

TRADETECH SURVEILLANCE



Keeping the IT environment healthy is key to reach operational excellence, but increasing complexity and interaction between systems makes this a challenge. Systems that were once fairly independent, such as the treasury platform, now play an increasingly central role as more business processes allow STP. SOX/SOA compliance requirements add to the complexity.

When something goes wrong

If a business process suddenly fails, how fast can you pin-point the problem? With manual monitoring of systems, networks, databases and scheduled tasks, trouble-shooting can be slow and painful.

TradeTech Surveillance

TradeTech's Surveillance solution helps you gain control over your systems from a business process perspective. You get a consolidated view of every component of a business process, regardless of system. If a process has failed, the point of failure is clearly visible.

Prevention is always better than cure. TradeTech's Surveillance solution helps identify possible bottlenecks and problems before they impact your business, allowing you to be proactive rather than reactive.

TradeTech's Surveillance solution brings you decades of system management experience packaged in a scalable, customizable and easy-to-maintain architecture.

The base surveillance package

The base package covers, together with support from TradeTech's Service Desk, the most basic needs for ensuring system consistency and uninterrupted operations:

System monitoring

- Real time monitoring: monitors the status of each component within the real-time system.
- Activity monitoring: tracks status of activities

Database monitoring

- Database and table space monitoring: monitors the total space used by the system's database and each table respectively (table space).

Server monitoring

- Monitors the most basic functionality such as disk utilization and error logs.

Key benefits

- Ensures uninterrupted business processes
- Reduces operational costs
- Improves cost transparency
- Reduces administration
- Reduces operational risk
- Improves proactivity. React before operation is affected.
- Reduces dependency on key staff
- Provides uniform monitoring interface
- Allows identification and tracking of reoccurring issues
- Documented processes
- Easily scalable and extendable
- Open framework for monitoring of any process and system

The extended package

The extended package enables more in-depth monitoring of the system environment, providing near real-time reporting on business critical processes.

System

- Enhances activity tracking. Track activities from start to finish, chains, dependencies, run-times, log, current status
- Enhanced real-time monitoring
 - Pending prices, pending transactions, md-status, limit log
- Interfaces can be tracked using standard API calls.

Server

- Performance monitoring including memory usage (peak, average)
- Monitoring of surrounding services and processes.

Database

- Lock (deadlock) monitoring
- Database fill rate (extrapolated and current)
- Index size
- Database backup (status)
- Transaction log status (fill rate)

Notification

- Email
- SMS

The typical client package

A typical customized package builds on the base package at least five interface-specific monitoring points including (but not limited to):

- Process checking for real time
- In-depth, real-time process checking
- Deal Mirroring (catch non-mirrored transactions)
- Activity status (OK, pending)
- Activity Log check
- Average activity running time (triggers on long running activities)
- Activity chain/dependency checking
- Disk utilization (threshold configurable)
- Server performance

Implementation process

The implementation is hosted and run by TradeTech. Process map description:

- Surveillance based on processes and not only system
- System inventory
- Data flow description with system dependencies
- Installation of selected TradeTech surveillance adapters
- Training of support staff

About TradeTech Consulting

TradeTech Consulting is a leading provider of business and technology consulting services to the treasury, asset management and capital markets space. TradeTech also provides customized business intelligence solutions tailored to these segments. Established in 1998, TradeTech serves three of Sweden's top six corporates, as well as leading banks, asset managers and mid-sized companies in Europe, North and South America and the Middle East. Visit TradeTech at www.tradetechconsulting.com.

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