

CRYPTOCURRENCY EXCHANGE DELIVERS OPTIMAL TRADE PERFORMANCE WITH CORVIL

CRYPTOCURRENCY EXCHANGE

OFFERS INSTITUTIONAL TRADING AND SETTLEMENT OF SPOT DIGITAL ASSETS BITCOIN, ETHER, BITCOIN CASH, LITECOIN AND FIAT CURRENCIES

CHALLENGE

Assuring Consistently Superlative Client Experience

As a new cryptocurrency exchange pursuing institutional investors who expect trading experiences similar to equities and commodities asset classes, the company faced challenges of:

- Providing enhanced client service and responsiveness to order execution inquiries
- Oversight of order execution performance across various clients
- Assuring optimal technology performance during rapid onboarding and market volatility

SOLUTION

Execution Analytics Across Client Order Lifecycle

As the trusted, de facto standard for performance analytics across Financial Markets, Corvil provided:

- Visibility into each client's order execution and latency, searchable by member firm, by trader, by order type or by trading symbol
- Order lifecycle tracking through the exchange's environment
- Analytics-driven workflows for rapid investigation of and response to order-related inquiries
- Insight into the quality, completeness and timeliness of market data delivered to clients
- Intelligence and analysis extracted from the exchange's proprietary binary protocol
- Seamless visibility across multiple client access options (including colocated cross-connects, VPN access, and web-based access through AWS infrastructure)

RESULTS

Improved Client Experience

- ↑ Client satisfaction and order flow growth
- ↑ Trade support staff productivity
- ↓ Time to respond to client inquiries
- ↓ Time to isolating problem causes