

BANK OPTIMIZES MULTI-VENDOR DEPLOYMENT WITH CORVIL

\$588BTOTAL
ASSETS**TOP TEN BANK IN NORTH AMERICA**PROVIDES CORPORATE, INSTITUTIONAL AND
GOVERNMENT CLIENTS A RANGE OF WEALTH
MANAGEMENT AND INVESTMENT SERVICES
ACROSS BONDS, EQUITIES, FIXED INCOME, AND
SECURITIZED PRODUCTS.**2,500+**PROFESSIONALS IN 30+
LOCATIONS GLOBALLY

CHALLENGE

Assuring Performance of Outsourced Trading Platform

With rising competition and increasing complexity of trading tools and technology, the firm relied upon outsourced infrastructure and platform providers. While transitioning to a new outsourced trading platform, Tbricks by Itiviti, the firm was eager to eliminate the operational challenges experienced with the previous outsourcer:

- Siloed visibility that delayed identification of service degradation
- Extended triage and resolution times exacerbated by finger-pointing across internal teams, platform outsourcer, and infrastructure service providers
- Limited insights to correlate trade execution with infrastructure performance to improve customer experience and revenue generation

SOLUTION

Analytics and Insight Across Outsourced Technology

Deployed to analyze electronic trading flows, market data feeds and infrastructure performance across multiple venues, Corvil provided:

- Insight into market data gaps and other quality issues across all incoming direct and consolidated market data feeds from Canadian and U.S. markets, including:
 - Identification of inactive direct data feeds
 - Verification of incomplete data feed bandwidth upgrades
- Venue connectivity health monitoring and performance profiling to improve order routing and execution
- Full transaction message transparency through the Tbricks environment
- Streamlined and automated workflows for issue identification, isolation, and resolution replacing manual analysis
- Pre-built dashboards for multiple stakeholders that improved collaboration with trading platform and infrastructure outsourcers

RESULTS

Improved Performance Assurance and Trading Outcomes

- ▲ Operations staff productivity
- ▲ Speed of escalation process across internal and external technology teams
- ▼ Mean time to respond to stakeholder and partner inquiries
- ▼ Mean time to identify and resolve issues
- ▼ Business impact of technology issues