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DEALHub Case Study: Printer Replacement

Dealing room printers – expensive, noisy and unnecessary

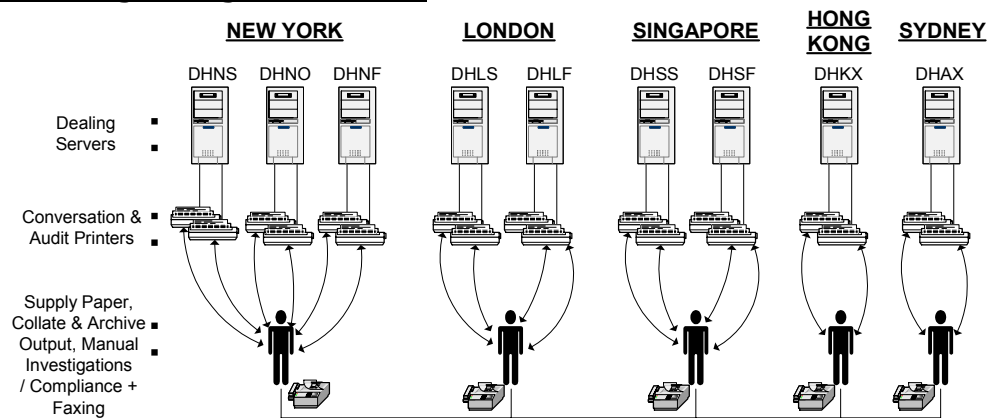
Dealing room printers have, historically, been used due to the regulatory requirement to provide an audit trail for dealing conversations and as a basis for conducting investigations. However, the direct and indirect costs associated with these printers are significant. The most visible costs include the support personnel required for the replacement of consumables and frequent interventions to resolve incidents such as paper jams. On top of this comes the handling and archiving of paper, the real estate physically used by the printers, and other maintenance costs.

But the most important costs by far are lost dealing time when printers are offline due to faults or consumable shortage (as this can lead to the actual dealing codes going offline, preventing further dealing until the problem has been resolved) and the time spent going through reams of paper for the investigation of out-trades. Indeed, the longer the search takes the longer the bank is exposed.

US bank says goodbye to dealing room printers

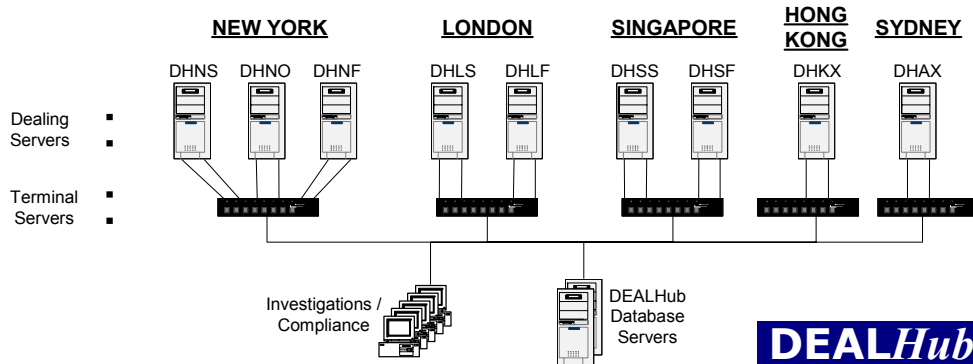
At a top US investment bank, printouts of Reuters conversations and trades were faxed between offices for out-trade investigations. The Bank decided there had to be a better way of providing an audit trail. A survey of the market quickly identified DEALHub as the solution of choice for addressing the problem. DEALHub captures the printer output of Reuters Dealing Servers and EBS Servers and stores the data into an online database that can be searched at any time using a number of criteria such as counterparty, keywords, etc. As a result, out-trade investigations have typically been reduced to minutes instead of hours.

BEFORE: Using Dealing Room Printers



The Bank had 18 printers distributed around the world in its New York, London, Singapore, Hong Kong and Sydney branches. The hardware required by the DEALHub solution was minimal, as one DEALHub Database Server was sufficient to service the feeds from all Dealing Servers globally. A second mirrored Database Server was installed in a different data centre for redundancy. One Terminal Server was installed in each site to capture the serial output from the printer feeds and route this to the Database Server using TCP/IP over the Bank's WAN. In all, two NT servers and five Terminal Servers were the only hardware required by DEALHub to provide a globally consolidated instantly searchable archive and audit trial.

AFTER: Using DealHub Printer Replacement



Maximise up-time, reduce costs and speed-up investigations for a quieter life

Back-office users from all branches were then able to query the database using the DealHub/DHView front-end from anywhere in the world through an ODBC connection over the Bank's WAN. By using the DealHub printer replacement solution to eradicate the printer running costs, ensure optimum availability of dealing codes and reduce investigation times, the Bank estimates that it saves in excess of \$100,000 annually in operational costs.

About Option Computers

Founded in 1985, Option Computers (www.dealhub.com) is a leading provider of software solutions and services to trading and back office operations. DealHub, the flagship product, is targeted at FX trading operations ranging from single locations through to complete global operations. It provides extensive real-time conversation and trading monitoring, including statistics on customer interactions and dealing code usage, whilst its multi-source deal capture capabilities provide for STP from the front office right through to back office systems. All activity is archived, thus supporting investigation of out trades etc. DealHub is used by 5 of the top 10 banks at 18 locations globally.

External sources supported by DealHub include Reuters Dealing, EBS Spot, EBS Trader, EBS Prime, AVT, TIB Mercury, Voice Broker DDN, FXall, Currenex, FX Connect and Garban ICAP ETC as well as in-house trading platforms.

In addition, DealHub/Connect is a cost cutting alternative peer-to-peer FX dealing solution designed to integrate counterparties, branches and FX dealing portals without the need for routing via expensive FX dealing networks.

For more information contact:

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