

# PeerStory: Financial Services Firm Improves Dark Pool Competitiveness



This PeerStory is a collection of quotes from a real user who shared his experience using Corvil on IT Central Station.



**Srini V.**

*Director at a financial services firm with 10,001+ employees*



## USE CASE

We brought in Corvil because we are ... one of the largest dark pools, and we wanted to be competitive for all our clients who are connecting to us.

Obviously, clients look for venues that are more receptive to their needs and companies that listen to their issues. That's one of the reasons that most of the client flow is coming to our company.

**Our primary focus was to get things analyzed in real-time for the client-facing sessions, and Corvil has helped us a lot on that.**



**Corvil has enabled us to troubleshoot and analyze problems in real-time... It reduced the resolution time from days to hours or minutes.**

## CHALLENGES

### Limited Insight to Efficiently Optimize Service Delivery

The clients measure us by the latency we have in matching their orders... We wanted to improve on the latencies being seen on the network from the client's perspective.

Previously, we had sniffers placed in the networking area and then we had to capture data and wait for an issue to recur. Then we could analyze the packets.

Troubleshooting was a long process ...At least when it comes to the people who had to set up the sniffers and try to record a session and analyze packets - it was a pretty manual task.

## SOLUTION

### Real-time Analytics for Client Electronic Trading Order Flow

What is most valuable is the ability to troubleshoot when a client complains of spikes in latencies. **It gives us the ability to go granular, all the way down to looking at the network packets and analyze them.**

It helps us to determine where to focus our performance improvement efforts... It gives us an ability to focus on points in our system that are bottlenecks, that have high latency, and enables us to make the processing speed more efficient and to focus on the right things.

The front end of Corvil makes it appealing in terms of the ease of navigation and giving them [the trade desk] an inside picture of what's going on with their clients.

**Corvil helps to correlate individual client or trade desk transactions to infrastructure and venue latency...** We make sure that the fill rates for a certain client are as expected, and the algorithmic trading as well. We look at the way orders get executed in different venues and which venue is giving us better fill rates.

## RESULTS

### Improved Control of Client Experience

When it comes to running a dark pool, of course, the side effect of having the best execution is getting better revenue, better order flow. It [Corvil] does help in terms of keeping the system competitive.

**Corvil has also very much reduced the time it takes to provide reporting or dashboards to answer business questions... It gives them [trade support] more information at hand to answer questions from clients.**

It frees up the resources who were looking at the network packets and looking at the connectivity and trying to analyze things packet-by-packet. Corvil does most of [that] job.

Corvil has enabled us to troubleshoot and analyze problems in real-time... It reduced the resolution time from days to hours or minutes.

[Read the full review »](#)



Based on a review from a real user, verified by independent review site IT Central Station.

©2019 IT Central Station