



Flawless delivery of market data services across Europe and Asia

Business

Market data and trading solutions

Sector

Financial services

Products and services

Ethernet VPN

Managed CPE

Professional Services

Challenge

To deliver clients' market data services consistently and reliably

A client distribution network with a tailored service wrap delivers business outcomes

Thousands of clients around the world including Tier 1 financial institutions rely on this company for market data and other services that underpin their trading activity. To ensure timely delivery of these business-critical services, the company needs a high-quality, highly available global distribution network.

The company previously relied on a single global connectivity provider, but changed its strategy to work with best-in-class regional providers to improve network performance and resilience, optimise costs, and enhance service delivery. The company called on Colt to apply its experience in the financial markets to co-design the solution and help refine the RFP.

In a competitive tender, the company chose Colt to deliver a managed Ethernet network for Europe. The Colt solution extends to Japan and other parts of Asia.

Five nines network uptime
99.999% Network uptime enabled by a diverse network architecture

Managed, tailored service

Among the reasons for choosing Colt were value for money and solution architecture capability, as well as Colt's ownership of the fibre, which gives Colt end-to-end control over network provisioning and availability. In addition, Colt's understanding of the company's market environment enabled development of a tailored service wrap that meets the needs of the company and its clients with:

- A network design that guarantees 99.999% uptime
- Market-leading lead-time-to-connect SLAs with a commitment to right-first-time delivery
- A dedicated customer service desk that provides a single window into Colt and accelerates responses to requests for quotes and order confirmation

Colt also installs switching equipment at client sites on behalf of the company, giving clients immediate access to market data once their servers are provisioned.

The consistent, reliable and efficient Colt managed solution enables the customer to optimise costs and increase client satisfaction. Colt supports the solution with focused account, service and contract management, regular management reporting, and a perfect track record on meeting the customer's time to market.

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