

# Customer Success Story



## Banco de Occidente Case Study

IPC and partner Axede support new Trading Floor operations for Banco de Occidente, implementing IPC's award-winning Unigy system, Blue Wave Application Development Platform and Axede's productivity suite to deliver the latest trading and client interaction solutions.

### Quick Facts

#### CUSTOMER:

Banco de Occidente, an established regional Latin American Bank, head-quartered in Colombia with trading operations across 6 sites

#### CHALLENGE:

The Bank wanted to upgrade the trading floor operations for both the traders and their managers. This included:

- Updating the current trading platform to benefit from the latest technology advancements and flexibility options
- Enhancing client interactions
- Improving resilience and compliance
- Providing support for remote trading

#### SOLUTION:

IPC and Axede implemented an integrated solution, powered by the Unigy platform, utilizing a suite of productivity services from Axede: interaXion, Xynthesis and eXplora to improve trader productivity and strengthen call recording capabilities

#### BENEFITS:

- Superior Trading Outcomes
- Improved client relations
- Compliance transformation
- Robust resilience and continuity
- Adaptable and future-proof

“ Adopting IPC's state of the art Unigy platform and Axede's productivity tools has transformed the trading floor operations for both our traders and their clients.

Axede provided a swift and efficient implementation including adapting for compliant home working requirements ”

### CHALLENGE

Banco de Occidente, a leading regional Latin American Bank based in Colombia, needed to update their trading floor technology to a best-in-class solution that could evolve with them, improve trader productivity and provide remote working capabilities.

A key problem the bank faced was how to effectively manage the response time of their traders. They needed a solution that would help them prioritize their clients, reduce hold times and develop a more personalized service.

In addition, the bank wanted to develop their voice recording capabilities with state-of-the art tools that could mitigate some of the risks of executing high value transactions during times of high volatility.

Finally, business continuity had to be maintained across the newly integrated technology solution through the use of robust back-up systems that would offer protection against failures and reduce the risk of data loss.

### SOLUTION

Axede implemented a fully integrated trading floor solution, for 45+ positions across 6 locations, that combined the latest IPC Unigy platform with Axede's suite of productivity tools. The solution also included the next-generation IQ/Max Touch Turrets.

Using the IPC Blue Wave Application Development Platform, Axede's products - interaXion, Xynthesis and eXplora – were integrated into the Unigy system. Delivering on-demand information to traders and managers, interaXion immediately identified clients and their businesses and Xynthesis provided rapid access to the relevant business data.

Additionally, Axede's tool eXplora enhanced the voice recording capabilities of the bank through its provision of a cloud platform that facilitated the management of recording resources, complementing the wider Unigy solution.

The trading platform had dual back-up to support the infrastructure and incorporated a dual voice recording system in 2N, providing a “double-check” feature across two independent systems. This met the bank's requirement to mitigate risk during high value transactions and offered immediate access to recordings where the trader could re-validate requirements before placing the order.

Axede implemented the IPC Unigy Soft Client at very short notice across all locations due to the onset of the Covid-19 pandemic, extending the functionality of the Touch Turrets to multiple devices which allowed the traders to work remotely whilst remaining compliant and resilient.



**Banco de Occidente**

*Connecting opportunities*

## Customer success story

# Results

### BENEFITS

#### Superior Trading Outcomes

Access to the latest trading technology through the Unigy platform

#### Improved client relations

Advanced tools that provide enhanced business information, and significantly improve the productivity of traders and managers and subsequent client interactions

#### Compliance transformation

Increased security, integrity, and reliability of voice recordings through the provision of a dual recording system as well as immediate access to records to support trading decisions

#### Robust resilience and continuity

A multi-layered back-up solution, providing business continuity and system architecture enhanced support, including remote working

#### Adaptable and future-proof

Customizable solution that caters for the Bank's current and future needs

The combination of the Unigy platform and Blue Wave Application Development utility presented a fully customizable and adaptable solution that could be adjusted to fit the exact requirements of the

bank, and was simply integrated with the Axede software.

The open development solution enables the bank to easily reconfigure the settings as and when required.

Swiftly adding the Soft Client in the early stages of the pandemic further emphasized the speed and ease at which other technologies can be installed into the platform.

Axede's advanced productivity technology provided traders and managers with caller classification and identification, operational information and the latest market data, improving the customer experience and fostering better trader-client relationships.

By utilizing the 2N architecture, Axede increased security, decreased the possibility of recording loss and provided a highly reliable recording storage solution. A wide search criteria was also built into the system, allowing administrators to easily find, access and download one or multiple recordings for auditing purposes and as part of the day-to-day running of the trading floor.

Finally, the use of dual back-up systems that ran independently, had their own local HA and were distributed across separate zones provided a failsafe and delivered enhanced continuity of the integrated solution.

## Axede Spotlight

Axede is a developer of software designed to integrate communications. The company's software has secure and high-speed connection for each unit through wired and wireless networks enabling businesses to streamline their communications and run more efficiently.

For more information, visit [www.axede.com.co](http://www.axede.com.co)



IPC is a technology and service leader that powers financial markets globally. We help clients anticipate change and solve problems, setting the standard with industry expertise, exceptional service and comprehensive technology. With customers first and always, we collaborate with each to understand their individual needs to help make them secure, productive and compliant within our connected community. Through service excellence, long-developed expertise and a focus on innovation and community, we provide agile and efficient ways for our customers to accelerate their ability to adapt to the ever-changing requirements for advanced data networks, compliance and collaboration with all counter-parties across the financial markets.

For more information, visit [www.ipc.com](http://www.ipc.com)

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