

The Client is one of the Global Financial Services Company

Client Profile

Our client is a 25 year old Global financial services company serving millions of customers from around 40 countries worldwide. They provide diversified financial services i.e., customer-focused brokerage, Banking products and services to retail, corporate and institutional businesses. Our Client provides online trading services, streaming real-time stock quotes and market data, and investment advice to professional and non-professional traders around the world, delivered via it's portal and average transactions are calculated to be 700,000 per day.

Areas of Concern

Our Client utilized several performance monitoring tools, all with separate interfaces. While each tool collected important information, they had no way to gather and correlate all the data from every tool into a unified system with a centralized view. They could not see the big picture or drill down to identify the root cause of performance issues. Consequently, a staff member would spend 4-5 hours every morning manually pulling together data from the disparate monitoring tools to prepare a daily performance report. This prevented their team from having real-time visibility into performance trends

Solution Implemented

Confiminds has developed an application to monitor all of the servers in their production environment for the company's North American trading and banking portal. Our application is able to leverage all of their existing performance monitoring tools and incorporate all the data into a unified performance management system with a single point of access and comprehensive real-time visibility. Our Client's data correlation efforts are now handled automatically, and the data is available not only in the daily reports but also on the real-time performance management console. Our application also provides complete coverage for Linux, which is becoming their primary platform

Customer Benefits

Our Client has gained the following benefits from Confiminds MIS Solution.

- Competitive advantage due to keeping industry's most aggressive performance guarantee.
- Commission saved on each transaction by meeting 2-second performance guarantee
- Money saved by minimizing number and duration of performance problems.
- Money and time saved due to easy deployment, maintenance and reporting
- Maximization of performance monitoring investment by leveraging other tools

Corporate Office

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