

## Introduction

A wide range of Technical Services are necessary to effectively support Front, Middle and Back Office operations in the trading marketplace. Typically the technologies are diverse and the pressures on time and cost are very high. Areas of key importance include:

Development of accurate technical requirements to solve the *business* needs  
Analysis and selection of high performance systems and solutions  
Implementation of solutions, including customisation and configuration  
Application or interface development  
Systems integration  
Support and management of existing systems and operations

ePulse Consultants, Developers, Installation and Support Professionals have extensive experience across a variety of technologies and solutions applicable to the financial industry. More importantly they have the knowledge of how they are best applied in this sector. This experience includes core technologies, such as WinXP, UNIX, OS400, JAVA/EJB, Networking and distributed OO application design. In addition our consultants possess a practical experience in key elements found in financial systems. Trading platform interfaces, integration of front, middle and back office systems, real time and history based market data feeds as well as reliable transactions delivery mechanisms are some the many examples.

We also understand, through considerable direct experience, the pressures and requirements facing all trading related systems and solutions. This results in a high level of focus on the performance, reliability and resilience of all systems and applications. In operations support, these same pressures apply. The key is effective and proactive support to users combined with closely controlled procedures for operational support and systems administration.

ePulse can therefore effectively devise and deliver complete and competent solutions, or provide highly skilled and experienced resources to supplement clients own teams in the development, installation or support operations. In combination with ePulse's project management services complete project teams or solutions can be offered.

## Areas of Expertise

Particular areas of focus for which ePulse can provide the solution or the support to your existing teams include the following:

## Dealing Room Operations Support

ePulse professional staff have extensive experience of managing dealing room support operations and related applications. This experience also includes hardware and software upgrades as well as complete systems migration, replacement or relocations across multiple sites.

All Trading Rooms support requires key focus on the needs of the *end users' business* as well as a responsive and proactive approach with meticulous attention to detail when planning system maintenance or changes. Some of the particular areas where ePulse can bring this expertise to bear include:

- Direct user support and help desk management
- Development of support and change control procedures
- Management of support teams
- Specialist technical resources for Market Data Systems, Trading Systems, Video Multi-media Distribution, Networks and Datafeeds
- Outsourcing of support operations

## Development

Development of specific software or solutions involving interconnection of packages from various sources is basic necessity of all I.T. operations in the financial sector. ePulse can provide your business with the technology edge needed to compete effectively in this market. How this is achieved may range from simple forms, such as the use of Excel add-ins, VBA programs or ASPs through to implementation of middleware interfaces between different systems or APIs including full development of Feed Handlers, Databases, Transaction Systems and other Front, Middle and Back Office Systems.

Our people's development expertise covers a wide range of these scenarios including solutions for some of the largest multi-national institutions in the industry. Some of the particular areas where we can provide the necessary development skills and experience include

- Feed Handlers, Trading Platform Interfaces, UI applications, spreadsheet-based applications as well as applications such as Reuters 3000Xtra trading desktop and Dealing 2000 workstations
- Custom or partnership development of Workstation, Server or other Applications
- OO design consultancy and development
- Provision of skills and support for C++, C#, VBA, JAVA, UNIX, WinXP, CORBA/IDL or e-commerce interfaces as part of customers development efforts
- Support and maintenance of 'legacy' applications or previously developed solutions

## Server and Network management

The front office systems and networks of most organisations are complex client-server architectures involving WAN links to branch offices as well as multiple internal LANs and dial-in connections. These are becoming ever more common as the need for mobility and 'hot desking' becomes greater.

The selection and configuration of the components and their configuration into reliable operational configurations requires careful design, implementation and support to ensure your organisation can fully reap the benefits of the technology on offer. ePulse can provide extensive experience and support in a number of key areas to help make sure you get the best out of your network and server driven systems, such as

- Win2X Server based architecture and design
- UNIX and windows Win2X/XP system support
- Network design, configuration, component selection and support
- e-Commerce solutions and web interfaces

## System Installation

Installation of new systems into an operating environment can be both technically demanding and organisationally complex if disruption to the business is to be avoided. Such systems may be new file servers, network systems, third party applications or complete trading systems involving a number of systems or applications from different vendors that need to operate together. In some cases, you may not have the quantity or availability of internal expertise to undertake or oversee these projects from a technical viewpoint thus potentially incurring some risks of problems or delays. ePulse can offer a number of key Technical Services to help you plan and implement such installations quickly and effectively. These are:

Installation and configuration of hardware, operating software and associated networks

- Technical audit or vetting of solutions including hardware and software compatibility
- Specification and testing of interfaces between systems or applications
- Specifying and conducting system tests or acceptance tests
- Provision of user or support staff training and support

## Systems Integration

The ever-increasing complexity of financial systems and the rapid embrace of the Internet have put banks and finance institutions under pressure in trying to keep pace with technology and maintain customers and revenues. The resource constraints and the shortages of knowledge in new technologies have added to the difficulties being faced by such organisations.

ePulse technical and business consultants have comprehensive experience in integrating and implementing disparate technologies in finance institutions. Our consultants are highly skilled

individuals with exceptional track record in delivering to specifications, on time and on budget.

ePulse services vary from identifying the need up to full project management from inception to successful delivery. The achievements of our professionals include:

- Centralisation of multi-branch, multi-country BackOffice processing into one location reducing cost and improving efficiency
- Design and implementation of automated Gap reporting system handling data from multiple BackOffice systems
- Automation of FX/MM, Equities, Bonds, Energy, Commodities deal-capture system generating secure posting of transactions to core banking system
- Implementation and integration of various risk management systems covering Market, Credit and Operational/Middle-office risks
- Design and implementation of structured processing to produce data for regulatory (Bank of England, FSA & MiFID) reporting systems

## Contact Information

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