

# Independent Investment Bank and Financial Services Firm

## Managed Services Relationship of 15+ Years

### Client Challenge

The small team had an international market data enterprise that was providing 24-hour support; however, it was unable to keep up with the 24-hour need. As a result, costs continued to rise and managing the technology and commercials created a work-load problem.

### West Highland, a TNS Company Solution

West Highland provided 24-hour managed services with tools, reporting and data notification management. In addition, it provided the client with assistance in commercial management, data usage optimization and constant low-hanging fruit monitoring.

### Benefits

The independent investment bank and financial services firm was able to remove a legacy system that was cost prohibitive and not configured to identify issues properly. West Highland specific tools and managed services operating model was deployed, identifying all existing issues, configuration problems, root cause for recurring outages and series of remediation steps to address all issues. The firm received:

- Enhanced monitoring with West Highland tools
- Formal, proper status reporting, incident management and communication protocols were established
- Capacity management monitoring and tracking was deployed to identify trends and technology needs, as well as right-sizing the enterprise infrastructure.

### Outcome

Communication protocols created a proper operational environment and presented necessary detail to business units, recurring incidents were reduced and, in some cases, eliminated and up time was maintained at 99.99%. Importantly, data notifications (DN) were no longer missed and all DN related outages were eliminated.

### Success

- \$1.25M annually approximate saving for operational resources
- \$600,000 approximate saving annually for cost avoidance
- Unknown dollar amount of lost revenue eliminated due to the increase in uptime and DN related outages.



