

West Highland Support Services, Inc.
88 Pine St., Ste. 720
New York, NY 10005



3/19/20

To Our Industry,

With the current situation that has been caused by the COVID-19 pandemic, we recognize the stress that everyone in our industry is experiencing. I would like to offer our full assistance across all of our offerings to you at no charge in the hopes to make your lives a bit less stressful. This has no strings attached.

Our full range of services include the following :

- 24 hour monitoring of market data environments (Refinitiv -TREP, Bloomberg - BPIPE, One Market Data – OneTick, Solace – Appliance / VMR, ICE – market data feeds, etc.)
- Entitlement administration – DACS / EMRS, etc.
- Commercial Management – FITS/MDM
- Data Notification Management – Refinitiv/BB/ICE/Activ
- IDP- Web Access & Control Manager – Controls web based subscription service access & desktop applications that source market data
- VERAX – Cloud based monitoring of market data
- ALIVE- Market Data Service monitoring to ensure accurate / timely delivery of market data

As a leader in this industry, I feel it is important to offer assistance during these difficult times. Please feel free to leverage us without fee for as long as this needs to be done in any capacity that we can assist. I am sure that all of your organizations have a fast-track process to enable us to temporarily provide assistance and we are willing to help.

I hope all of you, your loved ones and co-workers remain safe.

Regards,
Steven Roe
CEO West Highland Support Services

Please reach out to us at :
Steven.roe@westhighland.net
Scott.breslin@westhighland.net
Alan.covall@westhighland.net