



CASE STUDY

MONEYLINE TELERATE

Global Provider of Real-Time Information and
Transaction Services Relies on InteQ for
24X7 Availability of Critical Market Data



Organization Profile

Moneyline Telerate is a recognized leader in providing financial services firms with cost-effective, flexible methods for using the world's premier benchmark financial content to drive investment decisions and order flow across new and existing electronic channels.

IT Challenges

1. Moneyline migrated its most critical frame relay network to a new network provider providing access to layer 2 of the OSI model. This network allows the company to receive data from primary dealers and other electronic trading sources and therefore must be available 24x7. Moneyline needed a reliable solution to proactively monitor and manage the network and effectively address vendor management issues.
2. Moneyline's flagship product, WebStation, was being rolled out to customers at a rapid pace. The complex infrastructure that drives WebStation must be available 24x7. Moneyline Telerate required a solution that would provide 24x7 availability without consuming additional internal resources

Solutions

InfraSolve — proactively monitors and manages applications, databases, networks and systems infrastructure by providing problem identification, diagnostics and resolution for maximum application and infrastructure availability.

InfraWatch — a proactive 24x7 monitoring and notification service that provides Web-based reporting and automated problem resolution for Web sites and the underlying infrastructure components.

InfraPortal — a highly-secure, Web-based reporting portal that provides views into the availability and performance of the business application infrastructure as well as detailed application and device-specific breakdowns.

Results

By leveraging InteQ's InfraWatch and InfraSolve services for its Contribution network and its WebStation infrastructure in New York and London, Moneyline Telerate is able to focus on its core business objectives while benefiting from 24x7 system monitoring. As a result, the company has added this level of service to its customer base and saved approximately 75 percent on the cost of building it themselves.

Rapid Adoption of Market-Leading Financial Data Solution Increases Pressure on IT Infrastructure

The leading provider of financial information and transaction services to the global financial markets, Moneyline Telerate had migrated its frame relay network that served as the entry point of every piece of market data that Moneyline disseminated. A key component to Moneyline's business, the company's frame relay network enables Moneyline to receive data from primary dealers and other electronic trading sources. In order to ensure its success, Moneyline needed a 24x7 infrastructure management solution that would also provide effective vendor management capabilities.

After evaluating the cost and timeframes for building this capability themselves, Moneyline Telerate decided to take advantage of InteQ's InfraSolve, the company's outsourced 24x7 IT management solution, InfraSolve proactively monitors and manages the network infrastructure by providing problem identification, diagnostics and resolution for maximum infrastructure availability. As a result of leveraging InfraSolve, Moneyline Telerate has been able to successfully monitor and manage its network, enabling the internal IT resources to focus on strategic business objectives and enhance Moneyline's offerings.

"InteQ enables Moneyline to have a fully integrated view of its frame relay network infrastructure at a fraction of the cost of bringing in an IT operations staff," said Richard Ward, VP of Operations. "As additional components are added to the network, integration with InteQ's offerings is seamless and cost-effective, providing Moneyline with the growth potential and scalability it needs as its business expands."

Moneyline Expands Use of InteQ Services

Due to the success of the Contributions Network management, Moneyline decided to expand its relationship with InteQ and rely on the company to monitor and manage its WebStation infrastructure as well.

WebStation provides real-time market information around the clock and from any location in a Web browser over the Internet or via private line. This enables Moneyline Telerate customers to quickly make informed decisions that can ultimately have a significant impact on a business.

Moneyline was beginning to experience a significant increase in usage of WebStation and needed a way to ensure continuous availability for its customers. As this environment was growing, Moneyline quickly realized that it needed an efficient and scalable way to deliver the 24x7 support that this infrastructure requires. By leveraging InteQ's InfraWatch service, Moneyline has been able to grow the infrastructure without growing its staff. Once again, as a result of InteQ's services, Moneyline has spent approximately 75 percent less than had they built the capability themselves.

Bringing It All Together

An integrated view of both the Contributions network and the WebStation infrastructure is provided through InteQ's Web portal, InfraPortal. The InfraPortal tool provides views into the availability and performance of the WebStation infrastructure, as well as detailed application/device specific breakdowns. With InteQ's InfraPortal, Moneyline is able to get a quick view of the health and status of its infrastructure and drill down into the specific status of open incidents through one common interface.

"In the financial services market, system downtime can be disastrous to a company," said Ward. "Our customers have come to rely on us for 24x7 access to financial information, so to have information unavailable at any time is absolutely unacceptable."

Providing service to more than 4,000 customers, Moneyline Telerate requires the monitoring of several performance characteristics, as well as the proven processes of InteQ's service delivery platform. The company also relies on InteQ to go beyond standard monitoring to generate an understanding of why performance degradation happens and how to prevent it. Additionally, InteQ's InfraPortal tracks all relevant alerts and outstanding issues, while presenting Moneyline Telerate with a single view of the entire IT infrastructure.

Notable Results

Since implementing InfraSolve, InfraWatch and InfraPortal, Moneyline Telerate has been able to provide continuous availability of its frame relay network and WebStation offering. Most importantly, however, the company has done this while allowing its internal resources to focus on strategic business objectives.

"InteQ has enabled us to focus on our core business while benefiting from 24x7 system monitoring," said Ward. "As a result, we are able to use our internal resources to enhance our offerings, which ultimately results in more satisfied customers and increased market share."

Moneyline is just one of the many companies leveraging InteQ's solutions to proactively monitor and manage IT infrastructures, which allows them to focus on business-critical issues and achieve a considerable ROI as a result.

For more information about InteQ Corporation, visit www.inteqnet.com or call 1-888-4IT-MGMT.

