

Customer Success Story



Customer:

Fiduciaria

Challenge:

Remote work for traders using physical turrets IQ/MAX Touch to leverage IPC technology.

Solution:

Unigy, NICE NTR, IQ/MAX Touch.

Benefits:

Possibility of using the IPC platform with the acquired IQ/MAX Touch physical turrets, allowing them to access all the functionalities and applications suitable for financial floors, maintaining efficiency and productivity as if they were in the office.

Fiduciaria - Telnorm Colombia SAS

The Fiduciaria, which is located in Bogotá-Colombia, guarantees that a public entity complies with what has been agreed in a business deal, loan or contract, and to protect the other person in case it does not comply with what has been promised.

Telnorm Colombia SAS is a new type of technology services company with more than 20 years of experience in the region and the market implementing and supporting IPC systems installed in the main financial groups.

CHALLENGES

The biggest difficulty the fiduciary had to face was the pandemic, at the precise moment when the IPC platform with physical turrets was acquired. Remote work is one of the challenges that the entities had to solve in record time.

Some of the main challenges are:

- Change of technology
- Connectivity from home of the physical turrets for remote work.
- Remote training to users on physical turrets.

SOLUTION

The Fiduciaria was looking for a solution that would allow them to manage simultaneous communications with different applications, speakers and a microphone, for immediacy and greater productivity.

It was more than one application that caught their attention to make the decision to implement the IPC platform, among them the monitoring of activities that gives them the opportunity to have collaborative work between traders of the same operation; as well as the management of speakers that gives them the option to have fast and effective interactions with their counterparties.

The solution was implemented in pandemic, complying with all sanitary regulations. As business partners, we provided the greatest support to the fiduciary so that they could go into production and give alternatives so that they could perform remote work with the use of their physical turrets.

Tests for the use of the physical turret from a remote site were performed in the laboratory of Telnorm Colombia SAS. In this case, a VPN router was acquired to establish a point-to-point connection with the firewall of the office where the core of the IPC platform is located.



CUSTOMER SUCCESS STORY

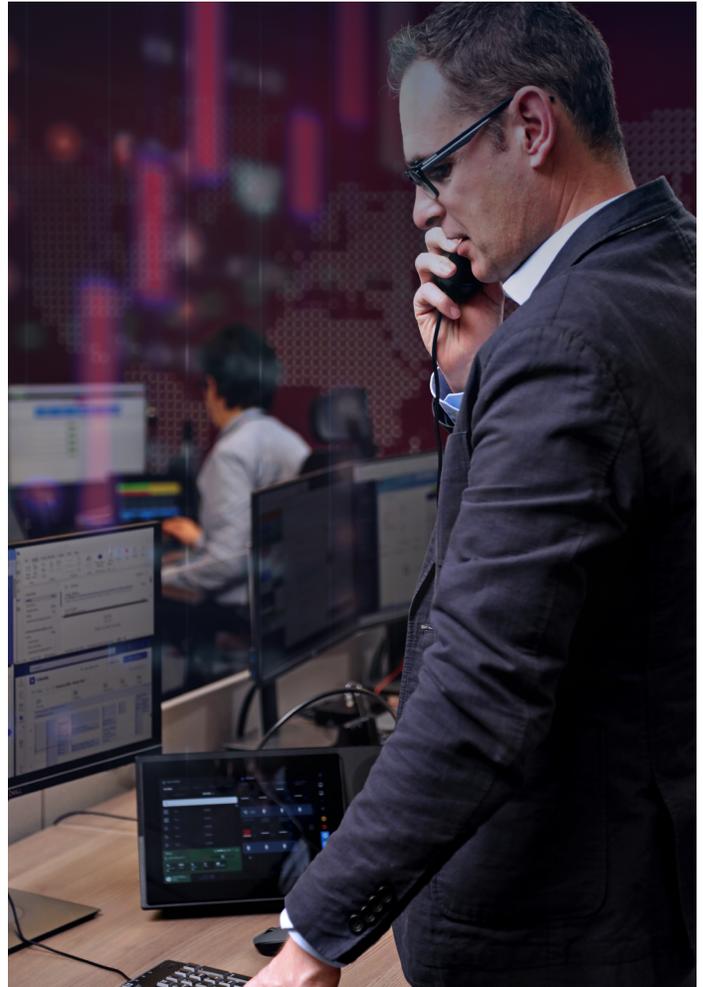
RESULTS

Today the Fiduciaria has been able to take advantage of the IPC platform, all its applications and functionalities, despite the adverse circumstances with which the project began.

With this connectivity, a solution was provided to the Fiduciary so that they could start their operation with the platform in which they invested, obtaining all the complete functionalities, working remotely from the trader's home.

The use of the physical turret from home was made possible by installing a VPN Router which was configured to reach the Trust's firewall. Allowing Traders to operate without losing business due to the limitations that conventional telephony tools or technologies use for communication.

- The Fiduciaria was looking for a solution that would provide them with functionalities and applications that would make them much more efficient in order to meet market trends.
- Solution sold on a lease basis, eliminating the need for new investments.
- Installation of Unigy and NICE NTR software on virtual servers in their IaaS to eliminate the need for space in their own datacenters.
- Remote work using the turrets IQ/MAX Touch to get the most out of the acquired platform, using VPN routers for secure connectivity to the core of the solution.



ABOUT IPC

A specialist technology and service leader powering global financial markets for over 50 years, IPC Systems is at the forefront of electronic trading connectivity and state-of-the-art cloud communications, setting the standard for exceptional service, innovation, and expertise.

IPC's customer-first approach is bolstered by an extensive and diverse financial ecosystem that spans all asset classes and connects market participants anywhere in the world for enhanced communication, collaboration, and compliance.

Global services include electronic trading, trading communications, and infrastructure-as-a-service solutions.

IPC is ideally positioned to anticipate change and remain aligned with rapidly transforming markets, and to empower customers to adapt to change, now and in the future.

To learn more, visit www.ipc.com, explore our Insights page and follow us on LinkedIn.

