & Outcome

- Enhanced exposure to Energy communities
- Integration with major PSTN SIP vendors.
- Integration with into the existing on-premises Cisco CUCM.
- Fully enabled to adopt Cloud Dial Tone once available.
- Ability for end users to select from a number of endpoints to meet their needs (large hard turrets, intercom devices, soft consoles, etc)
- Support for 80+ traders across Energy, Commodities & FICE
- Possible integration of the voice service into the existing on-premises NICE NTR platform as an option

Summary

Another successful Trader Voice project delivered end to end from tendering and selection, through to deployment and migration of a new trading system environment.

This was a particularly challenging project as the entire deployment had to be managed and delivered through the current Covid-19 lockdown restrictions, so coordination of stakeholders and traders were key to ensuring the success.

Crestwave Solutions has now successfully delivered this type of project across a number of global financial institutions and continues to develop within the vertical.

For further information on how we can assist organisations with this type of project, please get in touch at enquiries@crestwavesolutions.com.