connect
MANAGED SERVICES

ION TRADING
CASE STUDY

CUSTOMER BACKGROUND

ION Trading are a global market leader in solutions for electronic trading, position management, pricing, risk management and downstream processing.

Their clients range from global financial institutions to leading niche financial specialists. ION's global reach means that over 3000 traders use its front-end solutions worldwide daily, while tens of thousands rely on the ION platform for their day to day trading.

Against this backdrop, however, ION Trading was starting to experience issues with the management of its telephony. Connect were called in.

IN EMEA CONNECT DELIVERED A SUCCESSFUL MIGRATION STRATEGY THAT, IN TURN, WAS EXTENDED TO A THREE-YEAR GLOBAL CONTRACT FOR 18 LOCATIONS ACROSS 12 COUNTRIES

THE CHALLENGE

ION's extensive telephony network spans 18 locations, in 12 countries, across three continents, using 1,200 ports. But this mammoth system was suffering from resilience and redundancy issues, and could not deliver an agreed standard of telephony.

The issues were a result both of the incumbent providers' failure to provide an effective Managed Service and the obsolescence of the technologies in use.

Ultimately, all of these would need to be replaced.

THE SOLUTION

Starting with the UK estate, Connect delivered a successful migration strategy that, in turn, was extended to a three-year global contract.

The migration involved taking over management of the business's Shoretel and Avaya network & migrating the core software to Avaya, and deploying Avaya ACM across the estate.

It also enabled the upgrade of remote sites, converting them to LSPs (Local Survivable Processor) in order to enhance their capabilities

THE CUSTOMERS VIEW

"Unified Communications expertise" and "their ability to deliver Avaya solutions globally, coupled with true engineering quality...... that's why we invest in this partnership!"

Philip Grisedale, Telecoms Manager, ION Trading

CHALLENGES

- Needed to stabilise their telephony system
- Limited resilence and redundancy issues
- Incumbent wasn't providing an acceptable service

RESULTS

The migration to the Connect Managed Service solution has delivered:

- Standardisation of estate and installations, leading to increased efficiencies
- Common dialling plans across the organisation, at maximum cost effectiveness
- Improved resilience within the network, enabling higher capacity
- Reduced telephony downtime, enabling the business to exceed SLAs
- Improved reporting, enabling more effective performance and fault analysis

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