

# Independent Investment Bank and Financial Services Firm

## Managed Services Relationship of 15+ Years

### Client Challenge

The small team had an international market data enterprise that was providing 24-hour support; however, it was unable to keep up with the 24-hour need. As a result, costs continued to rise and managing the technology and commercials created a work-load problem.

### West Highland, a TNS Company Solution

West Highland provided 24-hour managed services with tools, reporting and data notification management. In addition, it provided the client with assistance in commercial management, data usage optimization and constant low-hanging fruit monitoring.

### Benefits

The independent investment bank and financial services firm was able to remove a legacy system that was cost prohibitive and not configured to identify issues properly. West Highland specific tools and managed services operating model was deployed, identifying all existing issues, configuration problems, root cause for recurring outages and series of remediation steps to address all issues. The firm received:

- Enhanced monitoring with West Highland tools
- Formal, proper status reporting, incident management and communication protocols were established
- Capacity management monitoring and tracking was deployed to identify trends and technology needs, as well as right-sizing the enterprise infrastructure.

### Outcome

Communication protocols created a proper operational environment and presented necessary detail to business units, recurring incidents were reduced and, in some cases, eliminated and up time was maintained at 99.99%. Importantly, data notifications (DN) were no longer missed and all DN related outages were eliminated.

### Success

- \$1.25M annually approximate saving for operational resources
- \$600,000 approximate saving annually for cost avoidance
- Unknown dollar amount of lost revenue eliminated due to the increase in uptime and DN related outages.





# Working with West Highland, a TNS Company

## Our Products

### Data Notification Manager (DNM)

DNM provides clients with a granular view of the impact that vendor service changes have, down to the instrument level so your business knows exactly what changes need to be made, mitigating impact to the business. In the past, most changes were announced for a data package or bundle as they happened, leaving business application managers and data support teams with the time-consuming task of determining impact to the business' intraday workflow. DNM is designed to efficiently prevent and eliminate service disruptions and identify commercial changes, such as product or service fee increases for Data Notifications, presented by consolidated feed and direct exchange providers.

### ALIVE - Application Latency Indicator for Vendors and Exchanges

ALIVE monitors relative latency across multiple vendors, ensuring consistent delivery of market data from source to destination. ALIVE provides insight into data delays at key points during the day, ensuring that you are not at a competitive disadvantage compared to others in the market. Delays in data imply degraded quality and have an impact on trading decisions. West Highland, A TNS company, monitors client market data delivery and ensures that data is delivered within an expected timeframe: ALIVE identifies deviations, anomalies, and delays.

### Web Access Control Manager (WACM)

WACM provides firms with the capability to control individual access to authorized web-delivered market data services, single bank portals and internal portals, delivering security and transparency into usage patterns of services across the enterprise. Integrated with Active Directory, and typical security databases such as SAML and Sailpoint, WACM manages user id and passwords in one location. WACM has a complete audit trail of all login and usage details allowing clients to create more accurate billing, ensure compliance with license limitations, and reduce costs from non-usage. In addition, there is built-in automation which sends email alerts to business analyst teams directly identifying quick cost saving opportunities such as low usage or unused services.



To learn more about TNS Financial Markets solutions, contact a sales executive.

[financial@tnsi.com](mailto:financial@tnsi.com)  
[tnsi.com](http://tnsi.com)

Europe	+44 (0) 20 7336 1510
Hong Kong	+852 3 709 4778
India	+91 44 4359 7212
Japan	+813 6205 4588
Singapore	+65 6828 1014
South Korea	+82 2 782 3914
USA	+1 703 453 8506
	+1 212 867 1848