Corvil

TRADING INFRASTRUCTURE SERVICE PROVIDER BOOSTS CUSTOMER EXPERIENCE AND SUPPORT EFFICIENCY

2,500+	**TRADING INFRASTRUCTURE SERVICE PROVIDER**	**35%+**
ACTIVE DATA AND TRADING CONNECTIONS	PROVIDES HIGH-PERFORMANCE CONNECTIVITY AND DISTRIBUTED TRADING PLATFORM HOSTING	TRAFFIC VOLUME INCREASES DUE TO CUSTOMER GROWTH

CHALLENGE

Providing Superior Support Experience for Growing Customer Base

With a growing number of customers, the firm's continued success depended on reliable connectivity service delivery, particularly during on-boarding when support call volumes are at their highest. Rapid access to client-specific packet captures during those support calls was critical since customers trust network packets as the source of connectivity truth. The firm sought to resolve several operational challenges:

- Increasing stress from customer traffic growth on legacy packet capture tooling

- Lengthy search query response times and packet export timeframes due to growing capture volumes

- Limited ability to adapt to changing network infrastructure, capture requirements and analytics needs

SOLUTION

Fast, Intuitive Access to Packet Captures with Easy Analytics Upgrades

Deployed across virtualized network infrastructure with centralized management for global capture, Corvil delivered improved capture rates, search query response times and packet export timeframes for multiple customer support and regulatory use cases. Laying the foundation for network analytics, Corvil provided:

- Reliable, high throughput packet capture

- Rapid capture export while sustaining maximum capture rates

- Intuitive, single-click access to customer-specific captures with filtering, indexed search and export by data or trading connections to minimize time taken to find and download customer-specific captures

- Maximized disk storage capacity with streaming packet compression (up to 3 times over competitive products) while protecting client data with capture volume and database encryption

- Streamlined, modular analytics upgrade path for deployed capture appliances as the firm's networks grow and change

RESULTS

Improved Customer Experience and Support Efficiency

- ▲ Effectiveness of customer support
- ▲ Customer on-boarding experience
- ▲ Deployment flexibility for future analytics and network upgrades
- ▼ Mean-time to respond to customer queries
- ▼ Mean-time to innocence and problem resolution